

Z-DISPATCH



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Verbal A2P Opt-In

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Description:

Z-Dispatch obtains SMS messaging consent through a clear and direct **verbal opt-in process** during phone calls initiated by the customer.

Before sending any SMS message, our representative explicitly asks the customer for permission to send text messages related to the service (such as appointment details or driver updates). The customer must verbally agree. The representative also informs the customer that:

- Message and data rates may apply

- They can reply **STOP** at any time to unsubscribe
- No messages are sent without this prior verbal consent

All verbal opt-ins are **recorded and stored** securely as part of our customer support call recordings.

Example:

Customer calling our services:

O: Z-Dispatch, how can I help you?

C: Hey I would like to set an appointment for tomorrow at 15:00.

O: No problem, I have a free spot. I will send you a quick SMS with all the appointment details

Including our address, Is that okay?

C: Yes, that's fine.

O: If you'd ever like to stop these messages, you can reply STOP to any of our texts.

C: Okay, good bye.

O: Bye bye!