



## FairPoint CLEC Guidelines for Dealing with End User's Unlawful or Unwanted Telephone Calls

### Unlawful Telephone Calls

It is a crime for anyone to make obscene or harassing telephone calls, or to allow a person to use your phone for the purpose of making these types of calls. This law has penalties of imprisonment and/or a fine.

**Unlawful Calls** are defined as:

- Obscene/Harassing Calls
- Bomb Threats
- Threats to Life
- Kidnapping
- Bodily Harm

Following are the steps a CLEC should take in handling **Unlawful Calls** reported by an End User:

- 1) Ask the End User for the details on the call type, frequency, dates and times.
- 2) Ask the End User if they would like to have the call traced. Or, they can use the **\*\*Call Trace** feature, \*57, on their touch-tone phone, and then contact local law enforcement authorities (City Police Department or County Sheriff's Office) immediately. The information can only be released by FairPoint to law enforcement authorities. (See **\*\*Call Trace** feature \*57 information below.)
- 3) Ask the End User if they will agree to prosecute, which involves filing a formal complaint with the local law enforcement. The law enforcement authorities will provide the End User with a case number. If the CLEC cannot get the End User to agree to prosecute the offending caller, FairPoint cannot pursue the claim.
- 4) Request that the End User provide the CLEC with the case number

Then, the CLEC should contact their FairPoint Wholesale Service Manager (contact numbers located on FairPoint Wholesale Website) or the Wholesale Service Center (WSC) at 1 866-925-8971 and provide them with the above details regarding the unlawful calls being received by their End User.

FairPoint will contact their Security Department, who will work directly with the CLEC. If the call is life threatening, FairPoint Security will obtain proper authorization from both the CLEC and law enforcement.

FairPoint Security can at any time declare the issue closed. If the CLEC does not respond to Security or the Law Enforcement involved in a timely fashion, the case will be closed and marked as unresolved.

### **\*\*Using Call Trace (\*57) to handle Unlawful Calls**

- Call Trace (\*57) traces an incoming call and stores it in a FairPoint database for use by law enforcement agencies.
- End User calls the CLEC to report an Unlawful Call. If Call Trace is a viable option, the CLEC can recommend its use.
- CLEC advises the End User to call the police to report the Unlawful Call, to obtain the case number and to refer that number along with the police officer's name back to the CLEC.



## FairPoint CLEC Guidelines for Dealing with End User's Unlawful or Unwanted Telephone Calls

- CLEC advises the End User that in order to proceed by using Call Trace, the End User must be willing to prosecute or testify against the Caller. If the CLEC cannot get the customer to agree to prosecute the offending caller, FairPoint cannot pursue the claim.
- CLEC also advises the End User to keep a log of all Unlawful Calls.
- When an Unlawful Call occurs, the End User should hang up the telephone, pick it up again immediately and press \*57. Rotary telephone users dial 1157. There is a charge for the use of each Call Trace.
- The End User hears one of two recordings: the call traced; the call did not trace.
- A recorded message refers the End User to 1-877-Trace 4 u (1 877-872-2348). This number provides a message that directs the End User to contact the CLEC and to hand off the police complaint number. The CLEC provides the information to FairPoint by calling the WSC at 1 866-925-8971.
- CLECs may call the Emergency Response Center (ERC) at 1 866-641-7475 with urgent requests.
- Within the next 30 days, if two or more Call Traces trace to the same number, there is sufficient data to proceed. The End User then contacts the police who will process the complaint.
- FairPoint only provides the Call Trace information to the police; it does not furnish this information to the End User or the CLEC.
- At this point, the CLEC is no longer involved in the process. FairPoint continues to work with the police until they close the case. The law enforcement agency advises the End User of the steps needed for legal resolution of the problem.

### Unwanted Telephone Calls

**Unwanted** Calls are defined as:

- Fax Calls
- Telemarketing Calls
- Computer Calls
- Debt Collection Calls
- Hang Up Calls

Most Unwanted Calls are not made with the intent to harass or annoy. They are either errors or an intention to communicate some information.

Outlined below are some suggestions regarding how to help End Users to deal with and to deter Unwanted Calls.

- **Hang Ups, Fax or Computer Calls:** Determine type and frequency. Discuss deterrent methods such as call blocking and hanging up the phone.
- **Debt Collection:** Determine nature of complaint. Debt collectors may not contact customer at unreasonable times or places such as before 8:00 a.m. and after 9:00 p.m. A Debt Collector may not contact a customer at work if the employer disapproves.
- **Telemarketing:** Advise customer that they can remove their name from the national telemarketing list.



**FairPoint CLEC Guidelines for Dealing with End User's  
Unlawful or Unwanted Telephone Calls**

**FairPoint Contacts:**

8:00 AM ET to 5:00 PM ET Monday through Friday:

- FairPoint Wholesale Service Manager (contact numbers located on FairPoint Wholesale Website)
- Wholesale Service Center (WSC): 1 866-925-8971

7:00 AM to 6:00 PM ET Monday through Friday:

- FairPoint Security: 1 866-641-7475
- Ed Tibbetts 1 207-712-8695
- Larry Caruso 1 207-232-4067

After hours, Weekend and Holidays:

- ERC (Emergency Response Center) 1 866-641-7475