

In an industry that is constantly changing, TMC is on the forefront of the latest pricing, equipment, and policies so that your company can make sound decisions based on the most recent information available. Recently, telecom carriers have begun making policy changes regarding standards for call completion and minimum call duration.

Because of our valuable partnership with you, we are equipped and are ready to help you through this transition to these policy changes. By taking a close look at your call

patterns, you will be able to run your business at optimum productivity and in full compliance with these new policies.

For those customers who do heavy outbound dialing with automated dialers or predictive dialers, the risk of low call completion rates and below threshold minimum call lengths are significant. TMC has put together some information to help you mitigate that risk.



## Start with a Fresh List

- Keep your lists up-to-date and free of potential bad numbers
- Remove numbers that are consistently busy when you call them
- Remove ring no answer numbers after three missed contacts
- Remove disconnected numbers immediately
- Remove non-standard numbers including toll-free numbers

## Ensure More Call Completions

- Make sure your equipment does not hang up before the fourth ring
- Avoid calling numbers sequentially
- Avoid overloading your phone lines by setting the number of calls dialed to a number your staff can't handle
- Set your reattempt calls for five or more minutes
- Set your equipment to remain connected for at least 7 seconds of a completed call

## ISDN/PRI SIP Codes

- Manage "ISDN/PRI Cause Value" or "SIP Response codes" to remove unwanted numbers

## Non-ISDN/SIP Trunk Groups

- Set your Guard Timer to 800ms to avoid locked channels
- Use E & M Wink instead of E & M Immediate signaling
- Set your dialing equipment to receive and interpret SIT Tones in order to remove disconnected numbers from your dialing lists

As a reseller with long-standing partnerships with many Tier 1 carriers, TMC remains committed to providing the highest level of service at the lowest available cost. It's important to us that your business is not impacted by these new policies. We encourage you to review your calling patterns regularly and call us immediately if more than 10% of your completed calls are 6 seconds or less or if you notice you are completing fewer than 50% of your calls. We're here to help—please contact your telecom consultant or TMC directly at 888.999.1155.

With a 99% customer retention rate, TMC sets the standard for customer service. We look forward to working with you to keep you informed of any changes in the telecommunications industry.