

FIELDFUZE SMS POLICY

Last Updated: February 24, 2026

Version: 1.0.0

1. OVERVIEW

This SMS Policy describes how FieldFuze sends, manages, and controls SMS communications through its field service management platform. FieldFuze uses Telnyx as its SMS provider.

2. MESSAGE SENDER AND PLATFORM CONTROL

All SMS messages delivered through the Service are generated, sent, and managed exclusively by FieldFuze. While messages may reference the User's business name for clarity, FieldFuze is the sole sender of record for all SMS communications.

- Users may not send SMS messages outside the Service, upload contact lists for independent messaging, or bypass FieldFuze's opt-in, opt-out, or compliance controls.

3. CONSENT AND OPT-IN

FieldFuze sends SMS messages directly to end customers as part of its field service management platform. SMS messages are sent only to recipients who have explicitly opted in to receive such communications.

Opt-in is collected through a double opt-in workflow that requires the recipient to reply "YES" to confirm consent before receiving messages. Opt-in records are maintained by FieldFuze.

4. MESSAGE TYPES

SMS message types include:

- Appointment confirmations and service updates
- Technician arrival notifications
- Billing and invoice notifications, including secure links to view or pay invoices
- Post-service review requests

Message frequency varies based on service activity. Message and data rates may apply.

5. OPT-OUT

Recipients may opt out of SMS communications at any time by replying "STOP" or request assistance by replying "HELP." Opt-out requests are enforced centrally by FieldFuze.

6. USER RESPONSIBILITIES

Users of the FieldFuze platform are responsible for:

- Obtaining proper consent for SMS communications

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- Compliance with TCPA and other telecommunications regulations
- Content of messages sent through the platform

7. PROHIBITED USES

Users may NOT use FieldFuze SMS features to:

- Send unsolicited bulk messages (spam)
- Send SMS messages to recipients who have not explicitly opted in
- Conduct independent or off-platform SMS campaigns
- Harass customers or other users
- Send threatening or abusive communications
- Bypass FieldFuze's opt-in, opt-out, or compliance controls

8. LIMITATIONS

FieldFuze is not liable for:

- SMS delivery failures
- Carrier filtering or blocking
- Costs incurred from failed deliveries

SMS and phone services are provided through Telnyx. Message delivery is not guaranteed.

9. DATA RETENTION

SMS opt-in and opt-out records may be retained as required for legal and regulatory compliance.

10. CONTACT

For questions about this SMS Policy:

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- Address: 906 N 1st Ave, Tucson, Arizona 85719