



DIAMOND RESORTS INTERNATIONAL® SELECTS CONTACT CENTER COMPLIANCE

Leading resort and vacation ownership group partners with Do Not Call compliance technology leader

Santa Rosa, Ca – September 4, 2008: Diamond Resorts International® (DRI) has selected Contact Center Compliance to be the sole provider of “Do Not Call” regulatory solutions for its membership sales and service center. Contact Center Compliance is a leader in real-time compliance services for the resort and contact center industry. Diamond Resorts International® is one of the largest vacation ownership companies in the world with more than 110 branded and affiliated resorts in 14 countries.

Contact Center Compliance provides the tools and information necessary for member users to stay compliant and up-to-date in regard to the ever-changing regulatory requirements that govern the teleservices and resort industry. Contact Center Compliance products include comprehensive Federal and State business relationship tools to maximize exemptions while delivering tools to integrate with data facilities at Diamond Resorts International® for a centralized and seamless compliance network. Contact Center Compliance’s Do-Not-Call data-scrubbing and customer management product, DNCScrib™ provides users with the best Web-based data-scrubbing product and service available today that allows clients to integrate with internal processes and external vendors for comprehensive and failsafe compliance coverage

Adds James R. Danz, RRP, Chief Marketing Officer, Diamond Resorts International®, “Partnering with Contact Center Compliance adds a layer of technology solutions to DRI’s state-of-the-art national customer care center and helps to ensure its commitment to providing our owner member families and consumers with leading edge technology and hospitality services. As both companies are members of the ATA (American Teleservices Association) we both believe in the integrity of our customer service touch points and ethical call center practices by following the guidelines set by the ATA to exceed State and Federal standards.”

Mike Kovatch, CEO of Contact Center Compliance said, “We are honored that Diamond Resorts International® has chosen to utilize our “Do Not Call” management solutions. We look forward to supporting their continued growth with the best contact center compliance solution available in the market today.”

About Diamond Resorts International

Diamond Resorts International®, with global headquarters in Las Vegas, Nev., is one of the largest vacation ownership companies in the world with more than 110 branded and affiliated resorts and nearly 23,000 guest beds in 14 countries with destinations throughout the continental United States and Hawaii, Canada, Mexico, the Caribbean and Europe. Offering simplicity, choice and comfort to more than 370,000 owners and members through the branded service of more than 5,500 team members worldwide, Diamond Resorts International® is dedicated to providing its guests with effortless and relaxing vacation experiences every time, for a lifetime.

About Contact Center Compliance

Contact Center Compliance reduces the complexity of Federal and State telemarketing laws concerning Do Not Call, wireless, and exemptions-including Existing Business Relationships- with an award winning enterprise level technology solution including the winner of the prestigious 2005 ARDA Circle of Excellence (ACE) Innovator Award. As the leader in full-service compliance solutions, we seamlessly manage the entire compliance process through the entire customer relationship. Our

customers include contact centers and resorts around the world with over one billion scrubs per month with a perfect track record in compliance.

For more information on Contact Center Compliance's products, contact Mike Kovatch or Ryan Thurman at 866-362-5478 (mike@dnc.com or ryan@dnc.com) or visit www.dnc.com