



FEDERAL COMMUNICATIONS COMMISSION

Fiscal Year 2021 Annual Performance Report

(October 1, 2020 – September 30, 2021)

Message from the Chairwoman

As Chairwoman of the Federal Communications Commission (FCC or Commission), it is my pleasure to present the FCC's Annual Performance Report for Fiscal Year (FY) 2021. At the outset, please note that the FCC's FY 2021 Annual Performance Report reflects the strategic and performance goals included in the FCC's FY 2021 Budget proposal, which contained the FCC's FY 2021 performance plan, and which was submitted to Congress prior to my tenure as the FCC's agency head.

Pursuant to the GPRA Modernization Act of 2010, P.L. 111-352, and Office of Management and Budget (OMB) Circular A-11, the FCC has updated its strategic and performance goals since the presidential transition in January of 2021 to reflect the priorities of the administration of the FCC under my leadership. The new strategic goals, which can be found in the FCC's Strategic Plan for FY's 2022 – 2026, include: Pursue a 100% Broadband Policy; Promote Diversity, Inclusion, Equity and Accessibility; Empower Consumers; Enhance Public Safety and National Security; Advance America's Global Competitiveness; and Foster Operational Excellence. For additional information on the FCC's new goals, please see the FCC's Strategic Plan for FY's 2022-2026, which is available at: <https://www.fcc.gov/about/strategic-plans-budget>.

During FY 2021, the Commission mounted an extraordinary response to a historic crisis. The FCC worked on a bipartisan basis to set up the Nation's largest-ever broadband affordability program, the Emergency Broadband Benefit (EBBP), which helped millions of households afford internet access during the pandemic before its completion on December 31, 2021. The FCC has now launched the Affordable Connectivity Program, the \$14.2 billion successor program to EBBP, and has already surpassed 10 million households enrolled. The Commission looks forward to reporting on its accomplishments in future years.

In addition, the Commission launched the Emergency Connectivity Fund, the first nationwide effort to close the Homework Gap so no child is left offline. Through this program, school-aged children have access to over 8.9 million connected devices that will help them keep up with their schoolwork and develop the skills they need for success in the digital age. Furthermore, over the past year, the Commission has made historic investments in telehealth technology across the country and healthcare centers nationwide that are receiving much needed funding support to assist with efforts to expand telehealth.

In FY 2021, the FCC made incredible strides towards helping the American public through this pandemic. Throughout the year, the Commission worked diligently towards achieving its mission across all of its strategic goals, and I am pleased to present this Annual Performance Report to highlight the Commission's wide array of accomplishments during FY 2021.



Jessica Rosenworcel
Chairwoman

Mission

As specified in section one of the Communications Act of 1934, as amended, the Federal Communications Commission's (FCC's or Commission's) mission is to "make available, so far as possible, to all the people of the United States, without discrimination on the basis of race, color, religion, national origin, or sex, rapid, efficient, Nation-wide, and world-wide wire and radio communication service with adequate facilities at reasonable charges."¹ In addition, section one provides that the Commission was created "for the purpose of the national defense" and "for the purpose of promoting safety of life and property through the use of wire and radio communications."²

About the Federal Communications Commission

The FCC is an independent regulatory agency of the United States Government. The FCC is charged with regulating interstate and international communications by radio, television, wire, satellite, and cable. The Commission also regulates telecommunications and advanced communication services and video programming for people with disabilities, as set forth in various sections of the Communications Act.

The FCC is directed by five Commissioners, who are appointed by the President and confirmed by the Senate for five-year terms, except when filling the unexpired term of a previous Commissioner. Only three Commissioners can be from the same political party at any given time. The President designates one of the Commissioners to serve as Chairman.

The FCC is organized by function. There are seven Bureaus and ten Offices. The Bureaus and the Office of Engineering and Technology process applications for licenses to operate facilities and provide communications services; analyze complaints from consumers and other licensees; conduct investigations; develop and implement regulatory programs; and organize and participate in hearings and workshops. Generally, the Offices provide specialized support services. The Bureaus and Offices are:

- **The Consumer & Governmental Affairs Bureau** develops and implements consumer policies, including disability access and policies affecting Tribal nations and state and local governments. The Bureau also serves as the public face of the Commission through outreach and education and responds to consumer inquiries and informal complaints. The Bureau maintains collaborative partnerships with consumer-facing organizations and state, local, and Tribal governments in such areas as implementation of critical initiatives, implementation of new technologies, and emergency preparedness. In addition, the Bureau's Disability Rights Office provides expert policy and compliance advice on accessibility with respect to various forms of communications for persons with disabilities. The Bureau also ensures public facing access to the Commission for persons with disabilities via a team of American Sign Language interpreters and accessible formats specialists.

¹ 47 U.S.C. § 151.

² *Id.*

- **The Enforcement Bureau** enforces the Communications Act and the FCC's rules. It acts to protect consumers, ensure efficient use of spectrum, further public safety, promote competition, resolve disputes, and protect the integrity of FCC programs and activities from fraud, waste, and abuse.
- **The International Bureau** administers the FCC's international telecommunications and satellite programs and policies, including licensing and regulatory functions. The Bureau promotes pro-competitive policies abroad, coordinates the FCC's global spectrum activities, and advocates for U.S. interests in international communications and competition. The Bureau works to promote high-quality, reliable, interconnected, and interoperable communications infrastructure on a global scale.
- **The Media Bureau** recommends, develops, and administers the policy and licensing programs relating to electronic media, including broadcast, cable, and satellite television in the United States and its territories.
- **The Public Safety and Homeland Security Bureau** develops and implements policies and programs to strengthen public safety communications and interoperability, homeland security, national security, emergency management and preparedness, disaster management, and network reliability and resiliency. These efforts include rulemaking proceedings that promote more efficient use of public safety spectrum, improve public alerting mechanisms, enhance the nation's 911 emergency calling system, and establish frameworks for communications prioritization during crises. The Bureau also maintains 24/7 operations capability and promotes Commission preparedness to assist the public, first responders, the communications industry, and all levels of government in responding to emergencies and major disasters where reliable public safety communications are essential. Finally, the Bureau coordinates the Commission's national security mission and consults with the Defense Commissioner pursuant to 47 CFR § 0.181 of the Commission's rules.
- **The Wireless Telecommunications Bureau** is responsible for wireless telecommunications programs and policies in the United States and its territories, including licensing and regulatory functions. Wireless communications services include cellular, paging, personal communications, mobile broadband, and other radio services used by businesses and private citizens.
- **The Wireline Competition Bureau** develops, recommends, and implements policies and programs for wireline telecommunications, fixed (as opposed to mobile) broadband and telephone lines, striving to promote the widespread development and availability of these services. The Bureau has primary responsibility for the Universal Service Fund which helps connect all Americans to communications networks.
- **The Office of Administrative Law Judges** is composed of one judge (and associated staff) who presides over hearings and issues decisions on matters referred by the FCC.

