

Code of Ethics

(Pending ratification by the Membership)

In order to insure the integrity of the services our members offer and the credibility of our industry in general that TEMA should adopt and enforce a "Code of Ethics". The Association has an obligation to its members and their members' clients to enforce its "code of ethics".

Our members must renew their ethical covenant with the Association on an annual basis.

Our Members must annually affirm the following

- That they have a professional responsibility and a duty to the Association's other members to deal ethically and fairly with its clients.
- That they have an ethical responsibility to insure to the best of their ability that the services they offer will adequately meet the needs of the potential customer.
- That they have not and will not knowingly provide false or misleading information and they have an obligation to take all reasonable care to insure that the information provided to its clients and potential clients is accurate.
- That prior to undertaking a relationship with a client, they will fully inform the client of the fee structure and fully enumerate the services to be performed.
- That they shall take care to avoid any disclosures of confidential information the client may provide during the course of the relationship except to the extent that they are compelled to do so as a result of legal proceedings.
- That they have not and will not represent interests which conflict or compete with the interest of the client and that they shall endeavor to avoid such appearances.
- That they shall not intentionally and unfairly cause injury to the professional reputation or practice of another member. Such prohibition is not intended to diminish competitive differentiation. Members have an obligation to present to the Association evidence of unethical practice by any other member.
- That in performing services for a client, they shall not accept compensation, commissions, or consideration in connection with those services from anyone other than the member's client.
- That they shall not either directly or indirectly function as a carrier or receive compensation from carriers for favorable positioning with end-users as it represents an inherent conflict of interest with the goals of the Association.

To the extent that members may be receiving fees from carriers for other reasons, the Association requires that such arrangements be ethical, non-collusive, not-client-specific and fully disclosed to both TEMA and the members' clients. A provisional exception is made for wireless activation fees for a period of time as determined by the Board.