

Is it Key Telecom Calling you?

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

At Key Telecom, 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 Key Telecom when they're not. They may try to switch Key Telecom 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 Key Telecom 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 <i>always</i> do	What we will <i>never</i> do
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • We'll never phone and ask for information like your bank or credit card details unless it relates to an existing account requiring payment.
<ul style="list-style-type: none"> • We'll only call you for marketing reasons between 9am–8pm Monday to Friday 	<ul style="list-style-type: none"> • We won't call you repeatedly about the same offer if you've said no.
<p>We may call you outside the hours of 9am-8pm if you have an unpaid account.</p> <ul style="list-style-type: none"> • If we miss you, we will wait a few hours before calling you again. 	<ul style="list-style-type: none"> • We will never engage in high pressure sales tactics, create uncertainty or unnecessary dilemmas about your services or personal information.