

# Avoid Fines from Violating the Telephone Consumer Protection Act (TCPA)

## Why the TCPA matters to you:



You will be **personally liable** for any violations of the TCPA.



Fines can be as much as **\$500 per call or text**, and add up quickly.

## Before making your next call or text:



**DO NOT** use an **automated platform vendor** to call or text potential customers.  
**DO NOT** leave pre-recorded messages.



**Check phone numbers against Do Not Call Lists** prior to making any calls or texting.



**Get prior written consent** before calling or texting a number on the **Do Not Call Lists**.

## TCPA Myths Dispelled

### Myth 1:

"The TCPA applies to calls, not texts."

**NOT TRUE.** *The TCPA covers both calls and texts.*

### Myth 2:

"I checked the Do Not Call (DNC) Lists when I got the number; I'm covered."

**NOT TRUE.** *Numbers are added to the DNC Lists all the time. If you haven't recently checked the number against the DNC Lists, you must do so before calling or texting.*

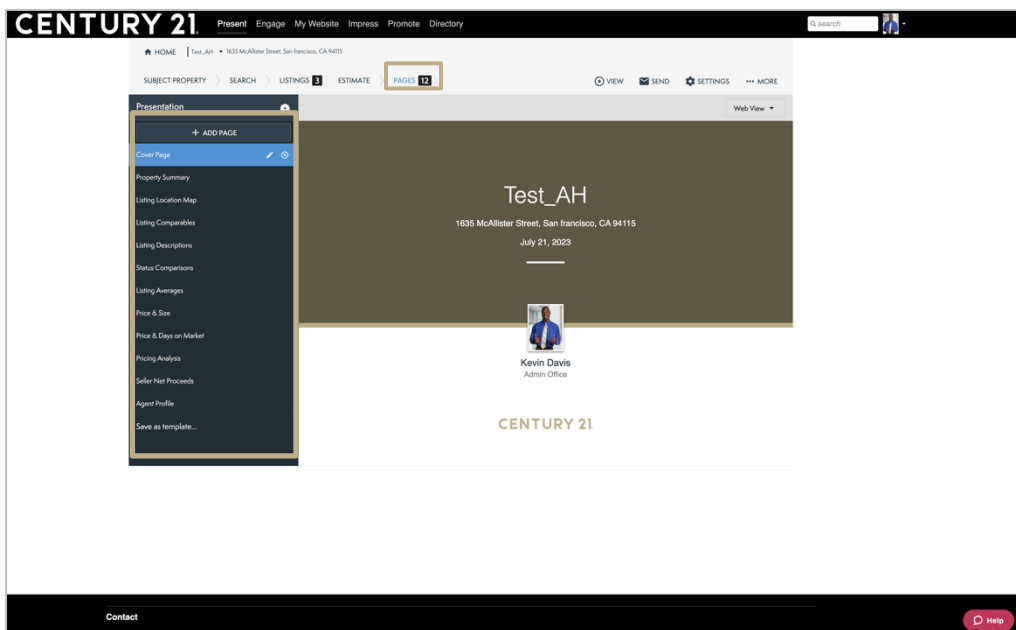
### Myth 3:

"A friend gave me this person's number, so I don't need to check the DNC Lists."

**NOT TRUE.** *If the person you are going to call or text did not give you the number, you must check the DNC Lists.*

# CENTURY 21<sup>®</sup>

You can easily customize an existing presentation by adding or removing pages or creating your own pages.

