Network transparency

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

DRAFT FOR REVIEW - NOT EFFECTIVE

How our Internet connection works, including network management and performance.

Scope and service information

This disclosure describes C&W broadband Internet access. Availability, technology, advertised speed, equipment, installation, recurring charges, any data allowance, and any contract term depend on the service selected and the service address. The plan-specific order and Broadband Facts label provide the applicable commercial and performance information. This general policy does not replace those labels.

This draft carries forward the network practices described in the existing disclosure for verification. It is not a certification of current network configuration. Mobile broadband practices must also be checked against the actual mobile service and underlying network arrangements.

Performance and everyday use

Actual performance can vary with the service technology, network demand, the destination website or application, connected equipment, Wi-Fi conditions, and the number of devices in use. Advertised maximum speeds are not a measurement of typical performance. A wired test to compatible equipment is useful when troubleshooting a speed concern.

Managed Wi-Fi can help improve in-home connectivity, but walls, interference, placement, and device capabilities affect wireless coverage and speeds. Contact us for help with placement or additional coverage.

Blocking, throttling, and paid prioritization

C&W does not block lawful content, applications, services, or non-harmful devices, or deliberately slow lawful traffic based on its content or source, subject to reasonable network management and applicable law. We do not accept payment to give selected Internet traffic preferential treatment. A plan speed limit or disclosed mobile high-speed data allowance is separate from content-based throttling.

Security controls may restrict harmful traffic or protect the network during an attack. Customer-selected parental controls and security features may filter traffic according to the selected settings; they are not a guarantee that every threat or inappropriate site will be detected.

Congestion and traffic management

We monitor network utilization and plan capacity upgrades. The existing disclosure describes quality-of-service treatment for identified voice, conferencing, and network-control traffic using standard traffic markings. This treatment is intended to support delay-sensitive communications and is not a purchased Internet fast lane. Treatment on networks operated by others may differ.

Security management may include rate limits for authentication or network services and temporary restrictions on traffic or ports associated with attacks, malware, or abuse. Measures should be proportionate to the identified network problem. We do not prohibit lawful peer-to-peer applications merely because they are peer-to-peer.

Equipment and other services

Equipment at the connection to our network must be compatible with the provisioned service. Customers may connect compatible, non-harmful devices at the customer handoff, subject to the service order. Ask us before replacing provider equipment or making changes that affect the network connection. Any separately managed voice or other non-Internet service and its effect on broadband capacity must be disclosed accurately for the relevant offering.

Commercial terms, privacy, and complaints

Review your service order for promotional periods, installation or equipment charges, deposits, term commitments, renewal provisions, cancellation, and any early termination charges. This policy does not create a new charge or extend a contract. The Privacy and Data Protection policy explains customer-information handling.

Contact us to report performance concerns or ask about a restriction. If a matter is not resolved, you may use the FCC consumer complaint process. Changes to this disclosure will identify their effective date and will not replace any notice required for changes to your service agreement.

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 broadband transparency rules

FCC consumer complaints

Before this draft takes effect

Network team: verify every practice below; supply actual typical speeds, latency, data allowances, complete charges, and current Broadband Facts labels for each offered plan before approval.

Acceptable use

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

DRAFT FOR REVIEW - NOT EFFECTIVE

Clear rules for safe, lawful use of our services.

Who this policy covers

This policy applies to customers and other people using a C&W connection with the customer's permission. Use the service for lawful purposes and in accordance with the subscribed plan. Normal household Wi-Fi sharing, streaming, working from home, and connecting multiple authorized devices are permitted within the plan. This replaces obsolete dial-up restrictions in the proposed policy.

Prohibited activity

Do not use the service for fraud, unlawful threats or harassment, child sexual abuse material, unlawful exploitation, infringement of intellectual-property rights, or other illegal activity. Do not impersonate another person to defraud someone or intentionally mislead recipients about the origin of a communication.

Do not gain unauthorized access to accounts or systems; steal credentials; distribute malware; operate a botnet; launch denial-of-service attacks; intercept others' communications without authority; or interfere with our network or another user's service. Security testing is permitted only with authorization from the owner of the systems being tested.

