



# PUBLIC NOTICE

Federal Communications Commission  
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Washington, D.C. 20554

News Media Information 202 / 418-0500  
Internet: <http://www.fcc.gov>  
TTY: 1-888-835-5322

DA 13-1353  
June 11, 2013

**FCC'S PUBLIC SAFETY & HOMELAND SECURITY BUREAU ANNOUNCES THAT  
PUBLIC SAFETY ANSWERING POINTS WISHING TO REPORT  
COMMUNICATIONS OUTAGES DIRECTLY TO THE COMMISSION CAN NOW DO  
SO BY EMAIL:  
[psapreport@fcc.gov](mailto:psapreport@fcc.gov)**

To enhance the channels available for Public Safety Answering Points (PSAPs) to provide information on service outages and related issues to the Federal Communications Commission (FCC), beginning on June 11, 2013, the FCC will establish an email address "[psapreport@fcc.gov](mailto:psapreport@fcc.gov)" for PSAPs to provide such information. PSAPs may continue to contact the FCC's Operations Center, which is staffed 24/7, at any time by calling (202) 418-1122.

When PSAPs lose commercial service and/or experience other types of outages that compromise, if not completely eliminate, their ability to communicate with the public, public safety is seriously jeopardized. In compliance with the FCC's statutory obligation to ensure that our nation's communications networks promote safety of life and property, this measure will improve the Commission's ability to provide assistance to PSAPs.

PSAPs that choose to report information to the FCC by email are encouraged to include contact information, a description of the nature of the outage, and a description of any assistance requested.

For further information, please contact John Healy, Associate Chief, Cybersecurity and Communications Reliability Division, at (202) 418-2448 or [john.healy@fcc.gov](mailto:john.healy@fcc.gov), or Tim Perrier, Assistant Chief, Operations and Emergency Management Division, at (202) 418-1190 or [timothy.perrier@fcc.gov](mailto:timothy.perrier@fcc.gov).