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For Immediate Release

FCC ADOPTS RULES TO IMPROVE ROUTING OF WIRELESS 911 CALLS AND SUPPORT FASTER EMERGENCY RESPONSE

WASHINGTON, January 25, 2024—The Federal Communications Commission today adopted rules to more precisely route wireless 911 calls and [Real-Time Texts \(RTT\)](#) to 911 call centers, which can result in faster response times during emergencies and ultimately save lives.

Wireless 911 calls have historically been routed to 911 call centers based on the location of the cell tower that handles the call. But in some cases—for example, if a 911 call is made near a county or a city border—the nearest cell tower may be in a neighboring jurisdiction. In these cases, the call may be routed to a 911 call center in that neighboring jurisdiction, not the call center that serves the caller’s location. These wireless 911 calls must then be re-routed to the proper 911 call center, which can waste valuable time and resources during emergencies.

The Commission today adopted rules that will require all wireless carriers to implement location-based routing nationwide for wireless calls and RTT communications to 911 call centers. With this approach, 911 voice calls and real-time texts will be routed based on the location of *the caller* as opposed to the location of the cell tower that handles that call. Using this precise location information to route 911 calls will result in millions more wireless 911 callers reaching emergency responders without the need for transfer or delay.

Action by the Commission January 25, 2024 by Report and Order (FCC 24-4). Chairwoman Rosenworcel, Commissioners Carr, Starks, Simington, and Gomez approving. Chairwoman Rosenworcel, Commissioners Starks and Gomez issuing separate statements.

PS Docket No. 18-64

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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).