Do not send unlawful unsolicited bulk messages, evade recipient opt-outs, falsify message headers, use compromised accounts for messaging, or operate open relays that facilitate abuse. Automated calls and texts must also comply with the Illegal Robocalling policy and applicable law.

Account and equipment responsibilities

Keep account credentials private and use reasonable security for devices attached to the connection. Notify us promptly of suspected compromise. Do not tamper with provider equipment or connect equipment that harms the network. The customer is responsible for authorized users and for cooperating to correct a compromised device.

Residential service may not be resold or operated as a separate Internet-access business without our written approval. Any business resale or hosting arrangement must be authorized by the applicable service order. Ordinary use of a home connection does not by itself violate this policy.

Investigations and proportionate action

We may investigate credible reports of abuse and request information reasonably needed to resolve them. Depending on the circumstances, we may warn the customer, restrict harmful traffic, require corrective action, or suspend or terminate the affected service as allowed by the service agreement and law.

We will give notice and a reasonable opportunity to correct a violation when practicable. An immediate threat to the network, fraud, or a legal requirement may require earlier action. Legally required notice, disconnection protections, and dispute rights still apply. This policy does not authorize undisclosed penalties or automatic charges based only on an allegation.

Copyright concerns

Respect copyright and other intellectual-property rights. C&W will address properly submitted infringement complaints and implement a policy for termination of repeat infringers in appropriate circumstances, consistent with applicable law. A notice or counter-notice is not itself a court ruling.

Contact customer service for the current copyright reporting process. A formal DMCA notice must be directed to the company's verified designated agent where that process applies. Do not assume that a general support email is a registered DMCA agent. Agent registration and contact details must be confirmed before this draft is adopted.

Report a problem or request review

Send the date, time and time zone, relevant account or network identifier, and a brief description of the concern to customer service. Do not transmit illegal content as an attachment. A customer who believes a restriction was applied in error may ask customer service to review it. We handle associated records according to the Privacy and Data Protection policy and applicable legal obligations.

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

Copyright Office designated agent directory

Before this draft takes effect

Confirm enforcement and appeal workflow, abuse monitoring, and the registered DMCA agent. No new monetary penalties are proposed.

Privacy and data protection

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

DRAFT FOR REVIEW - NOT EFFECTIVE

Customer information, telephone privacy, and data safeguards.

Scope

This proposed notice covers information handled by C&W to provide Internet, telephone, mobile, managed Wi-Fi, billing, and customer support. Independent websites, payment processors, app stores, and app providers may have their own notices. A link to another service does not make its operator C&W.

Information used to provide service

Depending on the service and interaction, records may include contact and installation details; account identifiers; orders, bills and payment status; support correspondence; and technical information needed to operate or troubleshoot the service, such as device and network identifiers, connection performance, or service usage. Voice services can produce call-detail records.

We use information for service qualification, installation, authentication, provisioning, billing, support, network reliability, fraud prevention, and legal obligations. We request only information reasonably needed for the purpose. Optional app features may require additional permissions; review the relevant app notice and settings. Before publication, the company must identify its actual website tracking and optional marketing practices.

Telephone information and CPNI

Federal law gives customers a right, and carriers a duty, to protect the confidentiality of Customer Proprietary Network Information (CPNI). This can include information about the type, destination, location, amount, and usage of telephone service and related billing. We authenticate customers before providing protected account information.

CPNI may be used to deliver and bill for subscribed service, protect against fraud, or as otherwise permitted by law. Uses requiring approval must follow the applicable consent and notice rules. This page does not treat browsing, payment, or silence as permission for additional CPNI marketing.

Contact customer service to request, restrict, or withdraw consent for approval-based CPNI uses. Denying that approval does not affect services you already receive. A choice remains effective until you change it. Any separate request for consent must identify the information, recipients, purposes, and how to respond.

Sharing and legal requests

We may provide information to providers performing necessary functions for us, such as payment processing, installation, network operation, or support, subject to appropriate confidentiality and security requirements. Sharing must be limited to its legitimate purpose and any required customer authorization.

