

# CALLING HOURS AND HOLIDAY RESTRICTIONS POLICY

Revised: October 5, 2020

Approved by: Chief Privacy Officer



## SNEAK PEEK

These rules ensure that we call or text customers at the right times.

## 1 HERE'S THE DEAL

Federal and state laws restrict the hours of the day and days of the week that certain calls and text messages can be made. This policy summarizes the times and dates when T-Mobile can make calls and text messages to ensure compliance with those laws and industry best practices. The relevant calling hours and holiday restrictions depend both on the nature of the communication (i.e., whether it is marketing, collections, or something else) and how the communication is made (i.e., whether it is a live operator call, text message, or uses pre-recorded or artificial voice).

## 2 WHAT'S IN SCOPE

This policy supplements T-Mobile's [Outbound Communications Policy](#) and applies to all outbound communications to current, potential, or former customers (both consumer or businesses) sent by, or on behalf of, T-Mobile, including any of its brands. It covers phone calls (voice, prerecorded, or artificial voice), text messages (SMS, MMS, RCS and any other similar technologies), voicemail messages, handset messages (client and WAP), email messages, direct mail, and faxes. If you're not sure whether an outbound communication is covered by this policy, contact your Legal partner for clarification.

## 3 ROLES & RESPONSIBILITIES

This policy applies to all T-Mobile employees, contractors, contingent staff, and business units that engage in outbound communications. You should loop in Legal on all outbound communications covered by this policy. You should also consult with Legal (start with your usual Legal partner or email [OBCQuestions@T-Mobile.com](mailto:OBCQuestions@T-Mobile.com)) to determine applicable requirements before bringing on board or using vendors or service providers to engage in outbound communications. There's a lot to know about outbound communications – Legal is here to help!

## 4 POLICY

### 4.1 GENERAL RESTRICTIONS

#### 4.1.1 Unsolicited Marketing Calls & Texts

Consistent with Federal law, unsolicited outbound marketing calls and text messages are permitted between **8 a.m. and 9 p.m.** (local time for the recipient), unless a state further restricts the

calling/texting hours. We do not make unsolicited marketing calls or send unsolicited text messages on Sundays or holidays if the recipient is in a state that restricts these communications. Applicable state-specific restrictions are set forth below in sections 4.2 and 4.3.

We treat Business-to-Business calls or texts a bit differently. If Legal has approved treating an unsolicited outbound marketing call or text message as a Business-to-Business communication, the call or text message is permitted at any time unless the recipient is in Florida, Illinois, Michigan, New Mexico, or Ohio. In these states, Business-to-Business calls and text messages are still subject to the state-specific restrictions set forth below in sections 4.2 and 4.3.

#### 4.1.2 Collections Calls & Texts

Collections calls and text messages are permitted between **9 a.m. and 8 p.m.**, unless a state further restricts the calling/texting hours. We do not make collections calls or send collections text messages on Sundays or on Federal or state holidays. Applicable state-specific restrictions are set forth below in sections 4.2 and 4.3.

#### 4.1.3 Other Calls & Texts

Some states restrict the calling/texting hours for non-marketing, non-collections outbound calls and text messages. Applicable state-specific restrictions are set forth below in sections 4.2 and 4.3. Elsewhere, our general policy is to restrict these calls and texts to **9 a.m. to 8 p.m.**, but Legal can and does approve exceptions e.g., for real-time usage notifications. Contact Legal if you believe an exception is appropriate in your case.

## 4.2 STATE-SPECIFIC CALLING HOUR RESTRICTIONS

State	Calling/Texting Hours (Marketing)	Calling/Texting Hours (Any Non-Marketing)	Prohibited Calling Days
Alabama	8 a.m. – 8 p.m.		No calls on Sundays or holidays.
California	9 a.m. – 9 p.m. (only applies to autodialed calls & text messages to non-customers and prerecorded/artificial voice calls)	9 a.m. – 9 p.m. (only applies to autodialed calls & text messages to non-customers and prerecorded/artificial voice calls)	
Connecticut	9 a.m. – 9 p.m.		
Florida	8 a.m. – 9 p.m.		
Idaho	9 a.m. – 9 p.m. (only applies to autodialed calls & text messages and prerecorded/artificial voice calls)	9 a.m. – 9 p.m. (only applies to autodialed calls & text messages and prerecorded/artificial voice calls)	
Illinois	8 a.m. – 9 p.m.		