- **The Office of Communications Business Opportunities** promotes diversity, competition and innovation in the provision and ownership of telecommunications and information services by supporting opportunities for small businesses as well as women-owned and minority-owned communications businesses.
- **The Office of Economics and Analytics** provides objective economic analysis to support Commission policy making and implements agency-wide data practices and policies, including implementing significant economically-relevant data collections. The Office also manages the FCC's auctions in support of and in coordination with the FCC's Bureaus and Offices.
- **The Office of Engineering and Technology** advises the FCC on technical and engineering matters. This Office develops and administers FCC decisions regarding spectrum allocations and unlicensed devices and coordinates use of the spectrum with the Executive Branch. The Office also oversees the Commission's equipment authorization program to ensure compliance with technical rules and its experimental licensing program to promote new and innovative technologies and services.
- **The Office of the General Counsel** serves as the FCC's chief legal advisor.
- **The Office of the Inspector General** conducts and supervises audits and investigations relating to FCC programs and operations.
- **The Office of Legislative Affairs** serves as the liaison between the FCC and Congress, as well as other Federal agencies.
- **The Office of the Managing Director** administers and manages the FCC.
- **The Office of Media Relations** informs the media of FCC decisions and serves as the FCC's main point of contact with the media.
- **The Office of Workplace Diversity** develops, coordinates, evaluates, and recommends to the Commission policies, programs, and practices that foster a diverse workforce, and promotes and ensures equal employment opportunity (EEO) for all employees and applicants without regard to race, color, religion, sex (including pregnancy and gender identity), sexual orientation, national origin, age, disability (mental, intellectual, or physical), marital status, parental status, political affiliation, genetic information (including medical history), or any other basis protected by law.

CLOSING THE DIGITAL DIVIDE

Develop a regulatory environment to encourage the private sector to build, maintain, and upgrade next-generation networks so that the benefits of advanced communications services are available to all Americans. Where the business case for infrastructure investment doesn't exist, employ effective and efficient means to facilitate deployment and access to affordable broadband in all areas of the country.

FY 2021 PERFORMANCE HIGHLIGHTS

A key priority for the FCC is to close the digital divide in rural America. The FCC used several mechanisms and funding models to increase broadband service in rural areas, including the Rural Digital Opportunity Fund, the Emergency Connectivity Fund, the COVID-19 Telehealth Program, the Emergency Broadband Benefit Program, and the Connected Care Pilot Program.

Rural Digital Opportunity Fund

The FCC moved forward with funding new broadband deployments through the Rural Digital Opportunity Fund by authorizing over \$311 million in broadband funding across thirty six states and as of September 30, 2021, the Commission has obligated \$136 million of the amount authorized. The FCC also took steps to clean up issues with the program's design originating from its adoption in 2020. As a result of this funding authorization, forty eight broadband providers will bring 1 Gbps broadband speeds to nearly 200,000 homes and businesses over the next 10 years.

Emergency Connectivity Fund

The FCC adopted rules implementing the \$7.17 billion program, funded by the American Rescue Plan Act of 2021, which enables schools and libraries to purchase laptop and tablet computers, Wi-Fi hotspots, and broadband connectivity for students, school staff, and library patrons in need during the COVID-19 pandemic. For the first application filing window (June 29, 2021 through August 13, 2021), the FCC received requests for \$5.137 billion to fund 9.1 million connected devices and 5.4 million broadband connections that will be received or delivered between July 1, 2021 and June 30, 2022. The first filing window attracted applications from all 50 states, American Samoa, Guam, Northern Mariana Islands, Puerto Rico, U.S. Virgin Islands and the District of Columbia – including schools and libraries in both rural and urban communities.

As of September 30, 2021, the FCC has committed over \$1.2 billion for 3,040 schools, 260 libraries, and 24 consortia that applied for support from the Emergency Connectivity Fund Program. The first wave of funding commitments will provide students, school staff, and library patrons in all 50 states and Guam, Puerto Rico, and the District of Columbia access to the devices and broadband connectivity they need to support their off-campus education needs. The first wave of funding will also support 3,081,131 devices and 774,115 broadband connections and help connect over 3.6 million students who would otherwise lack access.

COVID 19- Telehealth Program

The FCC approved a total of over \$165 million in funding applications for Round 2 of its COVID-19 Telehealth Program, a \$249.95 million federal initiative that builds on the \$200 million program established as part of the Coronavirus Aid, Relief, and Economic Security (CARES) Act. The FCC has so far approved 280 applications to receive Round 2 funding. The program supports the efforts of health care providers to continue serving their patients by providing telecommunications services, information services, and connected devices necessary to enable telehealth during the COVID-19 pandemic.

Emergency Broadband Benefit Program

As of September 30, 2021, over six million households have enrolled in the Emergency Broadband Benefit Program since its launch in mid-May. The Emergency Broadband Benefit Program is a \$3.2 billion federal initiative to provide qualifying households discounts on their internet service bills and an opportunity to receive a discount on a computer or tablet. This program provides eligible households with discounts of up to \$50 a month for broadband service, and up to \$75 a month if the household is on Tribal lands. It also provides a one-time discount of up to \$100 on a computer or tablet for eligible households. The Commission has now transitioned from the Emergency Broadband Benefit Program to the new \$14.2 billion Affordable Connectivity Program effective December 31, 2021.

Connected Care Pilot

The FCC approved a Report and Order offering guidance on the administration of the \$100 million Connected Care Pilot Program, including guidance on eligible services, competitive bidding, invoicing, and data reporting for selected participants. As of September 30, 2021, the FCC had approved \$57 million in funding for 59 pilot projects serving patients in 30 states plus Washington, DC.

Updating E-Rate Rules

The FCC proposed revisions to the definition of library in the E-Rate program rules to provide clarity regarding the eligibility of Tribal libraries and to promote increased participation of underrepresented Tribal libraries in the E-Rate Program. Certain Tribal libraries have been unable to participate and receive support from the program, which provides discounts on broadband services and internal connections to schools and libraries, because they did not qualify under an outdated definition of a library included in the 1996 version of the Library Services and Technology Act that was adopted in the Commission's rules. The FCC's proposed revisions will remove this outdated reference from its rules, align the eligibility requirements between the E-Rate and Emergency Connectivity Fund Programs, and promote the increased participation of Tribal libraries by making it clear they are eligible to receive support through the E-Rate Program.