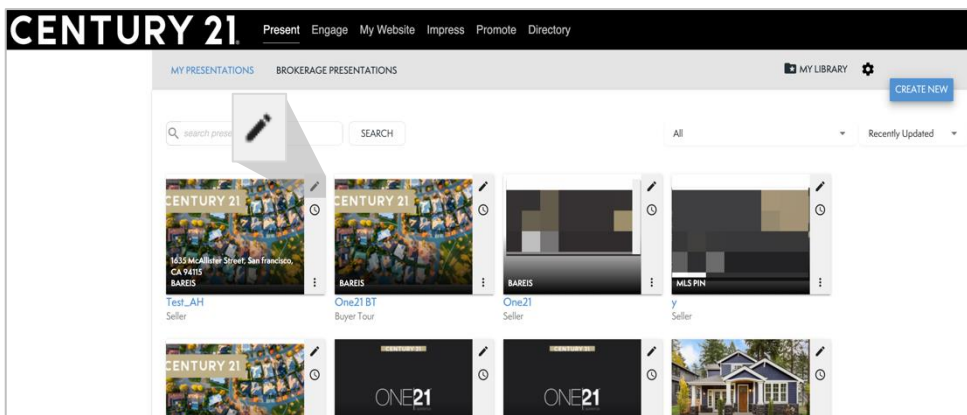


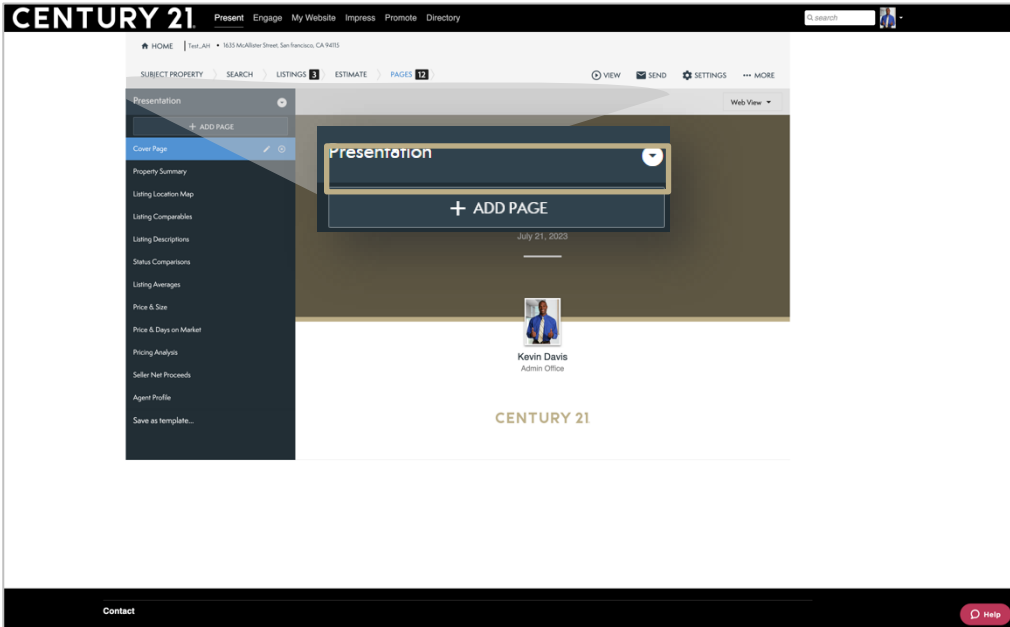
If you are in the presentation, you'll start by clicking the **Pages** tab.

You will see all the current presentation pages on the left side of the screen.

If you have already exited the presentation, you'll need to access the **Edit** function. This can be found by clicking the **pencil** icon next to the presentation you wish to customize, while on the MoxiPresent homepage.

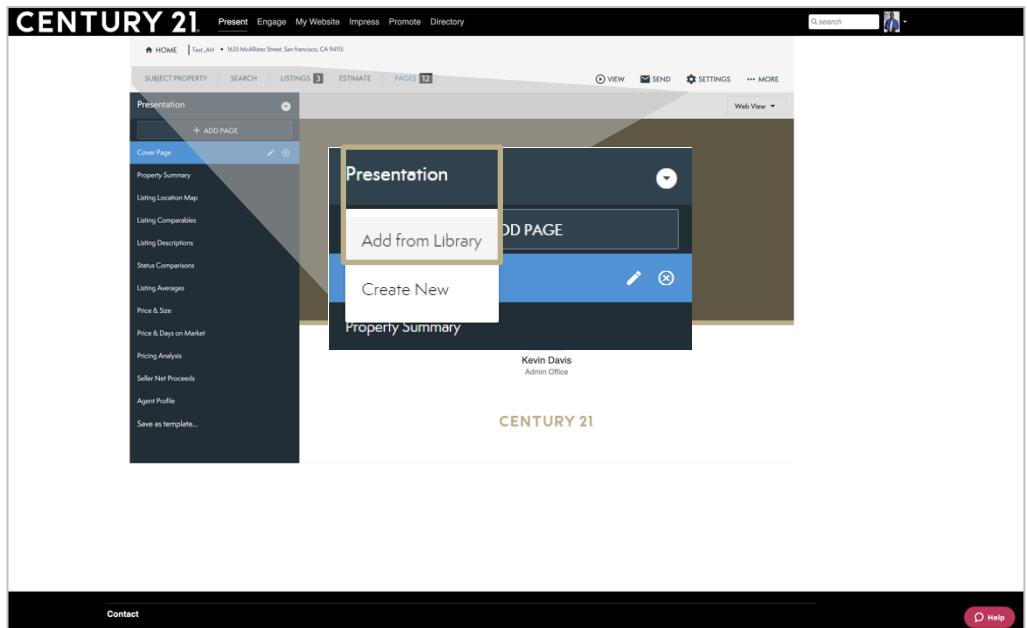
Then click the **Pages** tab (as shown above).





To add a new page to your presentation, click the **+ Add Page** button.

Click either **Add from Library** or **Create New**. See the following steps for more information on each option.