We evaluate subpoenas, court orders, and other requests under applicable law. Emergency disclosure is limited to circumstances legally permitting it. We do not promise absolute confidentiality when law requires disclosure. We do not use this notice to authorize sale of customer information or targeted advertising; any such actual practice requires a specific, accurate disclosure and applicable choices

before use.

Safeguards and retention

Our data-protection program is intended to address access controls, personnel responsibilities and training, assessment of risks, vendor oversight, secure handling, and response to security incidents. Administrative, technical, and physical safeguards should be appropriate to the information and the company's operations. No system eliminates every risk.

Records should be retained only for documented service, billing, security, legal, or regulatory needs, then securely deleted or de-identified under the applicable schedule, subject to legal preservation requirements. An incident must be assessed for legally required notifications. This public notice does not disclose internal response procedures or certify a particular security standard.

Your requests and choices

Contact customer service to correct account information, discuss privacy concerns, or ask about available access, deletion, marketing, or app choices. We may verify identity and explain any legal reason a request cannot be fully honored. We do not require sensitive identification documents to be sent by ordinary email.

Necessary service messages are separate from optional marketing. Optional marketing preferences do not cancel service or prevent legally required notices. The company must confirm how website cookies and analytics choices operate before this notice takes effect.

Data-management obligations

This notice replaces the customer-facing presentation of the old Data Management and GLBA document in the redesign. Any internal information-security plan remains a separate operational document. GLBA obligations depend on covered activities and jurisdiction; this notice neither claims that every telecom service is covered nor removes obligations that apply.

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 customer-information privacy rules

New York SHIELD Act guidance

FTC Safeguards Rule guidance

Before this draft takes effect

Confirm actual data inventory, retention, website cookies/analytics, vendors, marketing uses, CPNI consent process, and incident response. Counsel must assess whether any financial activity triggers GLBA; accepting payments alone is not treated here as proof.

Long-distance service terms

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

DRAFT FOR REVIEW - NOT EFFECTIVE

Service, billing, and rates for interstate and international calling.

Services and applicable documents

These proposed terms concern interstate calls between states and international calls between countries, where furnished by C&W. They do not replace state-filed tariffs or local and intrastate telephone terms. Mobile calling is subject to the mobile plan and its separate terms.

A service order must identify the provider, plan, rates, billing increments, applicable charges, and any term commitment before service begins. A contract naming a separate legal entity cannot be transferred merely by changing a website name. Applicable law and tariffs control where required.

Orders, changes, and cancellation

The account holder or authorized representative may request service, a change, or cancellation through customer service. Provide the account, service affected, contact information, and requested date. We will authenticate the request and confirm the arrangement. Service depends on facilities and destination availability.

Monthly service continues until cancelled under the applicable agreement. Cancellation does not remove valid charges already incurred. Any minimum term, early termination charge, equipment-return obligation, or special installation charge must be disclosed in the accepted order; this draft does not add one. Contact us before cancelling if you intend to transfer a telephone number.

Use and customer responsibilities

Use the service lawfully, protect access codes and connected equipment, and promptly report suspected fraud. The Acceptable Use and Illegal Robocalling policies apply. Connect only compatible equipment that does not damage facilities or interfere with service. A customer is responsible for authorized orders and usage, subject to statutory protections for unauthorized charges.

How calls are measured

For the legacy per-minute plans described in the published schedule, completed calls have a sixty-second minimum and are rounded upward to sixty-second increments, unless the applicable order states otherwise. Unanswered or busy calls should not be charged; report an apparent error so it can be investigated. International destinations, mobile termination, and special numbers may have different rates and availability. Obtain a destination-specific quote before calling.

Historical schedule requiring confirmation

The figures below are copied from the published September 1, 2020 schedule solely for company review. They are not represented as current offers, newly approved rates, or a replacement tariff.

Basic Plan: residential and business direct-dial interstate calls, $0.06 per minute.

Calling Plan A: $4.95 monthly fee per line plus $0.06 per minute for residential and business direct-dial interstate calls.

800 service: $40.16 establishment charge, $10.00 monthly subscription, and $0.06 per minute of incoming usage.

