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For Immediate Release

**FCC PROPOSES SAFEGUARDS TO SHIELD 911 CALL CENTERS
FROM DISRUPTIVE ROBOCALLS**

***Phone Companies Would Be Required to Automatically Block Robocallers
Contacting Numbers on a Do-Not-Call Registry***

WASHINGTON, September 30, 2021—The Federal Communications Commission today proposed new rules to protect 911 call centers, also known as Public Safety Answering Points (PSAPs), from unwanted robocalls. The Further Notice of Proposed Rulemaking adopted today would require voice service providers to block robocalls made to 911 call center telephone numbers listed on a PSAP Do-Not-Call registry.

With today's action, the Commission is also taking the opportunity to gather updated information on how best to fulfill the goal of protecting 911 call centers from disruptive robocalls in a manner that avoids the potential security risks of making registered 911 call center numbers available to those claiming to be autodialer operators.

The Commission is also seeking comment on several related questions, including the extent to which autodialed calls and text messages continue to be a problem for 911 call centers, as well as whether the number of unwanted calls and texts has significantly changed as a result of anti-robocall efforts since 2012, when the Commission first took steps to establish a PSAP Do-Not Call registry at Congress' direction. Finally, the Commission is seeking comment on ways to protect PSAPs from cyberattacks and disruptions other than those conducted with robocalls.

Action by the Commission September 30, 2021 by Further Notice of Proposed Rulemaking (FCC 21-108). Acting Chairwoman Rosenworcel, Commissioners Carr, Starks, and Simington approving. Acting Chairwoman Rosenworcel and Commissioner Starks issuing separate statements.

CG Docket No. 12-129; PS Docket No. 21-343

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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).