Broadband Data Collection

During the reporting period, the FCC accomplished a number of critical milestones in the development and implementation of the Broadband Deployment Accuracy and Technology Availability Act (Broadband DATA Act) that will enable it to produce precise and consistent maps of broadband availability to ensure that federal, state, and local resources can be targeted to connect everyone, everywhere to high-speed, reliable broadband service. In January 2021 the FCC adopted the *Third Report and Order* in the Broadband Data Collection proceeding, specifying which fixed and mobile broadband Internet access service providers are required to report broadband availability data and expanding the reporting and certification requirements for certain fixed and mobile broadband filers. The *Third Report and Order* also adopted standards for verifying mobile data and collecting verified broadband data from state, local, and Tribal entities and certain third parties and adopted processes for submitting challenges to fixed and mobile coverage map data and data in the Broadband Serviceable Location Fabric (Fabric), along with processes for providers to respond to such challenges. In addition, the *Third Report and Order* established standards for identifying locations that will be included in the Fabric and for enforcement of the requirements associated with the Broadband Data Collection.

In February 2021, Chairwoman Rosenworcel established the Broadband Data Task Force (Task Force) to lead the cross-agency effort to implement improvements to the FCC's broadband data and mapping tools. Since then, the Task Force, working closely other FCC Bureaus and Offices, has passed multiple significant milestones essential to fully implement the Broadband DATA Act. Specifically, the FCC has:

- Coordinated with the United States Postal Service (USPS) to develop and execute a pilot program to test the feasibility of partnering with federal agencies that operate delivery fleet vehicles, including the USPS, to supplement and verify the broadband deployment and availability data. Pursuant to the Broadband DATA Act, the FCC submitted a report to Congress on this pilot program on May 24, 2021.
- Awarded a Data Architect and Design Services contract to develop a framework for the data flow of the complex, interrelated systems associated with the Broadband Data Collection (BDC). On July 2, 2021, the FCC awarded a follow-on contract for the BDC system design and implementation.
- Initiated a competitive procurement process for the creation of the Fabric, a common dataset of all locations in the United States where fixed broadband Internet access service can be installed. This competitive bidding process was specifically required in the Broadband DATA Act. The FCC expects to conclude the competitive bidding process in Fiscal Year 2022.
- Executed an interagency agreement with the National Telecommunications and Information Administration (NTIA) and the United States Department of Agriculture (USDA) to share information about and coordinate the distribution of federal broadband deployment funds under the FCC's high-cost programs, Rural Utilities Service programs at USDA, and NTIA programs.
- Released a detailed public notice (PN), technical appendix, and proposed rules seeking comment on the technical requirements for the mobile challenge, verification, and

crowdsource processes required by the Broadband DATA Act. FCC staff hosted a webinar on August 12 during which staff discussed the proposed details for the challenge process and verification methodologies and responded to questions from stakeholders prior to the deadline for filing comments and reply comments. Staff are reviewing the record developed in response to the PN and anticipate an order in Fiscal Year 2022.

- Executed a contract modification to develop the additional functionality for the FCC Speed Test app to be used for the mobile challenge and crowdsource processes.
- Launched a new webpage – www.fcc.gov/BroadbandData – to serve as a central location for information about the Broadband Data Collection. The webpage also provides access to a new portal through which consumers can share their experiences with broadband services in their area. The FCC has received over 13,000 submissions through the portal.
- Released a new, first-of-its-kind map showing 4G LTE broadband and voice coverage for the country’s four largest mobile carriers. The four carriers used the new BDC propagation model parameters to submit their 4G LTE broadband and voice coverage data as of May 15, 2021, as a part of their semi-annual Form 477 submission. The maps rendered by the FCC from this data provide the public a preview of how the mobile data to be collected as a part of the BDC will look, and the FCC will also use this data to assist in its ongoing efforts to develop and test the BDC systems and platforms.

PROMOTING INNOVATION

Foster a competitive, dynamic, and innovate market for communications services through policies that promote the introduction of new technologies and services. Ensure that the FCC’s actions and regulations reflect the realities of the current marketplace, promote entrepreneurship, expand economic opportunity, and remove barriers to entry and investment.

FY 2021 PERFORMANCE HIGHLIGHTS

The FCC took several actions to make additional spectrum available for 5G deployment:

- The FCC has taken a number of actions related to the 4.9 GHz (4940-4990 MHz) band, which is licensed exclusively to public safety agencies and private entities that support them. First, it issued a stay of the rules adopted in September 2020, which would have allowed non-public use of the band through a state-by-state leasing framework. Next, it vacated the order adopting those rules and issued a Further Notice of Proposed Rulemaking (FNPRM) seeking comment on alternate means of increasing use of the band while protecting public safety operations.
- The FCC made mid-band spectrum in the 3.45-3.55 GHz band available for auction by reallocating 100 megahertz in the 3.45 GHz band for flexible use wireless services. The FCC also adopted procedures for Auction 110, in which the spectrum was divided into ten 10-megahertz blocks licensed by geographic areas known as Partial Economic Areas (PEAs). Bidding in Auction 110 began in October 2021.
- The Wireless Telecommunications Bureau (WTB) granted 237 applications for Priority Access Licenses won in the 3.5 GHz auction (Auction 105). These applications represent

17,601 Priority Access Licenses. Subsequently, 13 additional applications were granted, representing 125 licenses.

- WTB granted 5,676 licenses in the 3.7 GHz service (3.7 to 3.98 GHz, also referred to as the C-band) following completion of Auction 107.
- WTB and the Office of Engineering and Technology took seven actions related to 3.5 GHz Environmental Sensing Capability (ESC) and Spectrum Access Systems (SAS) approvals, including approving new SAS and ESCs, expanding the geographic scope of existing SAS and ESC authorizations, and approving new ESC sensor deployments..
- WTB reviewed nearly 400 applications in the Commission’s 2.5 GHz Rural Tribal Priority Window, which provided an opportunity for federally recognized Tribes and Alaska Native Villages to apply for spectrum in the 2.5 GHz band. Further, the Office of Economics and Analytics (OEA) and WTB proposed bidding procedures for Auction 108 in which county-wide overlay licenses for unused spectrum in the 2.5 GHz band will be offered.
- By the end of September 2021, WTB staff had:
 - Accepted a total of 319 applications for filing, through six Accepted for Filing (AFF) Public Notices (September 2020, November 2020, January 2021, April 2021, July 2021, September 2021).
 - Granted 272 applications.
 - Issued individual orders granting waivers of the eligibility rules applicable to the Tribal Priority Window to sixteen applicants.
- In September, 2021, WTB issued a Public Notice encouraging Rural Tribal Priority Window applicants to cooperate to voluntarily resolve mutual exclusivity between applications in order to expedite action on remaining applications.
- During the review of the applications, from October 2020 through the end of September 2021, WTB staff conducted extensive outreach including hundreds of telephone calls to Tribal applicants to seek additional information in connection with applications and respond to inquiries.
- The FCC took the next step in its Partitioning, Disaggregation and Leasing Spectrum proceeding, releasing a FNPRM that proposes the creation of an Enhanced Competition Incentive Program to further encourage current spectrum licensees to enter into secondary-market transactions with Tribal Nations and small providers.

