CallIntercept
ProductGuide

CallInterceptallowsyoutomanageyourcallsbetterbystoppinginvalidtelephone numbersthattypicallyappearas"unavailable,""private,""anonymous,"or"outof area"onyourCallerIDdisplay.CallInterceptwilltellcallersthatyoudonotaccept unidentifiedcallsandasksthemtorecordtheirname.Ifanunidentifiedcallerdoes notrecordhisorhername,orenteryouroverridecode,yourphonewillnotring, thuseliminatinginterruptionsfromunidentifiedcallers.Byrecordingtheirname, youcanhearwhoiscalling,andyouhaveseveralcallhandlingoptions.Youarein control.

HowCallInterceptWorks

- Anannouncementwillbeplayedforyourunidentifiedcaller,asfollows:"The numberyouarecallinghasCallIntercept,aservicethatrequirescallerswhose telephonenumberdoesnotappearontheCallerIDdisplaytoidentify themselvesbeforethecallcancontinue.Torecordyourname,pleasepressthe poundkeyorsimplystayontheline."
- Ifyourcallerhasyouroverridecode,whichisalsoreferencedasyourPIN number(seeOverrideCodesection),theyshouldenteritnowtobe immediatelyconnectedtoyourphone.
- Ifthecallerrecordstheirname,thecallisconnectedtoyourphone.Youhear ringingandyourcallerhears"Thankyou.Pleasehold."Theywillhearmusic untilyouchoosehowyouwanttohandlethecall.
- Theringingpatternyouhearwillbedifferentfromyourexistingringing patternandthewords"CallIntercept"willappearonyourCallerIDunit,so youwillknowitisaCallInterceptcall.
- Whenyouanswer,therecordednamewillplayforyou.
- Hereareyourfiveoptionsandwhatyourcallerswillhear:

Whenyoupress:	Yourcallerhears:
[1]Acceptthecall	Music,untilyouanswerthephone
[2]Declinethecall	"Thepersonyouarecallingisnotavailable.Thankyou. Good-bye."
[3]Refuseasales call	"Thepersonyouarecallingdoesnotacceptphone solicitations.PleaseaddtheirnametoyourDoNotCalllist. Thankyou.Goodbye."
[4]SendtoVerizon HomeVoiceMail*	ConnectedtoyourVerizonHomeVoiceMailservice*.
[5]Hearwhois callingagain	Music,untilyouanswerthephoneormakeachoice.

*YoumustsubscribetoVerizonHomeVoiceMailservicetohearoption[4].

Ifnooneanswersathome,thecallerwillbeconnectedtoyourVerizonHomeVoice Mail(HVM)serviceoryouransweringmachine.IfyoudonothaveeitherHVMor anansweringmachine,thenthecallerwillhear:"Thepersonyouarecallingisnot availableatthistime.Thankyou.Good-bye."

- Unidentifiedlongdistancecallersreaching CallInterceptwillpaytheirnormal ratesforacompletedcall.

OverrideCodeorPIN

Callsfromfamilymembersandfriendscanstillgetthroughtoyouevenif theircalls areunidentified.TheycanoverrideCallInterceptbyusingyourPIN.Whenyou subscribedtoCallIntercept,yourdefaultPINwassettothelast4digitsofyour hometelephonenumber.YoumaynowgivethatPINtoyourfamilymembersand specialfriends.ChangingyouroveridePINisaseasyasdialingthetoll-freenumber 1-866-483-8890andfollowingthevoiceprompts.

WhenthesefamilymembersandfriendsencounterCallInterceptwhencallingyou, theycanenteryouroverridecodewhenaskedtorecordtheirname.Theircallwill thenbypassCallIntercept.Yourphonewillringwitharingingpatterntoletyou knowthatitisaCallInterceptcall.Thistime,thewords"PriorityCaller"will appearonyourCallerIDunit(ordisplayphone)toletyouknowthatit'safamily memberorfriendusingtheoverridecodetobypassCallIntercept.

InteractionswithotherVerizonservicesandyourenvironment

- AnonymousCallRejection(ACR)/AnonymousCallBlock: IfyouhaveACR activeonyourline,CallInterceptwillnotfunctionproperly.Youmust deactivateACRbypressing[*][8][7].
- HomeVoiceMail: Settheringcycle(thenumberofringsheardbeforeHome VoiceMailanswersyourcalls)to4ringsorlessthan42seconds.Inaddition, besureyourgreetingis20secondsorlongertoensurethecallerunderstands whentobeginrecordingtheirmessage.Moreover,pleasedonotusethe automatedgreetingoptionbecauseitdoesnotlast20secondsorlonger.
- Answeringmachine: Settheringcycleto4ringsorlessthan42secondsWhen CallInterceptsendsacalltoyouransweringmachine,thereisa14-second delaybetweenthetimeyouransweringmachinemessagebeginsandthetime thecallerisconnectedtoyouransweringmachineandbeginstohearyour message.Besureyourmessageis20secondsorlongertoensurethecaller understandswhentobeginrecordingtheirmessage.
- CallWaiting: AspecialtonethatmatchestheCallInterceptringingpatternwill letyouknowthatyoursecondcallerisaCallInterceptcall.
- CallWaitingID: "CallIntercept"willappearonyourdisplayunit.Briefly presstheswitch-hookto"answer"CallIntercept–thenmakeyourchoiceas above.
- CallWaitingIDDeluxe: WhenyouhaveCallWaitingIDDeluxeandCall Intercept,youshouldnotdispositionaCallInterceptcall.Althoughallthe dispositionsfunctioncorrectly,the"TakeMessage"or"Busy/Hold Announcements"shouldnotbeusedwithCallIntercept.Thecallerwillnever hearthesemessagesfromthesubscriber.
- DistinctiveRing:
  - TheringingpatternforDistinctiveRingisthesameforCallIntercept, whichisashort-shortring.Therefore,ifyouhavetheDistinctiveRing serviceandCallIntercept,theshort-shortringwillonlyworkfor DistinctiveRingserviceandCallInterceptwillhaveanormalring.
- *69:IfyoureceiveaCallInterceptcall,youcannotuse*69togetthename andnumberofthepersonwhojustcalledusingCallIntercept.
- PriorityCall,SelectCallForwarding,DoNotDisturb: Screenlistsservices willworknormallyforidentifiedcalls.However,theseserviceswillnotwork

for calls from private callers. (Not available in all areas.)

- Call Trace: Customer Originated Trace cannot be used to trace calls that are intercepted by your Call Intercept service.
- Collect Calls: If you frequently receive collect calls from prison inmates where they are required to use automated collect calling systems (where they cannot get to a live operator), please note that these calls are unable to complete if you have Call Intercept.
- International Cellular Calls: If you frequently receive calls from International Cellular Telephones, your callers may experience problems completing calls to you. You may wish to reconsider your subscription.
- Toll Restrictions: If you choose to Toll Restrict your account or if Verizon Toll denies your account, Call Intercept will not work. You must have the Toll Restriction/Denial removed from your account for Call Intercept to work.
- Building Entry Systems: If you live in a building that has a security system that uses the telephone line to "buzz up" or allow entry into the building, you should not subscribe to Call Intercept. Typically when these security systems call you, they appear on Caller ID as "Anonymous" or "Unavailable" and the two services cannot interact properly.