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For Immediate Release

**FCC PROPOSES ACTION TO HELP THE PUBLIC REACH 911 AND
BE LOCATED BY FIRST RESPONDERS**

WASHINGTON, September 26, 2018—The Federal Communications Commission today proposed rules to help ensure that people who call 911 from multi-line telephone systems—which commonly serve hotels, office buildings, and campuses—can reach 911 and be quickly located by first responders. Today’s action is intended to implement two recently enacted laws designed to improve emergency calling.

First, the Commission took action to implement Kari’s Law, which requires multi-line telephone systems to enable users to dial 911 directly, without having to dial a prefix (such as a “9”) to reach an outside line. Kari’s Law also requires multi-line telephone systems to provide notification, such as to a front desk or security office, when a 911 call is made in order to facilitate building entry by first responders. The Commission proposed rules to provide clarity and specificity to these statutory requirements so that companies can effectively meet their obligations.

Second, RAY BAUM’S Act requires the Commission to consider adopting rules to ensure that “dispatchable location” information, such as the street address, floor level, and room number of a 911 caller, is conveyed with 911 calls, regardless of the technological platform used, so that first responders can be quickly dispatched to the caller’s location. The Commission proposed rules that would apply dispatchable location requirements to multi-line telephone systems, fixed telephone service, interconnected Voice over Internet Protocol (VoIP) services, and Telecommunications Relay Service. The Commission noted that mobile wireless services are already required to provide either dispatchable or coordinate-based location information with 911 calls.

In addition, the Commission proposed to consolidate its 911 rules from multiple rule parts into a single rule part, making it easier for stakeholders, such as service providers and emergency management officials, to more easily ascertain 911 requirements.

Action by the Commission September 26, 2018 by Notice of Proposed Rulemaking (FCC 18-132). Chairman Pai, Commissioners O’Rielly, Carr, and Rosenworcel approving and issuing separate statements.

PS Docket No. 18-261; PS Docket No. 17-239

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**STATEMENT OF
CHAIRMAN AJIT PAI**

Re: *Implementing Kari's Law and Section 506 of RAY BAUM'S Act*, PS Docket No. 18-261; *Inquiry Concerning 911 Access, Routing, and Location in Enterprise Communications Systems*, PS Docket No. 17-239.

For nearly five years, I've had the honor of working alongside Hank Hunt. From my first talk with him in December 2013—just a few weeks after his daughter was murdered—to our most recent in-person conversation—after the President of the United States signed legislation bearing his late daughter's name—he has been a model of courage and an inspiration to me.

As Hank has described this morning, his daughter Kari was attacked and killed by her estranged husband in a Marshall, Texas hotel room. Her nine-year-old daughter was in the room and tried calling 911 on the hotel phone. Kari's daughter dialed 911 four times during her mother's attack. But not one of her calls ever reached 911 because the hotel phone required guests to dial a "9" for an outbound line before dialing 911.

Since that day—out of grief and a desire to make a change—Hank has worked tirelessly to tell Kari's story. I've seen him work for a while, so I wasn't surprised that he was able to get results. As I said a few years ago, he's a great example of the old saying that "one man with courage makes a majority."

One of the most remarkable results came earlier this year. In February, Congress passed the Kari's Law Act of 2017, which requires multi-line telephone systems (MLTS), such as the hotel phone used by Kari's daughter, to permit users to directly dial 911 without having to dial any additional digit, code, prefix, or the like. And on February 16 of this year—which happened to be the 50th anniversary of the first 911 call made in the United States—Hank and I stood together in the Oval Office as President Trump signed Kari's Law. It's hard to describe what it meant to see Hank and his now-13-year-old granddaughter at that moment.

Now, it's our turn to act for Kari. In this *Notice*, we propose rules to implement Kari's Law so that when Americans dial 911 from multi-line telephone systems, which are commonly used in office buildings and hotels as well as on campuses, they can reach emergency services.

But sometimes, being able to reach emergency services isn't enough. For example, if you're calling 911 from a large office building, it's important that first responders know where you are in that building so they can find you. That's why we're also proposing to mandate that 911 calls from MLTS include a dispatchable location and that this requirement take effect at the same time as the compliance date set forth in Kari's Law. And we are seeking comment on the feasibility of requiring a dispatchable location for 911 calls from other technological platforms, including fixed telephony services, interconnected and other VoIP services, and Internet-based Telecommunications Relay Services, pursuant to Section 506 of RAY BAUM'S Act.

