



Consumer Protection Policy

Caller ID Spoofing – Customer Education Plan

DOCKET NUMBER: P-999/C-08-1391	CALLER ID SPOOFING
Contact: Rochelle Pervisky Vice President of Regulatory Hiawatha Broadband Communications Inc. Updated: 05/26/16	Approved By: Toby Brummer, General Manager Department Contacts: <ul style="list-style-type: none"> • Regulatory: Rochelle Pervisky • Customer Service: McKynzie Sullivan • Finance: Manuel De Angel • Technology: Todd Schaefer

As directed by the Commission, RS Fiber Cooperative is submitting a plan demonstrating how customers will be educated about Caller ID spoofing at the time of purchase of CLASS services and on an ongoing basis.

CUSTOMER AWARENESS CAMPAIGN:

When a new or existing customer subscribes to Caller ID or selects a package of services, that would include Caller ID, information concerning "Caller ID Spoofing" will be provided.

Personnel who deal directly with selling, servicing or provisioning CLASS services will be required to become familiar with RS Fiber's consumer awareness plan and their role in educating the customer on Caller ID Spoofing.

Customer In-store visit: At the time a customer visits one of our retail locations to subscribe to Caller ID or a package containing Caller ID the following will occur.

Customer Service or Sales Representative will be responsible to provide the FCC Consumer Fact Sheet, which addresses Caller ID and Spoofing to the customer and review the key tips of protecting yourself before you dial.

Placing order by phone: When a customer places an order over the phone to subscribe to Caller ID or a package containing Caller ID the following will occur.

Customer Service or Sales Representative handling the call will be required to explain what "Caller ID Spoofing" is to the customer.

NEW CUSTOMER WELCOME KIT: Each new customer welcome kit will contain information on Caller ID Spoofing, which will include tips on protecting yourself before you dial.

EXISTING CUSTOMERS AWARENESS NOTIFICATION:

This will occur in the following manner:

1. Twice yearly an insert on “Caller ID Spoofing” will be included in customer statements.
2. Caller ID Spoofing information including a link to the FCC website will be available on RS Fiber’s website.
3. Caller ID Spoofing information will be included in customer handbooks or required annual notices.

TECHNOLOGY CHANGES:

As technology software provides solutions to this problem within our switch, we will inform customers of any new service, which could be provided to block spoofed calls.

RS Fiber will supplement policies and procedures as necessary and appropriate to ensure compliance with any future legislation either Federal or State regarding “Caller ID Spoofing”.

Any employee who is found to be engaging in fraudulent “Caller ID Spoofing” practices will be subject to disciplinary action up to immediate dismissal as outlined in the company handbook.