No illegal robocalling

Chazy and Westport Telephone Company, doing business as Chazy and Westport Communications

DRAFT FOR REVIEW - NOT EFFECTIVE

Rules for automated calls, texts, consent, and caller ID.

General prohibition

Do not use C&W service to make, transmit, assist, or conceal unlawful robocalls, robotexts, scams, or deceptive caller-ID spoofing. Do not knowingly provide service access to others for those purposes. The rule applies to customers and authorized users.

Consent and calling rules

Automated, artificial-voice, prerecorded, and marketing communications can be subject to different requirements depending on the technology, recipient, number type, content, and applicable law. Obtain the consent required for the particular communication before sending it. Do not assume that a past business relationship or possession of a number provides sufficient permission.

Honor applicable consent revocations, do-not-call requirements, identification rules, calling-hour restrictions, and opt-out mechanisms. Maintain records needed to demonstrate compliance. Political, nonprofit, school, utility, and appointment-reminder calls are not automatically lawful in every circumstance; any exemption must actually apply.

Caller identity

Do not transmit misleading caller-ID information with unlawful intent, impersonate a government agency or business, or rotate numbers to evade protective measures. Use numbers you are authorized to use and provide accurate customer and business information to C&W. Authentication of a number does not remove the caller's consent obligations.

Review and enforcement

We may request information reasonably needed to assess suspected violations, investigate credible reports, and cooperate with lawful traceback and enforcement requests. Customers must respond accurately and take required corrective action. Information may be disclosed only as permitted or required by law.

Depending on the circumstances, we may warn, restrict, suspend, or terminate affected service in accordance with law and the governing agreement. Urgent measures may be necessary to stop harmful or illegal traffic. Customers may ask customer service to review an action they believe was mistaken. This policy does not impose an automatic monetary penalty or promise that all unwanted calls can be eliminated.

Contact C&W

Questions? Contact customerservice@chazywestport.net, call Westport at 518-962-8211 or Chazy at 518-846-7111, or write to 2 Champlain Avenue, Westport, NY 12993. Do not email passwords, full payment-card numbers, Social Security numbers, or sensitive records.

References and resources

FCC restrictions on telemarketing and telephone solicitation

Before this draft takes effect

Confirm applicability to all voice/mobile offerings and enforce through approved service terms. Do not describe all political, school, nonprofit, or reminder calls as categorically exempt.