

TeleZapper

Frequently Asked Questions...

* I've been contacted by a telemarketing company claiming to represent the TeleZapper. The caller was very persistent and even asked for my bank account information. Are you aware of this?

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I've been contacted by a telemarketing company claiming to represent the TeleZapper. The caller was very persistent and even asked for my bank account information. Are you aware of this?

We have recently become aware of a telemarketing phone scam that is using the TeleZapper and Privacy Technologies Inc. names to try to cheat consumers out of money. Please be assured that Privacy Technologies Inc., owner of the TeleZapper brand name and technology, is not affiliated with these callers in any way. Please read further for more information on how to protect yourself from the perpetrators of this scam.

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his Is How The Scam Works

1. You receive a telephone call from someone claiming to represent TeleZapper or Privacy Technologies. The caller asks if you want to buy a service that will stop telemarketing calls to your home.

2. The caller uses high-pressure selling tactics to get you to buy a "service". They may call you several times over a course of a few days trying to get you to purchase.

3. Eventually, the caller asks for personal information and your check routing number. They may even provide you with a phone confirmation number for your order.

4. Armed with your personal information, the perpetrator will charge a large sum of money to your checking or credit card account

What You Should Know

Never give your personal information over the phone to anyone that you are not familiar with.

If you are contacted by one of these scammers, it is recommended that you do the following:

- * Obtain the name of the company and phone number of the caller trying to sell you something. Log the date and time of the call, and take notes for each call, if they call you more than once.

- * Contact your local Better Business Bureau. To locate one in your area click here <http://www.bbb.org/bbblookup/>

- * Contact your state attorney general's office at <http://www.naag.org/>

- * Notify Privacy Technologies at 1-800-373-6290 or by email at webmaster@royalappliance.com. We have already notified the Federal Trade Commission in an attempt to protect consumers and stop this scam.

More information about how to handle identity theft can be found at

<http://www.consumer.gov/idtheft/>

How do telemarketing calls work?

There are several hundred telemarketing call centers in the U.S., with the majority of telemarketing calls being dialed by a computer known as an auto dialer or predictive dialer. Predictive dialers can dial 3-5 numbers simultaneously and can make as many as 500,000 calls between 8 a.m. and 9 p.m. When you answer your phone, the computer connects you to a live telemarketer who tries to sell you something. If you are not home or if the computer gets your answering machine, your number will be put back into the database to be called again later.

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How does my number get on telemarketing lists?

You can get on telemarketing lists in many ways:

By having a listed telephone number Through a reverse phone book organized by neighborhood. When you dial an 800 number that uses an Automatic Number Identification system (ANI) to record your number Via credit information services, such as Equifax, etc.

By ordering products or services from direct marketers or catalogs, whether you order through the mail, from web sites, or via 800 numbers

By printing or including your telephone number on your personal checks

Even by simply paying your monthly bills

These lists of telephone numbers are then often sold, bartered, rented, shared and copied from one telemarketer to another. As your number constantly finds its way onto new call lists, the TeleZapper will continue to do its job over time to help you protect your privacy.

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How does the TeleZapper "zap" telemarketers?

The TeleZapper uses the technology of telemarketers' automatic dialing equipment against them. When you or your answering machine picks up a call, the TeleZapper emits a special tone that "fools" the computer into thinking your number is disconnected. Instead of connecting you to a salesperson, the computer drops the call and stores your number as disconnected in its database. Over time, as your number is removed from more and more databases, you'll see a dramatic decrease in the number of annoying telemarketing calls you receive.

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Will the TeleZapper "zap" calls from anyone other than telemarketers?

The TeleZapper is designed to "zap" calls made by predictive dialer computers by doing two things: first, by disconnecting predictive-dialed calls before you can be connected to a live telemarketer and second, by deleting your phone number from telemarketing computer lists. Whether the TeleZapper will affect computer-dialed calls from other sources depends on the type of computer equipment being used and how that equipment is programmed. Therefore, it may also "zap" calls from other organizations that use predictive dialer computers, such as

charitable organizations, blood banks, public safety and service organizations, market researchers, opinion and political pollsters, and academic institutions. Many organizations and communities do not rely entirely on computerized calling systems to reach you. Most have secondary means in place to contact or notify people with important information. Furthermore, these organizations can always contact you by simply dialing your phone number manually. Manually dialed calls will not be zapped. As such, you can contact organizations to determine if they use predictive dialers and, if so, to ask that your phone number be manually dialed or that alternate means be used in order to contact you. Finally, during times of severe weather or at any time that important public emergency notifications might be received, you can quickly and easily disconnect your TeleZapper to allow all calls, including those placed by computerized dialers, to be successfully completed.

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How do I know when I've "zapped" someone?
If you answer your telephone and there's no one there, the odds are that you just "zapped" a telemarketer. After a few weeks, you'll notice that you are receiving fewer and fewer of these calls.