Directory assistance: $1.25 per request. Returned check: $45.00 per occasion in the legacy schedule, subject to confirmation of legality and applicability.

International calling: the old schedule does not publish destination rates. Contact C&W for the applicable rate before ordering or calling. These draft terms do not supply invented international prices.

Bills, charges, and deposits

Pay undisputed charges by the due date shown on the bill. Bills should distinguish government taxes from provider-imposed charges. Any late charge, returned-payment charge, deposit, or restoration charge must be disclosed and permitted by the applicable agreement, tariff, and law. No charge is created merely by listing it in this draft.

The legacy agreement permits a deposit of up to three months of estimated charges, with legally required interest and application or return of the remaining balance after final settlement. The company must confirm whether that provision applies to the actual C&W offering and customer class before adoption.

Billing questions and disputes

Contact us promptly with the bill date, disputed amount, and reason for the dispute. Continue paying undisputed amounts. We will investigate and explain any adjustment or amount still due. The legacy document refers to a sixty-day reporting period and a fifteen-day payment period after a decision; these must not be used to cut off a longer statutory or tariff right.

This draft resolves the old document's contradictory treatment of disputed amounts by preserving applicable dispute protections. Do not assess late fees on a disputed amount where prohibited. Customers retain access to applicable regulatory complaint procedures.

Interruptions and credits

Report a service problem promptly. For qualifying interruptions in provider facilities, the legacy agreement provides a proportional credit against affected fixed monthly charges based on the interruption period and a thirty-day month. Customer-caused problems and equipment outside the provider's responsibility may be excluded where lawful. Applicable tariff or legal credit rights are not reduced by this draft.

Service can be affected by power, equipment, network, weather, or other failures. These long-distance terms are not a substitute for the emergency-calling and backup-power notices for the particular telephone service.

Restriction and termination

C&W may act against fraud, illegal use, harmful interference, or a material service-agreement violation, subject to required notice, an opportunity to resolve the matter where required, and applicable disconnection protections. Nonpayment procedures must follow the customer's governing tariff and law. An emergency affecting the network may require prompt action. This draft does not permit disconnection solely because a customer asserts a lawful billing dispute.

Changes, responsibility, and governing law

The proposed standard is at least thirty days' advance notice of material rate increases or changes, or any longer notice required by law, tariff, or the accepted agreement. Legally required notice for taxes and government charges remains applicable. The former conflicting fifteen-day and thirty-day change periods are not carried forward.

Liability limitations, warranties, indemnification, collection costs, assignment, and remedies must be reviewed against the actual service and applicable law before these terms are adopted. This draft does not impose a new jury waiver, arbitration agreement, broad indemnity, or liability cap. New York law and applicable federal law govern, subject to controlling tariffs and mandatory customer protections. A provision that cannot lawfully apply does not eliminate those protections.

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

New York Department of Public Service

FCC consumer complaints

Before this draft takes effect

Not ready for adoption: verify the actual carrier of record, current plans/rates, applicable tariffs, taxes, deposits, late/returned-payment charges, credits, cancellation and liability clauses. Historical rates below are explicitly unconfirmed.

Online payment terms

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

DRAFT FOR REVIEW - NOT EFFECTIVE

Paying your bill, authorizations, errors, and payment security.

Scope and authorized use

These proposed terms cover payments to C&W through its authorized billing channels. Payment-provider terms may also apply where presented by that provider. These terms do not rename a third-party processor or alter an agreement you have with your bank or card issuer.

Use only an account or payment method you are authorized to use. Verify the C&W account number, amount, date, and funding details before submitting. Keep credentials private and update expired or changed payment details through the secure payment service.

One-time and recurring authorization

A one-time payment authorizes the amount and transaction you approve; it does not automatically authorize recurring withdrawals. Recurring payments require a separate authorization describing their amount or calculation, timing, and how to revoke authorization, with a copy made available as required.

Cancelling recurring authorization does not cancel your telecommunications service or erase a bill. To change service, contact customer service separately. You may also have stop-payment and other rights through your financial institution. Changes to variable recurring debits and electronic disclosures must follow applicable consent and notice rules.

