

REASSIGNED NUMBERS DATABASE (RND)

Reducing unwanted calls to consumers

The number of unwanted calls consumers receive has grown over the years. Due to millions of phone numbers being reassigned each year, new consumers are receiving unwanted calls meant for the prior customer that was assigned the telephone number.

When a consumer is assigned a new phone number that was previously assigned to someone else, businesses and other callers frequently do not learn of the reassignment right away and may inadvertently call the new consumer rather than the prior consumer assigned the telephone number.

To prevent consumers from receiving unwanted calls intended for someone who previously held their number, the Federal Communications Commission (FCC) has mandated all permanently disconnected telephone numbers be reported to a centralized database effective October 15th, 2021.

What you need to know

What is the name of the centralized database?

The name of the national database for reporting all permanently disconnected telephone numbers is the Reassigned Numbers Database (RND).

What is the purpose of the RND?

The purpose of the RND is to establish a database of phone numbers that have been permanently disconnected and possibly reassigned to new customers. The database will enable callers, such as pharmacies and financial institutions, to verify whether it's been permanently disconnected and therefore should not be called.

When is a telephone number considered permanently disconnected?

Star Communications considers a number permanently disconnected when you request to cancel your phone service, **OR** your phone service has been disconnected due to non-payment. Permanently disconnected numbers will be removed from active service.

How soon after disconnection will the telephone number be reported to the database?

Permanently disconnected telephone numbers will be reported to the database by the 15th of each month.

How will this impact consumers?

Once the telephone number is permanently disconnected, it will be aged (a period in which the telephone number cannot be reassigned) at least 45 days. The telephone number will be entered into the RND database. If the telephone number is reassigned to you after aging and entry into the database, you still may not receive wanted automated calls from callers such as your pharmacy notifying you that your prescription is ready, notification of school closures, delayed or cancelled flights and other potentially important calls.

When will the reporting begin?

Reporting to the database begins October 15th, 2021.

How can I stop my telephone number from being added to the RND database?

If you are experiencing a hardship and cannot pay your telephone bill on time, please contact our office to discuss payment options before the telephone number is permanently disconnected.

If you have any questions regarding information provided in this notice, please contact Star Communications at 800-706-6538.