Finally, as a matter of good government, we're proposing to consolidate the Commission's existing 911 rules in one place. Today, those rules are scattered throughout Title 47 of the Code of Federal Regulations.

In conclusion, I want to thank Hank for coming here today. I know it's been a long road. But the fact that the FCC is implementing a law named after your daughter is a testament to your dedication. And it proves that Kari did not die in vain.

I also want to thank those in Congress who sponsored Kari's Law as well as those who sponsored RAY BAUM'S Act. And many thanks to the FCC staff who furthered Kari's memory by working on this important item: William Beckwith, Brenda Boykin, Ken Carlberg, John Evanoff, Lisa Fowlkes, Nellie Foosaner, David Furth, John Healy, Erika Olsen, Austin Randazzo, Rasoul Safavian, Emily Talaga,

James Wiley, and Michael Wilhelm from the Public Safety and Homeland Security Bureau; Robert Aldrich, Rosaline Crawford, Elliot Greenwald, Debra Patkin, Karen Peltz Strauss, Suzy Rosen Singleton, and Michael Scott from the Consumer and Governmental Affairs Bureau; Rizwan Chowdhry, Matthew Conaty, Jonathan Garvin, JoAnn Lucanik, and Jeremy Marcus from the Enforcement Bureau; Stephen Duall, Jennifer Gilsean, Jim Schlichting, and Troy Tanner from the International Bureau; Chana Wilkerson from the Office of Communications Business Opportunities; Brian Butler, Rashmi Doshi, Walter Johnston, Aspasia Paroutsas, and Jamison Prime from the Office of Engineering and Technology; David Horowitz, William Richardson, Anjali Singh, and Ryan Yates from the Office of General Counsel; Aleta Bowers, Katura Jackson, and Cecilia “Ceci” Sigmund from the Office of the Secretary; Babette Boliek, Eric Burger, and Chuck Needy from the Office of Strategic Planning and Policy Analysis; Michele Berlove, Kirk Burgee, Lina Hone, Daniel Kahn, Rodger Woock, and Cathy Zima from the Wireline Competition Bureau; and Jonathan Campbell, Tom Derenge, Charles Mathias, Aalok Mehta, Roger Noel, Becky Schwartz, Blaise Scinto, and Scot Stone from the Wireless Telecommunications Bureau.

**STATEMENT OF
COMMISSIONER MICHAEL O'RIELLY**

*Re: Implementing Kari's Law and Section 506 of RAY BAUM's Act, PS Docket No. 19-***; Inquiry Concerning 911 Access, Routing, and Location in Enterprise Communications Systems, PS Docket No. 17-239.*

As I have repeatedly stated, when Congress provides the FCC with direction, I will faithfully implement their will. The vast majority of today's item seeks comment on the various provisions of the Kari's Law Act of 2017, requiring 9-1-1 direct dialing and related notification provisions for future multi-line telephone systems (MLTS), and a section of RAY BAUM'S Act, mandating the Commission to adopt rules to ensure that a dispatchable location is provided to public safety answering points, or PSAPs, when a 9-1-1 call is placed. For this reason, I generally support this notice.

I have concerns, however, that some portions of the notice stretch the law in directions not necessarily intended. For example, the item suggests expanding the definition of MLTS to include systems provided using IP technology and over-the-top applications. Assuming the legal authority issue is credibly answered, I am having a difficult time imagining how such an obligation would even work. How does the Commission envision regulating enterprise over-the-top VoIP apps – some of which already exist today – that can be created, updated and distributed from anywhere in the world?

Additionally, the Commission is considering whether operators of grandfathered MLTS systems should provide notification to callers, potentially in the form of stickers or labels, regarding how to call 9-1-1, even though Congress did not mandate this, and, in fact, Kari's Law placed no requirements on systems manufactured, imported, sold or installed before February 16, 2020. For those of us who were around in the early 2000s, we remember and recognize the insanity of the Commission's previous VoIP sticker mandate.

Similarly, in implementing RAY BAUM's Act, the Commission seeks comment on whether information besides a dispatchable address, such as x/y/z coordinates, should be voluntarily sent to PSAPs. It is hard to imagine why this information is necessary when dispatchable addresses is the gold standard for location accuracy. Further, the Commission appears to be taking this opportunity to dredge up old arguments to expand 9-1-1 VoIP services to those that provide outbound service only and do not permit any incoming calls, which are provided by smartphone applications.

