



## **TELECOM COMMERCIAL COMMUNICATIONS CUSTOMER PREFERENCE REGULATIONS**

For more details please log on to the TRAI website

All our call centers are registered with Telecom Regulatory Authority of India (TRAI) under the above legislature. Details are available at <http://www.trai.gov.in/Default.asp>. You are all requested to familiarize yourself with the same. All staff is advised to follow the rules and not do the following:

- Call any blocked number from the office line, home line or personal mobile phone
- Ensure that all colleagues also do not call on DNC blocked numbers. This should be immediately highlighted.

Any breach of this regulations is extremely harmful to the company and would lead to termination and appropriate legal action. Further a Rs. 5, 000/- reward is available to any person who highlights this deviation to the TLC® Corporate office and is proven to be correct. Write to [sudhir@tlcgroup.com](mailto:sudhir@tlcgroup.com)

## **SECURITY POLICY – HOTEL PREMISES**

Offices in the hotel premises need to follow strict security guidelines. This includes the same processes to be followed as the regular hotel staff. This includes:

- Police verification
- ID Card + address proof
- Blood group information+ Name and Contact of person in case of emergency
- Wearing hotel /TLC ® issued I Cards at all times and use/return as per policy
- Personal mobile numbers and Email ID