



# TDS Code of Conduct for Direct Sales

Door-to-door sales contractors are the face of TDS in the communities we serve. Because your actions reflect directly on the company, we expect you to comply with the highest standards of professional conduct when canvassing for or otherwise representing TDS.

## **You must:**

- ✔ Demonstrate a respectful, helpful, and friendly attitude toward TDS associates, current and potential customers, and all community members.
- ✔ Safeguard the security of TDS systems, and proprietary or confidential information, including customer information.
- ✔ Wear TDS-branded vests and hats at all times when actively canvassing.
- ✔ Provide complete and accurate information about TDS products, services, promotions, and pricing.
- ✔ Follow local door-to-door sales / solicitation restrictions.
- ✔ Obtain and carry with you any sales permit or solicitation license required in the market.
- ✔ Leave immediately without further engagement if you are asked to do so by a resident.
- ✔ Limit collection of personal information. Any sales representative found to be collecting personal information from prospects beyond what is necessary to complete a TDS service order will be terminated immediately and reported to local authorities on suspicion of identity theft. Customers must enter their own personal and payment information directly into the TDS-approved system.
- ✔ Comply with the TDS Telecom Ethical Selling Policy.
- ✔ Raise any concerns and report potential misconduct to your supervisor or TDS contact person.

## **You must NOT:**

- ⊗ Post about TDS on any social media platforms or create your own marketing materials about TDS.
- ⊗ Approach or leave materials at any property with a “No Soliciting,” “No Trespassing,” or similar sign.
- ⊗ Place any order for TDS services without obtaining the customer’s explicit consent to do so.
- ⊗ Pressure, intimidate, or mislead potential customers.
- ⊗ Guess at the answer to any question about TDS or its services.
- ⊗ Make unsubstantiated comparisons between TDS services and our competitors’ services.
- ⊗ Wear TDS-branded apparel when you are not actively canvassing.

- ⊗ Engage in any form of discrimination, retaliation, racism, violence, abusive or inappropriate behavior, or harassment, including sexual harassment.
- ⊗ Use, possess, sell, purchase, or transfer unauthorized or illegal drugs or substances.
- ⊗ Be under the influence of legal drugs or substances (including alcohol, marijuana, consumable hemp products, and/or CBD-infused products) that may impair your ability to perform your job functions.
- ⊗ Carry explosive devices, firearms, or other dangerous weapons, whether licensed, concealed or otherwise, unless any such restrictions are specifically prohibited under applicable law.