



Is it Buroserv Calling you?

It's quite common to be contacted by telemarketers from companies you deal with and some you don't.

At Telstra, we often call our customers to review their accounts, inform them about new products and services, or let them know if their account is overdue.

Unfortunately, sometimes companies call our customers claiming they're from Buroserv when they're not. They may try to switch Buroserv customers to another phone company, or in some instances attempt to obtain personal information they can use to access your money and accounts.

We realise that sometimes it's not easy to tell

a scam call from a real Buroserv call, so if you are suspicious about the call, record the phone number that you were called from, and call us at the number on our web site. We will ask you a few questions to confirm your identity, and we may ask you to respond to an SMS message if we are unsure.

What we will *always* do

- If we're calling about a new offer and you are not comfortable at any stage we will respect your wishes and terminate the call.
- We'll only call you for marketing reasons between 9am–8pm Monday to Friday, and 10am–3pm Saturday. We may call you outside these hours if you have an unpaid account.
- If we miss you, we will wait a few hours before calling you again.

What we will *never* do

- We'll never phone and ask for information like your bank or credit card details unless it relates to an existing account requiring payment.
- We won't call you repeatedly about the same offer if you've said no.
- We will never engage in high pressure sales tactics, create uncertainty or unnecessary dilemmas about your services or personal information.