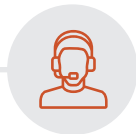# TCPA Compliance

ReconMR maintains a TCPA-compliant call center.
The following practices are used to ensure this compliance:

ReconMR utilizes Voxco's TCPA Connect Technology. This solution guarantees compliance with TCPA regulations while ensuring accurate dialing, allowing for integrated call monitoring and recording, accurate call statistics, and automated sample management and calling rules. Projects not on TCPA Connect are hand dialed by the interviewer.

All telephone numbers utilizing the predictive dialer are screened to identify possible mobile phone numbers either by the list provider or a third party compliance service, Contact Center Compliance. Their TCPA Wireless Scrub Service identifies both wireless carrier block numbers and ported to wireless numbers.

The software is configured so that those numbers identified as possible mobile phone numbers will require all digits to be hand-dialed by the interviewer in order to complete the call.

Any telephone used to hand dial a possible mobile phone number is not capable of storing telephone numbers. Three telephone models are used for manual dialing – Smith Corona HP-100, Smith Corona PD-100, and Plantronics PLX-400.

The CATI software keeps a record of every call made, including all detailed information such as call date, call time, interviewer, call result, call duration, method of calling system used, along with any information obtained from the respondent. This audit trail is available to provide absolute proof of compliance with TCPA regulations.

Utilizing the Voxco platform, ReconMR is able to integrate fully TCPA-compliant SMS messaging capabilities into all studies.