FIG. 2
FIG. 3

START

301 ACS INITIATES CALL

302 HUMAN AGENT CALLS

304 SHARED NODE/SWITCH FOR BOTH SUBSCRIBERS AND NON-SUBSCRIBERS

306 IDENTIFY THE CALLING CUSTOMER

308 IS CALLING CUSTOMER LISTED ON SUBSCRIBER DATABASE?

314 NO

316 COMPLETE CALL WITHOUT FUTURE ACTION

320 YES

322 IS DN ON THE DO-NOT-CALL LIST?

324 NO

326 YES

328 SEND RELEASE MESSAGE WITH A PREDETERMINED CAUSE CODE

330 ROUTE CALL TO ANNOUNCEMENT SYSTEM

334 PLAY CODED TONES

336 SEND VERBAL DISCONNECT ANNOUNCEMENT TO HUMAN AGENT

338 CALL IS BLOCKED

340 ANNOUNCE TO CALLER THAT # IS ON DNC LIST

342 REQUEST AUTHORIZATION OVER-RIDE

344 CODE ENTERED

346 CALL IS COMPLETED

348 NO CODE ENTERED

350 INCORRECT CODE

352 KEEP RECORD
FIG. 4

START

CREATE DO-NOT-CONTACT DATABASE 400

PERIODICALLY UPDATE THE DATABASE 402

MONITOR MESSAGES IN NETWORK 404

IDENTIFY SOURCE OF MESSAGE 406

IS MESSAGE SENDER A SUBSCRIBER? 408

YES

SCREEN MESSAGE TO FIND INTENDED DESTINATION 412

IS DESTINATION ON DO-NOT-CONTACT DATABASE? 414

YES

TRANSMIT MESSAGE TO DESTINATION 416

NO

AUTOMATICALLY BLOCK DELIVERY OF MESSAGE 410

SEND ANNOUNCEMENT BACK TO SENDER REQUESTING CANCELLATION OF MESSAGE 418