



The Telemarketers and Politicians are Still Getting Through... Stop Them!

What It Does:

Blocks telemarketers who are exempt from the National Do-Not-Call list (politicians, non-profits, and companies you have done business with in the past).

Learns who your "friends" are and allows those calls to complete without interference.

Blocks specific numbers as requested by the customer.

How It Works

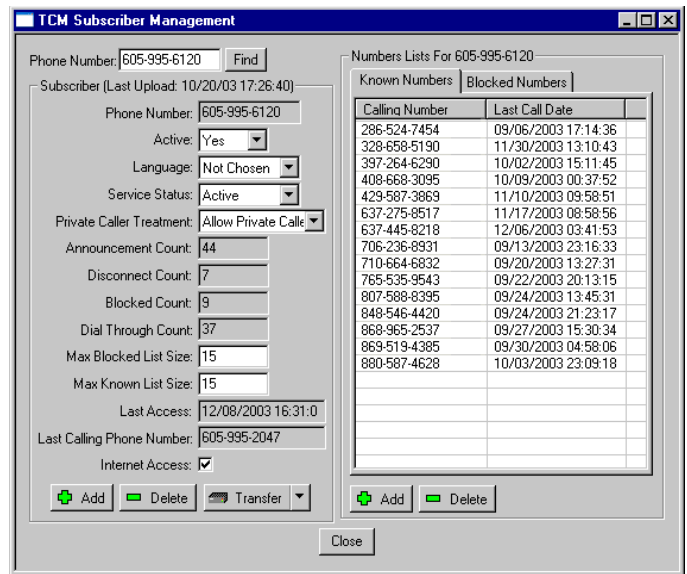
When telemarketers call, they hear the announcement "The number you have reached does not accept calls from Telemarketers. If you are a Telemarketer, please add this number to your Do Not Call list and hang up now. Otherwise, please press '1' or stay on the line." The majority of Telemarketers use predictive dialers and automatically disconnect during the announcement without connecting to the customer. Regular long distance callers will hear the announcement the first time they call. The service then 'learns' that they are an accepted caller and stores their number so that it does not play the announcement the next time they call. Terminating Call Manager can be configured to recognize local wireline and wireless NPA-NXXs and allows those calls to complete without intercepting them.

Customer Controlled Call Blocking

If the subscriber decides they do not want calls from a particular number again, they can dial a feature code after completing the call and the number will be automatically added into their blocked number list. Future calls from that number will not be allowed.

CSR Friendly Service

Provisioning the TCM service for subscribers requires simply activating the termination attempt trigger on the line and the service begins screening calls immediately. If subscribers question the number of calls blocked by the service, your CSRs can quickly view the number of calls that the service has intercepted and report that to the customer.



Terminating Call Manager is Easy to Manage

The Subscriber Management window (shown above) makes it easy for you to view the subscriber's lists and settings from this single window. When you select the Directory Number, all of the settings and service info appears on the left-hand side. The right-hand side displays the subscriber's list of Known numbers (shown) and the last date and time they called. If you click on the Blocked Numbers tab, the subscriber's list of blocked numbers is shown. CSRs can add or remove numbers from either list but normally the system automatically keeps the "Known Number" list current and the subscriber keeps the "Blocked Number" list up to date by dialing a feature code to add numbers to the list.