



## COMPLIANCE SUITE OF SERVICES



# We put you in control of your compliance needs.

The Nexxa Compliance suite of services puts you in control of your compliance, with direct reporting and tracking of all scrubbed programs.

With over 230 million phone numbers and growing on the various DNC databases, maximizing the number of phones you can call while staying compliant is crucial. Doing it right is the difference between you leveraging a viable channel and unnecessary litigation.

We scrub over 100 million records per year, the compliance platform scrubs over 70 billion records per year. "Zero" violations, fines or lawsuits incurred by our clients.

Nexxa Compliance Suite helps protect your assets and your brand image.

- Provides centralized visibility into your program compliance
- Offers various access points to easily integrate into your operations
- Offers various levels of reporting and proactive notifications
- Reduces the heavy lifting internally
- Demonstrates an organized effort for managing compliance



## COMPLIANCE SUITE OF SERVICES



# Help protect your assets and brand image

The Nexxa Compliance suite of services has everything you need - all in one place.

- TCPA & DNC Suppression
- Wireless ID
- Ported Wireless Line Suppression
- Internal DNC
- VoIP ID
- Active Litigator Scrub
- EBR- Existing Business Relationship manager
- Channel Partner Manager Compliance Program
- TCPA Right Party Contact Verification
- TCPA Internal DNC Database cleanup
- Reassigned Number Database
- Compliance monitoring
- Call ID Monitoring- labeling
- Lead ID, transparency and tracking
- Consumer Identity Verification
- Data Research- claim inquiry



## SCRUBBING SERVICES



# TCPA & DNC Suppression

- FTC – Federal DNC Database
- State DNC Lists
- Internal DNC Lists
- EBR – Existing Business Relationship Lists
- Wireless & Wireless Ported Number Database (FCC) – Required subscription
- VoIP ID – Add-on subscription
- Active Litigator Scrub – Add-On subscription
- FCC- Reassigned Number Database (RND) + Right Party Contact verification

### Best Practice Documentation

- All input records are time and data stamped for processing, providing your record of proof.
- Centralized compliance
- Insight reporting for scrubbing activity

### Service

- Web Access Interface
- RESTful API for fast web integration
- Real-time services for CRM & Dialer integration



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# DNC Channel Partner Compliance Manager

## A Nexxa Exclusive Program

Provides marketers with real-time DNC compliance services, through an easy to use, secure web interface. The service can be customized to manage internal telemarketing programs as well as channel partners calling on your behalf.

### Key Benefits

- Protect your brand image from unnecessary claims
- Increased confidence in your corporate compliance
- Provides easy management for compliance
- Ensures company specific compliance requirements are met and consistent
- Demonstrates an organized effort for managing compliance
- Offers 24/7 access to review and monitor scrubbing activities
- Minimizes the risk of channel partners NOT following compliance guidelines
- Program participants are offered Nexxa leads that are Net callable at time of delivery



## COMPLIANCE SUITE OF SERVICES



# RND & TCPA Right Party Contact Processing

Helps clients mitigate TCPA risk, by identifying the wireless numbers that have been reassigned and by offering identity verification to verify called party consent.

## Why is this needed?

FCC says called party is the actual current subscriber or regular use of the number and originally allowed for one free call exemption, BUT this safe harbor was removed in March 2018.

## What programs does this impact?

- Customer Engagement
- Customer Renewal
- Customer Win Back
- Text (SMS) Programs



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# TCPA Right Party Contact Processing

Helps clients mitigate TCPA risk, by identifying the wireless numbers and by offering identity verification to verify called party consent.

## Best Practice Recommendation

It is suggested that you run this process prior to a calling campaign to guarantee the most accurate information possible prior to calling.

## Impact if you choose not to be compliant

- Civil penalties of \$18,936 per violation
- Private Right of Action
- \$500 per call violation – with potential to \$1500



## COMPLIANCE SUITE OF SERVICES



# FCC-RND Processing for TCPA Right Party

Only safe harbor protection from liability offered under the FCC. Helps clients mitigate TCPA risk, by identifying wireless numbers that have been recently reassigned according to the FCC Reassigned Number Database.

### Best Practice Recommendation

It is suggested that you run this process every 30 days & prior to wireless SMS/calling campaign to guarantee the most accurate information possible. The database provides wireless reassigned data back to Jan 27, 2021, to current date.

### High Value Benefits:

- Rest API or batch processing
- Subscription management
- Centralized compliance & documentation
- Updated every 30 days

Nexxa is an Authorized Agent, Contact us for registration to access the FCC RND Database.



## FRAUD PREVENTION



# Lead ID Management

A better way to manage your D2D and OTM enrollment process through TPV by reducing the high percent of enrollments paid that end up as invalid or dropped



Why is this needed?

- Reduces the risk of agents marketing into areas that are restricted which can cause regulatory complaints
- Improves cost of enrollments

What programs does this impact?

TPV, D2D primarily





## FRAUD PREVENTION



# Nexxa Energy Risk Services

Our service provides the Energy Industry with an effective tool to combat the threat of unauthorized customer account opening, debt collection, and identity theft.

### Why is this needed?

Our service provides the Energy Industry with an effective tool to combat the threat of unauthorized customer account opening, debt collection, and identity theft.