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Why buy a TeleZapper instead of letting my answering machine or caller ID screen telemarketing calls?
The TeleZapper is the only product that emits a signal that "tells" predictive dialer computers your number is disconnected. Unlike answering machines or caller ID, once the TeleZapper's tone is emitted, your number is removed from the computer's call list. So, as time passes, you'll receive fewer and fewer annoying telemarketing calls. If the computer gets your answering machine, your number is put back into the database to be called again and again ... and again. Most telemarketing calls show up on Caller ID as "out of area" or "private". But since many callers are identified in these ways, it's difficult to know who's calling and whether or not you want to pick up the phone. The TeleZapper really is a better solution to keep telemarketers out!

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How do I install the TeleZapper?
The TeleZapper is easy to install. Simply plug it into any phone jack to cover all extensions and answering machines connected to that line. (Please note: Model TZ800 must also be plugged into an electrical outlet.) Plus, you have flexibility to place the TeleZapper anywhere in your home since you can plug the phone cord into a phone, into an answering machine, or directly into a phone jack.

If you use an answering machine on your phone line, it is important that you re-record your message and delay speaking for a few seconds to allow time for the TeleZapper tone prior to the start of your recorded message. Please be aware that all answering machines are different. If the delay until the recorded message is played is too short, the special tone may not play which will keep the TeleZapper from working.

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Do I need a TeleZapper for each telephone extension?
No. One TeleZapper covers all telephones and answering machines connected to the same line (telephone number). If you have two lines, you will need an additional TeleZapper for your other line.

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Do I need to use a special phone with the TeleZapper?
No. The TeleZapper works on any home phone line and with most types of phones.

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Will the TeleZapper interfere with my answering machine?

No. The TeleZapper will not interfere with your answering machine. In fact, the TeleZapper works with most answering machines to "zap" telemarketers when you are away or when you prefer not to answer the phone. When your answering machine picks up a call for you, the TeleZapper emits its special tone to "zap" the telemarketer. Your name will have been deleted from another telemarketing list and you won't have been bothered at all. A caller who wishes to leave a message on your answering machine will hear a short tone followed by your recording. A caller who wishes to leave a message on your answering machine will hear a short tone followed by your recording.

It is important that you re-record your answering machine message and delay speaking for a few seconds to allow time for the TeleZapper tone prior to the start of your recorded message. Also, please be aware that all answering machines are different. If the delay until the recorded message is played is too short, the special tone may not play which will keep the TeleZapper from working.

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I have voicemail from the telephone company. Will the TeleZapper work with this? Yes and No. Your telephone must go "off-hook" for the TeleZapper to emit its tone. As long as you pick up a call, the phone goes "off-hook" and the TeleZapper emits its tone to "zap" telemarketers. If, instead, the telephone company "answers" your calls through voicemail, your phone does not go "off-hook" and the TeleZapper cannot emit its tone. The TeleZapper will not interfere with the normal operation of your voicemail.

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Will the TeleZapper interfere with my computer or fax machine?

No. The TeleZapper does not interfere with the operation of your computer, your fax machine or other telecommunications or electronics equipment.

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Will the TeleZapper work on junk faxes?

Yes. If your fax number is dialed by a computerized predictive dialing system that is programmed to listen for disconnected numbers, the TeleZapper will "zap" your fax number from those calling lists.

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What's to keep telemarketers from just turning off the "disconnected" feature on their computerized dialing equipment?

Plenty! There are millions of non-working telephone numbers. Telemarketers succeed by efficiently connecting their operators to PEOPLE and then selling them something. The last thing they want is to waste time being connected to a non-working telephone number. Plus, when you've installed a TeleZapper, you're telling the telemarketer you do not want to talk to them. There are laws that support your right to privacy and most telemarketers really don't want to violate those laws -- they just want to talk to someone who might buy something.

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Does the TeleZapper block collectors' computer-generated calls made to collect legitimate debts?

By purchasing the TeleZapper from Privacy Technologies, you are making a choice to protect your privacy. Before the introduction of the TeleZapper, you may have used other methods to screen unwanted calls, such as Caller ID, Privacy Manager, and answering machines. The TeleZapper is simply another option for people who are concerned about maintaining their privacy. That right is a fundamental one and is, indeed, constitutionally protected.

The majority of telemarketing calls are computer dialed at random. The TeleZapper is designed to "zap" your phone number off telemarketers' computers. Whether the TeleZapper will affect computer-dialed calls from other sources, such as collection agencies, depends on the type of computer equipment being used and how that equipment is programmed.

Therefore, the TeleZapper may also "zap" calls from organizations, other than telemarketers, that also use predictive dialer computers. The TeleZapper will not "zap" bill collectors or other companies who dial a telephone number manually rather than through a predictive dialing computer. Back to top...

Does the TeleZapper block incoming calling card calls?

Privacy Technologies has learned that some long distance calling card manufacturers use a system similar to predictive dialing systems. Whether the TeleZapper will affect computer-dialed calling card calls depends on the type of computer equipment being used and how that equipment is programmed. Since the TeleZapper is designed to disconnect calls before a computerized predictive dialer can connect you to a live telemarketer/caller, there is also a chance that predictive-dialed calling card calls may not be completed.

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Does the TeleZapper create a computer virus for the caller?

The TeleZapper DOES NOT create a computer virus for callers. The TeleZapper simply emits a tone that most predictive dialer computers recognize as a disconnected number.

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