

# Do Not Call Compliance Statement

(state and federal regulation attached)

of

## ***VOICE BLAZE, INC.***

Rev: November 11, 2006

### **DO NOT CALL POLICY AND PROCEDURE**

It is the policy of Voice Blaze, Inc. to fully comply with all applicable "Do Not Call" laws and regulations regarding wired and wireless telephone communications (whether by live, artificial or prerecorded voice, telephone facsimile machine, computer or otherwise) to any covered telephone line or number. In a good faith effort to so comply and to provide consumers with an opportunity to exercise their "do not call" rights, Voice Blaze, Inc. hereby establishes, and will implement, the following procedures:

- (1) No representative of Voice Blaze, Inc. shall initiate any telephone solicitation, as defined by law, to any residential telephone subscriber before the hour of 8:00 a.m. or after 9:00 p.m. (local time at the called party's location).
- (2) Voice Blaze, Inc. shall maintain a "company specific" do not call list and shall promptly honor a request to be placed on the company's do not call list within a reasonable time of such request, not to exceed 30 days from the date of said request. Each entry on such "company specific" do not call list shall be retained for at least five (5) years or until the requester makes a further written request to be deleted from said list. The Company specific do not call list shall be readily available, by written request, from our Administrator, TSR Consultants. Likewise, Voice Blaze, Inc.'s company Do Not Call list, will integrate with the total Company Do Not Call List of all clients of TSR Consultants. Said list will be held in the strictest confidence.
- (3) Voice Blaze, Inc. shall periodically purchase or otherwise obtain from the Do Not Call Administrator, not less frequently than every three months or such lesser time as may be prescribed by law, the applicable National Do Not Call database for the area in which Voice Blaze, Inc. makes telephone solicitations for the purpose of compliance with the "do not call" provisions of state and federal law. A copy of the National Do Not Call database shall be readily available as follows:

The Do Not Call data will be updated every 10 days, not to exceed 15 days, to provide the most accurate information. Said data will be held on the server of TSR Consultants.

- (4) Prior to making any telephone solicitation, a representative of Voice Blaze, Inc. shall check both the "company specific" do not call list and either the most recent applicable Do Not Call National database or Voice Blaze, Inc.'s download of this database to ensure that no call is placed to a residential telephone subscriber listed therein unless (a) Voice Blaze, Inc. has the subscriber's prior express permission, evidenced by a signed written agreement which states that the consumer agrees to the contact by Voice Blaze, Inc. and includes the telephone number to which the call may be placed, (b) the company representative making the call has a personal relationship with the recipient of the call (a personal relationship means that the person called is personally known to the caller), or (c) for all calls prior to January 1, 2005, Voice Blaze, Inc. has an "established business relationship," as defined by law, which is

such to create an expectation on the part of the consumer that a particular company will call them. An established business relationship with one company may extend to an affiliate of that company if the consumer would reasonably expect the affiliate to be included as part of the relationship. The test is the reasonable expectation of the consumer as to which company could call them. An established business relationship means Voice Blaze, Inc. has closed a transaction or completed a purchase with the telephone subscriber within 18 months prior to making the call or an inquiry or application has been made by the consumer to Voice Blaze, Inc. or its representatives within three months prior to the making of the call. An application or inquiry must be of such a nature that the consumer would expect to receive a call from Voice Blaze, Inc.. The representative of Voice Blaze, Inc. shall also check any applicable "cease-and-desist" list issued pursuant to Real Property Law' 442-h(2) and shall not call a residential telephone number on the cease-and-desist list.

- (5) The use by any representative of Voice Blaze, Inc. of any artificial or pre-recorded messages delivered by an automatic telephone dialing system shall identify Voice Blaze, Inc. and Voice Blaze, Inc.'s telephone number or address. No representative of Voice Blaze, Inc. shall use any system which blocks the transmission of caller ID information. All representatives of Voice Blaze, Inc. (whether employees or independent contractors) shall advise the Administrator in writing of the fact that such a system is being used.
- (6) It is Voice Blaze, Inc.'s license law duty to comply with all applicable do not call laws and to supervise affiliated licensees. Therefore, each representative of Voice Blaze, Inc. shall undergo periodic training as to the applicable law regarding telephone solicitations, including a review of the applicable rules regarding do not call restrictions, and shall be subject to discipline, up to and including termination, for any failure to participate in such training and any failure to comply with Voice Blaze, Inc.'s Do Not Call Policy and Procedures, as well as all applicable legal provisions.
- (7) In accordance with correspondence from the Federal Trade Commission, which the Administrator holds in its office, Voice Blaze, Inc. will make a copy of this statement available to any consumer who asks for it. The administrator shall send the statement via US Priority Mail in a reasonable amount of time following the consumer's request, on the benefit of Voice Blaze, Inc..
- (8) In the event of any questions regarding the provisions of applicable law or this Do Not Call Policy and Procedure, the representative of Voice Blaze, Inc. shall promptly contact [TSR Consultants, of 2882 Baylis Ann Arbor, MI 48108, or by phone at (866) 331-250] to obtain clarification.