

Robi Call Block- Frequently Asked Questions (FAQ)

Q1: What is Robi Call Block?

A1: Robi Call Block Service is a unique call management solution that allows the subscriber to screen his/her incoming calls by selectively blocking/allowing which callers can reach his/her number. This service lets the user choose when and who they want to talk to thus ensures freedom of choice and privacy of the valued subscriber.

Q2: Who can use Robi Call Block?

A2: Robi Call Block Service is for all Robi subscribers (i.e. Postpaid and Prepaid). The service is especially useful for busy corporate executives who want to receive calls from CUG (closed-user-group) only, people in emergency conditions (i.e. willing to receive only urgent calls), people who wish to avoid specific callers to avoid prank/harassment calls and other types of nuisance calls (telemarketing, wrong numbers etc.).

Q3: How can I subscribe to Robi Call Block?

A3: Dial 8181 and after language selection press '1' to subscribe. You can also type **reg** and SMS to 8181.

Q4: After subscribing to Robi Call Block what do I need to do?

A4: After subscription you have the option to do the following:

- Creating your black list
- Selecting announcement to be played for black listed numbers
- Switching your screening condition to 'white list'
- Creating your white list
- Choosing announcement for non-white list numbers

Q5: What is 'black list' and when do I need it?

A5: When you want to block certain numbers from calling you, you can add them to your black list. As long as they are in the black list and your screening condition is set to 'black list' these numbers will not be able to establish connection to your number and will hear a predefined announcement instead.

Q6: What is 'white list' and when do I need it?

A6: When you want to allow only certain numbers to be able to call you and want to block all other callers except them, you define a 'white list'. Once numbers are defined in your white list and your screening condition is set to 'white list' then only your white listed numbers will be able to call you and all other callers will be blocked.

Q7: How do I choose my 'screening condition'? Can I have both 'black list' and 'white list' condition activated at the same time?

A7: By default, upon registration the screening condition is set to black list. To set your screening condition to white list you can SMS **swl** to 8181 or by choosing 'activate black list or white list' option from the IVR menu.

The 'black list' or 'white list' conditions are mutually exclusive so you can have either one of them but not both.

Q8: What will happen if I have some numbers on my 'White list' but my screening condition is set to 'black list' or vice versa?

A8: No matter what numbers are in your black list/white list, only the list concerned with your defined condition will be active. For example, when your condition is set to 'white list' numbers on your black list will remain unaffected and vice versa.

Q9: What will happen if the same number is in your 'black list' and your 'white list' at the same time?

A9: The caller will either be blocked (if condition is set to black list) or be allowed (if condition is set to white list) but not both since the 'black list' and 'white list' conditions are mutually exclusive.

Q10: What do I do when I want neither the 'black list' nor the 'white list' condition to be active, i.e. don't want to block or selectively allow calls?

A10: First make sure your screening condition is set to 'black list' condition. Then empty your black list (i.e. delete all number from your black list).

Q11: What will happen if my condition is set to 'black list' but there are no numbers added to my black list?

A11: Since there are no numbers in your black list, the black list function will not work and thus no caller will be blocked from calling you.

Q12: What will happen if my condition is set to 'white list' but there are no numbers added to my white list?

A12: Since none of the numbers are defined as 'allowed/white' and condition is set to 'white list' all callers will be barred from calling you. **CAUTION:** before you want to set your condition to 'white list' check whether you have a 'white list' defined first or else all callers will be barred from calling you.

Q13: Maximum how many numbers can I add to my black/white list?

A13: There is no such limit.

Q14: What will happen if I try to enter an incomplete number to black/white list?

A14: The system will not accept any incomplete number and will immediately respond to the user to re-enter the correct number.

Q15: How frequently can I update my black/white list (i.e. add/delete numbers)? Is there any minimum waiting period before the changes are made?

A15: There is no such constraint/waiting period, the lists can be updated as many times as you want and the change occurs instantaneously.

Q16: Maximum how many numbers can I add/delete at once?

A16: With 1 SMS you can add/delete one number. From IVR you can enter 1 number at a time to add/delete.

Q17: What are the announcement options?

Option 1: "This Robi subscriber is currently unable to receive your call. Please try again later".

Option 2: "This Robi subscriber doesn't wish to receive your call".

Option 3: "This Robi subscriber is currently in a meeting. Please try again later".

Q18: Can I block/allow numbers from other mobile networks (i.e. GP, Banglalink etc.)? Can I block/allow other types of phone numbers e.g. PSTN, International numbers (i.e. mobile and land phone)?

A18: Robi Call Block allows you to block/allow any type of number i.e. mobile numbers (local and/or international), or land phones (local and/or international). Just make sure you enter the number with

necessary prefix like area code, country code, STD code etc. For example to add BTCL numbers type as 02912XXXX, to add a mobile number from India +919822003534 etc.

Q19: Will my black/white list remain if I un-register from the service and then re-register later?

A19: No. every time you un-register your black/white list will be erased from the system. You will have to add them again.