Fieldfuze SMS/MMS Opt-In Policy

Effective Date: April 16, 2025

Overview

Fieldfuze uses Twilio to deliver SMS/MMS messages on behalf of businesses using our platform. These

messages include appointment confirmations, service updates, technician ETAs, and reminders related to

active jobs.

End Customer Opt-In Process

End customers (e.g., homeowners or clients of service providers) receive a message like the one below when

a job is scheduled through the Fieldfuze platform:

Example Message:

Mr. Smith,

Your AC unit installation has been scheduled for April 20th at 2:00 p.m. Thank you!

Reply YES to confirm and opt-in to receive job updates.

Reply STOP to opt-out.

- By replying YES, customers confirm their appointment and explicitly opt in to receive SMS updates for

thatjob.

- Customers can opt out at any time by replying STOP.

We use consent-based messaging to ensure compliance with TCPA and CTIA standards. No further

messages will be sent if the user does not respond or replies STOP.

Business User Agreement

Businesses that sign up and use the Fieldfuze platform automatically agree to the use of Twilio's

communication services as part of our service features.

- By registering for a Fieldfuze account, business users consent to the use of Twilio to send

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appointment-related messages on their behalf to customers and team members.

- This agreement is embedded in our Terms of Service and confirmed during account creation.

Message Frequency

Message volume may vary depending on activity. On average:

- End customers receive 1-5 messages per job.
- Technicians may receive real-time updates or alerts based on routes or assignments.

Opt-Out Instructions

End users may stop receiving SMS/MMS messages at any time by replying STOP to any message. They can also text HELP for support options.

Support & Questions

For questions or concerns about our messaging policy or to request a full copy of your message history, contact:

admin@fieldfuze.com

907-346-0123