
ITEM

140 **Unsolicited Live Voice and Facsimile Calls**

ITEM

140.1 **Conditions of Service**

1. TCI does not prohibit unsolicited live voice and facsimile calls where no attempt is made to solicit, for example, calls for emergency purposes, calls for account collection and market and survey research.
2. Persons placing unsolicited live voice or facsimile calls to solicit are to ensure that a Customer's request not to be called again is respected. The Customer's name and telephone number must be removed from live voice calling lists within 30 days of the request and from facsimile calling lists within 7 days of the request. A Customer's "do not call" request is to remain active for three years.
3. Persons placing unsolicited live voice calls to solicit are to identify the person on behalf of whom the call is made and provide, upon request, the caller's telephone number and the name and address of a responsible party to whom the called party can write.
4. Persons placing unsolicited facsimile calls to solicit are to identify the person on behalf of whom the call is made as well as the caller's telephone number, facsimile number and the name and address of a responsible party to whom the called party can write.
5. Professional calling organizations placing unsolicited live voice or facsimile calls to solicit are also to provide the same information set out in 3. and 4. above with respect to itself.
6. Persons placing unsolicited live voice and facsimile calls to solicit are required to display the originating calling number, except where number display is unavailable for technical reasons. Alternatively, callers may subscribe to alternate number display service, and display another telephone number at which the call originator can be reached.
7. Persons who resell TCI services must make all reasonable efforts to ensure that the end-user, who may employ the service to transmit unsolicited live voice or facsimile calls for the purpose of solicitation, adheres to the conditions of this tariff.
8. Sequential dialing for unsolicited live voice and facsimile calls for the purpose of solicitation is prohibited.
9. Random dialing of unsolicited live voice and facsimile calls to non-published numbers is allowed. However, calls may not be placed to emergency lines or healthcare facilities.

ITEM

140 **Unsolicited Live Voice and Facsimile Calls - Continued**

ITEM

140.1 **Conditions of Service**

10. Telephone service to all lines used in connection with the placing of calls which contravenes the conditions of this tariff may be suspended or terminated two business days after notice from TCI.

11. Unless otherwise provided by law, permitted unsolicited facsimile calls may only be placed between 9:00 a.m. and 9:30 p.m. Monday to Friday and between 10:00 a.m. and 6:00 p.m. Saturday and Sunday. The permitted calling hours identified are those of the called party.