

Caller Identification or “Caller ID” displays a caller’s number and/or name on the telephone handset. This service also allows your company to identify itself to the person you are calling.

Caller ID “spoofing” causes the telephone network to display a number on the recipient’s caller ID display that is NOT that of the actual originating station. “Spoofing” usually describes situations in which a false name and number are used in a malicious manner or as a tool to defraud/harass an entity.

New technologies are allowing end users to transmit Caller ID directly, opening up the possibility that disreputable parties can deliberately falsify the telephone number relayed as the Caller ID number to disguise the identity and originator of the call. Congress is considering a bill entitled “Truth in Caller ID Act” that would make this practice a crime and permit law enforcement authorities to take action against spoofers.

tw telecom, as a provider of Caller ID services, is required to transmit the calling party number information, but we have no way to validate or authenticate whether the information we receive has been modified by a third party in some way. **tw telecom**’s practice and policy is to take cease and desist action to address spoofing when we discover that it has originated on our network from one of our end users. However, if the call originates from the end-user of another telecommunications provider, **tw telecom** has no ability to stop the spoofing. Instead, the injured party can file a complaint with the FCC or other appropriate governmental agencies, including law enforcement agencies.

For more information, see the FCC’s website on Caller ID and Spoofing at <http://www.fcc.gov/cgb/consumerfacts/callerid.html>.

The information contained herein is for **tw telecom** customers and is for educational purposes only. There are no guarantees with respect to the ability to prevent fraud, harassment or spoofing. **tw telecom** does not assume liability for any unauthorized use of its service. Service is provided in accordance with **tw telecom**’s applicable tariffs and price lists.