

## Client Advisory

**To:** ITCI Clients  
**From:** Roxi Hacker  
**Date:** February 26, 2026  
**Subject:** Contact Information & Accessibility Reporting Requirements

Yesterday, the FCC released a Public Notice reminding companies of the Accessibility and Record Keeping Annual Compliance Certification. Accessibility laws are designed to ensure that individuals with disabilities have access to IP based communication and video programming technology. Entities that are subject to Section 255, 716, or 718 of the Communications Act **must submit recordkeeping compliance certifications and contact information to the FCC by April 1, 2026.**

**Section 255:** providers of telecommunications service, interconnected VOIP, voicemail, interactive menu service, any manufacturer of telecommunications or interconnected VOIP equipment or customer premise equipment, and any telecommunications carrier.

**Section 716:** any manufacturer or advanced communications services and any manufacturer of equipment used in telecommunications services.

**Section 718:** manufacturers of phones used with public mobile services that include an internet browser and providers of mobile service that arrange for the inclusion of a browser in the phones being sold.

The certification compliance statement and contact information updates must be made on-line via the FCC website. **If you would prefer to have ITCI file this certification on your behalf, respond back letting us know to file.**

If filing your own, log in. <https://apps.fcc.gov/rccci-registry/>

1. The first screen after logging in is the Main page. At the bottom of this page, you should see reference numbers showing the information from past years' compliance. You can review the contact information by clicking edit. If any of the contact information needs to be updated, you can do so with the edit option. When finished reviewing/editing click update.
2. You should edit the DC Agent information only if your company changed your DC Agent. Click on the edit button, change the information, and click update.
3. The next step is to complete the certification covering the year 2025. Choose the tab - "New Recordkeeping Compliance Certificate" located at the top of the page. Make sure to choose 2025 calendar year with certification due April 1, 2026. Follow the on-screen prompts to complete.
4. Send ITCI notification that this has been completed.

*See Next Page for compliance documentation.*

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Each State Commission has rules regarding notifications to consumers on Relay Programs and what is required of ETC's to meet the state requirements.

Previously, we may have assisted in setting up a file which must be kept up to date and contain:

- Information about your company's efforts to consult with individuals with disabilities (any notifications sent out by your company regarding assistance programs – Telephone Equipment Program, Telecommunications Relay Services- Captioned Telephone Service, Internet Based Captioned Telephone Service, Hearing Carry Over, Internet Protocol Relay, Text Telephone (TTY), Video Relay Service)
- Descriptions of the accessibility features of your company's products and services (these should be attainable from the manufacturers of the products)
- Information about the compatibility of such products and services with peripheral devices or specialized customer premise equipment commonly used by individuals with disabilities to achieve access (this should be attainable from the manufacturers of the products)

ITCI suggested creating a folder to keep this information.

- The first section of your documentation can contain the any brochures which reference the different state disability programs. You can also keep a copy of your annual customer notices, directory pages and State compliance certifications in this section. If you need specific information for your company, contact me.
- The second section of your in-house documentation can contain a statement from any central office equipment vendors/manufacturers stating the equipment is able to allow for the accessibility functions to be operable if needed.
- The third section of the documentation can contain the statements from other equipment vendors that the peripherals attached to the network that are sold by your company are compatible and do allow for accessibility functions. This should contain descriptions of the accessibility features of your products and services.
- The final section of the documentation should contain a copy of the annual FCC Accessibility Certification as well as any contact you have had with customers in your serving area in regard to specific accessibility offerings by your company and the efforts your company has taken to service their individual needs. Make sure to update this section with this year's completed certification.

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