

Federal Communications Commission

Before the
Federal Communications Commission
Washington, DC 20554

In the Matter of )
)
Amendments to Part 4 of the Commission’s Rules ) PS Docket No. 15-80
Concerning Disruptions to Communications )
)
Improving 911 Reliability ) PS Docket No. 13-75
)
New Part 4 of the Commission’s Rules Concerning ) ET Docket No. 04-35
Disruptions to Communications )

ERRATUM

Released: February 15, 2023

By the Managing Director and the Chief, Public Safety and Homeland Security Bureau:

On November 18, 2022, the Commission released a Second Report and Order, FCC 22-88, in the above-captioned proceeding. To conform the Final Rules adopted in Appendix A with what the Commission adopted in paragraphs 31, 35, and 46 of the Second Report and Order, this Erratum corrects paragraphs 2 and 3 in Appendix A of the Second Report and Order to read as follows:

“2. Effective [INSERT DATE 30 DAYS AFTER FEDERAL REGISTER PUBLICATION], amend § 4.9 by:

- A. Adding the word “or” at the end of paragraph (c)(2)(ii);
B. Removing and reserving paragraph (c)(2)(iii);
C. Adding the word “or” at the end of paragraph (e)(1)(iii); and
D. Removing and reserving paragraph (e)(1)(iv).

The revisions read as follows:

§ 4.9 Outage reporting requirements - threshold criteria.

\* \* \* \* \*

(c)

(2) \* \* \*

(ii) A loss of a satellite communications link that potentially affects at least 900,000 user-minutes (as defined in § 4.7(d)) of either telephony service or paging services; or

(iii) [Reserved]

\* \* \* \* \*

(e)

(1) \* \* \*

(iii) That affects at least 667 OC3 minutes (as defined in § 4.7); or

(iv) [Reserved]

\* \* \* \* \*

- 3. Delayed indefinitely, amend § 4.9 by:
  - A. Revising paragraph (a)(4);
  - B. Revising paragraph (c)(2)(iv);
  - C. Revising paragraphs (e), (e)(1)(v), (f)(4), (g)(1)(i), and (h).

The revisions read as follows:

**§ 4.9 Outage reporting requirements - threshold criteria.**

(a) \* \* \*

(4) Potentially affects a 911 special facility (as defined in § 4.5(e)), in which case they also shall notify the affected 911 facility in the manner described in paragraph (h) of this section. Not later than 72 hours after discovering the outage, the provider shall submit electronically an Initial Communications Outage Report to the Commission. Not later than 30 days after discovering the outage, the provider shall submit electronically a Final Communications Outage Report to the Commission. The Notification and the Initial and Final reports shall comply with all of the requirements of § 4.11.

\* \* \* \* \*

(c) \* \* \*

(2) \* \* \*

(iv) Potentially affecting a 911 special facility (as defined in § 4.5(e)), in which case the affected 911 facility shall be notified in the manner described in paragraph (h) of this section.

\* \* \* \* \*

(e) *Wireless.*

(1) \* \* \*

(v) That potentially affects a 911 special facility (as defined in § 4.5(e)), in which case they also shall notify the affected 911 facility in the manner described in paragraph (h) of this section.

\* \* \* \* \*

(f) \* \* \*

(4) Potentially affects a 911 special facility (as defined in § 4.5(e)), in which case they also shall notify-the affected 911 facility in the manner described in paragraph (h) of this section. Not later than 72 hours after discovering the outage, the provider shall submit electronically an Initial Communications Outage Report to the Commission. Not later than 30 days after discovering the outage, the provider shall submit electronically a Final Communications Outage Report to the Commission. The Notification and the Initial and Final reports shall comply with all of the requirements of § 4.11.

(g) \* \* \*

(i) Within 240 minutes of discovering that they have experienced on any facilities that they own, operate, lease, or otherwise utilize, an outage of at least 30 minutes duration that potentially affects a 911 special facility (as defined in § 4.5(e)), in which case they also shall notify the affected 911 facility in the manner described in paragraph (h) of this section; or

\* \* \* \* \*

(h) *911 special facility outage notification.* All cable, satellite, wireless, wireline, interconnected VoIP, and covered 911 service providers (as defined in § 9.19(a)(4) of this chapter) shall notify any official at a 911 special facility who has been designated by the affected

911 special facility as the provider's contact person(s) for communications outages at the facility of any outage that potentially affects that 911 special facility (as defined in § 4.5(e)) in the following manner:

(1) *Appropriate contact information.* To ensure prompt delivery of outage notifications to 911 special facilities, cable, satellite, wireless, wireline, interconnected VoIP, and covered 911 service providers shall exercise special diligence to identify, maintain, and, on an annual basis, - confirm current contact information appropriate for 911 outage notification for each 911 special facility that serves areas that the service provider serves.

(2) *Content of notification.* Cable, satellite, wireless, wireline, interconnected VoIP, and covered 911 service providers' 911 outage notifications must convey all available material information about the outage. For the purpose of this paragraph (h), "material information" includes the following, where available:

- (i) An identifier unique to each outage;
- (ii) The name, telephone number, and email address at which the notifying cable, satellite, wireless, wireline, interconnected VoIP, or covered 911 service provider can be reached for follow up;
- (iii) The name of the cable, satellite, wireless, wireline, interconnected VoIP, or covered 911 service provider(s) experiencing the outage;
- (iv) The date and time when the incident began (including a notation of the relevant time zone);
- (v) The types of communications service(s) affected;
- (vi) The geographic area affected by the outage;
- (vii) A statement of the notifying cable, satellite, wireless, wireline, interconnected VoIP, or covered 911 service provider's expectations for how the outage potentially affects the 911 special facility (e.g., dropped calls or missing metadata);
- (viii) Expected date and time of restoration, including a notation of the relevant time zone;
- (ix) The best-known cause of the outage; and
- (x) A statement of whether the message is the notifying cable, satellite, wireless, wireline, interconnected VoIP, or covered 911 service provider's initial notification to the 911 special facility, an update to an initial notification, or a message intended to be the service provider's final assessment of the outage.

(3) *Means of notification.* Cable, satellite, wireless, wireline, interconnected VoIP, and covered 911 service providers' 911 outage notifications must be transmitted by telephone and in writing via electronic means in the absence of another method mutually agreed upon in writing in advance by the 911 special facility and the covered 911 service provider.

(4) *Timing of initial notification.* Cable, satellite, wireless, wireline, interconnected VoIP, and covered 911 service providers shall provide a 911 outage notification to a potentially affected 911 special facility as soon as possible, but no later than within 30 minutes of discovering that they have experienced on any facilities that they own, operate, lease, or otherwise utilize, an outage that potentially affects a 911 special facility, as defined in § 4.5(e).

(5) *Follow-up notification.* Cable, satellite, wireless, wireline, interconnected VoIP, and covered 911 service providers shall communicate additional material information to potentially affected 911 special facilities in notifications subsequent to the initial notification as soon as possible after that information becomes available, but cable, satellite, wireless, wireline and interconnected VoIP providers shall send the first follow-up notification to potentially affected

## Federal Communications Commission

---

911 special facilities no later than two hours after the initial contact. After that, cable, satellite, wireless, wireline, interconnected VoIP, and covered 911 service providers are required to continue to provide material information to 911 special facilities as soon as possible after discovery of the new material information until the outage is completely repaired and service is fully restored.”

FEDERAL COMMUNICATIONS COMMISSION

Mark Stephens  
Managing Director

Debra Jordan  
Chief,  
Public Safety and Homeland Security Bureau