

Where the only call that matters is yours....

## Outbound Services

Appointment Setting

Lead Generation

Tele-Selling

Seminar Booking

Client Reactivation

## Inbound Services

Customer Service

Lead Capture

Up-Selling

Advertising Response

Voice Broadcasting

Data Entry

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[www.qcssinc.com](http://www.qcssinc.com)

## QCSS Inc. National "Do Not Call" Policy 2010

In accordance with the Telephone Consumer Protection Act (TCPA), and rules of the Federal Communications Commission (FCC) and the Federal Trade Commission (FTC), QCSS Inc. has established the following "Do Not Call" Policy.

- 1) QCSS Inc. hereby agrees to abide by the provisions of the TCPA, and the Telemarketing Sales Rule (TSR) of the Federal Trade Commission as amended on January 29, 2003.
- 2) As a company, QCSS Inc. does not create cold-calling lists for use by its sales licensees, assistants and/or employees. Individual sales licensees and/or their assistants may create and maintain such lists, which are subject to the provisions of this Policy.
- 3) QCSS Inc is a registered subscriber to the National Do Not Call Registry, and maintains a National Do Not Call list for telephone area codes and updates this list at least every ninety (90) days. This list is maintained by our compliance department and is made available to all managers, and employees via predictive dialing software.
- 4) QCSS Inc. maintains a company-specific Do Not Call list, updates this list whenever a consumer makes a request to be added, and cross-references this list with the National Do Not Call list every thirty (30) days. This list is maintained by our Compliance partner.
- 5) QCSS Inc. holds regular training sessions yearly to enforce compliance with this policy for all its sales licensees, assistants and employees of the company.
- 6) QCSS Inc. maintains records documenting its procedures to prevent calls to any telephone number on its company-specific Do Not Call list or the National Do Not Call Registry. Telephone records are also maintained to document consumer-initiated calls and inquiries to establish a business relationship as well as all verifiable authorizations or records of express informed consent or express agreement to call.
- 7) QCSS Inc. understands that consumers have certain rights under the law, including:
  - Anyone making a telephone solicitation call to a consumer's home must provide his/her name, the name of the entity on whose behalf the call is being made, and a telephone number or address at which the consumer may contact that entity.
  - Consumers may request a copy of this Policy as well as the company-specific Do-Not-Call list.
  - Consumers may request their telephone number be placed on our company-specific Do-Not-Call list, and it will remain on this list for five (5) years from the date of such request.
  - Consumers may file a complaint on-line at [www.donotcall.gov](http://www.donotcall.gov) or by calling 1-888-382-1222 (TTY 1-866-290-4236).
- 8) QCSS Inc. understands that the law prohibits misusing a Do Not Call list, denying or interfering with a person's Do Not Call rights, calling outside the permissible hours of 8 a.m. and 9 p.m., abandoning an outbound telephone call, failing to transmit Caller Identification information, using threats, intimidation, or profane or obscene language, or causing any telephone to ring or engaging any person in telephone conversation repeatedly or continuously with intent to annoy, abuse, or harass.
- 9) As your partner we maintain the highest integrity with not only your customers and opportunities but also with our regard to all Compliance laws. If you have any questions do not hesitate to give us a call.