Instructions for Hearing Aid Compatibility Status Reporting Form (FCC Form 655)

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I.   PURPOSE

The FCC's electronic Form 655 collects information on the status of compliance with the Federal Communications Commission's hearing aid compatibility requirements by digital commercial mobile radio service ("CMRS") providers and manufacturers of devices used in the delivery of these services. The use of electronic FCC Form 655 helps each filer ensure that its report ("Hearing Aid Compatibility Report") includes all of the required information in a consistent format, facilitates filing subsequent reports, and facilitates the Commission's compilation of data from the reports. The electronic form also provides the public with improved access to review the filed status reports.

II.   WHO MUST FILE THIS FORM?

Digital commercial mobile radio service providers, including mobile virtual network operators ("MVNO") and resellers, and manufacturers of devices used in the delivery of these services are required to use this electronic form to provide the Commission with hearing aid compatibility information. Specifically, these reporting requirements apply to "providers of digital CMRS in the United States to the extent that they offer real-time, two-way switched voice or data service that is interconnected with the public switched network and utilizes an in-network switching facility that enables the provider to reuse frequencies and accomplish seamless hand-offs of subscriber calls, and such service is provided over frequencies in the 800 MHz-950 MHz or 1.6-2.5 GHz bands using any air interface for which technical standards are stated in the standard document 'American National Standard for Methods of Measurement of Compatibility between Wireless Communications Devices and Hearing Aids,' American National Standards Institute (ANSI) C63.19-2007 (June 8, 2007)." 47 C.F.R. § 20.19(a)(1). These requirements also apply to "the manufacturers of the wireless handsets that are used in the delivery of the[se aforementioned] services." 47 C.F.R. § 20.19(a)(2).

III.   ACCESS TO ELECTRONIC FILING SYSTEM FOR FCC FORM 655

A.   Obtaining an FCC Registration Number (FRN)

In order to access the electronic filing system for Hearing Aid Compatibility reports, each service provider or device manufacturer must use its FCC Registration Number (FRN). A company may choose to obtain a new FRN for the purpose of filing its Hearing Aid Compatibility report or it may use an existing FRN that is assigned to it. If an agent files reports for multiple entities, the agent should obtain a separate FRN for each reporting entity. The same FRN can be used for the entity's future filings. FRNs can be obtained at https://selafoss.fcc.gov/coresWeb/publicHome.do (see **Figure 1** in the Appendix).

B.   Accessing the Hearing Aid Compatibility Reporting Site

The Hearing Aid Compatibility reporting site can be accessed at http://wireless.fcc.gov/hac. This page contains a link to the License Manager Login page (see **Figure 2** in the Appendix) in the FCC's Universal Licensing System (ULS). The Login page can also be accessed through the *FCC Forms* page (http://www.fcc.gov/formpage.html) on the main FCC website, the *Forms and Fees* page (http://wireless.fcc.gov/index.htm?job=forms_and_fees) on the FCC Wireless Telecommunications Bureau (WTB) website, or the *Equipment Authorization System* page (https://fjallfoss.fcc.gov/oetcf/eas/index.cfm) on the FCC Office of Engineering and Technology

(OET) website. After login, click "*My Reports*," then "*File Hearing Aid Compatibility Status Report*" on the left panel to start filing your report (see **Figure 3**). If you want to update a submitted or saved report, click the "Submitted" or "Saved" link (see **Figure 4**).

IV.   INSTRUCTIONS FOR COMPLETING FCC FORM 655

Each year Hearing Aid Compatibility Reports must be filed electronically on FCC Form 655 by July 15 for device manufacturers and January 15 for service providers. The report provides information for the preceding year – July 1st through June 30th for device manufacturers, and January 1st through December 31st for service providers. (Exception: The July 15, 2009 manufacturers report provides information from January 1, 2009 through June 30, 2009.) When the 15th of the month falls on a weekend or holiday, the report is due on the next business day. The electronic filing system is designed to be user-friendly with many illustrative texts and information icons. If you are a returning filer, i.e., you filed a report using the electronic filing system in a previous filing period, the system will allow you to copy the information from your previous report to the current report, update and add any necessary information.

A.   Company Information

Provide the requested information for the reporting entity. You can edit the company information while in this section (see **Figure 5** and **Figure 6**). You also can come back to edit the company information when you are on the Report Summary page (after finishing the Handset Information section) by clicking the edit icon (   ) to the left of the company name (see **Figure 13**).

- Type of Company: Indicate whether the reporting entity is a manufacturer or service provider.
- *De Minimis* Exception:
  - Answer the first question: "Did you offer more than two handsets over any air interface to service providers (if you are a device manufacturer) or to subscribers (if you are a service provider) during this reporting period?" An entity reporting multiple air interfaces may qualify for the *de minimis* exception over some but not all air interfaces; this question is intended only to indicate whether a reporting entity qualifies for the *de minimis* exception across **ALL** air interfaces. This question is informational only and a "Yes" response in the context of multiple air interfaces does not affect the applicability of the *de minimis* exception to those air interfaces where the reporting entity offered two or fewer handsets.
  - Select "Yes" if the reporting entity offered more than two handsets over **ANY** air interface to service providers (if you are a device manufacturer) or to subscribers (if you are a service provider) during this reporting period. If the reporting entity offered handsets over multiple air interfaces, and if that same reporting entity offered two or fewer handsets over one or more of those air interfaces, that entity should select "Yes" to this question unless it offered two or fewer handsets over every one of those air interfaces.
  - If the reporting entity offered two or fewer handsets over all air interfaces, select "No" and answer the second question: "Did you offer any handsets to service providers (if you are a device manufacturer) or to subscribers (if you are a service provider) during this reporting period?"
    - Select "Yes" if you offered at least one handset through these channels during the reporting period.
    - Select "No" if you are a manufacturer who did not offer any handsets to

service providers, or if you are a service provider who did not offer any handsets to subscribers.

- o If you answer "No" to both *De Minimis* questions, the system will use this information to take you directly to the Outreach Information section after you finish the Company Information section.

- Company Name: Provide the company name for the reporting entity. If the reporting entity also has a "Doing Business As (dba)" name, include both the company name and the dba name in the Company Name box. The format can be "Company Name dba Doing Business As Name."

- Company Address: Provide the company address for the reporting entity. If you are a non-US company, please use your US business office address for filing purpose. If you do not have a US business office address, please use your US agent's address.

- Company Contact Information: Provide the name, 10-digit US phone number, 10-digit US FAX number, and e-mail address of the contact person for the reporting company. If you are a non-US company, please use your US business office contact information for filing purpose. If you do not have US business office contact information, please use your US agent's contact information. All fields are required except the US FAX number. If you do not have a US FAX number, just leave it blank.