The FCC adopted a spectrum allocation for the 2200-2290 MHz band to bolster the U.S. commercial space industry’s access to spectrum needed for successful rocket launches. This allocation lays the groundwork for giving private space travel and satellite launch companies access to spectrum in the band for transmissions from space launch vehicles during pre-launch testing and space launch operations. The FCC also sought comment on the potential use of the 420-430 MHz, 2025-2110 MHz, and 5650-5925 MHz bands for space launch operations, as well as on appropriate licensing and technical rules for each band.

The FCC issued a Notice of Proposed Rulemaking (NPRM) seeking comment on how to maximize efficient use of 500 megahertz of spectrum between 12.2-12.7 GHz (12 GHz band), which in the United States is allocated on a primary basis for non-Federal Direct Broadcast Satellite (DBS), non-geostationary Fixed Satellite Service (NGSO FSS), and Fixed Service. The item sought

comment on whether and how the Commission's rules might allow for terrestrial flexible use, including two-way mobile service, in the 12 GHz band, given the presence of incumbent uses and allocations.

The FCC adopted rules to increase opportunities for unlicensed white space devices to operate on broadcast television channels and expand wireless broadband connectivity in rural and underserved areas.

The FCC repurposed 45 megahertz in the 5.850-5.925 GHz band (5.9 GHz band) for the expansion of unlicensed mid-band spectrum operations. The FCC decision retained 30 megahertz of spectrum in the 5.9 GHz band for intelligent transportation system (ITS) operations to meet current and future ITS needs within the transportation and vehicular-safety related ecosystem and provided unlicensed access to an additional 45 megahertz of mid-band spectrum to help meet the growing demand for wireless broadband.

The FCC's Office of Engineering and Technology began the process to authorize use of 6 GHz Band Automated Frequency Coordination Systems to facilitate standard-power unlicensed operations in this mid-band spectrum in addition to indoor low-power operations.

The FCC updated its radio frequency device marketing and importation rules to accelerate the timeframe for developing and releasing new wireless devices. The rules will give innovators more flexibility to engage in crowdfunding and other popular marketing campaigns and, in specific cases, to import devices still under equipment authorization review. The updated rules permit importation of up to 12,000 devices for certain pre-sale activities and permit conditional sales of devices to consumers prior to the devices obtaining equipment authorization.

The FCC proposed to add a co-primary allocation for geostationary-satellite orbit (GSO) FSS in the space-to-Earth (downlink) direction in the 17.3-17.7 GHz band and to permit limited GSO FSS (downlink) use of the 17.7-17.8 GHz band on a non-protected basis with respect to fixed service operations. The proposal would increase intensive and efficient use of the band and provide additional downlink capacity for high-throughput satellite communications.

Throughout the year, the FCC conducted an extensive information and outreach campaign in order to update its C-Band earth station records and ensure a successful Phase I of a multi-year transition of approximately 20,000 earth stations out of 3.7-3.98 GHz, which is clearing 300 megahertz for 5G service, without disrupting the consumer programming services that traditionally have relied on use of the C-Band.

The FCC adopted new sponsorship identification requirements to require broadcasters to disclose when foreign governments or their representatives lease time on their airwaves.

The FCC sought comment on updated rules to stimulate the development of new products and services in the 60 GHz spectrum band, recognizing the increasing practicality of using mobile radar devices in the 60 GHz band to perform innovative and life-saving functions, including gesture control, detection of unattended children in vehicles, and monitoring of vulnerable medical

patients. The Office of Engineering and Technology also issued eleven waivers to permit 60 GHz band radars to be used for automotive safety applications.

The FCC sought comment on allowing Wireless Multi-Channel Audio Systems (WMAS), on a licensed basis in frequency bands where wireless microphones already are currently authorized. WMAS is an emerging wireless microphone technology that would enable more microphones per megahertz of spectrum, an efficiency that can benefit music venues or convention centers with multiple performers or speakers.

The FCC's Office of Engineering and Technology granted two waivers to permit ultrawideband devices to be used for train positioning and control to improve rail safety.

The FCC created new innovation zones in and nearby North Carolina State University in Raleigh, North Carolina and Northeastern University in Boston, Massachusetts to allow for advanced wireless communications and network innovation research.

The FCC permitted AM radio stations to broadcast an all-digital signal on a voluntary basis. This technology shift has the potential to benefit AM stations by enabling them to offer listeners higher quality audio and new ancillary data services.

WTB issued a public notice to refresh the record regarding a petition for rulemaking filed by the Aerospace Industries Association (AIA) to address the growing need of the unmanned aircraft systems (UAS) industry for access to licensed spectrum. In its petition, AIA asked the Commission to adopt licensing and service rules for command-and-control links in the 5030-5091 MHz band to support UAS operations in the United States.

WTB and the Public Safety and Homeland Security Bureau (PSHSB) adopted an Order terminating the proceeding for PS Docket No. 13-42 (the T-Band Reallocation Proceeding) as a result of the signing of the Don't Break Up the T-Band Act into law. The T-Band Act repealed section 6103 of the Middle Class Tax Relief and Job Creation Act of 2012, which mandated that the Commission reallocate and auction frequencies used by public safety eligible entities in the 470-512 MHz spectrum (T-Band Mandate).

Following the repeal of the T-Band Mandate, WTB and PSHSB jointly issued a public notice modifying suspensions of the acceptance and processing of certain Part 22 and Part 90 applications for T-Band spectrum. The Bureaus announced that they would process pending applications and resume processing renewal requests, lifting the freeze the Bureaus had previously imposed in 2012. The Bureaus issued a further notice updating the list of TV stations that private land mobile radio applicants in the T-Band must protect when filing applications and confirmed the availability of the list online.

The FCC granted three petitions for reconsideration of particular aspects of the 2017 Report and Order which reorganized and updated the FCC's Part 95 Personal Radio Services rules. Grant of the petitions benefits CB radio users by permitting Frequency Modulation as an optional modulation scheme in the CB Radio Service, and increases the safety of radio users by allowing

automatic or periodic location and data transmissions on General Mobile Radio Service and Family Radio Service frequencies.

The FCC updated the question pool for the Commercial Operator License Examination (COLE) by amending Element 7 (Global Maritime Distress and Safety System) to reflect updated radio operating practices.

