

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 9 July 2019 12:37 PM
To: Submit Investigations
Subject: Response to ACMA - Notice to Produce - [REDACTED]
Attachments: [REDACTED] January 2019 .pdf; 0254 [REDACTED].pdf

To Whom this may concern,

I write on behalf of [REDACTED] in response to the Notice To Produce concerning [REDACTED]'s arrangements with [REDACTED].

In response to that Notice, we submit that [REDACTED] has not made telemarketing calls on behalf of [REDACTED]. Any customer contact that [REDACTED] makes, is solely for [REDACTED] customers only.

[REDACTED] engages [REDACTED] from time to time as an installation partner only for the purposes of accessing their installer base in order to fulfill orders secured by [REDACTED] that resulted from [REDACTED] own marketing efforts.

[REDACTED] does not engage in outbound cold telemarketing, rather our marketing efforts are confined to:

- website presence
- digital marketing campaigns
- shopping centre promotions
- home/trade shows
- referrals

To support the above, please see **attached our agreements** with our digital marketing channels outlining the nature of how our lead generation is conducted. Any call made to a customer is a solicited call as the customer has actively and willingly supplied us their contact information in response to [REDACTED] marketing efforts.

In this regard, please see our response to Schedule B of the Notice To Produce as follows:

1. NO
2. N/A - in line with above stated points.
3. N/A - in line with above stated points.
4. N/A - in line with above stated points.
5. N/A - in line with above stated points.
6. N/A - in line with above stated points.
7. N/A - in line with above stated points.
8. N/A - in line with above stated points.
9. N/A - in line with above stated points.

I trust this submission will sufficiently address your concerns.

Kind Regards,



[Redacted]

Marketing Manager

T + [Redacted]

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[Redacted] [.com.au](#)

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