Z-DISPATCH

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Verbal A2P Opt-In

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Verbal Consent Script:

Z-Dispatch customer service: Z-Dispatch, how can I help you today?

Customer: I'd like to set an appointment for tomorrow at 15:00.

Z-Dispatch customer service: Great. I can send you a text confirmation with your appointment time and our address—about 1 message per appointment. Message & data rates may apply. You can Text HELP for assistance or STOP to unsubscribe at any time. Please reply with 'yes' or 'no' to indicate if you would like this service.

Customer: Yes, that's fine.

Z-Dispatch customer service: Perfect—expect that SMS in just a moment.

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.