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 you to control incoming calls, giving you the ability to screen and reject unwanted calls from telemarketers and anonymous numbers (callers who have withheld their calling 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.
  - o Telemarketer Screening is automatically turned on when the feature is added to the account.
  - o With Telemarketer Call Screening turned on, all callers will have to press (8) to have their call go through, unless you have manually placed them on the permitted call list.
    - Once a caller presses (8) confirming they are not a telemarketer, their number will be automatically placed in the Permitted Call List and will not have to press (8) the next time they call.
    - A maximum of 20 numbers can be placed on the Permitted Numbers List. Once you have 20 in your list, the oldest one will drop off for the next number to be added.
  - o 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.
  - o 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.
- Anonymous Call Screening requires a caller who withholds their number to record their name, so you 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 go through directly.
  - o This feature needs to be activated by the customer using a telephone.
  - o 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.

If you turn off both Telemarketer Call Screening and Anonymous Call Screening, all calls are put through to your phone as usual, even if they are from telemarketers or anonymous callers.

How Incoming Calls Are Handled

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.

- o   If the number is on the Permitted Numbers List, the call will be go through directly.
- o   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.
- o   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.
- o   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.
- o   If the caller presses (8), the call is accepted.
- o   Privacy Defender rings your phone and you pick up.

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.

- o   If the caller does not record their name, the call is rejected and your phone does not ring.
- o   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.
    - ▪   Your phone then rings and you answer the phone.
- o   If the caller has been required to record their name, you hear a message giving you the recorded name. You can then decide whether to speak to the caller. You have three options:
    - ▪   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.
    - ▪   If you do not select any of these options, Privacy Defender connects the call after a short timeout, as though you had selected the option to accept the call.

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. See Below for more information on managing screening list.
5. Add last call to blocked number list: Press (5)
6. To exit and return to main menu: Press (9)

Screening List Menu:
1. Turn screening lists ON or OFF: Press (1)
2. Manage Permitted Number List: Press (2)
   - Add Number: Press (1)
   - Move to Next Number: Press (2)
   - Move to Previous Number: Press (3)
   - Delete Number: Press (4)
   - Exit: Press (9)
3. Manage Blocked Number List: Press (3)
   - Add Number: Press (1)
   - Move to Next Number: Press (2)
   - Move to Previous Number: Press (3)
   - Delete Number: Press (4)
   - Exit: Press (9)

<u>Adding the Most Recent Caller to the Blocked Number List</u>
You can add the most recent called number to the Blocked Number List without having to manually enter the number into the list.

- When you dial into the Privacy Defender services, Press (5) at the main menu to "Add last call to blocked number list."
- The system will inform you of the number being blocked and will automatically add it to the Blocked Number List.

Using the Permitted Numbers List and Blocked Numbers List Management Menus

On entering your lists, you hear a series of messages.

- If there are no numbers on this list, you hear a prompt informing you of this.
- You are then given a menu of options for managing your lists.
- Finally, if there are numbers already on the list you are managing, you will hear the first number on the list.

Note that if a caller withheld their number, the number will be announced as "anonymous caller. " Privacy Defender will continue to either allow or block this number, depending on the list that it is on, but the number will not be revealed to you.

The rest of this section details the tasks you can carry out using the options in the Permitted Numbers List or Blocked Numbers List Management Menu.

Adding a number to the Permitted Numbers List or Blocked Numbers List

This option allows you to add a specific number to the list by entering the number on your telephone keypad. If you want to add the number that most recently called you, see *"Adding the Most Recent Caller to Blocked Numbers List"* on previous page.

The lists contain a maximum of 20 numbers. If you add a new number when the list is full, the oldest number on the list is discarded.

- To add a number to this list, Press (1) from the Permitted Numbers List or Blocked Numbers List Management Menu.
- You hear a message prompting you to enter the number you want to add, followed by (#).
- Once you have entered this number and pressed (#), you hear a message informing you that the number has been successfully added to the list.

Moving between numbers in the Permitted Numbers List or Blocked Numbers List

These options are not available if there are no numbers in the selected list.

After the options in list are played, you will hear the first number in the list. You can move backwards and forwards through the numbers in the list using the keys on your telephone keypad.

- To skip to the next number in this list, Press (2). You will hear the next number in the list or a prompt if you try to skip beyond the last number in the list.
- To go back to the previous number in this list, Press (3). You will hear the previous number in the list or a prompt if you try to skip beyond the first number in the list.

Deleting a number from the Permitted Numbers List or Blocked Numbers List

This option is not available if there are no numbers in the selected list.

- To delete a number from the list, first navigate to it using the (2) and (3) keys as described above. Once you have reached the number that you want to delete, Press (4).
- You hear a message confirming that your chosen number has been deleted from the list. You will then be returned to the management menu.

Exiting the Permitted Numbers List or Blocked Numbers List Management Menu

You can return to the screening list menu by Pressing (9).

NOTES:

1. 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 your bypass code when the automated message begins. For example, if your friends or family need to withhold their calling number for personal reasons, you can give them this code so that they do not have to record a name every time they call you.
2. 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 or deactivate by picking up the receiver and Press: (*87).
3. Privacy Defender does not forward immediately to Voicemail, causing the caller to not hear the first 30 seconds of your Voicemail greeting.
4. Privacy Defender does not work with Teen Lines (Personal Ringing) or the Accession Application.
5. Privacy Defender does not work with DID numbers.
6. When Telemarketer Call Screening is turned on, all callers will have to Press (8) to have their call go through unless they are already on the Permitted Call List.
7. If you expect to receive calls from an automated call service, for example doctor's office, school, etc., turn off Telemarketer Call Screening. If you turn on Telemarketer Call Screening and a caller uses any automated call service to call you, your phone will not ring because the automated call service cannot respond to the telemarketer call screening prompt.