



TCPA CHECKLIST

A guide to helping your organization measure its compliance posture

- Train all telephone agents on their compliance responsibilities prior to engaging with customers
- Only call consumers between the hours of 8AM and 9PM according to the consumer's location
- Scrub telephone numbers against the National DNC Registry when no exemption exists
- Disclose on calls an agent name, company name, and contact information
- Honor all do-not-call requests as soon as possible and keep a centralized list of such requests along with date requests were made
- Only use autodialers or prerecorded messages for sales purposes with prior express written consent
- Ensure a process exists to honor all revocations of consent when using autodialers or prerecorded messages for informational purposes
- When predictively dialing, the abandonment rate for calls answered by a live person shouldn't exceed 3% in a 30-day period (per campaign)
- Include an automated opt-out feature in abandonment messages and prerecorded messages
- Monitor and enforce internal (and external 3rd parties) for compliance