REDCOM Call Screening and Privacy Features

▶ *Enable your subscribers to effortlessly block annoying phone calls*

▶ *Easy to set up and deploy to your customers*

▶ *Integrated into the REDCOM HDX and SLICE® product family*

▶ *Requires no additional hardware or external boxes*

Subscribers continue to be bombarded with annoying calls from telemarketers and autodialers (robocalls). REDCOM solves this problem with a package of valuable call screening and privacy features. By offering these services to your customers, you give them the ability to seamlessly block unsolicited phone calls. These features are integrated into the REDCOM HDX and SLICE family of products, so there are no additional boxes or servers to buy and configure. Each of these features can be enabled or disabled by your customers.
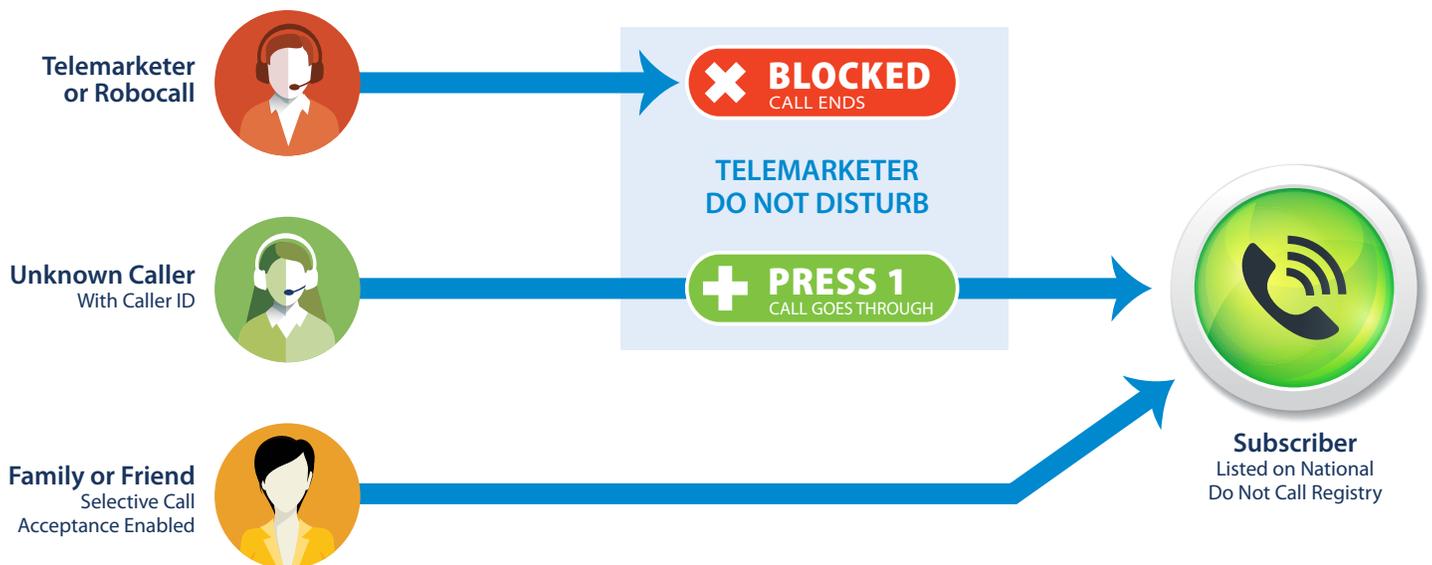
Anonymous Call Rejection (ACR): Automatically blocks all callers without Caller ID information.

Selective Call Rejection (SCR): Allows subscribers to create a list of phone numbers from which they do not wish to receive calls.

Selective Call Acceptance (SCA): Enables subscribers to only allow incoming calls from the numbers on their acceptance list.

Telemarketer Do Not Disturb: The value of TDND is best understood in the context of the three screening features described above, through which the call passes before encountering TDND. When a telemarketer calls, either human or computer-dialed "robocaller", Anonymous Call Rejection won't stop them because they will have a Caller ID (even though it might not be real—this is called "spoofing"). Selective Call Rejection won't stop them, because the subscriber will either never know what numbers to put on the Rejection list, or the telemarketer will never use the same number twice. TDND requires the caller to "Press 1" to continue—almost all autodialing programs do not have this capability. If a human telemarketer calls, they can "Press 1"; however if the subscriber has put his number on the National Do Not Call Registry, and the telemarketer continues with the calls, fines up to $16,000 per call may be assessed. Calls from friends and family bypass TDND because they will be on the subscriber's Selective Call Acceptance list. The TDND feature can also be used alone without ACR, SCR, and SCA. In this case, callers will be required to "Press 1" to access to the subscriber. This feature requires a REDCOM switch with version 5.1 software.

REDCOM Telemarketer Do Not Disturb in action:

Telemarketer or Robocall → **BLOCKED** CALL ENDS

TELEMARKETER DO NOT DISTURB

Unknown Caller With Caller ID → **PRESS 1** CALL GOES THROUGH → Subscriber Listed on National Do Not Call Registry

Family or Friend Selective Call Acceptance Enabled →