

Note: the below is an extract of correspondence sent through the ACMA's customer relationship management system.

From: info@[REDACTED].com.au

To: DNCR-compliance@acma.gov.au

Date: 16/02/2018

Subject: RE: [SEC=UNCLASSIFIED] Compliance with the Do Not Call (DNCR) legislation
CRM:001195003047

Good morning ACMA,

Thank you for your email however, we are failing to understand why we received this warning as we do not have a call centre or telemarketers representing our company [REDACTED]. However, we are supplied leads and contact details of individuals that are interested in solar energy systems. These leads are generated through multiple sources usually online quote forms.

Can you please provide evidence of this allegations as we would like to investigate this matter further for internal control purposes. We do not want to engage in the services of other companies that are breaching compliance regulations. Furthermore, if there are other entities that are using our company name for the purposes of telemarketing, it is important that we are made aware of this.

Furthermore, we have not collected or obtained any data (contact name and numbers) from any source to be able to make outbound calls. We thank you for bringing this matter to attention and trust we will work collectively to avoid this from repring.

Any additional information you can provide will certainly help us identify the source of the issue. We can only take control measures within our company. As we are a small team, this can easily be managed.

We look forward to your response.

Kind Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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