

	Harassment of Customers by Customer Service Representatives	Page 1 of 1	Doc. No.: CCCM – CP 00011
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Customer Service Representatives found to be harassing customers or contacting customers for reasons other than official TracFone-related business will be terminated immediately. Harassment of our customers will not be tolerated and will result in immediate termination and potential fines for the call center involved. Customer Service Representatives are to only call our customers for business-related purposes and nothing else.

Furthermore, any legal actions brought forth against TracFone due to inappropriate call center representative behavior resulting in monetary damages to TracFone will be passed on to the offending call center in the form of a call center fine.

Please take steps to ensure that all of your call center representatives are aware that they are not to contact TracFone customers for any reasons other than official TracFone business.

We need to work together to prevent these types of cases from repeating themselves in the future.

Acknowledged by:

Name & Signature / Date