I look forward to discussing these issues with interested parties as we proceed to order. I hope the Commission will implement the statute as written and will look to keep burdens to a minimum.

**STATEMENT OF
COMMISSIONER BRENDAN CARR**

Re: *Implementing Kari's Law and Section 506 of RAY BAUM'S Act*, PS Docket No. 18-261; *Inquiry Concerning 911 Access, Routing, and Location in Enterprise Communications Systems*, PS Docket No. 17-239.

First, Hank, I want to thank you for your presentation this morning, for your courage, and for your uncommon resolve in the face of tragedy. I also want to recognize the strength of your wife, D.J., who has been a steadfast partner in this effort. With Mark Fletcher, you all worked tirelessly to educate the public about the need for direct 911 access. What's more—you made it happen, traveling the country and advocating for the enactment of Kari's Law in states including Tennessee, Illinois, Maryland, Oklahoma, and your own home state of Texas.

In this item, one theme that stands out to me is that of new technologies helping to bring old ones into the modern era. For example, if I recall correctly, then-Commissioner Pai first learned of Hank and D.J.'s family and their story from a tweet. After looking into the issue, Commissioner Pai discovered that the phone systems in use in many hotels, schools, and other large buildings (even the FCC's own headquarters) required callers to press 9 before dialing 911. Recognizing the magnitude of the issue, Commissioner Pai followed your lead and worked tirelessly in search of a solution. He worked with hotels around the country and multi-line telephone system manufacturers to assess the scope of the problem, and he also encouraged these entities to take voluntary steps to ensure direct 911 access on all MLTS. He also advocated for a default configuration to enable direct 911 dialing on all MLTS, pushed successfully to change the FCC's own phone system, and championed legislation at both the state and federal level to change the status quo.

Speaking of legislation, thanks to the efforts of several members of Congress, including Senator Fischer and Senator Klobuchar and Congressman Goehmert, Kari's Law became the law of the land nationwide this past February. I want to recognize Jamie Susskind of my staff who had the chance to work on that legislation during her time working for Senator Fischer in the Senate. And now we are here today to begin the final steps of implementing it. So I am glad to support this Notice, which will take much needed steps to ensure that, when any child does exactly what their parents teach them to do in an emergency—dial 911—the call goes through. I am grateful, Hank, to you and your family for your courage and leadership and glad to cast a vote in favor of today's action. Finally, thank you to Chief Fowlkes and her team for their hard work on this item.

**STATEMENT OF
COMMISSIONER JESSICA ROSENWORCEL**

Re: *Implementing Kari's Law and Section 506 of Ray Baum's Act, Inquiry Concerning 911 Access, Routing, and Location in Enterprise Communications Systems*, PS Docket Nos. 18-261, 17-239, Notice of Proposed Rulemaking (September 26, 2018)

Earlier this month I visited the Los Angeles Metropolitan Dispatch 911 call center with Congresswoman Norma Torres. I've been to dozens of public safety answering points in every part of the country—from Alaska to Alabama, Virginia to Vermont, and many more places in between. But this visit was unique. That's because Congresswoman Torres used to work there—as a 911 operator. In fact, she's the only member of Congress who can claim to have served in this role. In short, she knows a thing or two about public safety.

She introduced me that day to other 911 operators who are quiet heroes. With steely calm they take in call after call from people on the very worst day of their lives. They gather the facts from callers in trying circumstances and skillfully dispatch first responders. It's important to remember that before any blue and red light flashes, whistle at the fire station blows, pager rings, or air horn blares—on the front line of public safety in the United States are 911 operators.

We need to provide them with the tools they need to do their jobs. Because when our 911 operators have the right tools, we are all safer.

That is what today's rulemaking is all about. It does two essential things. First, it seeks comment on implementation of Kari's Law, which requires direct 911 dialing and on-site notification capabilities in multi-line telephone systems. Second, it seeks comment on Section 506 of Ray Baum's Act, which requires this agency to complete a proceeding to ensure that dispatchable location is conveyed with 911 calls regardless of the technology that a caller uses to make the call.

This rulemaking has my full support. That's because at the end of the day, this is simple: when you pick up the phone to dial 911, it should work. When one of the tens of thousands of 911 call operators on the other end of the call answers, they should receive the location information they need to send help. But as we move forward I hope that we keep another simple concept in mind: a deadline. When the FCC completes its work in this proceeding, I want us to be able to say that by 2020 911 callers across the country can expect that whenever, wherever, and however they call for help—first responders can find them. Now let's get to it.