



Hello PACE Members,

As we begin April and get closer to our Annual Convention, [ACX'18](#), I wanted to review what has happened over the past month and what you can look forward to in the coming months.

I, unfortunately, have to begin with mention of the passing of Tim Searcy. As CEO of the ATA, Tim was our leader and spokesman for many years. Our advocacy efforts started with Tim at the helm, and during the Do Not Call fight, he was the face of the industry. Tim was the most influential member of PACE/ATA for close to 20 years. It was Tim's guidance that started the PACE SRO, Impact Fund and PACE-PAC, among other important initiatives. If you attended any event that Tim spoke at, you saw a great orator, both in content and delivery. For many of us, Tim was more than that. He was a true friend and mentor to many of us.

On April 15th, we will gather at the ACX'18. Tim will be with us in spirit and we will celebrate his life and involvement in PACE/ATA. In September, at our annual [Washington Summit](#), a more formal recognition for Tim will take place. Tim was the ultimate advocate for our industry. There is no better place to honor him than at the conference that focuses on the cornerstone of our association that Tim led for so many years.

Unless you have been hibernating for the past two weeks, you know that the decision in [PACE's Appeal of the FCC's 2015 TCPA Order](#) has been delivered. The decision, for the most part was favorable to PACE members, however what the FCC does in response and how our members should conduct themselves in the short term are unknown, at least for now. PACE has a seat at the table with the FCC and has already had two meetings with them in the past 10 days. At ACX'18, the issues will be discussed, and we welcome the input of our members.

The [Communications Protection Coalition](#) (CPC), led by PACE, focused on finding solutions regarding the call blocking and labeling issue is having their 3rd meeting April 4th in Washington DC.

As you are reading this, we are only 10 days away from the start of ACX'18, PACE's premier event of the year. We have a terrific line-up of speakers, breakout sessions with topics that will help your business and of course, some great, special events. Since we will be at the Chateau Elan Winery and Resort, there will be a wine tour event that will benefit the PACE-PAC on Monday evening prior to our Premier Reception (Casino Night). On Tuesday afternoon, we will finish our breakout sessions with a special Call Center CARE hour, highlighting some member company's efforts to increase contact center opportunities to disabled and disadvantaged communities.

It's not too late to register for ACX'18. Please join us and you will learn, visit with suppliers who are on the cutting edge with contact center technology and services, be part of the ongoing TCPA strategy and support the only trade association that has your company's back in protecting the right to communicate with consumers and businesses. To register and receive a \$500 discount go to www.paceassociation.org and use promo code **ACX500**.

If you are receiving the PACE Pulse, but you are not a member, I urge you to support us by becoming a member! Stand with those companies who support the only non-profit trade association that you can rely on to provide the advocacy, compliance, education and networking vital to the contact center industry. You can find all of the benefits of membership by [clicking here](#).

I look forward to seeing everyone on April 15th.

Thanks,

Stuart Discount
CEO