BLOCKING & SCREENING TOOLS

CenturyLink's website provides tips on how to reduce unwanted calls, as well as detailed information about tools that can be used to block or filter calls. The website describes each feature, how it can be used, and how it can be effective. Availability of particular calling features varies depending on local network. Additional tools are under review based on new Caller ID authentication technology being deployed across the industry in 2019.

Ways to block unwanted calls from your home phone.
http://www.centurylink.com/help/help/index.php?assetid=183

How to use calling features to block incoming calls.
http://www.centurylink.com/help/?assetid=233

Caller ID

Caller ID helps customers recognize unfamiliar callers that they may not want to answer. Consumers utilize Caller ID routinely to screen inbound calls and avoid suspected robocallers.
The service is included for customers with a Home Phone or Small Business bundle at no additional cost. For Basic Phone customers with local service, a monthly fee of $6 to $10 applies.

Security Screen

Security Screen blocks calls from blocked, unidentified, toll-free, or long distance calls unless the caller provides a number. This feature is highly effective at frustrating most robocallers and avoiding the annoyance of answering.
This feature is included for customers with a Home Phone or Small Business bundle at no additional cost. For Basic Phone customers with local service, there is a $2.95 monthly fee.

Caller ID with Privacy+

Caller ID with Privacy+ blocks calls that lack Caller ID information, unless the caller provides a name.
The customer can hear the name and decide to accept or decline the call. The screening step can frustrate many automated robocalling platforms and reduce the annoyance of answering unwanted calls.
This optional service is available to all customers at a $2.95 monthly fee.

Call Rejection/Enhanced Call Rejection

Call Rejection blocks up to 15 unwanted numbers selected by the customer. This feature can help block repeats of unwanted calls, although it is not effective against robocallers that falsify and repeatedly change their Caller ID.
It is included for customers with a Home Phone or Small Business bundle at no additional cost. For Basic Phone customers with local service, there is a $6 monthly fee.

Enhanced Call Rejection blocks up to 25 unwanted numbers.
It is included for customers with a Home Phone or Small Business bundle. For Basic Phone customers with local service, it is $6 per month.

Anonymous Call Rejection

Anonymous Call Rejection blocks calls that lack Caller ID information, such as "private" numbers. It is effective against robocallers that block their originating number, but not against those that falsify their originating number.
It is included for customers with a Home Phone or small business bundle at no additional cost. For Basic Phone customers with local service, it is offered at no additional charge with *Caller ID* service.

No Solicitation

No Solicitation intercepts and plays a recording to callers, directing telemarketers to hang up.
Other callers may press "1" to have the call connected. This feature is highly effective at frustrating most robocallers.
This feature is included for customers with a Home Phone or Small Business bundle at no additional cost. For Basic Phone customers with local service, there is a $6.95 monthly fee.

Do Not Disturb/Call Curfew

Do Not Disturb stops all incoming calls when activated. *Call Curfew* stops all calls (incoming and outgoing) during periods the customer chooses. These tools can prevent the annoyance of unwanted calls at specific times, although they do not specifically target robocalls.
These features are included for customers with a Home Phone or Small business bundle at no additional cost. For Basic Phone customers with local service, there is a $3.95 monthly fee.

Call Trace

Call Trace allows consumers to report harassing or disturbing calls. After three traces, CenturyLink will take further action on request.
For all customers, there is a charge of up to $5 per use. There is no charge for unsuccessful traces.

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<u>Notes:</u>

Charges vary by state and local operating company and may be somewhat lower in some locations. For Basic Phone customers, a one-time set-up fee may apply, which will vary by state and local operating company. Feature availability varies by local operating company.

Caller ID service and related features may be unavailable for technical reasons in a very small number of CenturyLink exchanges.