

MetaSphere Privacy Defender



In spite of government regulation, consumers continue to perceive telemarketing calls to be a problem. Metaswitch Privacy Defender solves this problem. It allows them to have granular control over how their phone system reacts when a call comes in from an unrecognized or blocked number.

This eliminates unnecessary subscriber aggravation and offers service providers a recurring incremental revenue stream. What's more, it helps service providers to build a trust relationship with subscribers that differentiates them from competitors.

Service Description

MetaSphere Privacy Defender eliminates nuisance calls by ensuring that all callers are identifiable. If no caller ID is available on an incoming call, then Privacy Defender answers with a challenge before the subscriber's telephone rings. The caller is presented with the opportunity to record his or her name and request to be connected. When the caller has recorded a name, the subscriber's phone rings, and when it is picked up, the caller's name is announced.

The subscriber can then choose one of the following options:

- accept the call
- play a message informing the caller that this subscriber does not accept telemarketing calls and asking to be removed from his or her calling list
- play a message informing the caller that the subscriber cannot accept the call at this time and to please call back later.

In addition, subscribers may enable specific callers to bypass Privacy Defender by inputting a bypass code.

This is particularly useful for subscribers who anticipate calls from friends or family members using phones that do not provide caller ID.

The MetaSphere Advantage

MetaSphere Privacy Defender is part of the industry's broadest suite of telephony applications. Designed to enhance your residential and business offerings, each integrated application enables you to create new revenue streams, delivering high customer satisfaction with low equipment and infrastructure costs. Privacy Defender can be deployed in conjunction with other MetaSphere applications, sharing a common management interface, or on multiple application servers to provide additional capacity.

Example Challenge:

"This party does not accept unidentified calls. At the tone please say your name or the company you represent. When you have finished please press the pound key."

Example Rejected Response:

"Telemarketing calls are not accepted, please add this name and number to your 'do not call' list."

Privacy Defender Specifications

▶ Server Hardware

- Metaswitch UX4410 server
- Power:
 - 400W (-48V) power supply
 - AC (UX4410A) or DC (UX4410D)
 - -36 to -72 VDC
- NEBS Level 3 certified
- Can share with Firebar, Auto Attendant, Conference Server and Music On Hold subject to aggregate capacity limits

▶ System Management Features

- Web Browser interface: Firefox version 2 or 3; Internet Explorer version 6, 7 or 8, including the Adobe Flash plug-in (version 6 or newer)
- Menu Driven Admin Tree
- Graphical System Resource Utilization
- Alerts (Critical/Major/Minor)
- Administrator Security Levels

▶ Configuration (IVR)

- Personal bypass code
- Enable / disable service

▶ Reporting

- Resource utilization graphs (CPU, bandwidth, memory, network sockets, disk usage)
- Call count graphs (per-hour / day / month, inbound / outbound / transferred)

▶ Scalability

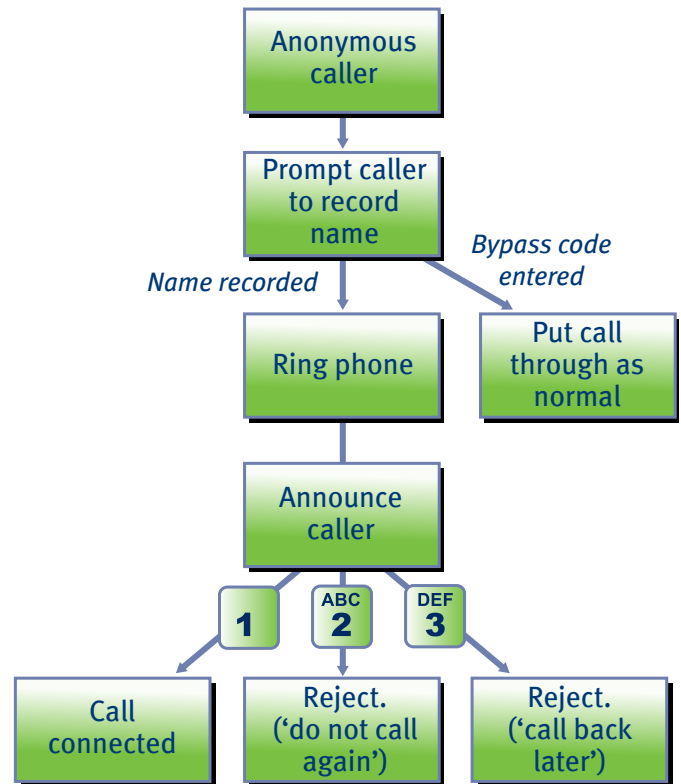
- 60,000 subscriber business lines per UX4410 server
- Concurrent: 1500 incoming and/or outgoing calls

▶ Performance

- Tested up to 100k BHCA under mixed load for AA, MoH & Privacy Defender

▶ Languages

- English (US)
- Spanish (Latin American)
- French (Canadian)
- Other languages supported as customizations



MetaSphere Privacy Defender call routing.

▶ Diagnostics

- SIP flow trace
- Digit detection
- Announcement playback
- Filter by called/calling party
- Internal event trace

▶ Maintenance

- Scheduled backups
- Backup/Restore of application software, platform-level data (statistics, patches data), application data (activation status)

Subject to change without notice. Contact your local sales representative or go to www.metaswitch.com/specs for most current information.



www.metaswitch.com