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For Immediate Release

**EIGHT 911 SERVICE PROVIDERS TO PAY FCC PENALTIES DUE TO
FAILURE TO FILE SERVICE RELIABILITY CERTIFICATIONS BY
LAST YEAR'S DEADLINE**

This Year's Filing Deadline Is October 15

WASHINGTON, October 14, 2021—The FCC's Enforcement Bureau today announced eight settlements with covered 911 service providers, which will pay penalties for failing to timely file their required 911 service reliability certification in 2020. Companies that provide 911 service to emergency call centers must certify annually to the Commission that they have taken specific steps to mitigate the risk of a 911 service failure. The deadline for submitting the annual 2021 certification is October 15, 2021.

“When we need to make a call to 911, that call might well be the single most important call of our lives. Given these stakes, we take seriously the responsibilities of all who support 911 services in order to do everything possible to ensure service is available when needed,” said **FCC Acting Chairwoman Jessica Rosenworcel**. “This should serve as a very clear reminder that compliance with 911 service rules is required. All such providers must file this year's certifications by midnight this Friday night.”

She continued: “I appreciate the outstanding work of the FCC Enforcement Bureau staff in ensuring compliance with these important rules; and I thank our Public Safety and Homeland Security Bureau team for their focus and dedication to supporting policies to protect and improve 911 services. And, of course, we thank all those working in 911 call centers, helping to connect Americans in need with public safety services.”

Service providers that provide phone services to 911 call centers – sometimes called Public Safety Answering Points – are required to file these certifications annually. In order to comply with FCC rules, these companies are required to certify that they have implemented certain 911 circuit auditing, central office backup power, and diverse network monitoring practices.

Eight covered 911 service providers reached settlements with the FCC's Enforcement Bureau in order to end the Bureau's investigations into their non-compliance. Companies will pay penalties ranging from \$3,500 to \$7,500 and, having admitted to rules violations, agreed to implement compliance plans to prevent a repeat of their 2020 filing problems. Northeast Missouri Rural Telephone Company will pay \$7,500. Arctic Slope Telephone Association Cooperative, Farmers Telephone Cooperative, Jackson Energy Authority, Micronesian Telecommunications Corporation, South Central Utah Telephone Association, and Sweetser Telephone Company will each pay \$6,000. Hayneville Telephone Company will pay \$3,500.

Penalties vary based on factors such as whether the company had similar violations in the past and to what extent they were responsive to FCC outreach following their failure to file.

Covered providers can file their 2021 certification at: <https://apps2.fcc.gov/res911/>

Today's settlements, formally called Consent Decrees, are available at: www.fcc.gov/document/eight-911-service-providers-pay-fcc-penalties-late-filings.

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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).