



Cell Phone Dialing and TCPA Compliance

2015 Survox Summit

The background of the slide is a network diagram with a teal-to-blue gradient. It features a complex web of thin lines connecting various nodes. Some nodes are represented by small circles, while others are squares. The connections are dense and crisscross the entire frame, creating a sense of interconnectedness.

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



- 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.



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.



The background of the slide features a network diagram with various nodes and connecting lines. The top and bottom sections are light blue, while the middle section is black. The network diagram consists of several nodes, some represented by circles and others by squares, connected by thin lines. The nodes are distributed across the entire slide, with a higher density in the top and bottom sections.

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 processes 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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