



Communications

Custom Calling Features



Telemarketing Blocker

Telemarketing Blocker Instructions

Blocks Telemarketing Calls

Telemarketing Blocker deters telemarketers from calling you. When the Telemarketing feature is active, all callers hear this message:

If your call is of a telemarketing, survey, or solicitation nature, please hang up now. These calls will not be accepted. Otherwise, from your touch-tone phone, dial 1 plus the pound sign to complete this call.

The phone will not even ring unless the caller presses 1#. Plus, if you subscribe to D&E Voice Mail, callers hear this in addition to the message, presenting another option:

Or, stay on the line to leave a voice mail message.

Using the Internet, you can designate a Preferred List of up to 50 phone numbers that will bypass the Telemarketing feature. That way, family and friends won't have to listen to the anti-telemarketing message every time they call. If you don't have access to the Internet, call Customer Service, and they will program the list for you.



Using a Touch-Tone Phone

1. Dial **717-721-7800**
717-627-7800
610-682-9004
610-369-9004
610-856-9004
2. Enter your **10-digit phone number**.
3. Enter your **access PIN**.
 - Your temporary access PIN is the last five digits of your telephone number.
 - We recommend changing your access PIN so that unauthorized changes cannot be made to your account. (Continue reading to learn how to change your PIN.)
4. Press the # key. You will hear the status of your service, followed by a list of options. Follow the directions you hear.

Using the Internet:

1. Go to www.flexphone.com
2. In the Telephone Company ID field, enter **DETT** in uppercase letters.
3. In the 10-Digit Phone Number field, enter your **area code and phone number**.
4. In the User Password field, enter your **Internet password**.
 - Your temporary Internet password is the last five digits of your phone number.
 - We recommend changing your password so that unauthorized users don't access your account.
5. Click on the **Logon** button.
 - To change your password, complete the three fields at the bottom of this screen.
 - Passwords can be 4- to 10-digits long.
 - When finished, click on **Submit**.
6. Click on the Update button next to Telemarketing Blocker to view your settings.
7. Select whether you want the following on or off:
 - the entire Telemarketing Blocker service
 - the Telemarketing feature
 - the Do Not Disturb feature
8. View and, if desired, change your Do Not Disturb PIN and Touch-Tone Access PIN.
9. Click on the Update Values button.



10. To set up or change your Preferred Caller List, click on the Update button associated with it. Preferred callers will not hear the telemarketing announcement. You'll also hear a special ring when these people call.

 - In the Phone Number field, type a preferred caller's area code and phone number. You do not need to type parentheses or dashes.
 - In the Name field, type the preferred caller's name.
 - Click on the Update Values button.
11. If you want to set up schedules for the Telemarketing feature, click on the Update button next to Telemarketing Schedule.

Note: When a feature is active, it operates 24 hours a day, every day, unless you define a schedule indicating otherwise.

 - Enter Start and Stop times.
 - Indicate the days of the week to which this time slot applies by selecting On in the drop-down box to the right of those days.
 - Click on the Update Values button.
12. If you want to set up schedules for the Do Not Disturb feature, click on the Update button next to Do Not Disturb Schedule.

 - Enter Start and Stop times.
 - Indicate the days of the week to which this time slot applies by selecting On in the drop-down box to the right of those days.
 - Click on the Update Values button.
13. When you're finished modifying your service, simply leave the web site to log off.

Notes

- The "do not disturb" feature overrides the telemarketing feature if both are selected.
- If you subscribe to Voice Mail, the message callers hear also presents the option of leaving you a message.
- Although rotary phone users cannot reach you directly when Telemarketing Blocker is active, they can stay on the line and leave a voice mail message, if you have Voice Mail on your line.