

## How Title II Supports Internet Reliability, Quality, and Resilience for All

Broadband needs to be there when we need it, and it needs to work well. While the Federal Communications Commission has rules in place addressing network reliability and resiliency for voice and wireless networks, the misclassification of broadband as an “information service” has left the agency without the tools it needs to fully ensure reliable broadband for all.

Reclassifying broadband as a “telecommunications service” under Title II of the Communications Act is a vital step towards bolstering network reliability and resiliency. This reclassification grants the FCC the requisite authority to create and enforce robust standards ensuring that broadband providers reliably deliver the service they promise, and promptly restore service after disruptions. In short, **Title II helps the FCC support a higher quality, more reliable, and more resilient internet so the service is available when consumers need it most.**

### Network Reliability and Quality:

Using Title II authority, the Commission can:

- Set standards to minimize service disruptions.
- Ensure that subscribers get the level of service that they pay for.
- Issue requirements for routine maintenance and upgrades to prevent network failures.
- Enforce the obligation to provide accurate and timely information to consumers regarding network performance and outages.

### Network Resiliency:

Title II reclassification for broadband also provides a framework for the FCC to:

- Establish clear procedures for disaster preparedness, response, and recovery.
- Mandate infrastructural investments to harden networks against various threats.
- Ensure rapid restoration of communications services post-disaster – a lifeline in emergency situations.