- Filing Agent: If the report is being filed by an agent (such as a law firm) in the US on behalf of a manufacturer or service provider, select "Yes" and provide the name, address and contact information for the agent as well.

B. Handset Model Information

You must complete a separate Handset Model Information page for each handset model you offered that counts as a unique model for hearing aid compatibility purposes. If you marketed the same model under more than one name, all of the names must be reported as part of the same model.

For purposes of compliance with the hearing aid compatibility deployment requirements, two handsets marketed as separate models must be counted as a single model if they do not differ in form, features, or capabilities (for example, if they differ only in being marketed through different service providers or in cosmetic respects such as color). A difference in hearing aid compatibility rating is considered a difference in form, features, or capabilities.

For example, manufacturer X markets two models, the TalkMaster X1 and the Talk2Me, that are indistinguishable in form, features, and capabilities. It also produces another model, the TalkMaster X2, that offers different features from the TalkMaster X1. All of these models are certified under the same FCC ID number. The manufacturer must report the TalkMaster X1 and the Talk2Me on the same page, and the TalkMaster X2 on a different page.

B1. Fields for Handset Model Information

Specific attributes of a handset model need to be entered in this section. These attributes include handset maker, handset model name, air interfaces and frequency bands used by the handset, hearing aid compatibility ratings, etc. Once you complete the information required for one handset, you can add information for another handset or continue to the next section on consumer outreach if you have completed information for all handset models.

HANDSET MAKER: This is the manufacturer of the handset (see **Figure 7**).
- If the Handset Maker name is in the dropdown list in the Handset Maker box, select it from the list.
- If the Handset Maker is not on the list, select "Other" at the bottom of the list and enter the name in the box to the right of the Handset Maker box.

HANDSET MODEL: Select "No" if you marketed the Handset Model under only one name, "Yes" if you marketed the Handset Model under multiple names (see **Figure 7**).
- If "No" is selected:
  - Provide the Handset Model name either by selecting a name from the dropdown list in the Handset Model Name box or by selecting "Other" from the dropdown list and entering a new Handset Model name in the box to the right of the Handset Model Name box.
  - Provide the associated FCC ID(s) for the Handset Model in the FCC ID boxes. If there is one FCC ID associated with the Handset Model, enter it in the first FCC ID box. If there are multiple FCC IDs associated with the Handset Model, enter each FCC ID in a separate FCC ID box. The system sometimes automatically pre-fills one or more FCC IDs if they are available. You can over-write or delete a pre-filled FCC ID if it is not correct or not relevant (see **Figure 8**).
- If "Yes" is selected:
  - Provide the first name for the handset model, either by selecting a name from the dropdown list in the Handset Model Name box or by selecting "Other" from the dropdown list and entering a new Handset Model Name in the box to the right of the Handset Model Name box.
  - Provide the associated FCC ID(s) for the Handset Model Name in the FCC ID boxes. If there is one FCC ID associated with the Handset Model Name, enter it in the first FCC ID box. If there are multiple FCC IDs associated with the Handset Model Name, enter each FCC ID in a separate FCC ID box. The system sometimes automatically pre-fills one or more FCC IDs if they are available. You can over-write or delete a pre-filled FCC ID if it is not correct or not relevant.
  - Click "Add Another Handset Model Name" to add another marketing name and associated FCC ID(s).
  - Repeat until all marketing names have been entered (see **Figure 9**).
- If you initially select "Yes" and later need to remove model names, you can do that by choosing the edit icon () for the handset on the Report Summary page (appears after finishing the Handset Information section) and selecting the delete icon () for the unneeded model name(s) on the Handset Model Name Summary page (see **Figure 13**).
- If you initially select "No" and later need to add model names, you can do that by choosing the edit icon () for the handset on the Report Summary page (appears after finishing the Handset Information section) and selecting the "Add Another Handset Model Name" button on the Handset Model Name Summary page (see **Figure 13**).

AIR INTERFACES / FREQUENCY BANDS: Select the air interface technology(ies) (*e.g.*, CDMA, GSM, WCDMA, iDEN) and corresponding frequency band(s) used by this handset for voice communications (do not include the Wi-Fi air interface). If a handset operates over multiple air interfaces or frequency bands usable to provide voice communications, select all of those air interfaces and frequency bands (see **Figure 10**).

WI-FI INTERFACE: Select "Yes" if this handset is capable of Wi-Fi voice operation. Otherwise select "No" (see **Figure 10**).

DATES: Enter "Starting Available Date" and "Ending Available Date" in the relevant boxes in the "MM/YY" format. For example, April 2008 should be entered as 04/08, not 04/2008 or 4/08. If this handset is still being offered as of the end of the reporting period, enter the ending month of the reporting period as the ending available date. The current reporting period will be listed at the top of the page for your reference (see **Figure 10**).

M-RATING:
- For Device Manufacturers (see **Figure 11**):
    - o Select "No" if the handset model has not received an M-Rating certification.
    - o Select "Yes" if the handset model has received an M-Rating certification.
        - ▪ Select the appropriate rating from the dropdown list in the M-Rating box.
        - ▪ Provide the M-Rating Certification Date in the format MM/DD/YY.
        - ▪ Click the "2005," "2006" or "2007" button to indicate which version of the ANSI C63.19 standard was used during the certification process.
- For Service Providers (see **Figure 12**):
    - o Select the appropriate rating from the dropdown list in the M-Rating box. If the handset has not received an M-Rating certification, you must select "N/A."

T-RATING:
- For Device Manufacturers (see **Figure 11**):
    - o Select "No" if the handset model has not received a T-Rating certification.
    - o Select "Yes" if the handset model has received a T-Rating certification.
        - ▪ Select the appropriate rating from the dropdown list in the T-Rating box.
        - ▪ Provide the T-Rating Certification Date in the format MM/DD/YY.
        - ▪ Click the "2005," "2006" or "2007" button to indicate which version of the ANSI C63.19 standard was used during the certification process.
- For Service Providers (see **Figure 12**):
    - o Select the appropriate rating from the dropdown list in the T-Rating box. If the handset has not received a T-Rating certification, you must select "N/A."

FUNCTIONALITY LEVEL: (*Applies to service providers only.*) Each service provider is required to offer customers a range of hearing aid-compatible models with differing levels of functionality (*e.g*., operating capabilities, features offered, prices). Each service provider may determine the criteria for determining these differing levels of functionality. This entry should indicate into which provider-defined level of functionality each individual handset model falls. If this handset is not rated either "M3" or "M4", you may enter "N/A". Filers who are reporting only one hearing aid-compatible handset may also enter "N/A" (see **Figure 12**).

REMARKS: Provide any remarks or comments concerning the handset model (see **Figure 11** or **Figure 12**).

