



Federal Communications Commission
Public Safety and Homeland Security Bureau



FCC Update
FICEMS Meeting
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3-Digit Number (988) for the National Suicide Prevention Hotline

- In July 2020, the FCC designated 988 as the new nationwide 3-digit number for the National Suicide Prevention Hotline
- 988 is NOT active yet; service providers must activate 988 for hotline use by July 16, 2022
- The National Suicide Prevention Lifeline is accessible at 1-800-273-8255 (1-800-273-TALK)
- The FCC is partnering on 988 implementation with the Department of Health and Human Services Substance Abuse and Mental Health Services Administration and the Department of Veterans Affairs

For more information:

911 Location Accuracy Rules

- The FCC requires wireless carriers to provide automatic caller location information with 911 calls
- Accuracy requirements focus on locating indoor wireless 911 callers
 - Carriers must provide dispatchable location (civic address + room/apartment number) or coordinate-based location information (x/y axis)
- Beginning in April 2021, FCC rules will require carriers to provide vertical (z axis) location information in major US markets to help identify floor level for wireless 911 calls from multi-story buildings
 - For more information:
<https://www.fcc.gov/public-safety-and-homeland-security/policy-and-licensing-division/911-services/general/location>



Thank you!