FCC Compliance
Checklist

FCC Compliance Checklist

Why Be Compliant?

The Federal Communications Commission heavily regulates the telecom industry to protect consumers and ensure ethical business practices.

Any business providing voice or VoIP services must file with the FCC and collect and pay special taxes. Failure to pay these special taxes can result in legal and monetary penalties.

The FCC also charges hefty fees to companies that do not comply with its regulations. For example, not deploying STIR/SHAKEN call authentication standards can result in a fine of **$23,727 for each call** that violates the law.

Along with heavy fines, the FCC could pause or permanently turn off your services if you are non-compliant.

Let's avoid that.

FCC Compliance Checklist for VoIP Services

Register With the FCC
- Obtain an FCC Registration Number (FRN), required for all companies doing business with the FCC.
- Register as an Interconnected VoIP Provider and submit Form 499-A and Form 477 as required.

911 Emergency Services
- Confirm your VoIP service supports Enhanced 911 (E911) capabilities.
- Inform customers about the nature and limitations of E911 service.
- Ensure accurate physical location information for emergency services.

Communications Assistance for Law Enforcement Act (CALEA)
- Implement network changes to support law enforcement monitoring requirements.

Disability Access
- Ensure services are compatible with Telecommunications Relay Services (TRS) for the deaf and hard of hearing.
- Provide equipment that is accessible to individuals with disabilities.

Customer Proprietary Network Information (CPNI)

- Implement policies to protect the confidentiality of customer information.
- Notify customers about their rights regarding their CPNI.

Universal Service Fund (USF) Contributions

- Submit FCC Form 499-Q (quarterly) and 499-A (annual) to report revenue.
- Contribute to the Universal Service Fund based on reported revenue.

Telecommunications Relay Services (TRS) Fund

- Report and contribute to the TRS Fund as per FCC requirements.

Number Portability

- Ensure your service supports local number portability for customers switching providers.

Intercarrier Compensation

- Pay access charges for the use of traditional phone networks when necessary.

Regulatory Fees

- Pay annual regulatory fees as assessed by the FCC.

Consumer Protection

- Follow FCC guidelines for precise and accurate truth-in-billing.
- Provide clear terms of service disclosures and user agreements.

Reporting Requirements

- File semi-annual reports via Form 477 on broadband and voice service deployment.
- Report service outages affecting a significant number of customers.

Compliance Documentation

- Maintain records of all compliance activities and filings.
- Regularly audit your compliance processes and documentation.

Additional Steps

- Work with a telecommunications attorney to ensure all compliance aspects are covered.
- Regularly review FCC updates and changes in regulations to maintain compliance.

Resources

FCC Official Site   **FCC Forms**   **FCC Fees List**

Fully FCC Compliant, White Label VoIP

When you partner with Ahoy Telecom, you can reclaim your time and sanity.

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Partnering with Ahoy means you can **pad your revenue and keep your clients happy with 0 additional work** on your part. We strive for 1:1 relationships and superior service. With Ahoy, you get a true partner.

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"Ahoy Telecom is great. They respond to all of my support requests promptly and are dedicated to helping me with any issues I have. They know a lot about the public telephone network and are very helpful with my VOIP systems. Thanks for all your help Gio!" **– Jeremy Tyson**

★ ★ ★ ★ ★

"I made a gut decision years ago when my pc based phone system died...and chose Ahoytel. After managing my own phone system for 15 years I was apprehensive about turning control over to another company but that fear vanished very quickly. The Ahoytel team is clearly committed to providing top-flight phone service AND support." **– David Craven**

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"Ahoy Support always responds very fast and takes care of any changes/updates without any extra fees. THANKS!" **– Trey Finch**

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