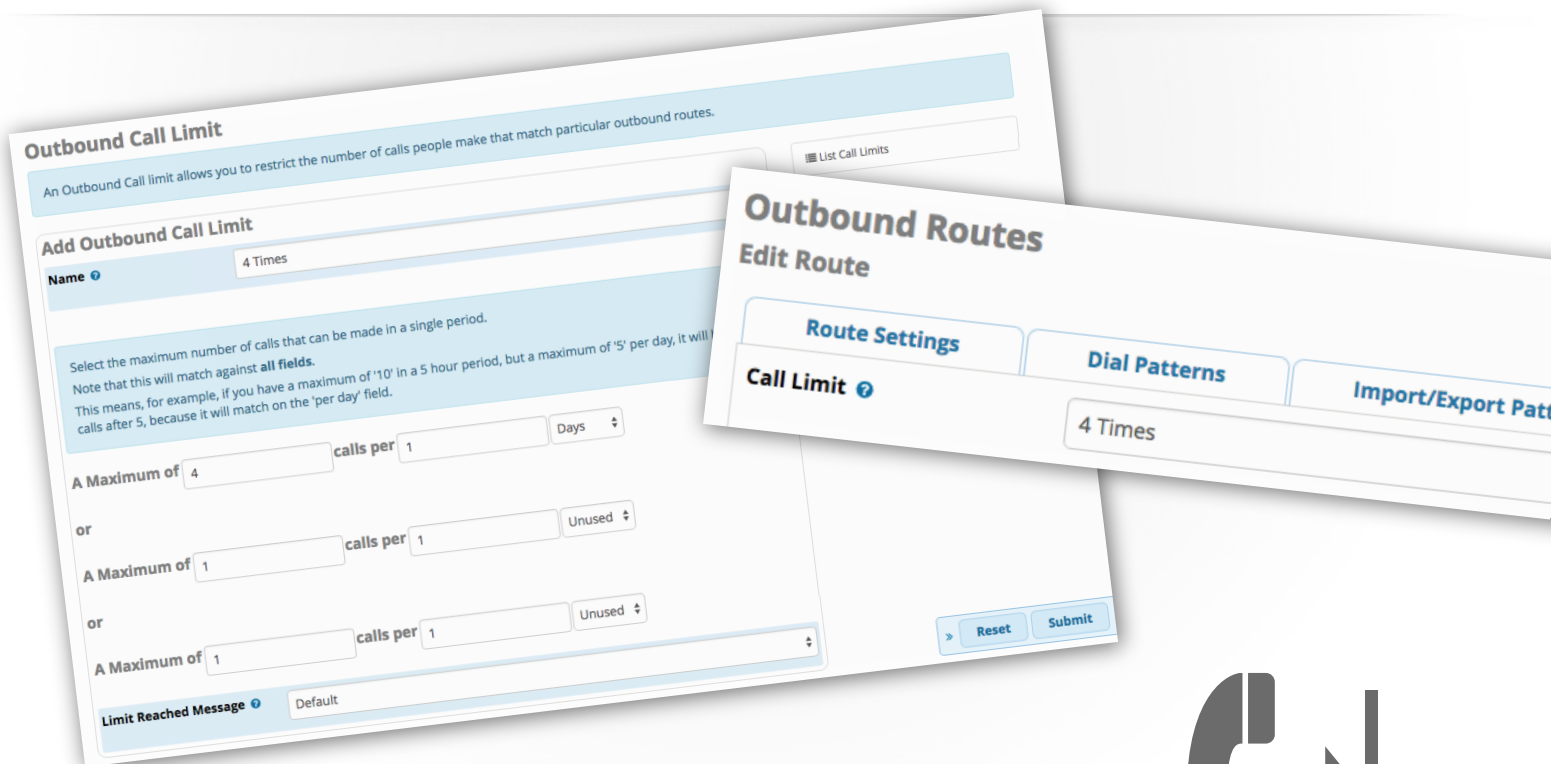


# Outbound Call Limiting

Does your company call consumers? Yes? Worried about fines from not complying with various local, state, and federal regulations placed on companies that call consumers? Whether your company makes collections calls, sales calls, or telemarketing calls, you need to place limits on the number of calls made to consumers in order to avoid government fines for harassment, which can be in the thousands of US dollars per call in some cases.

We have developed an Outbound Call Limiting module that allows you to place restrictions on how many times a number is called during a certain time period. For example, if you have an outbound route for California-based numbers and have outbound call limiting in place on that route, the module would only allow you to make the allowed number of calls to any specific number in California. When exceeding the call limit during the specified time period, any additional calls would be blocked, and a recording would advise you that the call is not allowed.



The image displays two overlapping screenshots of the FreePBX web interface. The top screenshot is titled "Outbound Call Limit" and contains the following elements:

- Header: "Outbound Call Limit"
- Introductory text: "An Outbound Call limit allows you to restrict the number of calls people make that match particular outbound routes." and a "List Call Limits" button.
- Section: "Add Outbound Call Limit" with a "Name" field containing "4 Times".
- Instructions: "Select the maximum number of calls that can be made in a single period. Note that this will match against all fields. This means, for example, if you have a maximum of '10' in a 5 hour period, but a maximum of '5' per day, it will call after 5, because it will match on the 'per day' field."
- Form fields: Three rows for setting limits, each with "A Maximum of" (value 4, 1, 1), "calls per" (value 1), and a dropdown menu (Days, Unused, Unused).
- Footer: "Limit Reached Message" dropdown set to "Default", and "Reset" and "Submit" buttons.

The bottom screenshot is titled "Outbound Routes" and contains:

- Header: "Outbound Routes"
- Section: "Edit Route" with tabs for "Route Settings", "Dial Patterns", and "Import/Export Patterns".
- Form field: "Call Limit" dropdown set to "4 Times".
- Buttons: "Reset" and "Submit" buttons.

