

RMD Plan – The Champaign Telephone

At The Champaign Telephone, we prioritize safeguarding our network, customers, and partners from malicious and unlawful robocalling activity. Our comprehensive prevention plan blends technology, regulatory adherence, and proactive oversight to ensure a secure communication infrastructure.

1. Caller Identity Verification via STIR/SHAKEN

We implement the STIR/SHAKEN framework to validate caller ID information across our network. This protocol guarantees that calls made through The Champaign Telephone are legitimate and traceable, reducing the risk of spoofing and fraudulent behavior.

2. Employee Training and Regulatory Awareness

Our staff undergoes regular training to stay up-to-date on robocall-related rules issued by the FCC. Calls are initiated only with explicit permission from the recipient or within a legitimate business context, ensuring full compliance.

3. Advanced Call Screening and Blocking Systems

To combat unlawful robocalls, we deploy modern filtering technologies. These systems are regularly updated using real-time threat data and blacklists, offering customers strong protection from nuisance and scam calls.

4. Intelligent Call Traffic Monitoring

We continuously analyze outbound call behavior to detect anomalies. Any suspicious patterns are flagged immediately for investigation, helping us respond swiftly to potential misuse.

5. Documented Consent Collection

Before initiating contact, we obtain verifiable consent from recipients. Each record includes timestamped details and the method of acquisition to comply with FCC and TCPA consent standards.

6. Optional Customer Call Protection Tools

The Champaign Telephone offers customizable robocall mitigation features. These opt-in tools give users added control over their incoming call experience and allow for tailored protection based on personal preferences.

7. Suspicious Call Reporting Process

We maintain an easy-to-access reporting system for both customers and employees to flag suspected robocalls. Verified reports are escalated to appropriate authorities, supporting broader enforcement efforts.

8. Detailed Call Record Logging

All outbound calls are meticulously logged, capturing key metadata such as call time, destination, and routing information. These logs support regulatory reviews and internal audits.

9. Continuous Policy Improvement

Our approach to mitigation is agile and adaptive. We regularly reassess and enhance our strategy to remain aligned with evolving threats, technologies, and federal regulations.

10. Open Communication with Customers

We maintain transparency about our robocall policies through website updates and direct communication. This transparency fosters trust and helps our users understand how we're protecting their calls.

11. Legal Compliance and Advisory Partnership

The Champaign Telephone partners with telecom legal advisors to interpret new FCC rules and ensure our policies remain compliant. This proactive legal oversight keeps our approach forward-looking and legally sound.

12. Rapid Response to Regulatory Inquiries

We pledge to respond to traceback requests and regulatory investigations within 24 hours. This commitment underscores our dedication to accountability and swift threat resolution.

13. Crisis Preparedness and Response Protocols

Our internal teams are trained and equipped to act quickly in response to emerging threats or compliance risks. This ensures minimal disruption and reinforces our customers' confidence in our services.

Conclusion

The Champaign Telephone's robocall prevention program is designed to uphold integrity, security, and compliance throughout our telecommunications operations. By actively refining our strategies, we strive to offer a safe, reliable, and transparent calling environment for every user.
