



PUBLIC NOTICE

Federal Communications Commission
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**PUBLIC SAFETY AND HOMELAND SECURITY BUREAU ANNOUNCES
AVAILABILITY OF 911 RELIABILITY CERTIFICATION SYSTEM
FOR ANNUAL RELIABILITY CERTIFICATIONS**

PS Docket Nos. 21-479, 13-75

The Public Safety and Homeland Security Bureau (Bureau) announces that the Federal Communications Commission's (Commission's) 911 Reliability Certification System (911RCS) is now open for filing annual reliability certifications, which are due on **October 15, 2025**.¹ All Covered 911 Service Providers (CSPs)² must file certifications using the Commission's online portal at <https://apps2.fcc.gov/rcs911/>.

911 Reliability Requirements. The Commission's rules require all CSPs to take reasonable measures to provide reliable 911 service with respect to: (i) circuit diversity; (ii) central-office backup power; and (iii) diverse network monitoring.³ The Commission's 911 reliability rules apply equally to legacy and IP-based CSPs.⁴ CSPs must annually certify as to their compliance with circuit auditing, backup power, and network monitoring reliability measures.⁵ If a CSP does not conform to the elements of any of these reliability measures, the CSP must certify to reasonable alternative reliability measures or explain why the requirements do not apply to its network as appropriate.⁶

Registration in 911RCS. CSPs may register new users on the login page at <https://apps2.fcc.gov/rcs911/>. There are two types of users for 911RCS: inputters and coordinators.

¹ 47 CFR § 9.19(c), (d)(1).

² See 47 CFR § 9.19(a)(4) (defining covered 911 service providers as entities that "[p]rovide[] 911, E911, or NG911 capabilities such as call routing, automatic location information (ALI), automatic number identification (ANI), or the functional equivalent of those capabilities, directly to a public safety answering point (PSAP), statewide default answering point, or appropriate local emergency authority," or that "[o]perate[] one or more central offices that directly serve a PSAP"). The definition of CSP excludes any entity that "constitutes a PSAP or governmental authority to the extent that it provides 911 capabilities" or offers the capability to originate 911 calls where another service provider delivers those calls to the PSAP. 47 CFR § 9.19(a)(4)(ii).

³ 47 CFR § 9.19(b).

⁴ *Improving 911 Reliability et al.*, PS Docket Nos. 13-75 et al., Report and Order, 28 FCC Rcd 17476, 17479, para. 9 (2013) (*911 Reliability Order*); *Improving 911 Reliability et al.*, PS Docket Nos. 13-75 et al., Order on Reconsideration, 30 FCC Rcd 8650, 8655, para. 12 (2015) (*Recon Order*).

⁵ 47 CFR § 9.19(c).

⁶ *Recon Order*, 30 FCC Rcd at 8655, para. 12 ("[T]he certification framework adopted in the *911 Reliability Order* allows flexibility for all Covered 911 Service Providers – legacy and IP-based – to certify reasonable alternative measures to mitigate the risk of failure in lieu of specified certification elements . . ."). The Bureau may commence inquiries into CSP failures to demonstrate reasonable reliability and may issue orders requiring CSPs to take remedial actions to improve their 911 network reliability. 47 CFR § 0.392(h), (j).

Inputters only have access to information that they submit, while coordinators have access to all information submitted by their companies. For security purposes, requests to be designated as a coordinator are handled on an individual basis. As such, users acting as coordinators should register in 911RCS as an inputter, then send a request to 911ReliabilityCertification@fcc.gov to receive coordinator status.

Filing Instructions. To file certifications in 911RCS, CSPs may generally enter required certification information directly on the 911RCS web form. CSPs that serve numerous PSAPs or service areas may choose to enter their certifications in an Excel spreadsheet template available for download on the main menu page of 911RCS. CSPs must submit a signed attestation from the company's certifying official that all information is true and correct.⁷ Supplemental explanations and descriptions of alternative measures taken may be submitted as a part of the Adobe Acrobat (*.pdf) format attestation file as a single file appended to the end of the attestation.

Notification Upon Retirement of Legacy 911 Covered Facilities. CSPs are required to notify Bureau staff within 60 days after they completely cease providing all covered 911 services.⁸ Former CSPs should submit signed notices of cessation via email to 911ReliabilityCertification@fcc.gov. Former CSPs should *not* file a new reliability certification in 911RCS.

Further Information. More detailed instructions on how to complete the annual reliability certifications are available as Frequently Asked Questions (FAQs) at <https://www.fcc.gov/frequently-asked-questions-fcc-911-reliability-certification>, and in a user manual available in 911RCS. For additional information, please contact 911ReliabilityCertification@fcc.gov or Chris Fedeli, Attorney Advisor, Policy and Licensing Division, Public Safety and Homeland Security Bureau at (202) 418-1514 or Christopher.Fedeli@fcc.gov.

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⁷ 47 CFR § 9.19(a)(2)-(3).

⁸ 47 CFR § 9.19(d)(4); *Improving 911 Reliability et al.*, PS Docket Nos. 13-75 et al., Second Report and Order, 37 FCC Rcd 13847, 13862, para. 29 (2022); *PSHSB Announces Compliance Date and Instructions for Information Collection Requirement Associated with Improving 911 Reliability*, PS Docket Nos. 13-75 et al., Public Notice, DA 24-524, 2024 WL 2842912 (PSHSB June 4, 2024), <https://docs.fcc.gov/public/attachments/DA-24-524A1.pdf>.