

answerNet Compliance



**QUALITY CONTACT
SOLUTIONS**

An AnswerNet Company

If you aren't utilizing a regulatory compliance expert for your call center, you're putting both your business and your reputation at risk.

Quality Contact Solutions has a team of certified contact center compliance specialists who have earned the prestigious "Customer Engagement Compliance Professional" (CECP) certification. These regulatory experts have decades of experience guiding our call center clients to assure they are compliant with all state and federal regulations.

You may be aware that steep fines (upwards of millions of dollars in some cases), legal troubles, and a mark on your integrity may result from your lack of awareness or improper application of laws. Regulations vary from state to state, and federal laws change. Without proper guidance, you're putting your organization in unnecessary harm.

Avoid the trouble that comes with being unaware of the complicated regulatory red-tape of the call center industry.

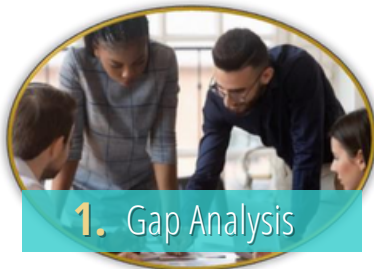
Relax and let us keep you compliant.

We're experts in evaluating and auditing telemarketing laws & regulatory compliance for:

- ✓ Telephone Consumer Protection Action (TCPA)
- ✓ Federal Communications Commission (FCC)
- ✓ Federal Trade Commission (FTC)
- ✓ Telemarketing Sales Rule
- ✓ Truth in CallerID Act
- ✓ Federal & State privacy laws
- ✓ Sarbanes-Oxley (SOX) Hotlines
- ✓ Third-Party Verification (TPV)
- ✓ Data security for remote workers
- ✓ Wireless telemarketing
- ✓ Do Not Call (DNC)
- ✓ Call Monitoring & Call Recording
- ✓ Scripts and required disclosures
- ✓ Auto-Dialer
- ✓ Predictive-Dialer
- ✓ Compliance training
- ✓ Record-keeping for compliance/ safe harbor
- ✓ Telemarketer & DNC Registration analysis
- ✓ Tax receipts for Canadian nonprofits
- ✓ PCI & SOC 2 assessment & consultation
- ✓ Learning Management Systems (LMS)
- ✓ "Stir/Shaken" analysis

How the Quality Contact Solutions Compliance process works:

3-Phase Plan



1. Gap Analysis

Our specialists conduct a comprehensive review of your policies, processes and documentation to determine which areas of your compliance program need to be upgraded or appended. We'll also suggest other best practices.



2. Focus Agreement

The Quality Contact Solutions team works with you to implement the changes required to bring your call center into compliance.



3. Deliver Success

To ensure your call center maintains compliance status, our team monitors your compliance program for 6 months and provides recommendations as needed.

For a complimentary assessment of your compliance risks, contact:

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