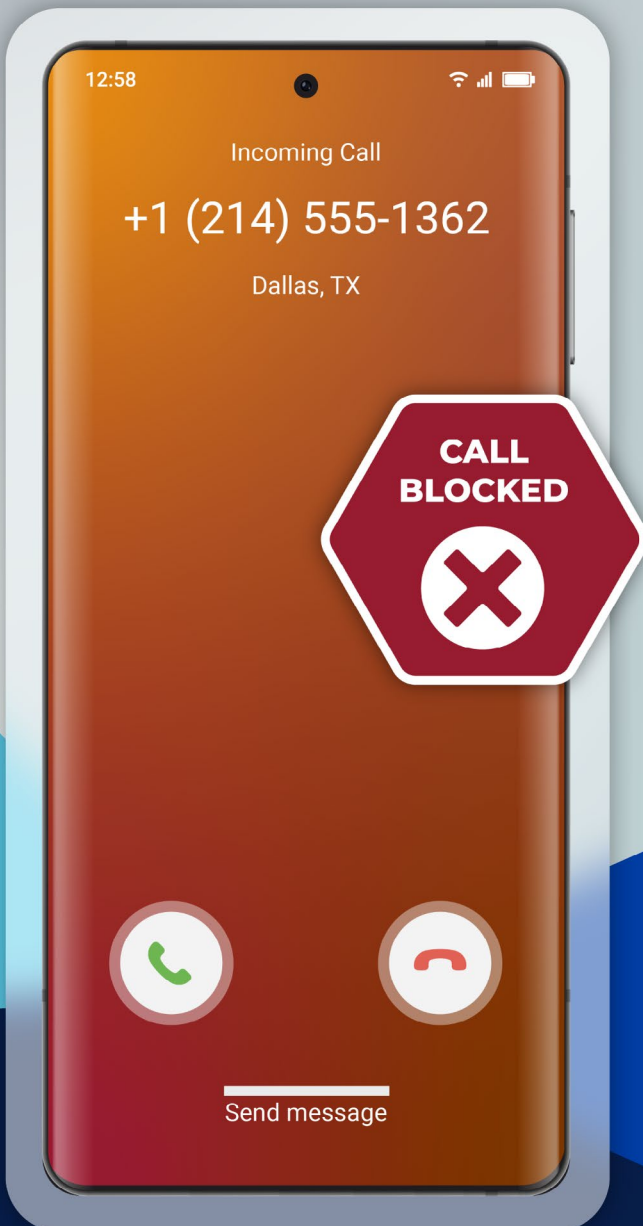


SENTRY® Call Blocking

How Enterprises Block Spoofed Calls Before They Reach Customers



SENTRY® Call Blocking: How Enterprises Block Spoofed Calls Before They Reach Customers



When a scammer spoofs your enterprise's outbound calling numbers, it puts your customers at risk for fraud. [SENTRY® Call Blocking](#) allows you to protect your customers, your reputation, and avoid costly fraud incidents by blocking fraudulent calls before they reach consumers. It authenticates outbound calls in real time, rather than flagging them as scam after the fact or even worse, the fraudulent call reaches your customer.

What are the Benefits of SENTRY?



**Prevents
Costly Fraud
Incidents**



**Protects
Brand
Reputation**



**Increases
Agent
Productivity**

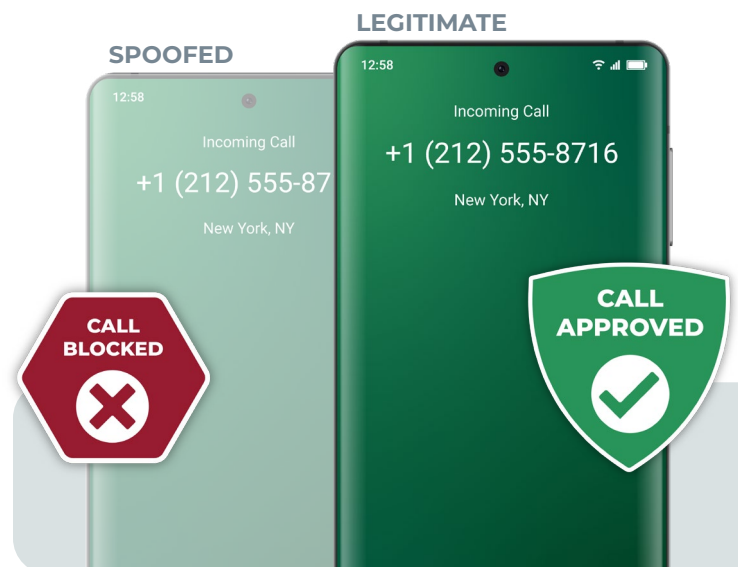


**Protects
Customers from
Bad Actors**

How Does SENTRY Protect Enterprises from Spoofing?

