

City of Windom Caller ID Spoofing Customer Awareness Plan
Prepared by Dan Olsen
Dated September 15th 2010

Caller ID Spoofing Customer Awareness Information at the time of Purchase

As of the effective date listed, when a new or existing customer first subscribes to Caller ID service, or a package of services that includes Caller ID services, at the time of purchase, The Company will convey, at minimum, the following information:

- “Caller ID service is susceptible to fraud known as Caller ID ‘spoofing’.”
- Disreputable persons can deliberately falsify the Caller ID number to disguise the identity of the caller.
- Congress is currently considering new laws to take action against spoofers.
- More information is available at “fcc.gov” Search for “spoofing.”

The information will be conveyed in one or more of the following manner(s):

- Written notices, mailed or handed to the customer

Otherwise, the Spoofing Awareness education provided to customers will include similarly relevant and updated information as technology, regulation or legislation require. Such information can be found on the prevailing FCC regulatory consumer information website:

<http://www.fcc.gov/cib/consumerfacts/callerid.html>

Caller ID Spoofing Customer Awareness Information on an Ongoing Basis

As of the effective date, every existing customer of Caller ID services, or a package of services that includes caller ID services, will receive the following Caller ID Spoofing Customer Awareness information on a basis no less than annually and will include, at minimum, the following information

- More information is available at “fcc.gov” Search for “spoofing”

And The Company will provide the information in one or more of the following manner(s):

- Webpage

Otherwise, the Spoofing Awareness education provided to subscribers will include similarly relevant and updated information as technology, regulation or legislation require or are provided on other prevailing regulatory information website as provided on the website of the FCC that provides the appropriate information on this issue here:

<http://www.fcc.gov/cib/consumerfacts/callerid.html>