B2.   Editing and Deleting Handset Model Information

Once you complete the information required for each handset, the system will take you to the Report Summary page for the Handset Information section (see **Figure 13**), where the company name and some basic information such as the handset maker name, handset model name(s), and FCC ID(s) for each filed handset will be on display. You can:
- Edit Company Information by clicking the edit icon () to the left of the company name on the upper left corner of the page (see **Figure 13**).

- Edit the handset model information for a specific handset by clicking the edit icon ( ) for the handset in the right-most column of the page. The system allows you to edit the handset model name(s) and FCC ID(s) (see **Figure 14**).
  - However, if the handset maker name is wrong, you have to go back to the Report Summary page (**Figure 13**), delete the handset by clicking the delete icon ( ) for the handset and add the handset back by clicking "Report New Handset Model" at the bottom of the page.
- Delete a handset or a duplicated handset by clicking the delete icon for the handset in the right-most column of the page (see **Figure 13**).
- Continue to the Consumer Outreach section by clicking "Continue" at the bottom of the page.

C.   Consumer Outreach

PRODUCT LABELING:

Question 1: "Do all hearing aid-compatible handsets include labeling?" Under Section 20.19(f) of the Commission's rules, manufacturers and service providers must ensure that the rating of hearing aid-compatible handsets is clearly displayed on the packaging material of the handset. In the event that a hearing aid-compatible handset achieves different radio frequency (RF) interference or inductive coupling ratings over different air interfaces or different frequency bands, the RF interference reduction and inductive coupling capability ratings displayed shall be the lowest rating assigned to that handset for any air interface or frequency band. An explanation of the ANSI C63.19 rating system must also be included in the device's user's manual or as an insert in the packaging material for the handset.

Answer "Yes" if all of your handsets comply with this requirement. If you have handsets that do not comply with this requirement, answer "No" and explain (see **Figure 15**).

Question 2: "Do all hearing aid-compatible handsets with the Wi-Fi air interface have clear and effective disclosure that the handset has not been rated for hearing aid compatibility with respect to its Wi-Fi voice operation?" Each manufacturer and service provider must ensure that, wherever it provides hearing aid compatibility ratings for a handset model that incorporates a Wi-Fi air interface, it discloses to consumers, by clear and effective means, that the handset has not been rated for hearing aid compatibility with respect to Wi-Fi voice operation.

Answer "Yes" if all of your handsets that are equipped for Wi-Fi voice operation include this disclosure. If you have handsets that are equipped for Wi-Fi voice operation but do not include this disclosure, answer "No" and explain. If you do not offer any handsets equipped for Wi-Fi voice operation, answer "Yes" (see **Figure 15**).

PUBLIC WEBSITE: Under Section 20.19(h) of the Commission's rules, service providers and manufacturers that are subject to the hearing aid compatibility requirements of that section and which operate a publicly-accessible website must include on that website a list of all hearing aid-compatible models currently offered, the ratings of those models, and an explanation of the rating system. Service provider websites must also include the levels of functionality that the service provider has defined, the level under which each hearing aid-compatible model falls, and an explanation of how the functionality of the handsets varies at the different levels.

Answer "Yes" if you maintain such a website, and provide the website address. One website

address is sufficient if the information is clearly accessible from that page, even if there are multiple sub-pages. If you do not maintain a website with this information, answer "No" and explain (*e.g.*, the reporting entity does not maintain any public website) (see **Figure 15**).

CONSUMER OUTREACH: Provide information on the reporting entity's outreach efforts with regard to hearing aid compatibility within the reporting period (see **Figure 16** and **Figure 17**).

HEARING AID COMPATIBILITY TESTING: (*Applies to manufacturers only.*) Enter the number of handset models that were tested for hearing aid compatibility during the reporting period. You need not include models that have not received certification from the FCC (see **Figure 16**).

METHODOLOGY FOR FUNCTIONALITY LEVELS: (*Applies to service providers only.*) Provide an explanation of the methodology used to define functionality levels for handsets offered to consumers, pursuant to Section 20.19(d)(4)(ii) of the Commission's rules. Each service provider is required to offer customers a range of hearing aid-compatible models with differing levels of functionality (*e.g.*, operating capabilities, features offered, prices). Each service provider may determine the criteria for determining these differing levels of functionality. Filers who are not reporting more than one hearing aid-compatible handset model may enter "N/A" (see **Figure 17**).

REPORT REMARKS: Add any other information that you may choose to provide (see **Figure 16** and **Figure 17**).

V.   CERTIFYING, SUBMITTING, UPDATING AND PRINTING FILED REPORTS

Certifying and Submitting Your Report: Upon finishing the Consumer Outreach section, you need to certify your report by clicking the "Certify Filing" button at the bottom of the Consumer Outreach page (see **Figure 16** or **Figure 17**). On the certification page, you must provide your name and title. You must then submit your report by clicking the "Submit Filing" button at the bottom of the certification page (see **Figure 18**). The system will then provide you a confirmation number. **Please write down this confirmation number for your future reference** (see **Figure 19**). You must **submit** your report on or before the filing deadline. Failure to submit your report in a timely manner may trigger FCC enforcement action.

Saving without Submitting Your Report: You can stop at any time while completing your report by clicking the "Quit Application" button at the top-right corner of the page (see **Figure 7**). Whenever you click on "Quit Application," your report will be saved and put into the "Saved" category (see **Figure 4**). A "Saved" report is not considered to be a submitted report. You must remember to **submit** your report on or before the filing deadline. To submit a saved report, you must update the report, certify it and submit it.

If you are accidentally timed out by the system, your report will be placed in the "Saved" category. You will need to re-login to the system and update your report (see below on updating a saved report).

Updating Your Report: You can update your saved or submitted report at any time before the filing deadline. However, you **cannot** update your report once the deadline has passed. To update your report, you need to access the electronic Form 655 and go to the "Saved" category if you have a saved report or the "Submitted" category if you have a submitted report (see **Figure 4**).

From there, click "Continue" or "Update" to update your saved or submitted report (see **Figure 20** or **Figure 21**). The system will take you directly to the Report Summary page (see **Figure 13**). From there, you can update your report. After completing your update, you must submit your report again in order for it to be considered submitted. A submitted report that has been opened for updating but not re-submitted will be placed in the "Saved" category and not the "Submitted" category.

The Hearing Aid Compatibility reports always have a purpose code of "HA." Knowing this will help you find your Hearing Aid Compatibility report.

Printing Your Report: While you are in the filing page or submission page, you can view your report (even though you are not done) by clicking the "Print Report" button (🖨) at the top of the page (see **Figure 19**). The system will generate a PDF file that contains all the information you have entered into your report as well as the FRN you used for filing the report.

