

Verbal SMS Opt-In Consent Script

Staff read-aloud script for account, contract, subscription, invoice and billing notifications. Transactional communications only; no marketing messages.

1 EXACT WORDING STAFF READS TO THE CUSTOMER

"Hello, this is [staff name] from VNVN System LLC. I would like to ask your permission to send text messages to [customer mobile number] about your VNVN customer account. Messages may include contract or service agreement updates, subscription notices and renewals, invoices with secure viewing links, payment reminders or confirmations, and important billing or account updates. Message frequency varies with your account activity. Message and data rates may apply. You may reply HELP for assistance or STOP to unsubscribe at any time. SMS participation is optional and is not a condition of purchasing or maintaining our services. Our Terms of Use and Privacy Policy are available on vnvn.net, and I can provide their direct links for you to review before you decide. Do you agree to receive these account and billing text messages from VNVN System LLC at [customer mobile number]? Please answer YES or NO."

Customer-facing policy links referenced in the script

Terms of Use: <https://vnvn.net/a155/vnvn-terms-of-use-agreement>

Privacy Policy: <https://vnvn.net/a153/vnvn-com-privacy-policy>

2 AGENT RESPONSE AND ENROLLMENT

If the customer says YES: "Thank you. You have agreed to receive VNVN System LLC account and billing SMS alerts. You will receive a confirmation text with instructions to get help or stop future texts."

If the customer says NO or is unsure: "Understood. We will not enroll your number in SMS alerts. We can continue communicating through other agreed channels."

3 REQUIRED STAFF PROCEDURE

Confirm the customer and phone number, read the script in full, offer policy links, and ask for an explicit YES/NO. Record the consent result, date/time, number, staff member, script version and available supporting evidence. Send SMS only after affirmative consent is recorded. Honor STOP/HELP and do not enroll a customer who declines.

4 SAMPLE CONFIRMATION SMS

VNVN System LLC: You are subscribed to account and billing text alerts, including invoices and subscription notices. Msg frequency varies. Msg & data rates may apply. Reply HELP for help or STOP to opt out.