



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF THE
ACTING CHAIRWOMAN

May 5, 2021

The Honorable Bob Casey
United States Senate
393 Russell Senate Office Building
Washington, DC 20510

Dear Senator Casey:

Thank you for your letter regarding expanding access to 211 community information and referral services. I agree that Americans need access to this resource to connect them to community information, especially during the ongoing COVID-19 pandemic with its associated economic challenges.

At my request, the FCC's Wireline Competition Bureau and Wireless Telecommunications Bureau released a Public Notice on April 21, 2021, seeking public comment on the opportunities and challenges associated with providing the public with access to 211 using Wi-Fi calling technologies. In response to this Public Notice, the Bureaus seek to obtain information about how different types of Wi-Fi calling may affect consumers' ability to reach 211 call centers. In addition, they seek to build a record regarding the technical feasibility, cost, and operational considerations associated with providing access for 211 services over Wi-Fi technologies. They also hope to receive comment on the work required to make other non-911 3-digit codes beyond 211 available over Wi-Fi calling, including 988, the new dialing code for access to suicide prevention and mental health crisis counselors that will be available next year. The information we receive in response to this Public Notice will help the FCC identify the best path forward.

I look forward to working with you and others in Congress as we continue to improve access to 211 and other 3-digit dialing codes. Please let me know if I can be of any further assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Jessica Rosenworcel".

Jessica Rosenworcel



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF THE
ACTING CHAIRWOMAN

May 5, 2021

The Honorable Kirsten Gillibrand
United States Senate
478 Russell Senate Office Building
Washington, DC 20510

Dear Senator Gillibrand:

Thank you for your letter regarding expanding access to 211 community information and referral services. I agree that Americans need access to this resource to connect them to community information, especially during the ongoing COVID-19 pandemic with its associated economic challenges.

At my request, the FCC's Wireline Competition Bureau and Wireless Telecommunications Bureau released a Public Notice on April 21, 2021, seeking public comment on the opportunities and challenges associated with providing the public with access to 211 using Wi-Fi calling technologies. In response to this Public Notice, the Bureaus seek to obtain information about how different types of Wi-Fi calling may affect consumers' ability to reach 211 call centers. In addition, they seek to build a record regarding the technical feasibility, cost, and operational considerations associated with providing access for 211 services over Wi-Fi technologies. They also hope to receive comment on the work required to make other non-911 3-digit codes beyond 211 available over Wi-Fi calling, including 988, the new dialing code for access to suicide prevention and mental health crisis counselors that will be available next year. The information we receive in response to this Public Notice will help the FCC identify the best path forward.

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FEDERAL COMMUNICATIONS COMMISSION
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OFFICE OF THE
ACTING CHAIRWOMAN

May 5, 2021

The Honorable Bernard Sanders
United States Senate
332 Dirksen Senate Office Building
Washington, DC 20510

Dear Senator Sanders:

Thank you for your letter regarding expanding access to 211 community information and referral services. I agree that Americans need access to this resource to connect them to community information, especially during the ongoing COVID-19 pandemic with its associated economic challenges.

At my request, the FCC's Wireline Competition Bureau and Wireless Telecommunications Bureau released a Public Notice on April 21, 2021, seeking public comment on the opportunities and challenges associated with providing the public with access to 211 using Wi-Fi calling technologies. In response to this Public Notice, the Bureaus seek to obtain information about how different types of Wi-Fi calling may affect consumers' ability to reach 211 call centers. In addition, they seek to build a record regarding the technical feasibility, cost, and operational considerations associated with providing access for 211 services over Wi-Fi technologies. They also hope to receive comment on the work required to make other non-911 3-digit codes beyond 211 available over Wi-Fi calling, including 988, the new dialing code for access to suicide prevention and mental health crisis counselors that will be available next year. The information we receive in response to this Public Notice will help the FCC identify the best path forward.

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