

The Community Agency of Sanborn, Iowa

Acceptable Use Policy for Voice Service - Robocall Mitigation

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Traceback Cooperation

The Community Agency of Sanborn, Iowa a/k/a TCA will cooperate in traceback investigations. To allow for timely and comprehensive law enforcement efforts against illegal robocallers, TCA will dedicate sufficient resources to provide prompt and complete responses to traceback requests from law enforcement and from USTelecom's Industry Traceback Group. TCA has identified a single point of contact in charge of responding to these traceback requests and will respond to traceback requests as soon as possible or in 24 hours.

- TCA will request traceback cooperation. For all new and renegotiated service applications, our web policy will specify the use of best efforts to require cooperation in traceback investigations by identifying the upstream provider from which the suspected illegal robocall entered its network or by identifying our own customer if the call originated in our network.

Subscriber Vetting Practices

- Residential and small business practices
 - TCA will vet residential and small businesses through normal business practices and will obtain billing address, primary residence, or business location.
- Commercial retail end-users
 - TCA will confirm the identity of commercial customers by collecting information such as physical business location, contact person(s), state or country of incorporation, federal tax ID, and the nature of the customer's business.
 - TCA has call detail records to determine typical call volume and potential reasons for significant deviations from the typical call volume. TCA will determine if there are legitimate reasons for any customer to be making a number of high volume, short duration calls. TCA will contact any commercial business within 24 hours of such deviations to determine if call volumes are legitimate.

Telephone Number Validation Practices

- Telephone Number Validation is necessary and appropriate when an End-User's right-to-use the telephone number is unknown to the VSP. TCA will validate as necessary and appropriate.

International Practices

TCA will continue to monitor best practices and implement as needed.