



Hello PACE Members,

I have not had the opportunity to write to all of you since ACX'18. The momentum, from what was one of our most successful conventions, continues in every aspect of the association. Membership continues to grow, attrition is down (how do we accomplish that in our member contact centers?), new events are being planned and our advocacy efforts continue at a fast PACE –pun intended.

PACE is a member organization and I am a firm believer that the more you engage, the more you will get out of your membership. Engagement from PACE members, including the collective number of employees that are represented with each member company, is the real power of our trade association. We need your help to identify prospects for membership. If the majority of our members can refer one company - whether it is a buyer, supplier, or contact center - we will continue to grow and gain the muscle we need to truly maintain and grow our status as the top non-profit trade association that the contact center industry looks at to provide education and representation related to our core pillars: Partnerships, Advocacy, Compliance and Education.

Before I step down from my soap box this month, I want to remind all members of some events and announcements that are important. I hope all of you will join us in Washington, D.C. for our annual [Washington Summit](#), September 23rd – 25th. It seems like every year there are industry issues that make it a can't-miss event. This year, in light of the TCPA decision, PACE's leadership in the call blocking and labeling issue and data privacy concerns, such as GDPR, this will be the most consequential event of the year. [Registration](#), [hotel reservations](#) and [sponsorship opportunities](#) can be found on the PACE website.

On June 26, the first [PACE Regional](#) event, will be held in Princeton, N.J. This regional event consists of a full day of expert speakers, sessions and focus groups (and includes lunch) for only \$99 for members. We work hard to make sure our regional events attract both operations and compliance associates for our members. An additional event will be held October 30, in Cleveland, OH. Details regarding that event will be forthcoming, so make sure to check the PACE website for updates.

PACE will be exhibiting and leading a session at Contact Center Week in Las Vegas, NV. If you are exhibiting at CCW, please let me know as we have tent cards printed that you can use at your booth to boast your membership in PACE.

On August 3, the fourth meeting of the Communications Protection Coalition (CPC) will take place in Washington, DC. The CPC meetings have been very productive and without the leadership of our volunteers on the PACE side, the effort to solve the call blocking issues would be frankly, nowhere. PACE took the initiative and continues to lead the effort to find the right solutions, which hopefully will culminate with the adoption and implementation of Stir and Shaken.

Finally, we are excited to launch our new online resource guide this July. PACE members will be able to list their businesses, by categories, have links to their websites and will be searchable by members and non-members who are looking for the best in technology, contact center solutions and other related services and products. Every member will be able to opt-in as a benefit of your membership.

I hope to see all of you at one or all of our events. Please do not hesitate to call or write me if you have questions. As someone who was a business owner and PACE member for many years, I know that PACE contributed to my success and I am eager to do the same for you.

Thanks,

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CEO

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