



TELEMARKETING GUARD® Operating Guide

It's Time to Take Control of Your Calls.

Telemarketing Guard is a powerful feature included free with your Primus Home Phone service that provides you with an added layer of protection from annoying telemarketing and robocalls.

This feature does for your phone, what a spam filter does for your email inbox. This easy to use feature gives you control over who you communicate with, by automatically identifying and intercepting calls from suspected telemarketers—you decide what happens next.

Telemarketing Guard constantly updates the suspected telemarketer list so that you can be assured that unwanted calls are consistently being blocked.

To turn Telemarketing Guard On or Off.

1. Lift the handset. Dial ***46** on your phone. Wait for the prompts before proceeding.

Press 1 to turn the Telemarketing Guard system ON

Press 2 to turn the Telemarketing Guard system OFF

Note that the Telemarketing Guard default setting is "ON"

To change the Telemarketing Guard call screening options:

1. Lift the handset. Dial ***46** from your phone. Wait for the prompts before proceeding.

2. **Press 3** to change your call treatment options.

Press 1 to require all callers intercepted by the Telemarketing Guard to announce themselves to you after which you can accept or reject call.

Press 2 to require telemarketers to verify they aren't a telemarketer in order to reach you without being announced.

Press 3 to send all intercepted calls straight to voicemail.

Adding a known phone number to your Denied Telemarketing list.

1. Lift the handset. Dial ***46** from your phone. Wait for the prompts before proceeding.
2. **Press 4** to report a number as a Telemarketer and add to your Denied Telemarketing list
3. Enter the 10 digit phone number
4. **Press 1** to confirm or

5. **Press 2** to go back to re-enter number

Adding a known phone number that you want on your Allowed Friends & Family list. For these numbers the caller will not be screened by Telemarketing Guard.

Note: There is no need to list all your family members in the Allowed Friends & Family list. Only phone numbers improperly intercepted as a telemarketer require to be listed as an allowed friend or family number. Not all calls will be intercepted by Telemarketer Guard, only those deemed to be a frequent, mass telemarketer.

1. Lift the handset. Dial ***46** from your phone. Wait for the prompts before proceeding
2. **Press 6** to report a number as a friend or family and add to your Allowed Friends and Family list.
3. Enter the 10 digit phone number.
4. **Press 1** to confirm or,
5. **Press 2** to go back to re-enter number.

Removing a phone number from your Allowed Friends & Family or Denied Telemarketing list.

1. Lift the handset. Dial ***46** from your phone. Wait for the prompts before proceeding.
2. **Press 5** to remove phone number from corresponding list
3. Enter 10 digit phone number
4. **Press 1** to confirm or,
5. **Press 2** to go back to re-enter number.

Adding a phone number to Denied Telemarketing list after receiving an unwanted call.

1. Hang up on the unwanted call. Lift the handset. Dial ***44** from your phone. Wait for the prompts before proceeding.
Press 1 to report last caller as a telemarketer and block the number from calling you again.

Adding a phone number to the Allowed Friends & Family list if a caller you do not want screened by the Telemarketing Guard was screened inadvertently.

1. Once you have completed your call to your friends or family member, hang up the receiver. Lift the handset, listen for the dial tone and Dial ***44** from your phone. Wait for the prompts before proceeding.
Press 2 if the caller was a friend or family member so they can bypass the Telemarketing Guard system.