

## VoIP Block Identifier FAQ's

**Q: What is the Telephone Consumer Protection Act of 1991 and the 2012 TCPA Order?**

**A:** The FCC implemented the Telephone Consumer Protection Act of 1991 (the "TCPA") and the 2012 TCPA order to regulate calls to consumers. The rules, include 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 VoIP telephones?**

**A:** IMS offers files that identify native VoIP telephone numbers.

- The VoIP Block Identifier File identifies blocks of numbers that are assigned to VoIP providers. 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.
  1. *The VoIP Block Identifier file will not identify telephone numbers that have been ported from other carriers.* To the best of our knowledge, no Ported VoIP file exists as of this writing.
  2. *Use of this file alone will not identify all VoIP telephone numbers.*

**Q: Can I subscribe over the Internet?**

**A:** You may complete your subscription for the file 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 in the range of \$500 to \$1,500 per incident and in some cases, up to as much as \$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: 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 VoIP Block Identifier files are updated twice a month around the 10<sup>th</sup> and 24<sup>th</sup>. Subscribers will be sent an email when each new VoIP Block Identifier file is ready to be downloaded.

**Q: Do I need special software?**

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

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

**A:** A service provider would be cleaning files for others. If you plan to pass the IMS List Management products against files belonging to others, you are a service provider.

If you plan to pass the IMS List Management products against your own files, you are an end user.

**Q: The VoIP 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).

**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 described in more detail on our website:

<http://www.ims-dm.com>