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.