Before your call is placed, First Orion generates a time-limited key and shares it with the carrier network. When the call reaches the carrier, it checks that key — legitimate calls are delivered, and anything without a valid key is blocked before it ever reaches your customer.

SENTRY works across all major U.S. carriers and is especially critical for industries frequently targeted by impersonation fraud, including financial services, healthcare, and insurance.

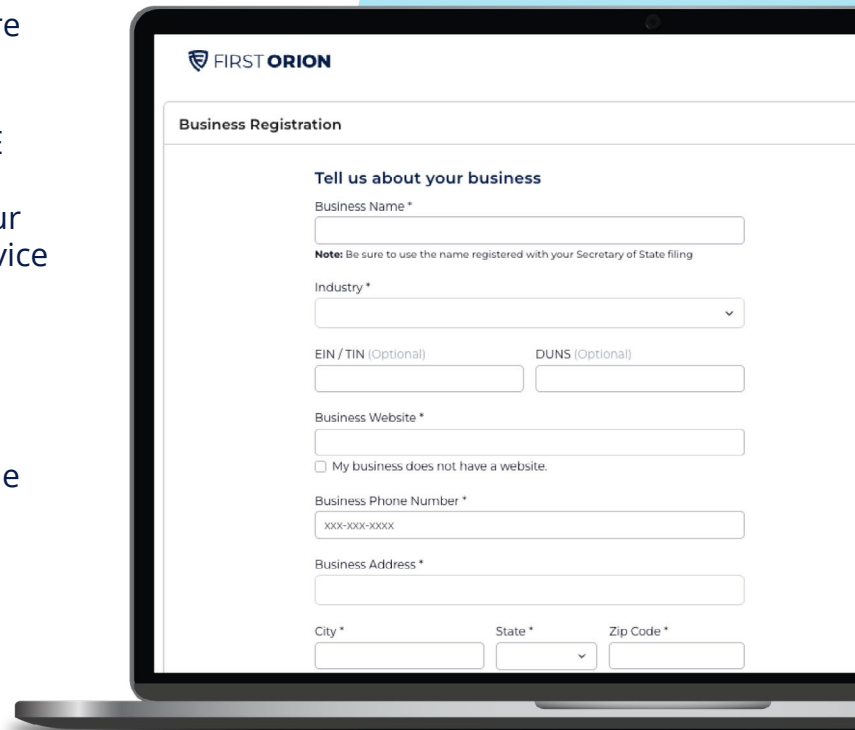


SENTRY® Call Blocking: How Enterprises Block Spoofed Calls Before They Reach Customers

How Do You Start Using SENTRY?

To get started using SENTRY Call blocking there are three things that must take place:

- 1** A business completes First Orion's [FREE Business Number Registration](#). Upon registration, First Orion verifies that your business is legitimate. This is a free service that is a pre-requisite to use several of First Orion's' product offerings.
- 2** After vetting of the business has been successful, vetting of each number that is submitted for SENTRY takes place. The business must submit the telephone numbers for each SENTRY program, so First Orion can establish Right of Use.
- 3** Next, the business chooses an integration method.

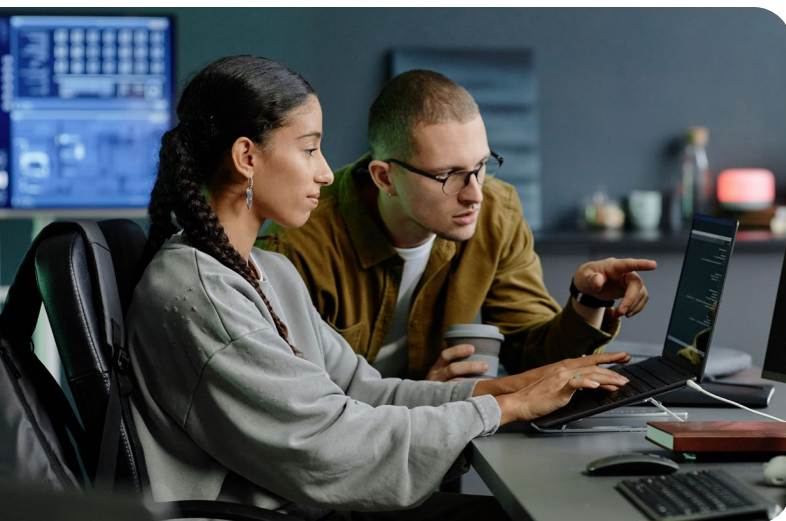


The image shows a laptop screen with the First Orion Business Registration form. The form is titled "Business Registration" and includes a section "Tell us about your business". The fields are as follows:

