



TELECOM COMMERCIAL COMMUNICATIONS CUSTOMER PREFERENCE REGULATIONS

PERSONAL PHONE CALLS

It is acknowledged that personal communication is inevitable and sometimes necessary. However, it is expected this will be kept to appropriate or reasonable levels which is defined as not more than 5 minutes in a day and preferably during breaks. No Long Distance or international calls can be made from the office lines.

ATTENDANCE REGISTER

All Employees must Sign In and Sign Out on the Attendance Register mentioning time in and time out. Entry should be controlled through an Access Control System where possible. These will be tracked by the Assistant Manager/Team Leader

MOBILE PHONES

No Mobile Phones, Cameras, MP3 Players, Recording or Storage Devices can be brought into the work area. These need to be deposited at a common point before entering the work place and used only during breaks. Personal mobile phones cannot be used to make business calls. Mobile phones paid by the Company must only have a standard ring tone and not movie or other songs. Personal calls / bills must be segregated at the time of charging the bills to the Company and a phone statement is required to settle the bills.

INTERNET

The Internet facility provided by TLC® should be limited only to business use. Access is authorized by Management on the basis of business needs.

PERSONAL LAPTOPS, CD DRIVES, PEN DRIVES

Personal Laptops, CD/ DVD DRIVES or PEN DRIVES are not allowed inside any office of TLC®

EMAIL

Email has legal status as a document and is accepted as evidence in a court of law. It cannot be used for private purposes.



TLC GUIDELINES RELATED TO E-MAILS

At TLC® we believe that the response time on the E-mails received by us indicates to the Sender of the E-mail that we value the E-mail. Conversely not responding to the E-mail within reasonably expected time, reflects poorly on TLC® as a Company and is also disrespectful to the Sender of the Email. Therefore TLC® has listed down the guidelines below which all members of the team are advised to follow:

1. All Emails received till Close of Business (COB - 6 PM) which can be responded to instantly, must be responded to the same day.
2. All Emails received after 6 PM on any day and that can be responded to instantly, must be responded to by lunch time the next working day.
3. All Emails that require more than 48 hours to respond must be acknowledged instantly (as per point a) and b) above giving a time line to respond. In case we cannot respond within the timeline committed, then another E-mail must be sent requesting for more time, again with a clear timeline.
4. If an Email is received requesting for an answer within a particular time, then one must respond within that timeline given and in case that is not possible then it must be instantly replied back giving an alternate, clear and defined timeline and if possible the reason of the delay.

E MAIL ETIQUETTE AT TLC®

1. E-mails responses must be brief and to the point.
2. A point wise response is better than writing long paragraphs
3. All Emails must be signed off with the approved TLC E-Mail sign off and the approved Disclaimer.
4. We should avoid attachments as far as possible. Remember people can't read them on BB.
5. No personal E-mails can be sent from a TLC® ID.
6. No jokes, mass e-mails can be sent / forwarded from a TLC® ID.
7. Nobody is authorized to use the 'tlcgroup.com' domain for any mass emails. Remember this is our primary domain and can get blacklisted for SPAM.
8. All TLC IDs will be issued as fname.lname@tlcgroup.com
9. No credit card numbers can be sent over an E-mail.
10. Any confidential document must be PW protected and the PW sent over SMS. Refer TLC® PW Policy.