
UPDATE
March 7, 2025

FCC Issues Reminder: Accessibility Recordkeeping Compliance Certification
Due April 1, 2025

On March 3, 2025, the FCC released a [Public Notice](#) reminding Telecommunications carriers, interconnected VoIP and advanced communications service (“ACS”) providers **must file their annual accessibility compliance certificate (covering 2022) by April 1, 2025**. This certificate certifies that the provider has operating procedures in place to ensure compliance with the recordkeeping requirements contained within the FCC’s rules adopted in accordance with the 21st Century Communications and Video Accessibility Act of 2010.

Who must file. Telecommunications carriers, Interconnected VoIP providers, and ACS providers (e.g., providers of email, text messaging, instant messaging, interoperable video conferencing services).

What must the certification contain? All covered providers must submit an annual certification certifying that the company has established operating procedures adequate to ensure compliance with the recordkeeping rules and that the records are being kept accordingly. In addition, covered providers must designate and keep current:

- A contact person authorized to resolve accessibility-related complaints from consumers.
- An agent to accept service of complaints filed with the FCC.

How to File. Providers must submit their certifications through the [Recordkeeping Compliance Certification and Contact Information Registry](#). You will need your FCC Registration Number and password to login. Step-by-step instructions and FAQs are available [here](#).

If you have further questions regarding accessibility and FCC compliance, please contact Bruce Beard at (314) 394-1535 or bbeard@cinnamonmueller.com.

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