- Business Name * (text input)
- Note: Be sure to use the name registered with your Secretary of State filing
- Industry * (dropdown menu)
- EIN / TIN (Optional) (text input)
- DUNS (Optional) (text input)
- Business Website * (text input)
- ☐ My business does not have a website.
- Business Phone Number * (text input with placeholder xxx-xxx-xxxx)
- Business Address * (text input)
- City * (text input)
- State * (dropdown menu)
- Zip Code * (text input)

How Do You Integrate SENTRY?

SENTRY integrates with your existing phone system through a simple API or SIP integration. Both integration methods deliver the same outcome. Your method of choice is simply based on your current calling platform(s) and what works best for your business.



When you initiate an outbound call, your system sends the caller and recipient details to First Orion. First Orion generates a unique authentication key with a time limit for that specific call and sends it to the mobile carrier.

When the call hits the carrier network, the carrier checks for a matching valid key. If it matches, the call goes through normally. If there's no key — meaning someone else is trying to use your number — the call is blocked and never reaches the recipient. The entire process happens in real time with no impact on your legitimate call flow.

SENTRY® Call Blocking: How Enterprises Block Spoofed Calls Before They Reach Customers

How Long Does it Take for SENTRY to Become Active?

Call blocking is configured and monitored separately for each carrier. End-to-end implementation takes approximately 4-6 weeks (after successful integration with [Call Authentication](#)) depending on testing, approvals, and monitoring periods that comply with carrier agreements.

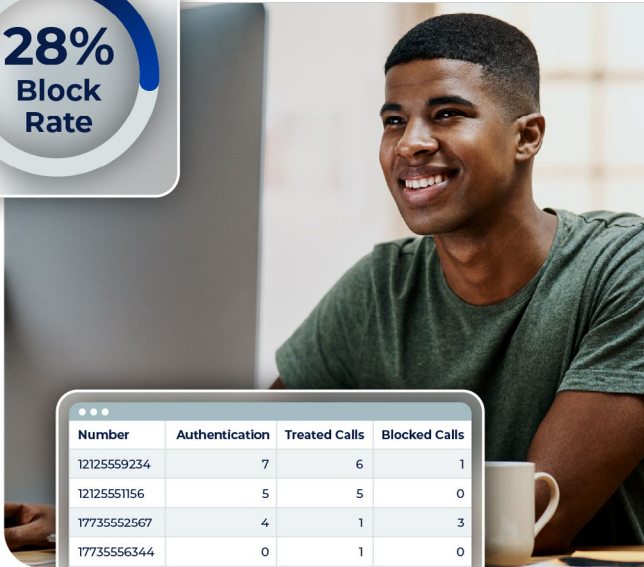
- **T-Mobile:** SENTRY is implemented after telephone numbers are vetted and approved.
- **Verizon:** SENTRY is implemented after the telephone numbers are vetted, approved, and have completed a 14-day blocking period on the T-Mobile network.
- **AT&T:** SENTRY is implemented after the telephone numbers are vetted, approved, and completed a 14-day blocking period on the T-Mobile network.

Carrier requirements vary, and each carrier’s monitoring period may last up to 21 days.

What Reporting Does SENTRY Offer?

Reporting for SENTRY Call Blocking shows five key metrics that can be exported into a CSV or Excel spreadsheet and filtered by Business Unit, program or date range:

- **Authentication Requests:** The number of API requests sent with outbound calls
- **Treated Calls:** The number of authenticated calls with branding delivered by [INFORM® Branded Calling](#).
- **Authentication Requests and Calls by Day:** The number of API requests and calls per day is shown graphically
- **Blocked Calls:** The number of calls that were blocked and not delivered to the called party
- **Blocked Rate:** A percentage of blocked calls to total calls terminating in the T-Mobile network.
- **Continued Calls:** The number of authenticated calls delivered to the called parties when SENTRY is used as a stand-alone solution and branding is not enabled



Number	Authentication	Treated Calls	Blocked Calls
12125559234	7	6	1
12125551156	5	5	0
17735552567	4	1	3
17735556344	0	1	0
12125558013	8	0	8
17735550205	5	4	1

Sign Up Today to Protect Your Business from Spoofing