**\*If you choose to make contact by phone or text (i) check phone numbers against the federal DNC registry, any state DNC list and your company DNC list (ii) do NOT use autodialers and (iii) do NOT use artificial voice or pre-recorded messages.**

**\*\*Emails must follow CAN-SPAM rules. You should also check to make sure you follow the Do Not Email/Unsubscribe Requests.**

## Adding a Page from the Library

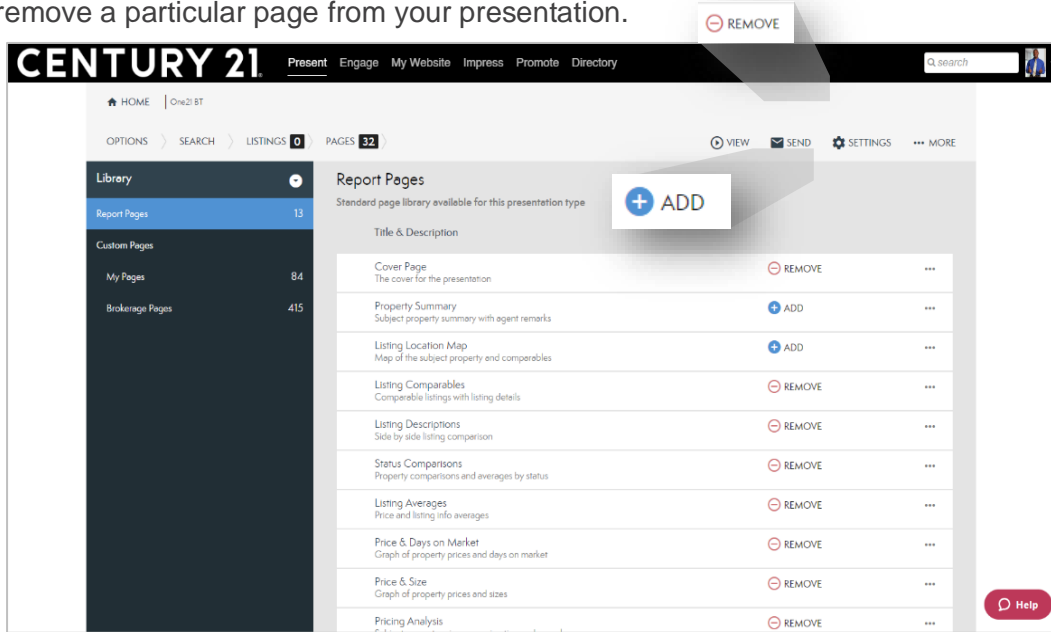
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After clicking **Add from Library**, you'll see a library of categories on the left. On the right, you'll see a list of pages.

Select a category on the left to view the pages within that category.

Every page that is already included in your presentation will show the **Remove** button. Click **Remove** to remove a particular page from your presentation.