VI.   FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995

We have estimated that each response to this collection of information will take, on average, two and a half (2.5) hours. Our estimate includes the time to read the instructions, look through existing records, gather and maintain the required data, enter the data in the Form 655 on-line template, and submit it electronically. If you have any comments on this estimate, or how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, AMD-PERM, Washington, D.C. 20554, Paperwork Reduction Project (3060-0999). We also will accept your comments via the Internet if you send them to PRA@fcc.gov. DO NOT SEND COMPLETED FCC FORM 655 TO THIS ADDRESS.

Remember – You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid Office of Management and Budget (OMB) control number. This collection has been assigned an OMB control number of 3060-0999.

Reporting entities failing to file FCC Form 655 in a timely fashion may be subject to penalties under the Communications Act, including sections 502 and 503(b).

THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.

APPENDIX

Figure 1   Register and Receive an FCC Registration Number

Obtain a new FCC Registration Number (FRN) for the purpose of filing Hearing Aid Compatibility status reports for each reporting entity. The same FRN can be used again to file future reports for the entity. Each reporting entity should use its own FRN.
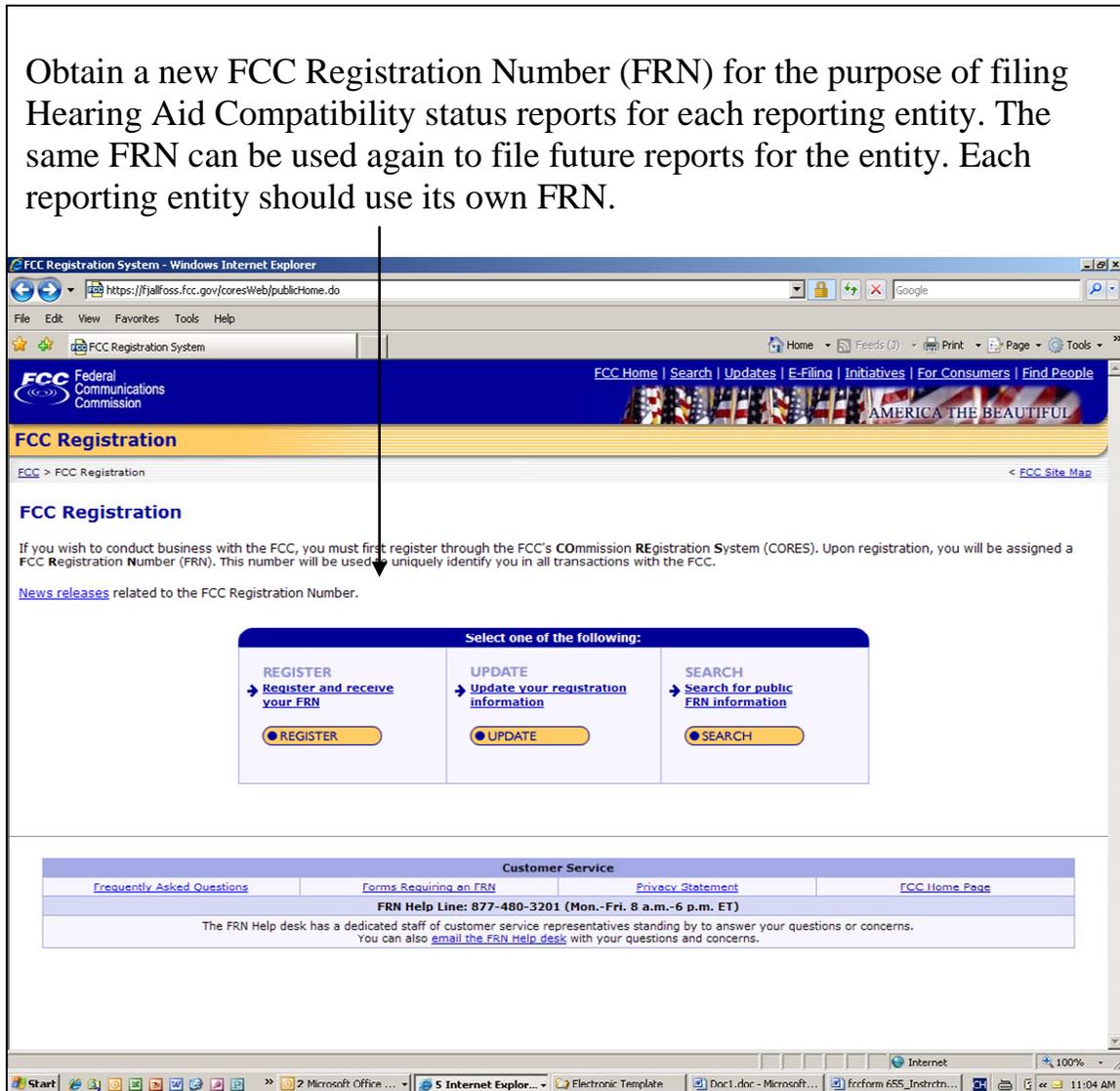
Figure 2   Login Page
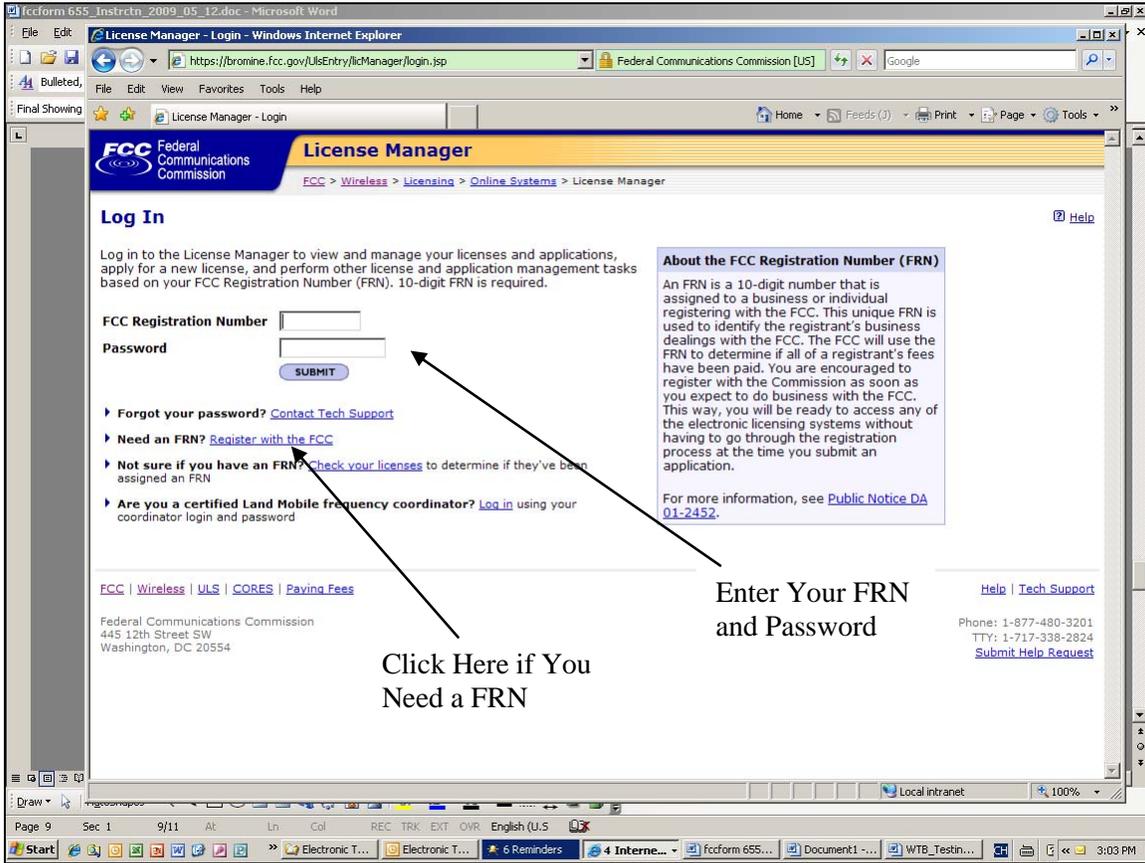
Figure 3   License Manager Page

