

# Excel TeleBlock® Service

## TODAY'S DO-NOT-CALL ENVIRONMENT

Based on the Federal Communications Commission's (FCC) 2004 report, there were 93 investigations into companies alleging the unlawful calling of consumers, whose names had been placed on the National Do-Not-Call (DNC) Registry. The FCC issued 15 citations for DNC violations; with two of the 15 companies only *having a single complaint filed against them*. More recently, a large satellite television provider will be required to pay \$5,350,000 in fines and penalties. This is the largest civil penalty the Federal Trade Commission (FTC) has announced for a violation of the DNC provisions of the Telemarketing Sales Rule (TSR).



It is important to note that in addition to the National Do-Not-Call (DNC) Registry, there are currently 43 states that enforce some type of DNC legislation. These 43 states are segregated into two separate groups:

- Twenty-six (26) states that use the National DNC Registry as the official state list.
- Seventeen (17) states that maintain independent DNC programs.

The Federal vs. State specific requirements add yet another level of complexity and opportunity for unintentional violations.

### An Effective Tool for your call compliance

Excel TeleBlock® Service is a completely automatic call blocking service that maximizes call compliance with federal, state, ported wireless and individual company-specific DNC lists. This service is optimal for companies who place outbound calls for the purposes of:

- Selling goods and services
- Conducting opinion research
- Fund raising

Companies, who do not subscribe to a call blocking service like Excel TeleBlock® Service, typically rely on standard scrubbed lists or their own in-house methods for compliance.

Scrubbed lists are time sensitive, prone to human error, and do not have a self-updating capability to remain fully compliant with DNC rules. Scrubbed lists also do not have historical tracking of all call activity as well as third party verification from the most trusted name in DNC compliance. In-house methods require a high investment of time and money, which results in lost productivity and more importantly, inaccurate lists.

Why take the unnecessary and unknown risk of violating the countless and ever-changing DNC rules that may result in fines and penalties?

**Excel TeleBlock® Service customers have not had one single DNC violation since its inception on 3/12/99.**

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## Excel TeleBlock® Service Lists

Over and above the National DNC registry, Excel TeleBlock® Service maintains four additional types of lists:

**State Lists** – Seventeen (17) states currently operate their own DNC lists and can impose severe penalties to non-compliant violators.

**Ported Wireless Lists** – A dynamically changing list of wireline numbers ported to wireless numbers that cannot be dialed from companies utilizing “automatic telephone dialing systems” and/or “predictive dialers”.

**Internal DNC Lists** – Centralized company-specific DNC lists of persons who have ‘opted out’ and do not wish to receive telephone solicitations. These lists are updated and maintained by the customer.

**Allow/Override Lists** – Customers have the option to override blocked numbers appearing on federal, state and ported wireless DNC lists as necessary. These lists are updated and maintained by each individual customer.

## Excel Teleblock® Service Features

Available today for customers subscribing to Excel TeleBlock® Service:

- **Automatic List Updates** —The National DNC registry, State DNC lists and the ported wireless list are updated in our automated systems based on the frequency mandated at the federal and state level.
- **Web-Enabled Database Management** —This feature allows customers to update their proprietary DNC database at any time via a secure website. Multiple offices have access to the same DNC data in real time and data can be updated in a variety of methods to include manual entry, bulk file upload and automated FTP client.
- **Historical Reporting** – This feature includes customized reporting that allows each customer the ability to verify all additions and deletions to their DNC list(s). Subscribers also have the ability to generate, view, print and download customized calling reports. Your data is archived online for 3 months or longer upon special request.

- **No Major hardware/software costs** – As your access is via the Internet, only a PC and Internal Service Provider (ISP) are required.

## About Excel Telecommunications

Excel is a leading provider of long distance, wireless and data services to businesses, resellers and telecommunications dealers worldwide.

With strong financial backing and a mission to become the world's largest independent provider of wholesale voice services, Excel is developing the business relationships and strategic alliances it takes to help enable its channel partners to become more profitable in the voice services market.

Comtel Telcom Assets LP, owners of Excel, completed the purchase of substantially all the assets of VarTec Telecom and its sub-brands, VarTec Solutions, OneChoice and Excel in June 2006.

**For more information about Excel Telecommunications products and services, call 800-871-0999 or visit [www.excel.com](http://www.excel.com).**