Boiler Plate Assets for 10DLC Compliance

In both Terms of Service & Privacy Policy, remove any mention of the following keywords in reference to selling or sharing leads' information with a third party: "share," Sell," "affiliate," or "third-party."

Terms of Service

{Program Name}

1. {Insert program description here; a brief description of the types of messages users can expect upon opting in.}
2. You can cancel the SMS service at any time. Simply text "STOP" to the shortcode. Upon sending "STOP," we will confirm your unsubscribe status via SMS. Following this confirmation, you will no longer receive SMS messages from us. To rejoin, sign up as you did initially, and we will resume sending SMS messages to you.
3. If you experience issues with the messaging program, reply with the keyword HELP for more assistance, or reach out directly to {support email address or toll-free number}.
4. Carriers are not liable for delayed or undelivered messages.
5. As always, message and data rates may apply for messages sent to you from us and to us from you. Message frequency varies. For questions about your text plan or data plan, contact your wireless provider.
6. For privacy-related inquiries, please refer to our privacy policy: {link to privacy policy}.

Privacy Policy

We may share Your personal information in the following situations:

1. With Service Providers: We may share Your personal information with Service Providers to monitor and analyze the use of our Service, to contact You.
2. For business transfers: We may share or transfer Your personal information in connection with, or during negotiations of, any merger, sale of Company assets, financing, or acquisition of all or a portion of Our business to another company.
3. With Affiliates: We may share Your information with Our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include Our parent company and any other subsidiaries, joint venture partners or other companies that We control or that are under common control with Us.
4. With business partners: We may share Your information with Our business partners to offer You certain products, services or promotions.
5. With other users: when You share personal information or otherwise interact in the public areas with other users, such information may be viewed by all users and may be publicly distributed outside.
6. With Your consent: We may disclose Your personal information for any other purpose with Your consent.

User Consent

Brief - Your customers must opt in to receiving text/SMS messages from you. It is vital that you implement a statement on your website or on paper forms if you do not have/use a website to notify

them of this policy.

Description: The primary purpose of the Opt-in Flow (or Call to Action - where end users provide their phone number and consent to receive SMS from you) and required disclosures is to ensure the end user consents to receive text messages and understands the nature of the program. The Opt-in Flow must be accessible by a 3rd party reviewer so it can be verified.

Requirements:

- Program or product description
- Telephone number(s) from which messaging will originate
- Identity of the organization or individual being represented in the initial message
- Clear and conspicuous language about opt-in and any associated fees or charges
- Compliant privacy policy
- Other applicable terms and conditions (e.g., how to opt-out, customer care contact information
- Explain if the Call to Action is behind a login, not yet published publicly, is verbal, on paper. Provide a screenshot of the Call to Action in such cases. Host the screen shot on a publicly accessible website (like OneDrive or Google Drive) and provide the URL.
- Please indicate if disclosures are provided to end user in any language other than English and provide a translated copy in the Consent form for verification.

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Verbal Consent

Sample Verbal Consent (Over the Phone or In-Person)

Message Flow:

1. When a customer [calls or walks] in to [phone number or office address] which is published at [url or how user learns number/address] The representative explains the consent process verbally:
2. Agent asks would you like to receive [use case(s)] via sms? If customer says "yes" then agent says "By providing your phone number, you agree to receive SMS [Use Case(s)] from [Brand Name]. Message frequency may vary. Standard Message and Data Rates may apply. Reply STOP to opt out. Reply HELP for help. We will not share mobile information with third parties for promotional or marketing purposes.
3. Once the customer verbally agrees, the phone number is recorded, and a confirmation SMS is sent:
4. "You have agreed to receive SMS updates from [Brand Name]. Msg freq may vary. Std msg & data rates apply. Reply STOP to opt out, HELP for help."

Sample Published Opt-In

By signing up via text, you agree to receive recurring [use case(s)] messages from [company name] at the phone number provided. Consent is not a condition of purchase. Reply STOP to unsubscribe. Reply HELP for help. Message frequency varies. Msg & data rates may apply. View our Privacy Policy and Terms of Service.

From:
<http://139.177.207.68/wiki/> - **support wiki**

Permanent link:
http://139.177.207.68/wiki/doku.php?id=boilerplate

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