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For Immediate Release

**FCC TO EXAMINE 911 CALLING CAPABILITIES OF
ENTERPRISE COMMUNICATIONS SYSTEMS**

WASHINGTON, September 26, 2017 – The Federal Communications Commission today began an examination of the 911 calling capabilities of enterprise communications systems, which serve many office buildings, educational campuses, and hotels. Noting reports that some of these systems may not support direct 911 dialing, route 911 calls to the nearest 911 call center, or transmit accurate information on the caller’s location or call-back number, the Commission is seeking to identify the reasons why the 911 capabilities of these systems appear to be lagging.

Enterprise communications systems are widely deployed to support multiple users at individual telephone stations across a single enterprise, while allowing communications service providers to manage the system and bill the enterprise customer as a single entity. Historically, enterprise-based services have been provided through legacy Multi-Line Telephone Systems, but many enterprises are increasingly relying on Internet Protocol-based systems, including cloud-based services, to support their communications needs.

In a Notice of Inquiry adopted today, the Commission seeks input on topics including the current state of the enterprise communications systems marketplace; the public’s expectations when calling 911 from these systems; the capabilities, limitations, and costs of provisioning 911 on these systems; and related developments, such as the extent of state legislation and industry standards in this area. The Commission is also seeking comment on potential ways to ensure that 911 calling from these systems keeps pace with technological developments and public expectations, including through voluntary best practices or through the development of voluntary technical or operational standards. In addition, the Commission asks whether it should continue to refrain from adopting 911 rules for enterprise communications systems or whether updating or streamlining existing rules to better support 911 capabilities for these systems is warranted.

Action by the Commission September 26, 2017 by Notice of Inquiry (FCC 17-125). Chairman Pai, Commissioners Clyburn, O’Rielly, Carr and Rosenworcel approving. Chairman Pai, Commissioners Clyburn, Carr and Rosenworcel issuing separate statements.

PS Docket No. 17-239

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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).