



PROVE CONTACT COMPLIANCE WITH SAFE HARBOR

97.5% Right-Party Contact Coverage with Real-Time Subscriber Updates and RND Safe Harbor



CHALLENGE

THE TELEPHONE CONSUMER PROTECTION ACT (TCPA)

The TCPA mandates prior written consent for certain auto-dialed or pre-recorded calls/texts to wireless numbers and pre-recorded calls made to landlines. Violations can cost callers millions.

REASSIGNED NUMBERS DATABASE (RND)

While the RND was created to provide outbound callers greater contact accuracy and TCPA litigation safe harbor, it is **only accurate for ~25%¹ of queries** as the RND only recently reached full disconnect transaction coverage in 2021.

Verifying consumer contact accuracy and monitoring changes in real-time is essential to mitigating TCPA violation risks.

BOTTOM LINE

- TCPA violations cost callers **millions in penalties and lawsuits**
- Using the **RND alone may not be enough¹**
- **Current solutions lack extensive coverage and timely updates** leaving callers vulnerable



SOLUTION

Prove's Contact Compliance with Safe Harbor solves this by integrating the RND with our telephony infrastructure data in a turn-key reporting interface.

Delivered via API or batch, our solution combines full RND access with:

- Prove's 14+ years of disconnect coverage data
- Daily disconnect updates (vs. the RND's monthly updates)



REDUCING:

1) TCPA VIOLATION RISK, 2) OPEX, & 3) CONSUMER FRUSTRATIONS

BENEFITS

- **97.5% right-party contact coverage of all US numbers¹**, including Safe Harbor
- **99%+ coverage of customer disconnect queries²**
RND's coverage is only ~25%
- **Real-time or daily subscriber updates** maximizes manual dialing efficiency and accuracy
- **Extensive auditability** with long term records of Safe Harbor
- **Clear reporting** minimizes errors and aids transparency

¹internal study of real client data; ²up to 300% increase

QUICK-START GUIDE: PROVE CONTACT COMPLIANCE WITH SAFE HARBOR

GETTING STARTED IS EASY

- 1 Send Prove up to 1M sample records in batch files**
- 2 Prove returns files with all information required for TCPA compliance**
Phone Number Disconnects, Safe Harbor status, etc.
- 3 Prove provides transparent summary reporting**
Report includes: line type, carrier, disconnect status, Safe Harbor status

HOW IT WORKS

- Organizations query the service, in real-time or batch, and Prove returns a response, checking against:
 - FCC's RND
 - Number changes since the last customer contact date
 - The number's network status, if deactivated or suspended
- The response indicates if the number can be called and whether Safe Harbor may apply, then callers can add the verified number to the Auto-Dialer / Contact Center process.

✓

✗

If a number is flagged as changed, deactivated, then callers can take the steps necessary to re-verify, confirm, or update the customer file.
- This allows callers to refrain from making an outbound call to a reassigned or out-of-service number.

Prove leverages real-time access to telephony infrastructure data to build-up our Phone Intelligence Signals. These Signals provide identity visibility throughout all mobile change events within a consumer's telecom and transactional lifecycle.