Timing, failed payments, and fees

Submission and settlement may occur at different times. Review the processing information shown by the payment service and allow enough time before the bill's due date. Keep your confirmation and check that the payment posts to the correct account.

A declined, returned, or cancelled transaction may leave a balance due. Contact us if a payment failed or appears duplicated before retrying. Any C&W payment, returned-payment, or late fee must be disclosed and lawful; this draft sets no new fee. Your financial institution may impose its own charges.

Corrections, cancellation, and refunds

Contact us promptly to request correction of a wrong amount, duplicate payment, misapplied payment, or overpayment. A scheduled payment may be editable or cancellable only before processing begins, subject to the actual payment service. A completed transaction may require a refund rather than cancellation.

We will review C&W billing and posting errors and coordinate corrections with the processor as appropriate. Refund method and timing depend on the transaction and applicable rules. We do not promise instant refunds or refuse responsibility for every payment problem simply because a processor is involved.

Unauthorized activity and disputes

Report suspected account compromise to C&W and contact your bank or card issuer promptly about unauthorized transfers or card transactions. Their deadlines and legal protections may differ from an ordinary service-bill dispute. These terms do not waive rights under applicable electronic-fund-transfer, credit-billing, or consumer-protection law.

Do not email full card or bank-account details, card security codes, passwords, or identity documents. We may verify identity through an appropriate channel before discussing protected information or changing payment arrangements.

Communications and changes

Payment confirmations and necessary service notices are separate from optional marketing. Providing a phone number for account service does not by itself provide every form of legally required marketing consent. Electronic-delivery consent, where required, must be obtained through the proper process.

Material changes will be disclosed with the notice and consent required by applicable law and the governing payment authorization. New York and applicable federal law govern. This proposed policy does not add a jury-trial waiver, require acceptance by mere page viewing, or diminish mandatory rights.

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

CFPB electronic fund transfer rules

Before this draft takes effect

Billing team: reconcile with the actual payment processor's contract, supported payment methods, settlement/cancellation cutoffs, recurring debit authorization, refunds, fees, and electronic-notice consent.

Emergency disclosure requests

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

DRAFT FOR REVIEW - NOT EFFECTIVE

Information for verified law enforcement seeking emergency records.

Immediate danger

If someone is in immediate danger, call 911. This policy, customer-service email, and downloadable worksheet are not a substitute for emergency services and do not guarantee immediate monitoring or response.

Who may request emergency disclosure

This process is for verified governmental or law-enforcement requests for records held by C&W. Ordinary account questions, outages, and billing issues belong with customer service. A request does not establish a right to receive information or require us to disclose it.

Under 18 U.S.C. 2702(b)(8) and 2702(c)(4), a provider may disclose qualifying communications or records to a governmental entity if it has the legally required good-faith belief that an emergency involving danger of death or serious physical injury requires disclosure without delay. A routine investigation or a generic allegation of a crime does not automatically meet that standard.

Information needed for review

Identify the requesting agency; officer's name, title, badge or identification number; case number; official email; and an independently verifiable agency callback number. State the specific facts establishing the emergency, who is at risk, and why waiting for ordinary legal process would create danger.

Identify the relevant customer, telephone number, IP address with exact date, time, and time zone, or other service identifier. Specify the records and time range requested, explain their connection to the emergency, and limit the request to what is necessary. State what legal process has been obtained or why it cannot be obtained in time.

Verification and handling

C&W must verify the agency and requester independently, assess the applicable legal basis, and determine whether responsive records exist. Any disclosure must be limited to what is legally permitted and appropriate to the emergency. We may seek clarification or require ordinary legal process where the emergency standard is not met.

Before transmitting sensitive records or a completed worksheet, obtain the company's verified secure legal-request channel through an official contact. Do not send sensitive evidence to general customer-service email. The secure routing and escalation procedure must be confirmed before this draft is adopted.

Request worksheet

Agency and official address: _____

Officer name, title, badge/ID, and case number: _____

Official email and independently verifiable agency phone: _____

Emergency facts, person(s) at risk, and reason for urgency: _____

Service identifier; exact dates, times, and time zone: _____

Records requested and connection to the emergency: _____

Legal process obtained or reason it cannot be obtained in time: _____

I attest that the information provided is true and accurate to the best of my knowledge.

