



Do Not Call Policy

It is the policy of The Solutions Center Satellite, Inc. to fully comply with all applicable "Do Not Call" laws and regulations regarding wired and wireless telephone communications (whether by live, artificial or prerecorded voice, telephone facsimile machine, computer or otherwise) to any covered telephone line or number. To comply with these regulations The Solutions Center has adopted a Do Not Call Policy in addition to a No Outbound Call Policy. No sales agents have permission to engage in outbound calling including following up with customers who were not previously sold, but are potentially interested in the service. Sales agents may only receive inbound calls. If a sale is not made on the first attempt the customer must be informed and understand that the customer will need to place a new inbound call to our centers to place an order. For customers who request an order be posted you may proceed with the sale as long as you fully comply with the terms and conditions and confirmation procedures on the order. You may then process the sale on the agreed upon day. Orders cannot be postdated for more than 7 days from the date of the terms and conditions procedure.

In a good faith effort to so comply and to provide consumers with an opportunity to exercise their "do not call" rights, The Solutions Center Satellite, Inc. hereby establishes, and will implement, the following procedures:

No representative of the The Solutions Center shall initiate any telephone solicitation, as defined by law, to any residential telephone subscriber.

The Solutions Center Satellite, Inc. shall maintain an internal Do Not Call List and will promptly honor a request to be placed on the company do not call list within a reasonable time of such request, not to exceed 5 days from the date of the initial request. In each entry on such company specific do not call list shall be retained for at least six (6) years or until the requester makes a further request to be deleted from said list. The Company specific do not call list shall be readily available in through an Agemni export.

If a customer requests to be placed on The Solutions Centers internal do not call list the agent receiving the request must follow this procedure:

Immediately cease offering that caller any additional products or services. At this point the only purpose of the call will be to comply with our internal Do Not Call regulations.

Add a call back note to your immediate supervisor that the customer wants to be placed on our Do Not Call List. The first and last names of the customer should each be changed to "Do Not Call."

Status the account as "Do Not Call."

In accordance with our No Outbound Call Policy and Do Not Call Policy, as an agent if you ever see this note and status on a customer's account you are not to call that customer.

No representative of The Solutions Center Satellite, Inc. shall use any technology to dial a telephone number for the purpose of determining whether the line is a fax or voice line nor use an automatic telephone dialing system or artificial or pre-recorded message in any call made to a wireless telephone number. The use by any representative of The Solutions Center Satellite, Inc. of any artificial or pre-recorded messages delivered by an automatic telephone dialing system shall identify The Solutions Center Satellite, Inc. and The Solutions Center Satellite, Inc. telephone number or address. No representative of The Solutions Center Satellite, Inc. shall use any system which blocks the transmission of caller id information. All representatives of The Solutions Center Satellite, Inc. (whether employees or independent contractors) shall advise the Broker in writing of the fact that such a system is being used.

In order to comply with all applicable do not call laws and The Solutions Center Satellite, Inc. license law duty to supervise affiliated licensees, each representative of The Solutions Center Satellite, Inc. shall undergo periodic training as to the applicable law regarding telephone solicitations, including a review of the applicable rules regarding do not call restrictions, and shall be subject to discipline, up to and including termination, for any failure to participate in such training and any failure to comply with The Solutions Center Satellite, Inc.'s Do Not Call Policy and Procedures, as well as all applicable legal provisions. In the event of any question regarding the provisions of applicable law or this Do Not Call Policy and Procedure, the representative of The Solutions Center Satellite, Inc. shall promptly contact any The Solutions Center Satellite, Inc. supervisor to obtain clarification.

The Federal Trade Commission offers a free service to consumers that allow them to place their residential phone number on a National Do Not Call Registry. This service will reduce the number of telemarketing calls received. Consumers may add their residential phone number to the list either by calling 888- 382-1222 or through the internet at www.donotcall.gov. It may take several weeks before they notice a reduction in calls. Some states' laws are more restrictive than federal law. These states may have their own do-not-call registry, and/or does not make an exception for calling your existing customers.

What to say when the customer requests to be placed on our company-specific Do Not Call list:

Outbound Call:

"Mr.(s) _____, please excuse this call, I will arrange to have your name removed from the calling list immediately."

Inbound Call:

"Mr.(s) _____, thank you for bringing the matter to our attention. We apologize for any inconvenience that we may have caused. We will immediately remove your name and number from our calling list."

If the customer states that they have already told us to remove their name from the list:

Outbound Call:

"Mr.(s) _____, your name must have been given to me by mistake. I am sorry for the inconvenience. I will have my manager immediately contact our customer service department so that we will not bother you again."

Inbound Call:

"Mr.(s) _____, I apologize for the inconvenience. I will have my manager immediately contact our customer service department so that we will not bother you again."

Established Business Relationship (EBR) Calls:

During calling campaigns to our existing customers, someone may express concern that we are calling them even though they have placed their number on the national or state DNC list. Many customers do not understand that calls to them are exempt (within regulatory parameters) from the DNC rules as long as they have not previously asked to be placed on our internal DNC list. If a customer expresses this concern you should respond in the following manner: "Mr.(s) _____, I am calling you today because you are one of our valued customers. The Do Not Call regulations allow us to call our existing customers even though your number may be on the national or state DNC list. However, you may request to be placed on our internal DNC list. If you do so, we will not contact you again.

Request for Do Not Call Policy

Any customer who requests a copy of this our do not call policy is entitled to receive it as soon as possible. Any requests for a copy of our Do Not Call policy should be answered as follows. Requests should be submitted to your direct manager to be mailed out:

"Mr.(s) _____ we will be happy to send a copy of our Do Not Call policy to you. This request needs to be forwarded through my manager. Please let me confirm your address. We have it as _____. Thank you for your interest.

By my signature below, I acknowledge that I have read and understand the Do Not Call Policy and I will adhere to this Policy and to the laws governing telemarketing solicitation. I understand that any infractions of the foregoing Policy are grounds for the termination of my status with The Solutions Center Satellites, Inc.

Signature

Date

Print Name