

Service Levels

FEATURES	TIER 1	TIER 2	TIER 3
Text to Speech Prompts	✓		
Standard Agency List	✓	✓	
Compliance Check	✓	✓	✓
Real Time Trend and Volume Reporting	✓	✓	✓
Unique toll-free number available for each creditor	✓	✓	✓
Read list of agencies again		✓	✓
Read additional list of agencies		✓	✓
Hear custom message from creditor		✓	✓
Phone Fraud Prevention		✓	✓
Custom agency groups			✓
Optional customized messages after language and agency menus			✓
Transfer caller to creditor			✓