

Do Not Call (DNC) Policy



We, at TelcoTalk, use the telephone as an important way to receive communication from existing and potential customers regarding various products and services that we market. We view the Australian people as a great mass of potential customers. A good relationship with existing and potential customers is a necessary ingredient of our success, and in keeping with state and federal laws, hence, TelcoTalk respects your privacy and will not make sales related telephone calls to any person who has indicated a desire not to receive such calls.

In compliance with federal and state laws, your request will be documented immediately. Please allow up to 30 days for your telephone number to be removed from any sales programs that are currently underway.

Your request can be in writing or by phone by calling TelcoTalk Customer service and must include, at a minimum, your telephone number. If you have multiple telephone numbers, tell us all numbers that you want to be included. You will remain on our "Do Not Call List" for three years, unless you ask to be removed.

If your telephone number ever changes you must give us your new information for your "Do Not Call" status to remain in effect. If you are a TelcoTalk customer you may be contacted by TelcoTalk even though you are on the "Do Not Call Register" so maintained by ACMA or any contracted service provider on behalf of ACMA or TelcoTalk Internal Do Not Call List as the Do Not Call Register so maintained by ACMA or any contracted service provider as well as TelcoTalk Do Not Call List restrict telephone solicitations only. We may still contact you about service related issues, surveys, billings and other topics.

You can find more information about ACMA's DNC Policy by visiting the website www.acma.gov.au