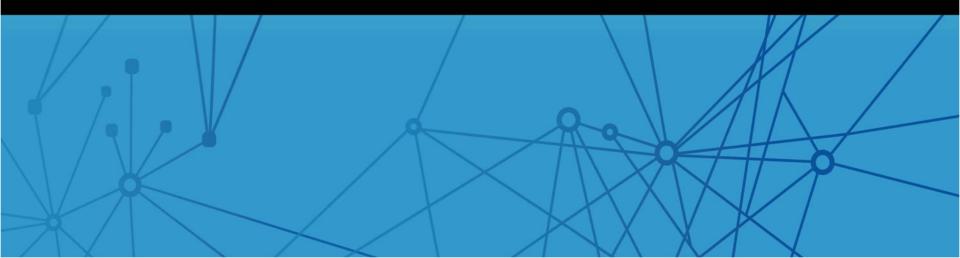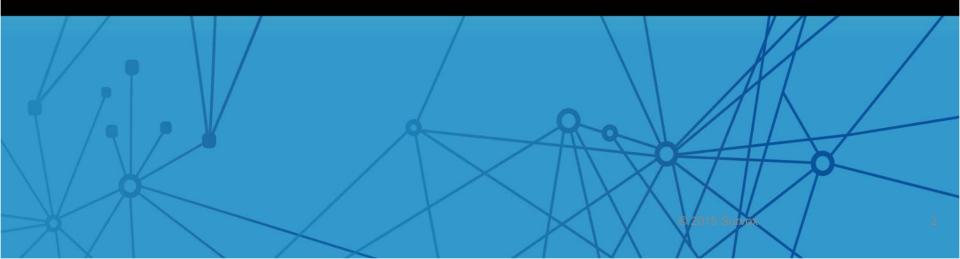# Cell Phone Dialing and TCPA Compliance

2015 Survox Summit

TCPA Panel

TCPA Panel | Dialing Practices

- **Goal**: Explore current approaches to compliance

- Panelists
  - Jim Loepker, MaritCX
  - Don Ludemann, Thoroughbred Research Group

TCPA Panel

- Jim Loepker, Systems Analyst
  MaritzCX

Maritz CX

- Began working at Maritz Research/CX in October of 2000.
- Switched from project management to Survox programming in 2004.
- Currently maintains and enhances Maritz' standardized CATI software code blocks
- Develops new products for transcription and translation, interviewer monitoring, and soundfile delivery as well as help enhance our interviewer/reporting portal, CMDR.

::: SURVOX

TCPA Panel

Don Ludemann – Director Software Engineering,
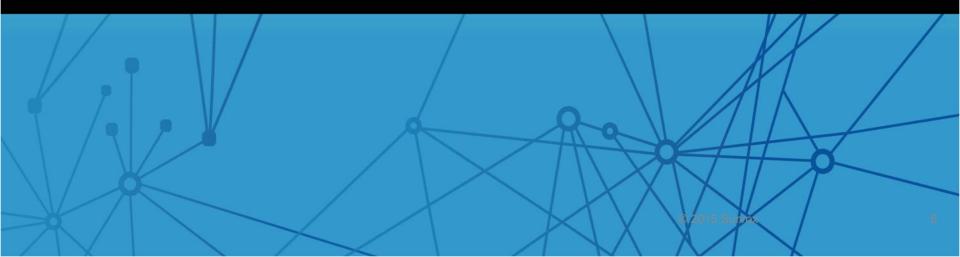**Thoroughbred Research Group**

- Don has been writing software for others since 1982. With 20 years of market research specific programming experience, Don has worked on CATI, mail and web based studies.

- He worked with a team that built systems from the ground up and saw them through to production.

- He has worked with teams to create reporting portals for several Fortune 500 companies.

- His specialty is troubleshooting processes and debugging software.

SURVOX SUMMIT
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Open Discussion

Open Discussion Questions

- What are your initial impressions of the presentation we just heard? Do you think it will have any effect on how your company deals with the TCPA regulations in the short term? How about long term?

- Are the current TCPA regulations pushing your company to do surveys using other methodologies such as mail or on-line?

- How are DNC files used today?   How can Survox help improve this process?

- What is your company doing to deal with cell numbers that have been ported from land lines?

Open Discussion Questions

- Does the existing targeted flag in the sample help with dealing with this issue or are most of your studies done by splitting the sample into 2 separate studies using an entirely different methodology for the cell phones?

- Do you have different processed for handling the various sample sources such as opted-in, listed, client supplied, or RDD?

- How do you handle requests to record surveys when you are NOT able to dial the call through a "autodialer"?

- How can Survox assist you in meeting your company's TCPA requirements?

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