

TELVISTA DO NOT CALL POLICY

Telvista, Inc. (“**Telvista**”) has adopted and adheres to this **Do Not Call policy** (the “**Policy**”) to comply with the Federal Trade Commission’s (“**FTC**”) and Federal Communications Commission’s (“**FCC**”) regulations, and as applicable, state Do Not Call laws. Telvista utilizes calling lists which are “scrubbed” against the National Do-Not-Call Registry maintained by the FTC as well as the various state agency lists.

A consumer who does not wish to receive sales calls from Telvista on behalf of its applicable customer can ask Telvista to place their telephone number on the customer’s, and, where applicable, the internal Telvista, Do-Not-Call List. In compliance with federal and state laws, Telvista will immediately input that request.

- The consumer’s request can be in writing or by phone, and must include at a minimum, their telephone number and name.
- The consumer should be advised to allow up to 30 days for their telephone number to be removed from any sales programs that are currently underway.
- If the consumer has multiple phone numbers, Telvista will accept notice for all numbers that the consumer wants to be included. Telvista will include any additional phone numbers not currently listed, but requested to be included in the Do Not Call request.
- Do-Not-Call records are maintained for five (5) years from receipt, or longer if required by law in the customer data base.
- Many Do-Not-Call law and regulations permit companies to contact certain consumers even though they are on National Do-Not-Call Registry maintained by the FTC, and/or one of the various state agency lists, if the consumer meets certain criteria. If the consumer does not want to be contacted despite meeting such criteria, the consumer must only follow the steps above to placed on the applicable Do-Not-Call List.
- Being on the Do-Not-Call List means that a consumer will not receive any *sales* calls by anyone on behalf of the applicable Telvista customer. The applicable customer or Telvista still may contact them, however, for non-solicitation purposes. This would include things like surveys, billing and other service-related matters.
- Any personnel involved with telemarketing and/or telephone solicitation with Telvista are trained on and required to follow this Policy at all times. Telvista has a policy of disciplining and will discipline any employee who fails to abide by this Policy.
- If a consumer requests a copy of this Policy, we will promptly send one copy via Certified U.S. Mail at no cost to the requestor.

Telvista intends to comply with all federal and state Do-Not-Call laws and regulations. If you have any questions or comments regarding this Policy, you may contact us at:

Telvista, Inc.
Department of Consumer Affairs
8585 N. Stemmons Fwy.
Ste. 1000S
Dallas, TX 75247