

# Do Not Call Policy (DNC)



It is the policy of CleanSky Energy to fully comply with all applicable "Do Not Call" (DNC) laws and regulations regarding wired and wireless telephone communications to any covered telephone line or number. In a good faith effort to comply and to provide consumers with an opportunity to exercise their DNC rights, CleanSky Energy hereby establishes, and will implement, the following policy:

If you don't want to receive sales calls from CleanSky Energy, you can ask us to place your telephone number on our "Do Not Call" list. In compliance with federal and state laws, we will document your request immediately. Please allow up to 10 days for your telephone number to be removed from any sales programs that are currently underway.

Once a customer's name is on our "Do Not Call" list, CleanSky Energy will keep it on the list for 5 years or until the requestor makes a request to be removed from the DNC or provides a new consent to be called.

CleanSky Energy will also check the National Do Not Call list maintained by the FCC prior to placing any calls to customers who have not opted to receive calls from us or our marketing partners.

CleanSky Energy will ensure that our telemarketing calls are clearly identified and will promptly disclose the purpose of the call upon request.

CleanSky Energy will maintain a list of all "Do Not Call" requests and will make a good faith effort to ensure that our employees are aware of the customers on the list and do not call them.

CleanSky Energy will keep records of our compliance with this policy for at least two years after the date of any telemarketing call made by us.

CleanSky Energy will not sell, rent, or otherwise disclose our DNC list to anyone outside of our organization, except as required by law.

CleanSky Energy provides periodic training to our employees and agents who are engaged in telemarketing activities to ensure they understand and comply with this policy and the rules regarding "Do Not Call" restrictions.

Please note that if you request to be placed on CleanSky Energy's DNC List and you subsequently purchase service from CleanSky Energy (by any means), and provide a new telephone number to CleanSky Energy, that telephone number will not be placed on our DNC list until you request that additional number also be placed on our DNC list.

Individuals who violate these policies and procedures must be reported to the Compliance and Regulatory Office promptly. Any complaint regarding the violations of these policies and procedures should be referred to the Compliance and Regulatory Office for coordination and handling. We respect the privacy of all our customers, and we strive to provide the best possible customer service.

If you have any questions or concerns about this policy, or if you wish to be added to our DNC list, please contact us at (888) 355-6205 during our normal business hours Monday – Friday 8:00AM – 6:00PM (CST) or Saturday 9:00AM - 1:00PM (CST) or by email to [DNC@CleanSkyEnergy.com](mailto:DNC@CleanSkyEnergy.com). To register to the National DNC list, you may visit: <https://www.DoNotCall.gov/>