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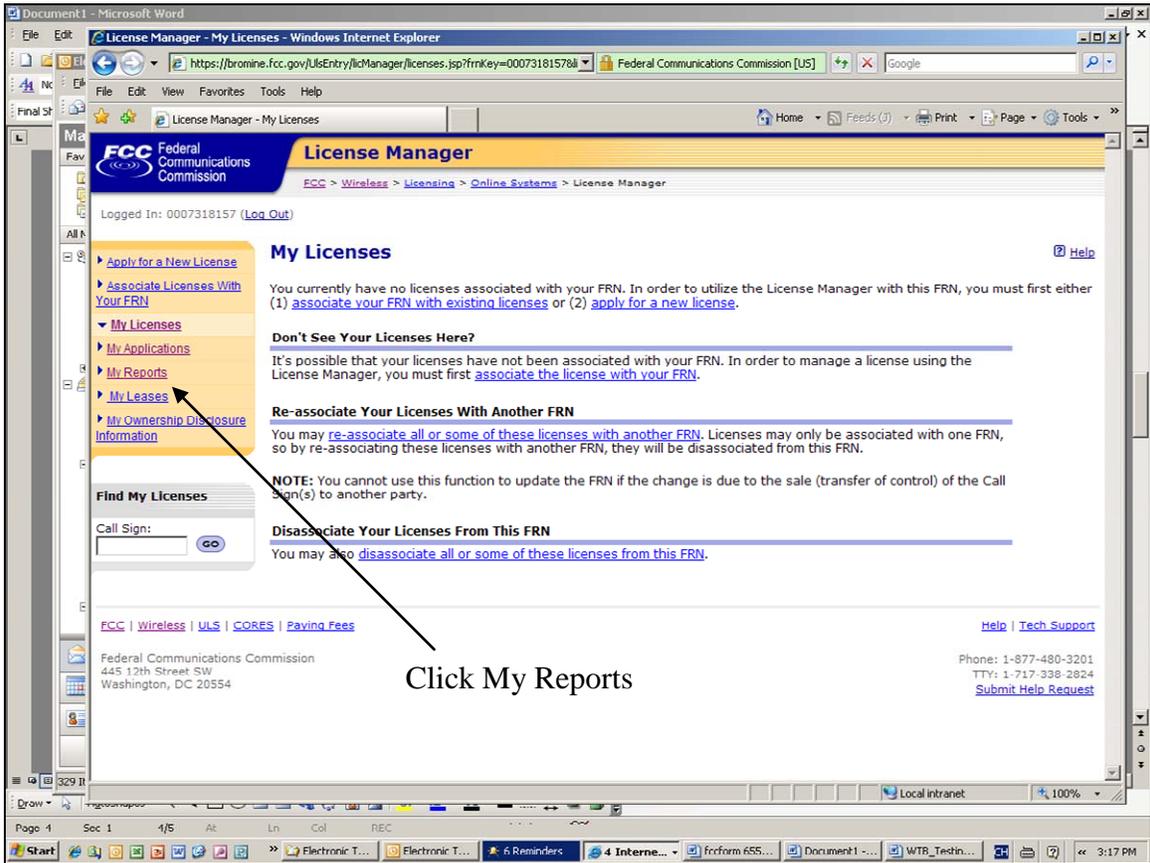
Figure 4   My Applications Page -- Summary

Saved Report (not finished and/or not submitted)

Submitted Report

File Hearing Aid Compatibility Report
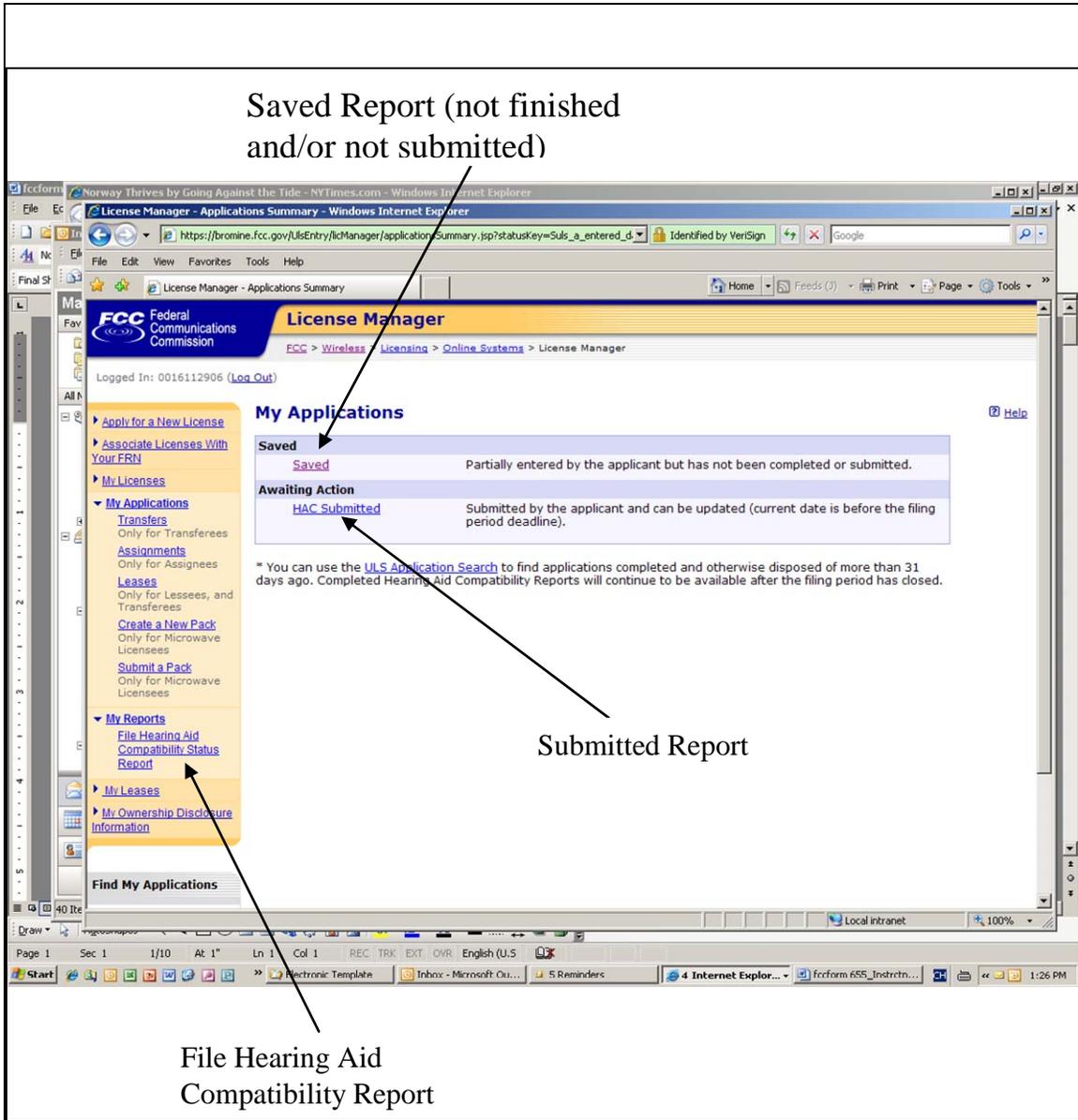
Figure 5   Company Information Page 1

