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For Immediate Release

FCC REACHES SETTLEMENTS WITH TELECOM PROVIDERS FOR NOT FILING 911 RELIABILITY CERTIFICATIONS

WASHINGTON, October 2, 2020—The Federal Communications Commission’s Enforcement Bureau today announced settlements with seven telecommunications providers that did not file timely 911 service reliability certifications last year. Each provider agreed to pay a civil penalty and abide by a compliance plan to ensure it meets its filing responsibilities going forward.

The Commission’s rules require 911 service providers—generally, the wireline phone companies that route both wireline and wireless calls to 911 call centers or provide administrative lines directly to 911 call centers—to take reasonable measures to provide reliable and resilient 911 service. To that end, the rules require 911 service providers to certify annually that they have either implemented certain industry-backed best practices or acceptable alternative measures with respect to circuit diversity, central office backup power, and network monitoring.

“When you call 911, your call should go through,” said Lisa M. Fowlkes, Chief of the FCC’s Public Safety and Homeland Security Bureau. “The telecommunications providers that route emergency calls are responsible for taking 911 service reliability measures and certifying to the Commission each year that they have done so. Today’s action should remind industry to take this obligation seriously.”

The Enforcement Bureau entered into Consent Decrees with the following companies, which will each implement a compliance plan and pay a fine:

[Alteva of Warwick, LLC](#)
[Arkwest Communications, Inc.](#)
[Cass Telephone Company](#)
[ComSouth Telecommunications, Inc.](#)
[Dumont Telephone Company](#)
[Geneseo Telephone Company](#)
[Union Telephone Company](#)

The next deadline for [filing annual 911 reliability certifications](#) is October 15, 2020.

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).