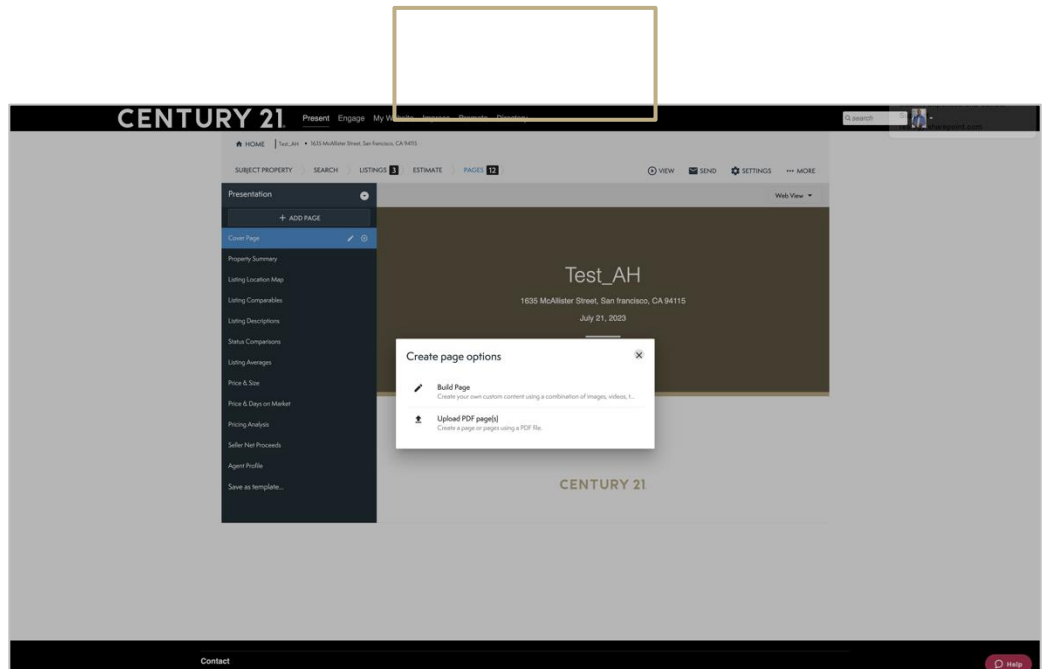


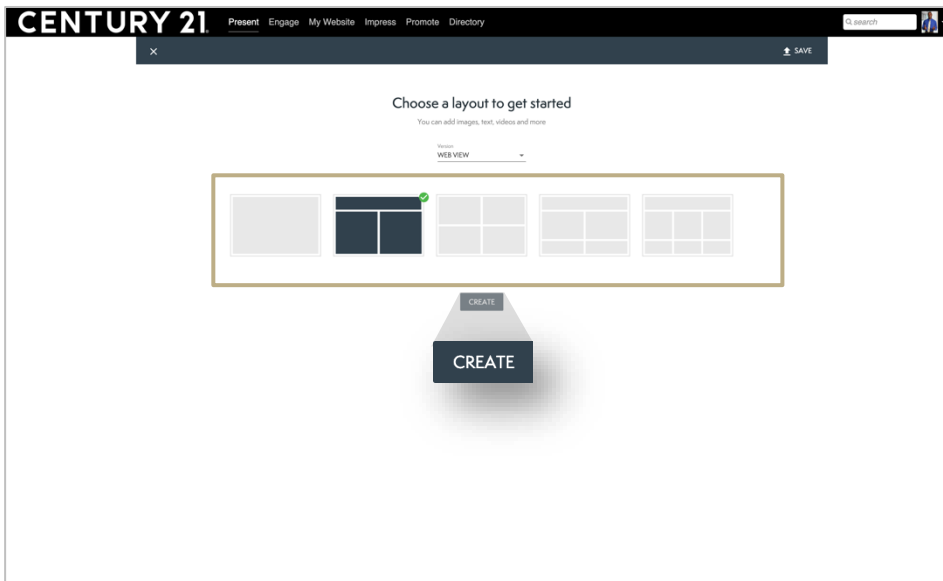
Every page that is NOT included in your presentation, but can be added, will show the **Add** button. Click **Add** to add the page to your presentation.

### Creating a New Page

You also have the option to create your very own page from scratch. You can either **Build a Page**

or **Upload a PDF**.





If you click **Build Page**, a setup wizard will walk you step by step through a process to create your own page, starting with selecting a **layout**.

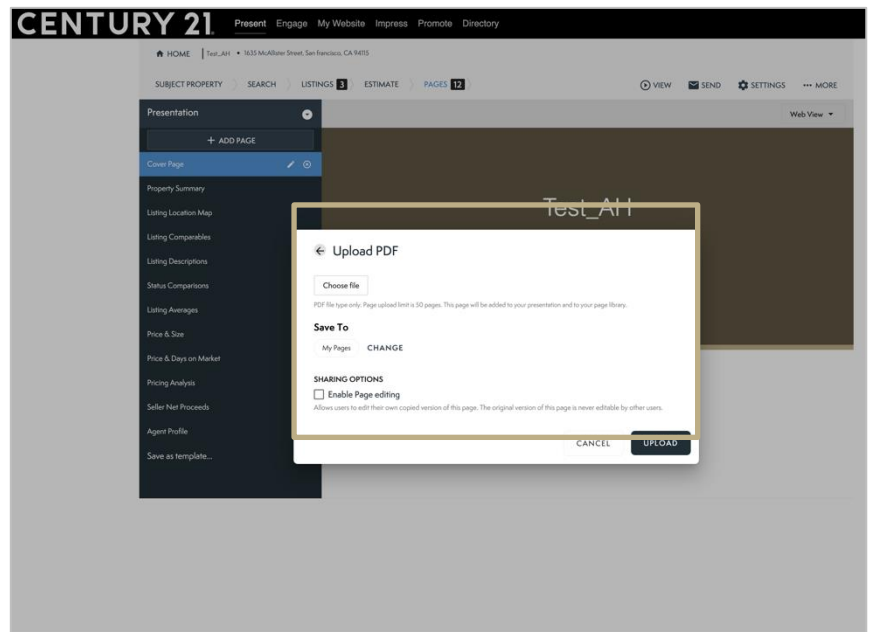
A layout is automatically selected for you by default, but you can select any one of the five options. Each section of the layout can hold different content types: images, text, or video (videos must be hosted on Vimeo or YouTube).

Click **Create** to confirm your layout. You can then edit the page to fit your needs.

If you click **Upload PDF page(s)**, you will be prompted to select a file from your computer.

This can be useful if you already have a PDF page built and do not want to create a new page from scratch.

There is a limit on the PDF size, but you can upload up to a maximum of 50 pages.



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