The FCC opened the filing window for broadband applications in the 900 MHz band transition. This band transition from narrowband to broadband expands spectrum capacity to meet today's needs while simultaneously allowing for next generation applications to keep innovation moving forward.

WTB extended the deadlines of all filing requirements for licenses and applications coming from all Louisiana parishes and Mississippi counties in the wake of the significant damage and disruption to electricity and communications caused by Category 4 Hurricane Ida in September 2021. WTB extended deadlines falling within the period from August 29, 2021 to September 30, 2021 to October 1, 2021. The extension included Wireless Radio Services applications, notifications and reports pursuant to Parts 1 (Subpart F only), 13, 20, 22, 24, 27, 30, 74 (excluding Subparts G and L), 80, 87, 90, 95, 96, 97 or 101 and all construction deadlines.

WTB granted various license assignments and modification applications with associated rule waivers to enable U.S. freight and passenger rails to continue to deploy and upgrade robust positive train control systems and improve rail safety nationwide.

The FCC issued a notice of inquiry into the ongoing global semiconductor shortage, and its impact on the communications industry. It received comments from dozens of parties across a variety of interests and industries, providing the FCC with important information and context on the issue and potential solutions to it.

WTB granted requests for waiver of the requirements in sections 90.1307, 90.1311, 90.1338, and 96.21 in order to allow certain wireless broadband licensees additional time to transition their part 90 operations to part 96 operations in the 3650-3700 MHz band. WTB also issued additional extensions to individual licensees on a case by case basis.

WTB conditionally granted the National Football League's (NFL) request for a waiver of section 96.39(c)(2) of the Commission's rules governing the Citizens Broadband Radio Service in order to allow the NFL to continue to operate its coach-to-coach communications system in the limited circumstances of an Internet outage in NFL stadiums, during NFL football games but after authority to operate within the stadium has been obtained from a Spectrum Access System.

The FCC issued a Notice of Inquiry seeking comment on the status of Open Radio Access Networks (Open RAN) in order to determine where the technology stands currently and what steps are required to deploy Open RAN networks broadly and at scale.

The FCC hosted the Open RAN Solutions Showcase in July of 2021 in order to connect vendors of interoperable, open interface, standards-based 5G network equipment and services with

interested parties. The Showcase featured over 30 vendors whose equipment and services will be ready and available for purchase and installation by January 1, 2022, if not sooner.

WTB and PSHSB modified the filing freeze on the 5850-5925 MHz spectrum band (5.9 GHz band) to allow for acceptance and processing of intelligent transportation systems (ITS) applications. The freeze was placed initially on Part 90 applications to allow stabilization in the 5.9 GHz landscape while the Commission considered future uses of the band. This modification allowed licensees to register new roadside units to operate within the modified band once the new plan, making the lower megahertz (5850-5895 MHz) available for unlicensed uses and the upper 30 megahertz (5895-5925 MHz) for ITS services, for the band was in place.

WTB and PSHSB provided guidance to intelligent transportation systems (ITS) licensees seeking waivers of the freeze of the 5.9 GHz band to allow for such licensees to operate cellular vehicle to everything (C-V2X) band technology in the upper 30 megahertz of the band (5.895-5.925 GHz).

WTB and PSHSB implemented the Commission's decision to require all Wireless Radio Service applications to be filed electronically as of June 29, 2021. This transition decreased costs associated with filings for both the Commission and consumers, and enhanced transparency of and access to important data.

WTB extended the existing exemptions of certain Global Maritime Distress and Safety System (GMDSS) radio equipment carriage requirements of 27 Alaskan fishing vessels from January 31, 2022 to January 31, 2023 or until one year after the Commission implements section 8336 of the 2021 National Defense Authorization Act (2021 NDAA), whichever is sooner.

The FCC issued an NPRM to fulfill its statutory mandate under Section 8416 of the 2021 NDAA, which directed the FCC to initiate a rulemaking proceeding by June 30, 2021 to consider whether to authorize devices used to mark fishing equipment in radio frequencies assigned for Automatic Identification System (AIS). The NPRM explored whether to authorize devices that can be used to mark fishing equipment for use on AIS channels without undermining the core purpose of AIS to prevent maritime accidents.

WTB continued its efforts to support and facilitate the ongoing transition of the 3700-4200 MHz band (C-band) to enable introduction of new terrestrial wireless services. Notably, WTB (1) announced CohnReznick LLP and subcontractors Squire Patton Boggs (US) LLP, and Intellicom Technologies, Inc. as the Relocation Payment Clearinghouse (Clearinghouse) for the C-band transition; (2) issued a Public Notice to set forth the Commission's *ex parte* rules as applied to presentations regarding the C-band transition by the Relocation Coordinator and Clearinghouse; (3) established new dockets for C-band transition relocation dispute referrals as well as Clearinghouse disputes and appeals; (4) opened two windows for Transition Plan updates from eligible space station operators; (5) set procedures for the Phase I Accelerated Relocation Certification process; and (6) sought comment on and established an Incremental Reduction Plan for Phase I Accelerated Relocation Payments. The FCC also addressed ACA Connects - America's Communications Association's application for review of the WTB Public Notice setting lump-sum payment amounts relating to relocation of incumbent earth stations as part of the C-band transition.

The FCC re-established the Technological Advisory Council (TAC), a Federal advisory committee consisting of leading technology experts who provide technical expertise to the Commission to help identify important areas of innovation and develop informed technology policies supporting the United States' competitiveness in the global economy. There are four working groups within the TAC, specifically focused on 6G, artificial intelligence, advanced spectrum sharing, and emerging wireless technologies. The TAC will operate for a period of two years.

PROTECTING CONSUMERS AND PUBLIC SAFETY

Develop policies that promote the public interest by providing consumers with freedom from unwanted and intrusive communications, improving the quality of communications services available to those with disabilities, and protecting public safety.

