



PUBLIC NOTICE

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PUBLIC SAFETY AND HOMELAND SECURITY BUREAU ANNOUNCES OPENING OF PUBLIC SAFETY SUPPORT CENTER

The Public Safety and Homeland Security Bureau (Bureau) announces the opening of its Public Safety Support Center (PSSC), a web-based, one-stop portal to enable Public Safety Answering Points (PSAPs) and other Public Safety entities to request support or information from the Bureau and to notify it of problems or issues impacting the provision of emergency services. The PSSC is accessible via the Internet at <https://www.fcc.gov/public-safety-support-center>. A principal goal of the Bureau is to ensure consistent and timely support to public safety stakeholders. The development of the PSSC is the latest step by the Bureau to fulfill this goal.

The PSSC will handle notifications of service outages, complaints related to carrier provision of location information, and register issues or submit inquiries regarding PSAP or Public Safety operations or FCC rules and regulations. Types of notifications and requests include:

- 911 Service Outage
- Phase 1/Phase 2 Deployments
- E911 Location Accuracy
- Text-to-911 Service
- Fraudulent/Non-Service Initialized 911 Calls
- Request an Update to Master PSAP Registry
- Interference to Public Safety Services or Devices
- Tower Lighting Outages

The PSSC is distinct from the FCC's Consumer Complaint Center, which will continue to handle consumer inquiries and complaints, including consumer complaints about access to 911 emergency services. The PSSC is also distinct from the complaint escalation process and web portal under development by the FCC's Enforcement Bureau.¹ Finally, the Commission's 24-7 Operations Center remains available by telephone at all times for safety-of-life issues.

Requests made to the PSSC will be viewed directly by PSHSB staff in order to expedite notification and resolution.

Questions regarding this Public Notice may be directed to Timothy May by phone at (202) 418-1463, or by email at Timothy.May@fcc.gov.

By the Chief, Public Safety and Homeland Security Bureau

¹ Enforcement Bureau Enhances Procedures for Public Safety and Industry Interference Complaints, *Public Notice*, DA 15-967 (rel. August 27, 2015).