



## **ADT Security Services Telemarketing Policy Statement**

Rev-LDJ/090408

It is ADT's policy to fully comply with all U.S. and Canadian federal and state/provincial laws and regulations governing telephone sales, marketing, and telemarketing activities.

ADT maintains an internal Do Not Call list and purchases all required U.S. and Canadian federal and state/provincial lists. ADT also uses sophisticated proprietary technology to help ensure that consumers who have placed their telephone numbers on such lists are not contacted by ADT or by any of its authorized dealers or authorized marketers.

ADT requires that ADT's authorized dealers and all third-party companies who engage in telemarketing of ADT's products or services ensure they are in compliance with Canadian and U.S. federal and state/provincial laws regarding telemarketing. ADT further requires that they access and scrub against ADT's Internal Do Not Call list prior to making any outbound calls to consumers.

ADT's authorized dealers and third-party marketing companies are also required to tell ADT about any consumer who has asked to not be contacted regarding ADT's products and services so they can be added to ADT's Internal Do Not Call list.

All ADT employees who engage in telemarketing must undergo comprehensive training on compliance with telemarketing laws.

ADT takes compliance with U.S. and Canadian federal and state/provincial telemarketing laws and regulations seriously and thoroughly investigates all consumer complaints.