FY 2021 PERFORMANCE HIGHLIGHTS

Robocall Related Actions

The FCC continued to act aggressively to target and eliminate unlawful robocalls:

- The FCC proposed rules to ensure networks that serve as entry points for foreign-originated phone calls do their part to prevent traffic from illegal robocalls. The proposed rules would require these companies to apply STIR/SHAKEN caller ID authentication to, and perform robocall mitigation on, all foreign-originated calls with U.S. numbers. Implementation of caller ID authentication using the STIR/SHAKEN framework reduces the effectiveness of illegal spoofing, helps law enforcement identify bad actors, and improves voice service providers' blocking of robocalls using illegally spoofed caller ID information before those calls reach their subscribers.
- The FCC adopted rules establishing a process to review actions affecting a voice service provider's ability to comply with the STIR/SHAKEN caller ID authentication framework. To participate in STIR/SHAKEN, a provider must possess a digital "token" which the private Governance Authority that oversees the STIR/SHAKEN framework may revoke.
- The FCC sought comment on shortening the amount of time afforded to certain small voice service providers for implementing caller ID authentication using the STIR/SHAKEN framework spoofed caller ID information before those calls reach subscribers.
- The FCC adopted rules requiring voice service providers to meet certain affirmative obligations and to better police their networks against illegal calls. The FCC encouraged more blocking of illegal calls by expanding its call blocking safe harbor to cover network-based blocking. The FCC also adopted rules to provide greater transparency and ensure that consumers and legitimate callers can identify erroneously-blocked calls.
- The FCC clarified that voice service providers may legally block the robocalls used to perpetrate One-Ring scams.
- The FCC proposed new rules to protect 911 call centers, also known as Public Safety Answering Points (PSAPs), from unwanted robocalls. The FNPRM would require voice

service providers to block robocalls made to 911 call center telephone numbers listed on a PSAP Do-Not-Call registry.

- The FCC clarified that federal and state government contractors, as well as local governments and their contractors, must receive prior express consent to call consumers per the Telephone Consumer Protection Act (TCPA).
- The FCC adopted rules to limit exemptions under the TCPA with respect to the classes of parties that may make calls, the classes of parties that may be called, and the number of such calls that may be made pursuant to an exemption to the consent requirement.
- The FCC proposed updating its rules governing interconnected VoIP providers' direct access to phone numbers to address problems from the growth of widely available VoIP software that can allow bad actors to make spoofed robocalls.
- The FCC released "Call Blocking Tools Available to Consumers," a report on the call blocking and labeling services offered to consumers by voice service providers and third-party analytics companies. Providers report that they are offering consumers more blocking tools and blocking more calls, but that not all consumers have opted into call blocking technologies offered by providers.
- The FCC's Hospital Robocall Protection Group (HRPG) adopted best practices to protect hospitals from robocalls.
- The FCC adopted rules establishing a formal system by which private entities like hospitals or other institutions can provide information about suspected robocall or spoofing campaigns directly to the FCC through a new online portal.
- The FCC launched the Robocall Mitigation Database through which voice service providers are required to inform the agency of their robocall mitigation efforts. Phone companies must refuse to accept traffic from voice service providers not listed in the Database. Companies granted an extension for compliance with the call authentication mandate contained in the TRACED Act and FCC rules – generally small companies and/or providers of non-IP-based services – must file reports on steps they are taking to ensure they are not the source of illegal calls. All of the largest phone carriers certified to implementation of STIR/SHAKEN standards on their IP networks.

The FCC's Enforcement Bureau undertook the following actions with respect to robocalls:

- A fine of \$225 million against telemarketers for transmitting approximately one billion robocalls, many of them illegally spoofed, to sell short-term, limited-duration health insurance plans.
- A fine of \$37,525,000 against a company for making more than 2.3 million unlawful spoofed telemarketing calls, including some to wireless phones without prior consent. The company used spoofed numbers that, in some instances, belonged to unrelated third-parties, subjecting them to unwanted and angry callbacks.
- A fine of \$9,918,000 for almost 5,000 robocalls that illegally spoofed local numbers with the intent to cause harm or wrongfully obtain something of value in communities that were in the midst of political campaigns or had recently experienced major public controversies.

- A fine of \$9,997,750 for more than 47,000 robocalls that illegally spoofed a competitor's telephone number for calls containing false accusations against a candidate for state office.
- A proposed \$5,134,500 fine against individuals and a company for apparently making 1,141 unlawful robocalls to wireless phones without prior express consent in violation of the TCPA.
- A Report and Order to implement a streamlined process for private entities to submit information about robocall and spoofing violations through an online web portal monitored by the Enforcement Bureau.
- Selection of USTelecom's Industry Traceback Group to remain the registered consortium for industry-led tracebacks of suspected illegal robocalls.
- Execution of a Memorandum of Understanding between the FCC and the Australian Communications and Media Authority to foster the exchange of information in connection with efforts to combat unlawful robocalling and spoofing.
- Cease-and-desist letters to 13 voice service providers for apparently originating illegal robocall traffic, warning the providers that they risked having all of their traffic blocked by downstream voice service providers if they failed to take steps to effectively mitigate illegal traffic within 48 hours or if they failed to inform the Commission and the Traceback Consortium within 14 days of the steps taken to implement effective measures to prevent customers from using the providers' networks to make illegal robocalls.

Additional Enforcement Actions and Fraud Investigations

The FCC undertook a number of enforcement actions and investigations in fulfilling its mission to enforce the Commission's rules, deter waste, fraud and abuse, and protect consumers from illegal or unfair practices. Results of those actions and investigations included:

- A Consent Decree which includes a \$12.5 million civil penalty, \$28 million repayment to the Telecommunications Relay Services (TRS) Fund, and a robust compliance plan to ensure compliance with the Commission's TRS rules, including prohibitions against providing incentives for users to register for and/or use Internet Protocol Captioned Telephone Service (IP CTS) and ensuring that required documentation is collected from users and maintained.
- A Consent Decree which includes a \$3.5 million civil penalty and a compliance plan to ensure that non-exempt video programming that streams over the internet includes closed captioning in compliance with Commission rules. This was the first consent decree and first enforcement action related to Internet Protocol (IP) closed captioning rules since their adoption in 2012.
- A Forfeiture Order finding eighteen stations in eight station groups liable for failing to negotiate for retransmission consent in good faith, and imposed fines up to \$1.5 million on each licensee. The FCC imposed a per-station penalty of \$512,228 against each Defendant.
- A Notice of Apparent Liability for Forfeiture of \$518,283 against a broadcast licensee for violation of the Commission's prohibition against owning two top-four television stations in the same Designated Market Area (DMA), which resulted in the ownership and operation of two of the top-four stations in the Anchorage, Alaska DMA.

- A fine of \$4,145,000 against a company for switching consumers from their preferred carrier to that company without permission and adding unauthorized charges to consumers' bills.
- Fines against two companies for \$327,290 and \$207,290 respectively for providing unlicensed wireless broadband-based GPS services under the guise of providing radar-based location services.
- A denial of a petition asking the agency to reconsider its \$2,861,128 fine for marketing drone transmitters that did not comply with FCC equipment marketing rules.
- A \$200 million penalty against a company to resolve an investigation of a subsidiary's compliance with the Commission's rules regarding waste, fraud and abuse in the Lifeline program for low-income consumers, coupled with extensive compliance obligations to deter future violations.
- A fine of \$49,598,488 against a company for violations of Universal Service Fund program rules that resulted in millions of dollars in improper payments.
- A \$125,000 civil penalty and consent decree, along with a compliance plan to ensure that a broadcast licensee conducts on-air contests fairly and in compliance with the Commission's rules.
- Enforcement actions against property owners and managers that knowingly tolerate pirate broadcasting on their properties, exercising the Commission's new authority under the Pirate Act. Parties that knowingly facilitate illegal broadcasting on their property are liable for fines of up to \$2 million.
- Settlement recoveries of \$28,750,000 to reimburse the Universal Service Fund for fraudulent claims in the E-Rate program including safeguards to ensure future compliance.

