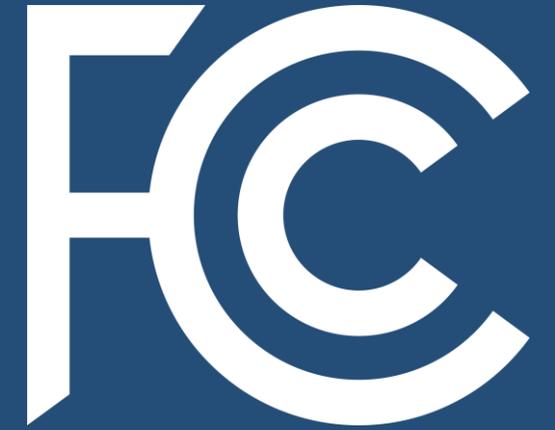




Reassigned Numbers Database



RND Launch

Agenda

1. Welcome
2. Overview of the RND
3. RND Website
4. Caller and Caller Agent Registration
5. RND Usage Charges
6. RND System Demonstration
7. Q&A



Submit questions to:

RNDWebinar@FCC.gov

Overview of the RND

The RND

On December 13, 2018, the Federal Communications Commission (FCC) released a Second Report and Order on Advanced Methods to Target and Eliminate Unlawful Robocalls. In the Reassigned Numbers Database Order, the Commission **addressed the problem of unwanted calls to consumers with numbers reassigned from a previous consumer by establishing a single, comprehensive Reassigned Numbers Database (RND).**

The RND system securely houses US geographic and toll-free numbers that have been permanently disconnected (and thus possibly reassigned) and the date of the most recent permanent disconnection of each of those numbers.

The FCC awarded the contract to develop and administer the RND to SomosGov. Work began in December 2020.



Contents of the RND

As of April 15, 2021, service providers must report permanent disconnections to the RND on the 15th of each month (47 CFR § 64.1200(l)(2)-(4)).

- Small business service providers (those providers with 100,000 or fewer domestic retail subscribers) were given an additional 6 months, until October 15, 2021, to comply.
- Service providers have been required to maintain records of the most recent date that each phone number allocated or ported to the provider was permanently disconnected (47 CFR § 64.1200(l)(1)) since July 27, 2020 (January 27, 2021 for small business service providers).

As of October 15, 2021, there are 152,738,232 telephone numbers in the RND. This number will continue to grow over time.

As of July 27, 2020, all service providers are required to age telephone numbers for at least 45 days after permanent disconnection prior to reassignment. 47 CFR §§ 52.15(f)(1)(ii) and (f)(8), 52.103(d).

Is Using the RND Mandatory?

- Voice Service Providers must report permanently disconnected telephone numbers to the RND—it is mandatory for them.
- Callers are not required to use the RND—it is not mandatory for callers.

Who might use the RND?

All entities making outgoing calls/texts such as:

- Pharmacies (e.g., large chains and local stores)
- Retail (e.g., large chains and local stores)
- Financial (e.g., banks, debt collection)
- Healthcare (e.g., doctors, dentists)
- Others:
 - Religious organizations
 - Hair/Nail Salons
 - Etc.

What are the benefits?



Save time & Money
by calling the
intended customer
– the first time.



Protect brand trust.



Comply with
regulatory
requirements.



Be eligible for FCC
Safe Harbor from
TCPA.

Use of the RND

Callers and/or their Agents will check the RND to determine whether a telephone number has been permanently disconnected from the consumer they intend to reach, thus allowing them to avoid calling consumers with potentially reassigned numbers who may not wish to receive the call and comply with regulatory requirements.

An advantage to using the RND is a safe harbor.

Safe Harbor

The FCC defined a **safe harbor** from Telephone Consumer Protection Act (TCPA) liability for a caller that can prove that it:

- (1) obtained consent from the intended call recipient;
- (2) checked the most recent version of the database prior to calling the number to verify that the number had not been permanently disconnected and thus possibly reassigned after the date the caller obtained consent or the date the caller was reasonably certain the consumer could still be reached at that number; and
- (3) received from the database a query response of "no" (indicating the number has not been permanently disconnected and thus not reassigned in that time) that was incorrect.

Not a Download

Unlike the FTC's Do Not Call Registry, the RND is not a download.

The RND uses a query-based system.

RND Queries

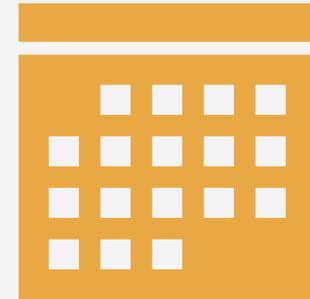
Any query to the RND must consist of both a telephone number and a date of consent. The RND will respond with “yes,” “no,” or “no data” to answer the question, **has this telephone number been permanently disconnected after the date of consent?**

- Yes—indicates the number has been disconnected, and possibly reassigned, after the date provided, and the caller should not call the number unless they have separate consent from the current holder of the number.
- No—indicates the number has **not** been disconnected or reassigned and the caller can place the call provided they have obtained consent from the consumer, if consent is required under the TCPA.
- No Data—indicates the queried number is not contained in the database and the date provided in the query is before the date all providers are required to report disconnected numbers to the Reassigned Numbers Database.

Date of Consent

The date of consent is either the date when the caller obtained consent from the consumer to call the number or a date when the caller could be reasonably certain that the consumer could still be reached at that number.