Reporting Period
and Filing Deadline

Quit Application
(report will be saved
but not submitted)

Type of Company

Returning filers can copy
information from their reports
filed in the previous year

Indicating that you are in the
Company Information section

Figure 6   Company Information Page 2

Figure 7   Handset Model Information Page 1
(Handset Maker / Handset Model)

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Figure 8   Handset Model Information Page 2a
(Single Handset Model Name / FCC ID)
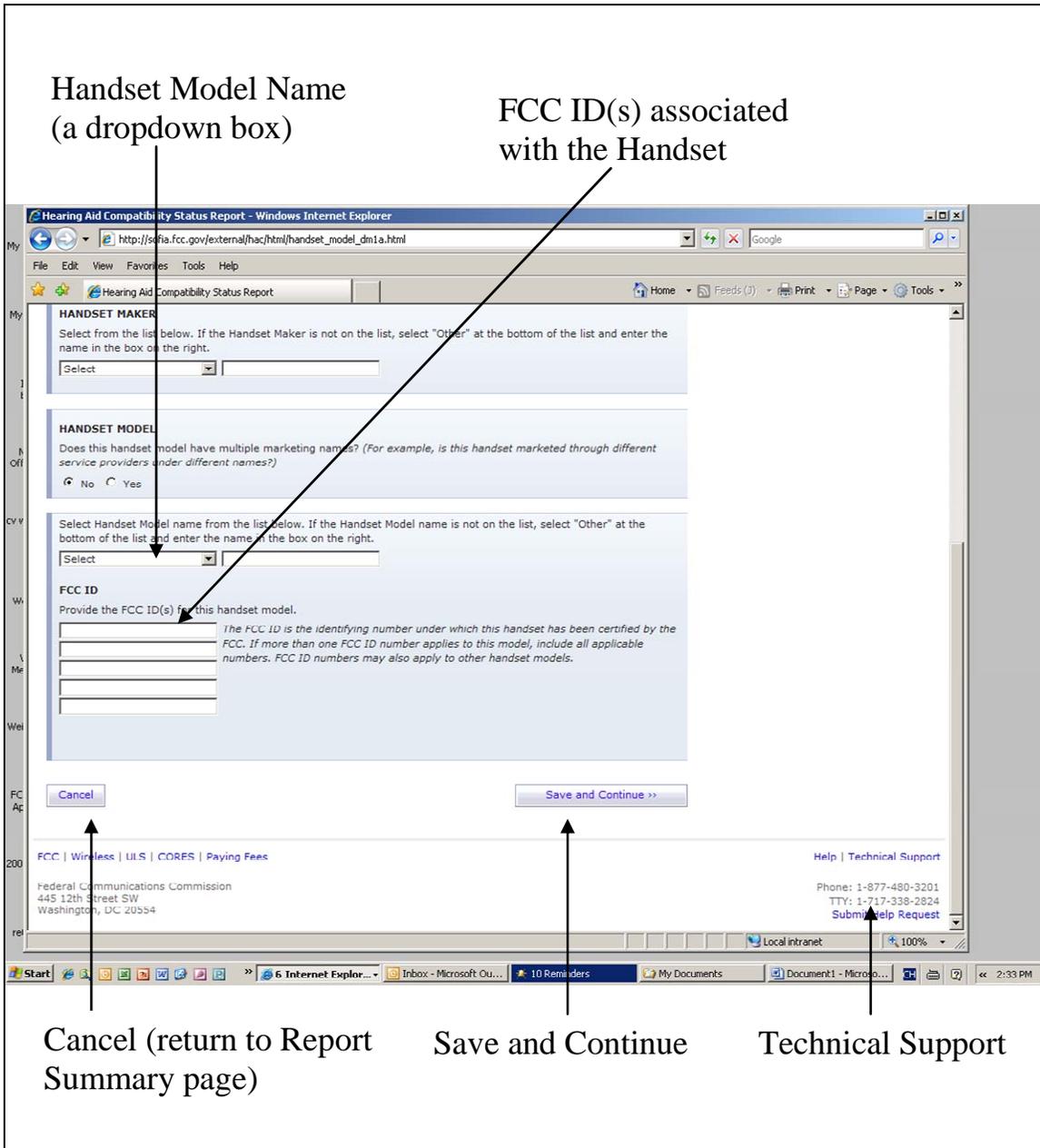
Figure 9   Handset Model Information Page 2b
(Multiple Handset Model Names / FCC ID)

Handset Maker

Handset Model Name

Another Marketing Name for the Same Handset

FCC ID

Cancel (return to Report Summary page)

Add Another Marketing Name for the Same Handset

Save and Continue

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Figure 10   Handset Model Information Page 3
(Air Interfaces / Frequency Bands)

Air Interfaces / Frequency Bands

Starting Available Date (MM/YY)   Ending Available Date (MM/YY)

Figure 11   Handset Model Information Page 4a

(Hearing Aid Compatibility Ratings --For Device Manufacturers)

M-Rating (a dropdown box)

M-Rating Certification Date (MM/DD/YY)

