

Privacy Defender

Privacy Defender is intended for residential customers but can be used by a business that does not have conflicting services such as DID numbers. The service allows customers to screen and reject unwanted calls from telemarketers and anonymous numbers (callers who have withheld their number so that the called party cannot tell who is calling).

Summary of call screening features

The service can screen calls in two ways.

- Telemarketer call screening requires a caller to explicitly confirm they are not a telemarketer before their call is put through.
 - Telemarketer is automatically turned on when feature is added to account.
 - Calls from numbers that you want to bypass call screening can be placed on a permitted numbers list. These calls will be put through directly without prompting the caller to confirm they are not a telemarketer. Additionally, if a call passes through telemarketer call screening, the calling number is automatically added to the permitted numbers list.
 - Numbers can also be placed on a blocked numbers list. Calls identified as a number on the blocked numbers list are immediately blocked and an announcement is made stating “telemarketer calls are not accepted. Please add this number to your do not call list. A maximum of 20 numbers can be placed on the blocked numbers list.
 - Please note that with Telemarketer call screening turned on, all callers will have to press (8) to have their call go through unless you have placed them on the permitted call list.
- Anonymous call screening requires a caller who withholds their number to record their name so the customer can choose whether to accept the call. The customer can give known callers (for example, family or friends) a bypass code that they can use to have their calls put through directly.
 - This feature needs to be activated by the customer using a telephone.
 - If customer utilizes Anonymous call screening and they have Anonymous Call Rejection, Anonymous call rejection needs to be removed from the account. If it stays on as a service, Anonymous Call Rejection will override the Anonymous call screening.

Customers can activate or deactivate each type of call screening, edit their screening lists, and specify a bypass code for preferred callers using their telephone. Please see instructions.

How to Handling incoming calls

Privacy Defender handles incoming calls as follows.

- If telemarketer call screening is activated, Privacy Defender will first check EVERY call to see if the calling number is on either the permitted numbers list or the blocked numbers list.
 1. If the number is on the permitted numbers list, the call will be put through directly.
 2. If the number is on the blocked numbers list, the call will be rejected with a message informing the caller that this number does not accept telemarketing calls and to remove this number from their do not call list.
 3. If the number is not on either list, the caller is played a message asking them to press (8) to confirm that they are not a telemarketer.
 - If the caller does not press 8, the call is rejected with a message informing the caller that this number does not accept telemarketing calls.

- If **anonymous call screening is activated** and the caller has withheld their number, the caller is played a message asking them to record their name.
 - If the caller does not record their name, the call is rejected.
 - Preferred callers can bypass the service by dialing the access code you created when the automated message begins.
 - To have your preferred callers bypass the automated message, have them Press (*) plus your three-digit code. Their call will immediately be put through to you.
- The customer's phone then rings and he or she answers the phone.
- If the caller has been required to record their name, the recorded name is played. The customer can then choose to:
 - accept the call
 - reject the call with a message informing the caller that this number does not accept telemarketing calls
 - ignore the call with a message telling the caller that you are unavailable and asking them to try again later.

Privacy Defender Instructions

To Activate Privacy Defender

Step 1: Dial: 541- (Your Prefix) - 1248

Step 2: To turn on/off Screening Features: Press (1)

Step 3: To turn on Anonymous Call Screening: Press (1)

To turn off Telemarketer Call Screening: Press (2)

Additional Prompts:

1. To turn on/off Screening features: Press (1)
2. To create/change bypass code: Press (2)
3. To change your language: Press (3)
4. To manage screening list: Press (4)
 - a. Add last call to screening list: Press (5)
5. To exit: Press (9)

NOTES:

- a: To have preferred callers who withhold their phone number bypass the recording of their name, provide them with your bypass code. When they call you, they will need to Press (*) PLUS bypass code when the automated message begins.
- b: If you have Anonymous Call Rejection, Privacy Defender Anonymous Call Screening will not work. If you'd like to utilize this Privacy Defender service, please contact a Customer Service Representative to remove Anonymous Call Rejection.
- c: Privacy Defender does not forward immediately to Voicemail causing the caller to not hear the first 30 seconds of your Voicemail greeting.
- d: Privacy Defender does not work with Teen Lines (Personal Ringing) or the Accession Application.
- e: Privacy Defender does not work with DID numbers.
- f: When Telemarketer call screening is turned on, all callers will have to Press (8) to have their call go through unless you have placed them on the permitted call list.