

Doylestown Telephone and the FCC working to protect callers from robo-dialers and unwanted phone activity.



In our efforts to continually improve our telephone services, Doylestown Telephone Company is taking full advantage of FCC's permissions to begin blocking abusive phone calling patterns. As your regulated local telephone company, we monitor call volume and call patterns as a normal course of business, this process includes capacity management and call routing management. Using this data we can identify patterns of abusive or unusual behavior. Recently the Federal Communication Commission (FCC) has granted permission for local phone providers to block automated callers from harassing our subscribers. There is no charge for this type of protection when blocking known robo dialers at the network level.

We are striving for transparency and support as this new protection is put in place. As our customer, you have a right to request a list of calls to your phone number that we have blocked over the past 28 days as part these FCC protections. You also have the right to dispute a decision to block particular calling numbers.

We are providing you a single point of contact for questions about our occasional need to block abusive callers. That contact email is BlockPOC@doylestowntelephone.com. You may also call our business office at 330-658-2121 during regular business hours and talk to any of our customer service professionals.

More information available from the FCC website <https://www.fcc.gov/TRACEDAct>

Thank you for your continued patronage,

The Doylestown Telephone Co.