Officer signature: _____ Date and time: _____

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

18 U.S.C. 2702 - emergency disclosure provisions

Before this draft takes effect

Approve a verified secure submission channel and escalation coverage before publishing. The existing statutory citation is outdated. This draft is not an operational emergency intake service.

Lifeline assistance

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

DRAFT FOR REVIEW - NOT EFFECTIVE

Eligibility information and the official application.

What Lifeline does

Lifeline is a federal program that can reduce the cost of eligible telephone or Internet service for qualifying households. Eligibility may be based on income or participation in a qualifying assistance program. The benefit is generally limited to one per household, not one for every household member.

Apply through the official program

Use the official Lifeline website to review eligibility and apply, or download the official USAC application linked below. Follow the application's instructions for documentation and submission. Do not send sensitive eligibility records to general customer-service email. The official application is issued by USAC and is not a C&W-created form.

After approval

Contact C&W to confirm which participating service can receive your benefit and the amount that applies to it. Approval for Lifeline does not automatically order C&W service or establish availability at an address. The application and C&W service order are separate steps.

Respond to any required recertification request by its deadline and report eligibility or household changes according to program rules. If eligibility ends, the discount may end and the applicable service charge may change. Contact the program or C&W if you need help understanding a notice.

Help with an application

USAC's Lifeline Support Center is available at 800-234-9473. For help with C&W service availability or applying an approved benefit to a participating plan, contact our local customer-service team. This page does not promise eligibility, a particular discount for every plan, or approval of an application.

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

Lifeline eligibility and application information

Download the official USAC application (PDF)

Before this draft takes effect

Confirm C&W's participating plans and the discount that applies to each. Keep the official USAC form unchanged and check its version at launch.

Robocall mitigation

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

DRAFT FOR REVIEW - NOT EFFECTIVE

Our proposed public approach to preventing illegal calls.

Purpose and scope

C&W's voice services must not be used to originate or facilitate illegal robocalls or unlawful caller-ID spoofing. This proposed public notice describes the approach to prevention, investigation, and cooperation. It does not replace the company's filed Robocall Mitigation Database certification or detailed mitigation plan.

Customer verification

We verify new customers and review requests for unusual calling capability. Business calling needs may require additional identity, address, and business-purpose information. Customers must provide accurate information and promptly update it. We may decline or restrict service where there is a substantiated risk of unlawful traffic, subject to applicable rules.

Monitoring and response

Traffic patterns and credible complaints may be reviewed for indicators of unlawful calling. Potential indicators require investigation; a high call volume alone is not proof of illegality. Protective action may include contacting the customer, requesting information, restricting suspect traffic, or suspending unlawful use.

We will cooperate with applicable FCC, law-enforcement, and industry traceback requests, including the applicable twenty-four-hour traceback response requirement. Disclosure of customer information remains subject to legal authority and privacy requirements.

Caller-ID authentication

STIR/SHAKEN authenticates caller-ID information on supported networks. Authentication does not prove that a call is wanted or that its content is truthful. C&W's actual implementation status and any legally available exception must be accurately reflected in its current regulatory filing. This draft makes no claim of full deployment or continuing eligibility for the expired deadline described in the old policy.

Customers and reporting

Customers must follow the Illegal Robocalling policy, maintain required consent and calling records, and cooperate with lawful investigations. To report an unwanted call, provide its date, time, displayed number, and a short description. Do not rely on caller ID alone to establish who placed it.

Contact customer service if you believe a lawful call was incorrectly restricted. We will route the concern for review. We cannot guarantee that every unwanted call will be stopped or that every caller-ID label will be correct. Immediate threats should be reported to emergency services.

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 caller-ID authentication and mitigation rules

Before this draft takes effect

Voice compliance officer: match this public notice to the current RMD filing, provider role, STIR/SHAKEN deployment, vendors, traceback contact, and actual monitoring. The 2021 exemption language must not be reused.

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.