

## SMS Terms & Conditions

The Terms of Service related to SMS communication must either be included in the privacy policy or be a stand-alone document. Note: If the customer has a Terms and Conditions page, this information should be included there, and not in the privacy policy. The document must include the following:

### SMS Terms & Conditions

#### 1- SMS Consent Communication:

The information (Phone Numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

#### 2- Types of SMS Communications:

If you have consented to receive text messages from [Company Name], you may receive messages related to the following (provide specific examples):

Appointment reminders

Follow-up messages

Billing inquiries

Promotions or offers (if applicable)

Example: "Hello, this is a friendly reminder of your upcoming appointment with Dr. [Name] at [Location] on [Date] at [Time]. Reply STOP to opt out of SMS messaging at any time."

#### 3- Message Frequency:

Message frequency may vary depending on the type of communication. For example, you may receive up to [X] SMS messages per week related to your [appointments/billing, etc.].

Example:

"Message frequency may vary. You may receive up to 2 SMS messages per week regarding your appointments or account status."

#### 4- Potential Fees for SMS Messaging:

Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

#### 5- Opt-In Method:

You may opt-in to receive SMS messages from (Company name) in the following ways:

Verbally, during a conversation

By submitting an online form

By filling out a paper form

#### 6- Opt-Out Method:

You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list.

#### 7- Help:

If you are experiencing any issues, you can reply with the keyword HELP. Or, you can get help directly from us at (Company website)

Additional Options:

If you do not wish to receive SMS messages, you can choose not to check the SMS consent box on our forms.

8- Standard Messaging Disclosures:

Message and data rates may apply.

You can opt out at any time by texting "STOP."

For assistance, text "HELP" or visit our [Privacy Policy] and [Terms and Conditions] pages.

Message frequency may vary