

# Consent Process for SMS Messaging

## Verbal Consent (via online or phone support):

1. When a customer calls or writes in to 423-567-4888 or support@ring-u.com, published at ring-u.com and in their customer account portal <https://office.ring-u.com/portal/app.php/support>, the representative explains the consent process verbally:
2. Agent asks if customer would like to receive troubleshooting/test messages via sms? If customer says "yes" then agent says "By providing your phone number, you agree to receive SMS test messages from ring-u. 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:

"You have agreed to receive SMS updates from ring-u. Msg freq may vary. Std msg & data rates apply. Reply STOP to opt out, HELP for help."

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