

Contact Center Compliance launches new Legal Telemarketing online resource “The Compliance Guide”

Santa Rosa, Calif., June 24, 2009

Contact Center Compliance (DNC.com) is pleased to announce the launch of the new and most complete Online Compliance Resource ever created. This powerful resource is designed to put a matrix of legal opinion, designed and backed by industry leading attorneys, at the fingertips of every Compliance Officer, Teleservices Attorney and Call Center Professional in the industry. The Compliance Guide is built on a first-of-its-kind comprehensive database that includes over 1200 federal and state rules and regulations. This indispensable resource provides a comprehensive and complete toolkit to help teleservices professionals manage their compliance and avoid costly mistakes. The Compliance Guide includes the ability to review compliance practices at a high level, analyze and remedy deficiencies plus conduct specific research into the compliance areas of interest. This new product will save companies thousands on their legal bills and significantly streamline the legal research and analysis process.

Attorney Joe Sanscrainte, “This is the most complete and easy to use compliance tool I have ever seen. It is user friendly and makes it easy for teleservices companies to determine where they have exposure at the state and Federal level within their calling campaigns.”

“The new online compliance guide resource applies technology to a complex legal database to yield a cost effective, easy to use tool that will help you with state registration, gap analysis and ongoing legal analysis and support”, says Mike Kovatch, CEO of Contact Center Compliance (DNC.com). “We built this product in an effort to offer the best compliance guide available along with a set of tools to assist in the interpretation of the data, because at the end of the day our clients need to know the answer to the question ‘What can we do and how can we do it within the scope of the rules?’ This product delivers just that.”

Compliance Guide Features

- * **Compliance Gap Wizard** - determines which areas of telemarketing regulations apply to your organization and then builds you a customized checklist of compliance steps, each linked to the appropriate ATA-SRO standard.
- * **Exemption Master** - determines, in minutes, the states and associated registration fees and/or exemptions that apply to your particular call campaign. Notifies you of any change in DNC law that may affect your campaign.
- * **DNC Regulatory Information** - faster and easier way to navigate and research any DNC regulatory topic. View content and summary information for any number of states or view key information in a chart format. Each regulatory rule provides a citation which links directly to the specific paragraph in the full text of the state or federal statutes.
- * **State Summaries & Statutes** - compiled database of all relevant DNC statutes for all states, which has been specially formatted for easy reading and navigation.
- * **DNC Map** – interactive USA map that quickly identifies calling rules and DNC metrics for over a dozen DNC scenarios.
- * **FAQ's** - Legal Telemarketing Frequently Asked Questions
- * **Legal Telemarketing Forum** - Share your Do Not Call comments and questions with

industry professionals and DNC experts.

"The Compliance Guide is amazing! The user friendliness and ease of navigation throughout the site is incredible. The content is staggeringly inclusive. There are wizards and checklists and maps, oh my! This product will save hours of trudging through federal and state regs. Had I not seen it for myself, I would not have believed that it was possible to have such a comprehensive, full service, one-stop-shop." - Sheryl Cloyd, Director of Licensing & Compliance for Sitel.

As the leader, for over 6 years, in providing online "Do Not Call" compliance solutions, Contact Center Compliance (DNC.com) offers software as a service (SAAS) solutions that seamlessly manage the entire "Do Not Call" compliance process for a call center. Contact Center Compliance offers products that reduce the complexity of US and Canadian telemarketing laws concerning Do Not Call, wireless, and exemptions - including Existing Business Relationships - with an award winning set of enterprise-level software solutions.

Contact Center Compliance customers include contact centers and marketers from around the world. The Contact Center Compliance network generates over one billion scrubs per month and has a perfect track record in compliance. For more information regarding the Compliance Guide, attend the [June 30th Compliance Webinar: "The Next Generation Tools for Telemarketing Compliance"](#) or contact Mike Kovatch, CEO of Contact Center Compliance (DNC.com) at mike@dnc.com or call 866-362-5478.