- A caller might select the date on which it last spoke to the consumer at that number.
- A caller might select the date the consumer last updated his contact information.
- A caller might select the date when it obtained consent from the consumer to call the number.
- Callers will get more actionable “yes” and “no” responses (fewer “no data” responses) if they use a date of consent after October 15, 2021, when the small providers began reporting, giving the RND a complete dataset.



Accessing the RND

- The RND is accessible via a web-based platform at www.reassigned.us.
- Callers and their agents may register and query the RND. Queries may be made one telephone number at a time or via a batch process (using SFTP or API).
 - www.reassigned.us
 - support@reassigned.us
 - 1-833-763-2366
 - www.fcc.gov/reassigned-numbers-database
 - <https://twitter.com/ReassignedTN>

Submit questions to:

RNDWebinar@FCC.gov

RND Users Share Their Experiences

Hi, I am Holly Paulus, CEO of Nexxa Group. We are a Nationwide marketing data and compliance company that serves the Energy and Utility industry. Our focus is helping companies improve consumer call experiences, while protecting their brand. We do this by flagging telephone numbers that are no longer associated with their customers, so they can remain TCPA compliant with any customer contact programs. We signed on for the RND beta to gain better insight into the coverage, process and output that we would be able to provide our Clients as a Query Agent.

Our clients are focused on offering proactive and relevant communications to their customers, so they can provide the best possible customer service. As part of that effort, we are utilizing the RND to ensure customers who are contacted via telephone (in programs such as renewal, customer service notifications, and offers for value added services), have not disconnected and reassigned their numbers, thus avoiding calling the wrong person. We understand the high value of safe harbor that the RND offers and are working with our clients to integrate this process into their current programs.

RND Users Share Their Experiences

Companies are using the RND to assist their clients -- Interactive Marketing Solutions

Good morning, I'm Frank Rigano, CEO of Interactive Marketing Solutions (IMS) Corp. and in various ways, we help 100s of clients comply with the rules of the TCPA. IMS is now registered with the FCC's designated Reassigned Telephone Number (RND) provider as a Callers Agent to help client companies avoid making mis-directed telephone calls due to reassigned telephone numbers. Each month, we will be working with both companies and the RND to identify telephone numbers that will no longer reach the intended party. Not only will this keep our clients in compliance with the TCPA, but it will also improve the efficiency and effectiveness of their calling operation – a win-win for everyone.

RND Interim Usage Charges

Public Notice DA 21-1240 released October 1, 2021

- Announces interim usage charges
- The Administrator may adjust the usage charges, including the number of tiers, the number of queries in the tiers, and the charge for each tier, on a monthly basis with approval of the Commission.
- The Administrator will post notice of changes to the interim usage charges on the RND website (<https://www.reassigned.us>) two weeks before they go into effect. Registered subscribers will receive notice of changes to the interim usage charges before their subscription ends as part of the RND renewal notification process.
- We anticipate that the Commission may commence a proceeding to establish a more permanent rate structure that would go into effect no sooner than January 1, 2023.

RND Users Share Their Experiences

Contact Center Compliance (CCC) has been the leader in the compliance industry for 21 years with the sole mission of providing our clients comprehensive cloud-based solutions to mitigate liability and maintain a complete compliance platform. In this increasingly dynamic and complex regulatory environment, CCC helps to protect our clients from devastating fines and damages to their brand with our vast array of solutions, including reassigned phone number identification.

We applaud the FCC for undertaking the task of mandating carriers to begin reporting on the changes in ownership of phone numbers. Because of this there is now access to an authoritative FCC RND database that provides another layer of accuracy and protection for clients to prevent inadvertent contact that may result in liability. CCC does not take the position that one database nor program will resolve all challenges however, adding a government designated solution backed by official authoritative data is a big step in the right direction and we applaud the efforts that have gone into this program from both government and private business alike

CCC is proud to be a Caller Agent of the Reassigned Number Database and believes this additional accuracy helps the Call Center industry avoid calling the wrong consumers and reach more of the right contacts. We are looking forward to helping our clients with their integrations to the RND program.

Questions and Answers

Submit questions to:

RNDWebinar@FCC.gov

Q&A

Q: What options does a subscriber have if they use all of their queries but need to make additional queries during their subscription term?

Q&A

Q: What are the subscription terms?

Q&A

Q: You say that the RND contains a “complete data set,” but that the number of telephone numbers in the RND will continue to grow. Isn’t that a contradiction; can you explain what you mean?

Q&A

Q: What do the different query results mean and can I qualify for the safe harbor?

Q&A

Q: Is there anything I can do to get fewer “no data” responses?

Q&A

Q: Why is the “RND Updated” date important?

Q&A

Q: Is there safe harbor if a caller scrubs its database on a periodic basis, such as weekly or monthly, in lieu of scrubbing the day each number is to be dialed?

Q&A

Q: What's the difference between a primary contact and a user?

Q&A

Q: How many telephone numbers can I query at one time? Do I have to manually input each telephone number?

Q&A

Q: Does my RND user account maintain a record of my queries and the query results?

Q&A

Q: As I'm using the RND, how can I ask questions or provide feedback to the administrator?

Q&A

Q: Can the RND be used for other purposes?

Q&A

Q: Why should I use the RND?

Q&A

Q: Where can I get additional information about the RND?

Q&A

Submit your questions to RNDWebinar@FCC.gov

For More Information



www.reassigned.us



support@reassigned.us



1-833-763-2366



www.fcc.gov/reassigned-numbers-database



<https://twitter.com/ReassignedTN>

Thank you!

- The NANC and the NAOWG for developing the technical requirements and providing oversight of the contract.
- The offices of the Chairwoman and the Commissioners.
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