

Wireless Block Identifier FAQ's

Q: What is the Telephone Consumer Protection Act of 1991?

A: The FCC implemented the Telephone Consumer Protection Act of 1991 (the "TCPA") adopted rules, including prohibiting the initiation of telephone calls (other than a call made for emergency purposes or made with prior express consent of the called party) using automatic telephone dialing systems or an artificial or prerecorded voice to telephone numbers assigned to a paging service, cellular telephone service, specialized mobile radio service, or other radio common carrier service, or any service for which that called party is charged for the call.

Q: How do I identify which numbers belong to cellular telephones and other wireless devices?

A: IMS offers files that identify wireless telephone numbers.

- The Wireless Block Identifier File identifies blocks of numbers that are assigned to wireless carriers. The file contains the first 7 digits of the telephone number (area code, exchange and first digit of the 4-digit number) and should be matched to your prospect files.
- The Ported Numbers File. In December 2003, the FCC allowed consumers to keep an assigned number and use it for either their landline or cell phone. Consequently, numbers previously assigned to a wireless carrier may now be assigned to a landline telephone and vice versa. We provide two files to help identify ported numbers.
 1. The landline-to-wireless file contains all numbers previously identified as being assigned to wired carriers that are now being used for wireless devices. These numbers must be suppressed from calling.
 2. The wireless-to-landline file contains all numbers previously identified as being assigned to wireless carriers that are now being used for landline telephones. These numbers may be called.

Q: Which of the above files should I use?

A: To be in compliance, you must use both the Wireless Block Identifier and the Ported Numbers file.

- The Wireless Block file identifies over 500 million numbers that have been assigned to wireless carriers.
- The Ported Numbers file identifies over 2 million landline numbers that have been switched wireless and over 300,000 wireless numbers that have been switched to landlines.

Q: Who should subscribe to the Wireless Block and Ported Numbers files?

A: Those customers who are required to comply with the TCPA ruling to avoid engaging in TCPA prohibited Conduct by verifying whether telephone numbers are assigned to a paging service, cellular telephone service, specialized mobile radio service, or other radio common carrier service, or any service for which the called party is charged for the call.

Q: Is my company required to subscribe to these services?

A: If your company is using automatic telephone dialing systems or an artificial or prerecorded voice to telephone numbers assigned to a paging service, cellular telephone service, specialized mobile radio service, or other radio common carrier service, or any service for which the called party is charged for the call, your company is required to comply with the

Telephone Consumer Protection Act. You may subscribe for both services directly with IMS.

Q: Can I subscribe over the Internet?

A: You may complete your subscription for the both files over the Internet. Once you agree to the terms and use your credit card to pay for the service, you will be emailed a user ID and password and may begin downloading the files. Or, you may download the subscription agreement and mail or fax it with a check to the location on the form

Q: What will happen if my company does not comply with the TCPA?

A: If your company is required to comply with the TCPA (see question above) and does not, there are significant financial consequences for violating the current FCC ruling. The FCC may impose a fine of \$11,000 per incident.

Q: Can I resell the information?

A: No, you cannot resell any information received from IMS. Each organization (legal entity) having access to the data must also be registered as a subscriber.

Q: If I make phone calls on behalf of a client to generate sales leads (or something similar), can I disclose the results of said calls to my client, including the telephone numbers?

A: A direct customer of the service is allowed to disclose to clients the results of the calls it makes on behalf of those clients (e.g., leads generated, survey results, applications for products/services, etc.), including the associated telephone numbers. However, the direct customer cannot provide confirmation to their client(s) that a telephone number is assigned to a wireless carrier or is a wireless number, as that would constitute a “disclosure” to an entity that has not executed a User Agreement.

Q: Does my subscription cover multiple departments within my company?

A: Yes. If a company has purchased a subscription to the service, every department within that company has rights to the service. However, these rights do not extend to affiliates (i.e., subsidiaries, parent company, etc.)

Q: Does my subscription cover my affiliates (i.e., subsidiaries, parent company, etc.)?

A: No. Rights to the service are limited to each legal entity (i.e., company) that purchases a subscription. If your affiliate(s) desire(s) access to the service, the each affiliate must qualify for the service and execute a separate User Agreement with IMS. However, you do not need a separate subscription for your affiliates if you make or intend to make calls on their behalf.

Q: How do I access the files?

A: Once your application and registration is completed, you will have access to the necessary files through the IMS website. You may log in using your user ID and password, click on the “Download Files” button, and access the appropriate files.

Q: When are the files available? How often can I access the files?

A: Upon completion of your application, registration and subscription purchase, the files are available to you when you log into the IMS website. The Ported number files are updated each day and the Wireless Block Identifier files are updated twice a month around the 10th and 24th. Subscribers will be sent an email when each new Wireless block Identifier file is ready to be downloaded.

Q: Do I need special software?

A: You will need software to match the downloaded wireless files to your telephone contact list. Most autodialers will accept the files to be used for suppression, check with your vendor.

Q: Does IMS supply software or services to scrub the lists?

A: Yes, we have two methods of cleaning lists;

1. You can upload your list to our website and we will clean it for you. See SmartClean at: <http://www.ims-dm.com/products/smartclean.shtml>
2. We sell software to run at your company on a PC, that when used with the Wireless Block Identifier and Posted Number files, will clean your lists. See EasyComply: <http://www.ims-dm.com/products/LAMPSUBSCRIPTION.shtml>

Q: What is the difference between an End User and a Service Bureau?

A: You are considered a **service bureau** if you remove wireless numbers from files belonging to a client company and return the cleaned file to the client.

If you remove wireless numbers from your own file or use the cleaned file without returning it to the client, you are, for purposes of definition, an **end-user**.

Q: The wireless Block Identifier records contain only the first 7 digits of a telephone number. Can I expand each record to the full 10 digit format?

A: The simple answer is yes, but each block represents 1000 telephone numbers. To have all of the numbers in the 10 digit format, you would have to create 1000 records for each record currently on the file (000 through 999) - the file would then contain over 500,000,000 records. We do provide a Wireless Block Identifier Expansion program for a nominal fee. See <http://www.ims-dm.com/products/wirelessblockexpansion.shtml>

Q: Is there a simple way to download the files to our server?

A: We do provide a "PUSH" service where we electronically move the files to your secure server. See File Distribution Service:

<http://www.ims-dm.com/products/FileDistributionService-portednumbers.pdf>

All of the services mentioned are listed under the tabs on our website: <http://www.ims-dm.com>