Additional Consumer Related Actions

The FCC approved a Second Report and Order to establish the ability to text 988 to directly reach the National Suicide Prevention Lifeline to better support at-risk communities in crisis, including youth and individuals with disabilities. The Order adopts a uniform implementation deadline requiring covered text providers to support text messaging to 988 by July 16, 2022—the same date the FCC has established 988 as the 3-digit dialing code for Americans to reach the National Suicide Prevention Lifeline by telephone.

The FCC approved an NPRM to address the risks posed by subscriber identity module (SIM) swapping scams and port out fraud. In these particular scams, bad actors are able to steal consumer cell phone accounts without gaining access to the physical phone. The NRPM proposed to amend the Customer Proprietary Network Information (CPNI) and Local Number Portability rules to require carriers to adopt secure methods of authenticating a customer before redirecting a customer's phone number to a new device or carrier. It also proposes requiring providers to immediately notify customers whenever a SIM change or port request is made on customers' accounts.

The FCC sought comment on potential updates to the video relay service (VRS) compensation plan through the TRS Fund.

The Commission expanded the audio description requirements to an additional 40 television markets over the next four years. The action ensures that a greater number of individuals who are blind or visually impaired can be better connected, informed, and entertained by television programming.

The FCC issued an Order directing an interconnected VoIP provider to take immediate steps to ensure individuals with disabilities have access to information provided to other customers and to file annual compliance certifications. This was the first Order addressing an informal complaint filed pursuant to the Twenty-First Century Communications and Video Accessibility Act complaint rules.

The Commission adopted an updated technical standard for wireless hearing aid-compatible devices that was developed by the American National Standards Institute (ANSI) and extended the current March 1, 2021 deadline for handset manufacturers to meet a volume control requirement when certifying new handset models as hearing aid-compatible. The Commission also refined the hearing aid compatibility labeling requirements to account for this new technical standard. In addition, to establishing handset volume control specifications for the first time, the new standard applies to a wider range of frequency bands and technologies, replaces the current rating system for evaluating handset hearing aid compatibility with a more consumer-friendly approach, and harmonizes testing methodologies with international standards.

The FCC's Hospital Robocall Protection Group (HRPG) adopted best practices to protect hospitals from robocalls.

Public Safety

The FCC took several actions to improve public safety and national security:

- The FCC adopted rules to improve the way the public receives emergency alerts on their mobile phones, televisions, and radios by combining the current "Presidential Alerts" category, which is non-optional on devices that receive Wireless Emergency Alerts, with alerts from the FEMA Administrator to form a new non-optional alert class called "National Alerts."
- Three \$100,000 settlements and consent decrees with extensive compliance plans to ensure the three largest wireless carriers began providing available z-axis location information on a nationwide basis and included specific testing, reporting, and public interest conditions.
- The FCC closed out its 800 MHz band reconfiguration program, which enabled public safety, critical infrastructure, and other licensees in the band to operate free of the interference that previously plagued first responder communications in these frequencies.
- The FCC adopted a framework for sharing communications outage information with state, federal and Tribal nation agencies to improve their situational awareness, and enhance their ability to respond more quickly to outages affecting their communities.
- The FCC proposed rules to promote public safety by ensuring that 911 call centers and the public receive timely and useful notifications of network disruptions that affect 911 service.

- The FCC sought comment on potential improvements to the Wireless Network Resiliency Cooperative Framework, including evaluating what triggers its activation, its scope of participants, whether existing Framework elements can be strengthened, any gaps that need to be addressed, and whether some or all of the Framework should be codified in the Commission’s rules.
- The FCC adopted a baseline set of national security and law enforcement questions for companies with foreign ownership seeking to participate in the U.S. telecommunications market. These standard questions will generally apply to companies submitting applications to provide international telecommunications services, deploy submarine cables, operate certain wireless and broadcast facilities, and assign or transfer control of such licenses.
- In June 2021, the FCC rechartered its Communications Security, Reliability, and Interoperability Council (CSRIC) for a two-year term and named a representative from the Cybersecurity and Infrastructure Security Agency as the U.S. Department of Homeland Security as a co-chair.
- The FCC adopted three Orders instituting proceedings to revoke authorizations previously issued to China Telecom Americas, China Unicom Americas, and Pacific Networks/ComNet. The Orders instituted these further proceedings due to concerns that China Unicom Americas’ and Pacific Networks’ and ComNet’s ownership and control by the Chinese government raise significant national security and law enforcement risks that cannot be addressed through mitigation with the Executive Branch agencies.
- Based on the record in these proceedings, the FCC subsequently revoked the authorizations of both China Unicom Americas and China Telecom Americas. Specifically, on October 26, 2021, the Commission adopted an Order on Revocation and Termination (Revocation and Termination Order), revoking China Telecom Americas’ domestic authority and revoking and terminating its international authority, pursuant to section 214 of the Communications Act. The Revocation and Termination Order directs China Telecom Americas to discontinue any domestic or international services that it provides pursuant to its section 214 authority no later than sixty (60) days following the November 2, 2021, release of the Revocation and Termination Order. On January 27, 2022, the Commission adopted an Order on Revocation directing China Unicom Americas to discontinue any domestic or international services that it provides pursuant to its section 214 authority within sixty days following the release of the Order (which occurred on February 2, 2022). Following the adoption of both orders, the Commission released a consumer guide with information about the discontinuance of services and the impact on consumers.
- The FCC adopted an Order that incorporated changes to the Commission’s rules consistent with the Consolidated Appropriations Act, 2021, which appropriated \$1.895 billion for the Secure and Trusted Communications Networks Reimbursement Program. The Order increased the eligibility cap for participation in the Reimbursement Program from providers serving two million or fewer customers to those with 10 million or fewer customers.. The Secure and Trusted Communications Networks Reimbursement Program filing window opened up on October 30, 2021, and closed on January 28, 2022.