### What programs does this impact?

Enrollments, Collections, your bottom line

### Benefits

- Improve operational efficiency
- Maximize profitability
- Reduce the risk of bad debt and costly fraud
- Improve customer engagement
- Improve the customer experience

### Best Practice Recommendation

Use of authoritative and comprehensive data to verify the identity of the Consumer and mitigate unnecessary risk.



## CALLER ID REMEDATION



Brands often struggle with being mislabeled as spam.

In fact, over 80% VoIP lines are identified as spam across one of more of the carrier networks.

This plagues businesses with low answer rates as consumers don't trust their phones





## CALLER ID REMEDICATION



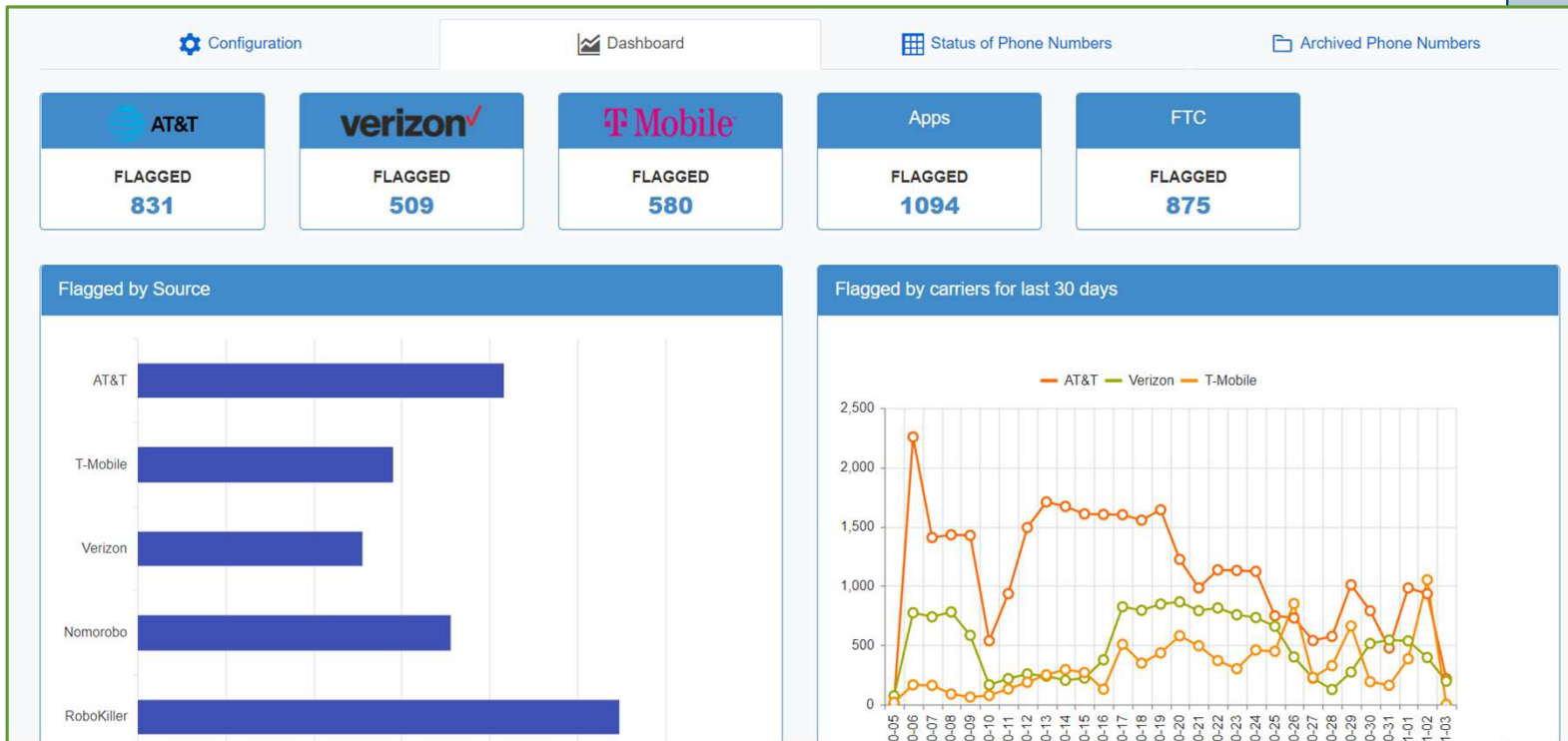
# Caller ID Remediation offers near Real-Time Auto Spam Fix Solution.

### Features:

- Monitoring of your owned DIDs
- Automatic Spam Fixing
- Reduce spam labeling in under a week
- Maximize contact rates by avoiding being mislabeled as spam
- Reaches 400 million+ U.S. devices without being mislabeled as spam.
- Dialer Consulting Best Practices to maximize contact rates.



# CALLER ID REMEDIATION



## SPAM ANALYTICS

View how your numbers are being displayed on the consumer device in real-time.

## PRIORITY SPAM FIX

Get a priority on automatic spam fixing for application companies that are flagging you as spam likely.



## CALLER ID REMEDICATION



# Getting Started is simple.

No Integrations Needed.

### Features:

- No need to port numbers
- No API or Development set up
- Get set up in under a week!
- Reach 400 million+ U.S. devices without having to integrate code into your software.