



Action Plan Pledge: Please complete and fax to (203) 866-3326
My Company pledges to do the following over the next 12 months to help improve our industry:

Company Name: _____ Contact: _____

E-Mail Address: _____

- Donate _____ hours per month of outbound calling to keep legislators informed.
- File briefs and 'Friends of the Court' papers on behalf of the lawsuits brought forth by the industry.
- Travel to Washington to provide support for ATA and DMA efforts.
- Keep *Customer Inter@ction Solutions* magazine informed about employment statistics
- Keep *Customer Inter@ction Solutions* magazine informed about the value of commerce generated by your call center.
- Invite your Senators and Congressman to visit your exemplary contact center sites.

Other suggestions: _____

In your judgment, what must the industry do to minimize abusive calls and improve the image of our industry:

How can we all do more to help our industry associations, The ATA and The DMA?

Questions: Contact Michael Genaro (mgenaro@tmcnet.com) or Tracey Schelmetic (tschelmetic@tmcnet.com)