



SMS Disclosure Statement

We gain consent to initiate SMS with customers once they have either (A) initiated contact with us via SMS; or (B) verbally agreed during the first phone communication. While there is no direct script for this approval, users are informed that we can use this method *or* email for schedule reminders, quotations and invoices but that these messages are not used for advertising or marketing purposes. There is no schedule for these messages and frequency varies based upon scheduling and billing milestones. Users may ask for help or revoke consent at any time and this will be noted in the customer file and retained.

Text messages are used to reply to customers who initiate contact via SMS and with customers who agree verbally to receive scheduling, billing and other account reminders. Text messages may be used for internal communication but are primarily used for responding to customer requests. Text messages are not used for any promotional means and sales documents will only be sent when requested.