T-Rating (a dropdown box)

T-Rating Certification Date (MM/DD/YY)

Remarks for the Handset

Figure 12   Handset Model Information Page 4b
(Hearing Aid Compatibility Ratings --For Service Providers)

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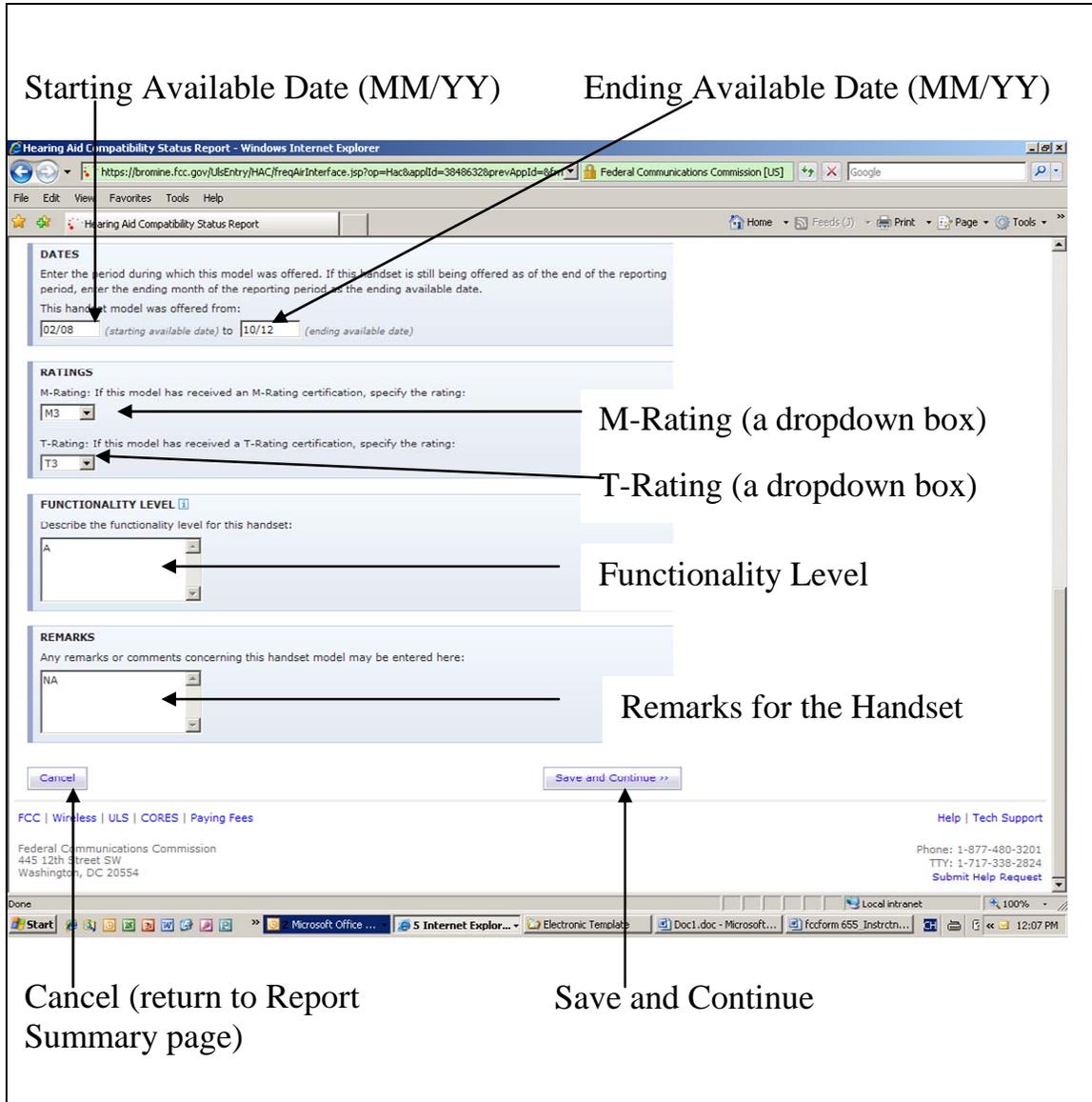
Figure 13 Report Summary for Handset Information Section

Edit Company Information

Reporting Period and Filing Deadline

Quit Application (report will be saved but not submitted)

Summary by Air Interface

Report a New Handset Model

Edit the Handset Information

Delete the Handset

Figure 14   Edit the Handset Information

Click here to edit the name(s) and FCC ID(s) for this handset

Click here to edit additional information for this handset

Click here to add another marketing name for this handset

Return to Report Summary page

Figure 15   Consumer Outreach Page 1

Consumer Outreach

Product Labeling

Reporting company's public website for Hearing Aid Compatibility information

Indicating that you are in the Consumer Outreach section

Figure 16   Consumer Outreach Page 2a
(Consumer Outreach Efforts -- Device Manufacturers)

Consumer Outreach Efforts

Tested Handsets

Remarks for the Report

Back (to the previous page)

Certify Filing

Figure 17   Consumer Outreach Page 2b
(Consumer Outreach Efforts – Service Providers)

Consumer Outreach Efforts

Description of Methodology for Functionality Levels

Remarks for the Report

Back (to the previous page)

