

Prohibited Use of Voice Service and Enforcement

To help reduce the number of illegal robocalls that may originate from our network, effective May 6th, PRTC has implemented robocall mitigation efforts to monitor our network and verify that calls originating over our network are legitimate numbers belonging to a valid PRTC customer. This practice has been implemented per FCC mandate. In line with FCC rules, it is illegal to falsify your caller ID (spoof) for fraudulent purposes when using your assigned phone number or other phone numbers assigned to PRTC. It is illegal to make unsolicited telemarketing calls.

Users of PRTC voice service are prohibited from engaging in auto-dialing for the purpose of originating unwanted calls – including illegal and spoofed robocalls, to originate calls with the intent to defraud, cause harm or wrongly obtain anything of value from the recipient of the call and use that results in excessive usage inconsistent with normal residential usage patterns.

Violations of these terms can result in suspension or termination of your voice telephone service.