

Terminating Call Manager



TCM gives subscribers many screening options:

- Block unwanted calls
 - Pre-Select numbers to block and allow
 - Service recognizes friendly numbers
 - Route to Voice Mail
 - Allows Subscribers to select "Do Not Disturb" times for their service
 - Private Caller Acceptance Option
- ### Web Portal Administration
- Manage blocked and allowed callers
 - Enable and Disable service
 - Set up Daily/Weekly Do Not Disturb schedule and dial through override PIN
 - Gives subscribers control over how they want to route telemarketer calls: allow, block, challenge or forward to voicemail.

Even though the Do Not Call List is still in effect, non profit and political organizations remain exempt. As economic conditions have become increasingly difficult these groups are becoming more aggressive, creating a renewed need for an intelligent service to screen out the telemarketers while recognizing the "friendly" calls.

How does it work?

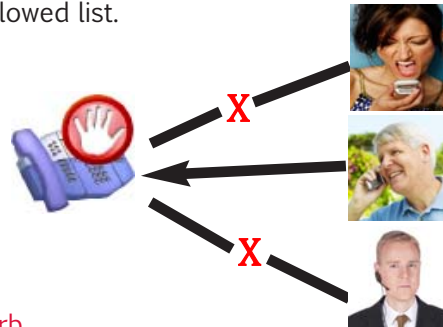
Terminating Call Manager allows local wireline and wireless calls to complete without intercepting them. When telemarketers do call, they hear the announcement "The number you have reached does not accept calls from Telemarketers. If you are a Telemarketer, please add this number to your Do Not Call list and hang up now. Otherwise, please press '1' or stay on the line." Regular long distance callers will hear the announcement the first time they call and then the service 'learns' that they are an accepted caller.

Customer Controlled Call Blocking

If the subscriber decides they don't want a particular number to phone them again, they can dial a feature code after completing the call and the number will be automatically added into their blocked number list and further calls from that number will not be allowed.

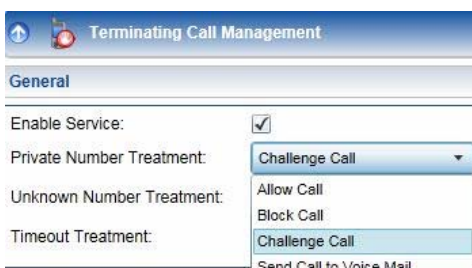
Friendly recognition

Once a callers number has been allowed, TCM will recognize that number and it will not be challenged again unless the subscriber chooses to remove it from the allowed list.



Do Not Disturb

Give your customers the quiet time they desire with the control to decide who has the ability to interrupt their quiet time. Terminating Call Manager's Do Not Disturb feature allows customers to define a time period when incoming calls are restricted. Specific callers will be allowed to complete calls during the quiet time if they know the override code or PIN. Subscribers can use the Web Portal option to block out specific quiet times during the week.



Do Not Disturb Schedule							
	Sun	Mon	Tue	Wed	Thurs	Fri	Sat
7:00							
8:00							
9:00							
10:00							
11:00							
12:00 PM							
1:00							
2:00							
3:00							

Day: Wednesday Start Time: 7:45 AM End Time: 12:00 PM

Save Delete