Certify Filing

Figure 18   Certification Page

Certification Signature   Submit Filing
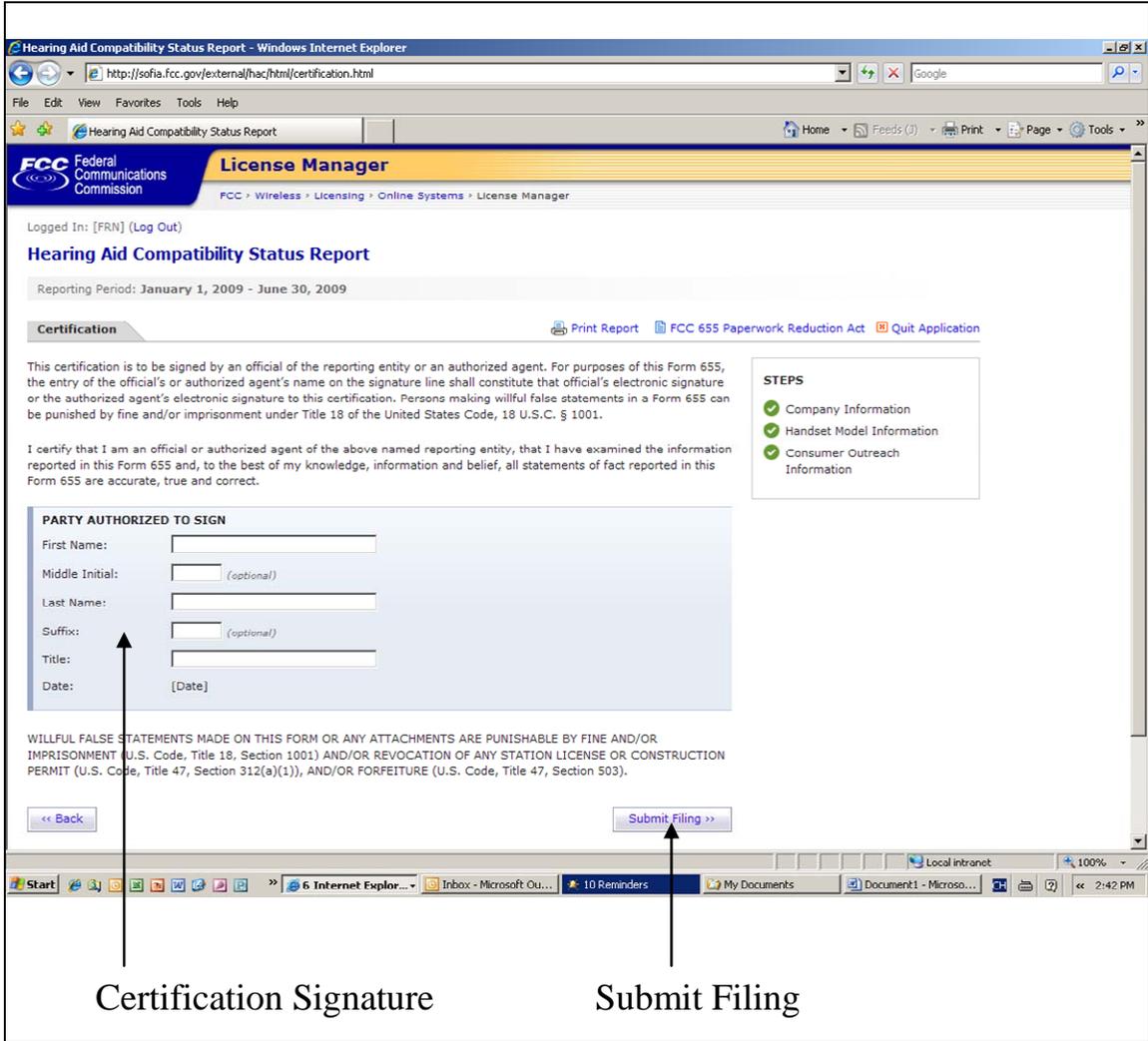
Figure 19   Confirmation Page
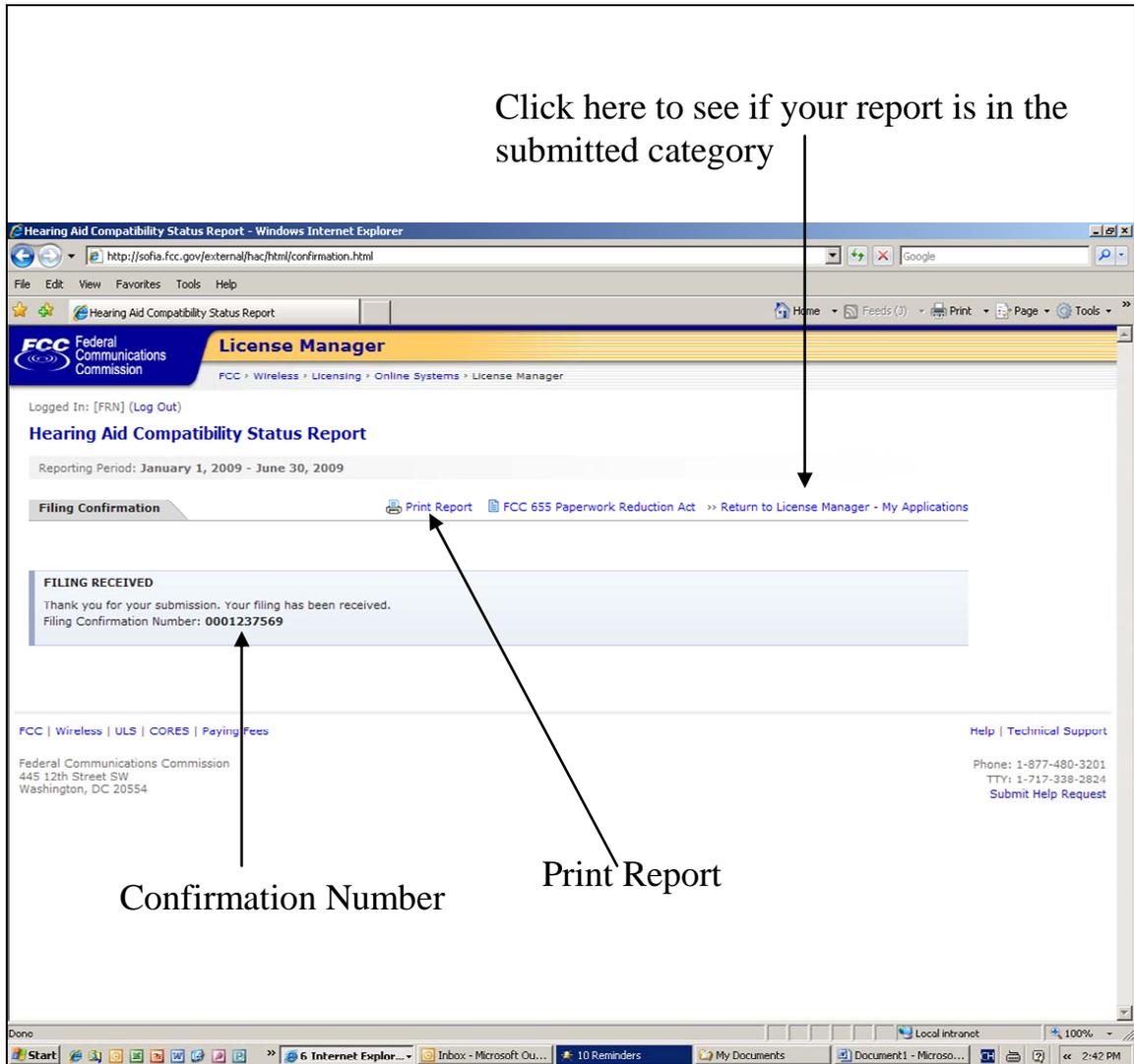
Figure 20   My Applications Page -- Saved Report

"*Not Assigned*" indicating the report was saved before being submitted (no confirmation number)

"Saved" Status (but not submitted)

Continue the Report

Purpose Code will be "HA" (for Hearing Aid Compatibility report)

Delete the Report

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Figure 21   My Applications Page -- Submitted Report

Confirmation Number

Submitted Status

Update the Report

Purpose Code will be "HA" (for Hearing Aid Compatibility report)

Delete the Report

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