- The Commission published the list of equipment and services covered by Section 2 of the Secure and Trusted Networks Act that are deemed to pose an unacceptable risk to the national security of the United States or the security and safety of United States persons.
- The FCC proposed rules to leverage its equipment authorization program to protect the U.S. communications networks from communications equipment and services that pose a national security risk or a threat to the safety of U.S. persons. The Notice seeks comment on how best to ensure that communications equipment listed on the “Covered List” that the Commission maintains pursuant to the Secure and Trusted Communications Networks Act is no longer authorized for operation in the United States. The Notice also sought comment on steps that could be taken in the Commission’s competitive bidding program to promote more secure communications networks.
- The Commission adopted a Notice of Inquiry seeking comment on possible actions it could take to create incentives in its equipment authorization processes that would promote the development of more secure communications equipment (including IoT) and better cybersecurity practices.
- The FCC adopted a framework requiring the disabling of contraband wireless devices detected in correctional facilities upon satisfaction of certain criteria, and addressed issues involving oversight, wireless provider liability, and treatment of 911 calls.
- The FCC approved rules lowering the interim rate caps on interstate inmate calling services to \$0.12 per minute for all prisons and \$0.14 for jails with average daily populations of 1,000 or more, providing financial relief to the vast majority of incarcerated people. The Order also established caps on international calling services rates for the first time at all prison and jail facilities.
- The FCC adopted new rules implementing section 902 of the Don’t Break Up the T-Band Act of 2020 to help address the diversion of 911 fees by states and other jurisdictions.
- To protect public safety operations in the 4.9 GHz spectrum band, the FCC rescinded state-by-state leasing rules adopted in 2020, finding that they risked fragmenting the band. The FCC also partially lifted a freeze on applications in this band to allow existing public safety licensees to modify their licenses and to license new permanent fixed sites. The FCC also sought comment on establishing a nationwide framework for the band.
- A \$125,000 civil penalty and consent decree, along with a compliance plan to ensure that a broadcast licensee adheres to antenna structure rules meant to protect the public from the hazards created to aviation safety by unlit antenna structures.
- The Enforcement Bureau issued Enforcement Advisories to remind licensees in the Amateur Radio Service, as well as licensees and operators in the Personal Radio Services, that the Commission prohibits the use of radios in those services to commit or facilitate criminal acts.

REFORMING THE FCC’S PROCESSES

Modernize and streamline the FCC’s operations and programs to increase transparency, improve decision-making, build consensus, reduce regulatory burdens, and simplify the public’s interactions with the agency.

FY 2021 PERFORMANCE HIGHLIGHTS

The FCC proposed to amend rules implementing the Privacy Act of 1974. Those rules enable individuals to access and request changes as appropriate to the records that the Commission maintains about them. The proposed rule revisions would bring the Commission's rules up to date and make it easier for individuals to exercise their rights under the Privacy Act.

The FCC adopted rules requiring the electronic filing of all applications and reports in the International Bureau Filing System (IBFS). These rules extended electronic filing requirements to Section 325(c) Applications, Applications for International High Frequency Broadcast (IHF) Stations, and Dominant Carrier Section 63.10(c) Quarterly Reports.

The FCC adopted an order streamlining its Part 25 satellite rules. The rule revisions harmonize the licensing process for many classes of satellite space stations and earth stations, reduce burdens placed on applicants, and eliminate regulatory red tape standing in the way of the deployment of satellite-based services.

The FCC proposed rules to revise political programming and recordkeeping rules for broadcast licensees, cable television system operators, DBS, and SDARS licensees. The proposals included revising the definition of "legally qualified candidate for public office" to add the use of social media and creation of a campaign website to the existing list of activities that may be considered in determining whether an individual running as a write-in candidate has made a "substantial showing" of his or her bona fide candidacy.

The FCC sought to refresh the existing record regarding the statutorily mandated collection of data on the FCC Form 395-B, an employment report form intended to gather workforce composition data from broadcasters on an annual basis. The form and data have not been collected for many years.

The FCC modified rules governing the resolution of program carriage disputes between video programming vendors and multichannel video programming distributors to ensure a clear and expeditious complaint process for potential complainants and defendants.

The FCC sought comment on eliminating or amending outmoded or unnecessary regulations contained in the Code of Federal Regulations to better reflect current requirements and eliminate redundant, outdated, or conflicting technical provisions.

The FCC continued its efforts to modernize its Universal Licensing System (ULS), which is used to license wireless radio services for commercial, private, public, safety, and personal use.

The FCC's Enforcement Bureau met the percentage-based performance metrics and timeframe for contacting complainants or otherwise initiating action on complaints raising public safety interference issues within one calendar day of receipt by the Enforcement Bureau as set forth in FCC Public Notice, Enforcement Bureau Enhances Procedures for Public Safety and Industry Interference Complaints, DA 15-967 (rel. Aug. 27, 2015).

The FCC reviewed and processed 901,197 applications and complaints in FY 2021, meeting its Speed of Disposal (SOD) goals 96.1% of the time. See results below:

<u>BUREAU/OFFICE</u>	<u>FY 2015</u>	<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>
CONSUMER AND GOVERNMENTAL AFFAIRS	97.8%	99.0%	99.7%	99.9%	99.9%	99.00%	99.9%
INTERNATIONAL ³	75.9%	81.8%	88.4%	92.9%	52.7%	26.7%	77.9%
MEDIA	85.4%	91.3%	95.9%	99.1%	97.0%	96.8%	96.8%
ENGINEERING AND TECHNOLOGY	99.9%	98.8%	98.9%	93.9%	97.5%	98.5%	97.6%
PUBLIC SAFETY AND HOMELAND SECURITY	99.0%	98.7%	98.7%	98.8%	98.0%	98.4%	97.7%
WIRELESS TELECOMMUNICATIONS	97.8%	97.5%	97.4%	95.6%	90.8%	91.0%	93.8%
WIRELINE COMPETITION	99.3%	98.7%	97.2%	97.3%	97.3%	98.6%	99.0%
FCC TOTAL	97.6%	98.0%	98.3%	97.7%	94.7%	93.6%	96.1%

³ The International Bureau's speed of disposal for non-routine 214 applications is affected by the consultation with the Executive Branch on foreign ownership issues under the Commission's rules that allow for an initial 120-day review period, with a possible 90-day secondary review period, once the review commences. The International Bureau's SOD numbers for earth station applications are significantly affected by the Commission decision in early 2020 to transition 300 megahertz of satellite C-band spectrum to 5G terrestrial use. The processing of thousands of C-band earth station applications and registrations filed in 2018 continued throughout FY 2021. In addition, to enable the successful completion of Phase I of the C-band transition in the first quarter of FY 2022, IB earth station processing staff had to review during FY 2021 lump sum elections for more than 50% of incumbent earth stations as well as work with earth station operators to resolve issues regarding the accuracy of their information in IBFS.