Kentucky	10 a.m. – 9 p.m.	8 a.m. – 9 p.m. (only applies to and prerecorded/artificial voice calls)	
Louisiana	8 a.m. – 8 p.m.		No calls on Saturdays, Sundays, holidays, during a state of public emergency, or any day the Governor declares to be a holiday.
Massachusetts	8 a.m. – 8 p.m.		
Michigan	9 a.m. – 9 p.m.		
Minnesota	9 a.m. – 9 p.m.	9 a.m. – 9 p.m. (only applies to and prerecorded/artificial voice calls)	
Mississippi	9 a.m. – 9 p.m.	9 a.m. – 9 p.m. (only applies to and prerecorded/artificial voice calls to non-customers)	No calls on Sundays or holidays.
Nebraska	8 a.m. – 9 p.m. (Mon. – Sat.) 1 p.m. – 9 p.m. (Sun. & holidays) (restrictions only apply to prerecorded/artificial voice)	8 a.m. – 9 p.m. (Mon. – Sat.) 1 p.m. – 9 p.m. (Sun. & holidays) (restrictions only apply to prerecorded/artificial voice)	No calls on holidays (pre-recorded/artificial voice only)
Nevada	9 a.m. – 8 p.m.		
New Mexico	9 a.m. – 9 p.m.		
New York			No calls during a state of emergency.
North Dakota	8 a.m. – 9 p.m.	8 a.m. – 9 p.m. (only applies to and prerecorded/artificial voice calls)	
Ohio	8 a.m. – 9 p.m.		
Oregon	9 a.m. – 9 p.m. (only applies to and prerecorded/artificial voice calls)	9 a.m. – 9 p.m. (only applies to and prerecorded/artificial voice calls)	
Puerto Rico	9 a.m. – 9 p.m.		
Rhode Island	9 a.m. – 6 p.m. (Mon.-Fri.) 10 a.m. – 5 p.m. (Sat.)		No calls on Sundays, holidays, or any day the Governor, the President, or Congress declare to be a holiday.
South Dakota	9 a.m. – 9 p.m.	9 a.m. – 9 p.m. (only applies to and prerecorded/artificial voice calls)	
Texas	9 a.m. – 9 p.m. (Mon.- Sat.) 12 p.m. – 9 p.m. (Sun.)	9 a.m. – 9 p.m. (Mon.- Sat.) 12 p.m. – 9 p.m. (Sun.) (restrictions only apply to prerecorded/artificial voice)	

Utah			No calls on Sundays, holidays or any day the Governor or the President declare to be a holiday.
Wyoming	8 a.m. – 8 p.m.		

### 4.3 STATE-SPECIFIC HOLIDAY RESTRICTIONS

Holiday	Applicable States (Marketing)	Applicable States (Non-Marketing)
New Year's Day	Alabama, Louisiana, Mississippi, Nebraska (pre-recorded/artificial voice only), Rhode Island, Utah	Nebraska (pre-recorded/artificial voice only)
Battle of New Orleans	Louisiana	
Martin Luther King Jr. Day	Alabama, Louisiana, Mississippi, Nebraska (pre-recorded/artificial voice only), Rhode Island, Utah	Nebraska (pre-recorded/artificial voice only)
Robert E. Lee Day	Alabama, Louisiana, Mississippi	
President's Day (Washington/Jefferson's Birthday)	Alabama, Louisiana, Mississippi, Nebraska (pre-recorded/artificial voice only), Rhode Island, Utah	Nebraska (pre-recorded/artificial voice only)
Mardi Gras	Alabama, Louisiana, Mississippi	
Good Friday	Louisiana	
Confederate Memorial Day	Alabama, Louisiana, Mississippi	
Rhode Island Independence Day	Rhode Island	

Arbor Day	Nebraska (pre-recorded/artificial voice only)	Nebraska (pre-recorded/artificial voice only)
(National) Memorial Day	Alabama, Louisiana, Mississippi, Nebraska (pre-recorded/artificial voice only), Rhode Island, Utah	Nebraska (pre-recorded/artificial voice only)
Jefferson Davis' Birthday	Alabama	
Independence Day	Alabama, Louisiana, Mississippi, Nebraska (pre-recorded/artificial voice only), Rhode Island, Utah	Nebraska (pre-recorded/artificial voice only)
Pioneer Day	Utah	
Victory Day	Rhode Island	
Huey P. Long Day	Louisiana	
Labor Day	Alabama, Louisiana, Mississippi, Nebraska (pre-recorded/artificial voice only), Rhode Island, Utah	Nebraska (pre-recorded/artificial voice only)
Columbus Day (Fraternal Day, American Indian Heritage Day)	Alabama, Louisiana, Nebraska (pre-recorded/artificial voice only), Rhode Island, Utah	Nebraska (pre-recorded/artificial voice only)
All Saints Day	Louisiana	
Veteran's Day	Alabama, Louisiana, Mississippi, Nebraska (pre-recorded/artificial voice only), Rhode Island, Utah	Nebraska (pre-recorded/artificial voice only)
Thanksgiving Day	Alabama, Louisiana, Mississippi, Nebraska (pre-recorded/artificial voice only), Rhode Island, Utah	Nebraska (pre-recorded/artificial voice only)

Day after Thanksgiving	Louisiana, Nebraska (pre-recorded/artificial voice only)	Nebraska (pre-recorded/artificial voice only)
Day before Christmas	Louisiana, Mississippi	
Christmas Day	Alabama, Louisiana, Nebraska (pre-recorded/artificial voice only), Mississippi, Rhode Island, Utah	Nebraska (pre-recorded/artificial voice only)
New Year's Eve	Louisiana	

## 5 QUESTIONS? - GET HELP

If you have questions about this policy or do not already have a contact in Legal, please email [OBCQuestions@T-Mobile.com](mailto:OBCQuestions@T-Mobile.com).

## 6 BE MAGENTA

Employees who fail to follow this or any other T-Mobile policy may be subject to discipline, up to and including termination. Policies can be updated at any time. It's your responsibility to ensure compliance.

## 7 SEE SOMETHING, SAY SOMETHING

Any T-Mobile employee who has knowledge or good faith suspicions of a violation of this policy must make a report to one of the following:

- their manager (unless the manager is implicated in the report),
- their HR Business Partner
- the Compliance and Ethics Office at [T-MobileCompliance@T-Mobile.com](mailto:T-MobileCompliance@T-Mobile.com),
- or the INTEGRITY LINE at 1-866-577-0575 or online at [T-MobileIntegrityLine.com](https://T-MobileIntegrityLine.com).