



American Teleservices Association

NEWS RELEASE
For Immediate Release
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ATA Compliance Education Series Coming to Six Cities in 2010

“Legally Speaking” content updated to include compliance, regulation and labor issues

Indianapolis, IN – The American Teleservices Association (ATA) announces updated content for its 2010 ATA Compliance Education Series. Six cities have been selected to host full-day seminars. Cities include: Orlando, Dallas, Philadelphia, Chicago, Atlanta, and Phoenix.

“Compliance management for a contact center has expanded to include both regulatory compliance with federal and state laws and legal issues regarding employee relations,” explains Tim Searcy, ATA chief executive officer. “The topics for our 2010 seminars will build on the successful events we’ve provided for the past five years to deliver the knowledge and awareness necessary for professionals to properly operate based on best practices supported by the ATA.”

Attendees of the seminars themed “Legally Speaking” will hear from industry compliance experts including Attorney Mitch Roth of Williams Mullen and Attorney Chad Richter of Jackson Lewis. They will address timely issues impacting contact center operations such as: Do Not Call (DNC) & lead generation; managing existing business relationships; updates from the Federal Trade Commission; recent compliance enforcement actions; industry self-regulation; compliance documentation; data privacy; wage & hour enforcement; employee handbook content; unionization; social networking usage; immigration issues; and employee leave.

Corporate sponsors supporting this educational series are title sponsor **Contact Center Compliance** and supporting sponsors **PossibleNow** and **Neustar**. These companies have all demonstrated a long-term commitment to the Association’s educational efforts in the area of compliance.

Due to limited availability, early registration is recommended in order to guarantee a place at any of the following ATA Compliance Seminars:

- Orlando, FL - March 16
- Dallas, TX - March 23
- Philadelphia, PA - June 22
- Chicago, IL - July 20
- Atlanta, GA - November 9
- Phoenix, AZ - December 2

About American Teleservices Association

The American Teleservices Association (ATA) is the only non-profit trade organization dedicated exclusively to the advancement of companies that utilize contact centers as an integral channel of operations. ATA members include companies with inbound or outbound contact centers, users of Teleservices, trainers, consultants, and equipment suppliers who initiate, facilitate, and generate telephone, Internet, and e-mail sales, service, and support. ATA provides leadership in the professional and ethical use of the telephone for conducting business and is committed to serving the needs of its members, recommending the highest standards of quality for the channel and protecting the rights of consumers. Members benefit from the ATA’s strong advocacy at the national and state level; advanced and timely educational opportunities and business-building events; advocacy and support in the public realm; and rich and trusted resources for Teleservices professionals.

Relevant sites:
www.ataconnect.org

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