

PotholeRepair.com SMS TERMS AND CONDITIONS

SMS Campaign

PotholeRepair.com uses this SMS campaign to send service-related SMS messages to commercial property managers, facility managers, and business owners who have requested or authorized pothole repair and asphalt maintenance services. Messages include appointment and scheduling confirmations, inspection report notifications, repair status updates, service reminders for the Proactive Asphalt Repair & Care (PARC) Plan, and follow-up communications. Recipients are existing customers or prospects who have voluntarily provided their phone number through our website contact form, quote request form, or directly to our Asphalt Solution Specialists and have consented to receive text messages.

End user consent to receive messages

End users provide express written consent to receive SMS messages from PotholeRepair.com through the following methods:

(1) Website Contact/Quote

Request Form. When a customer submits a quote request or contact form at <https://potholerepair.com/connect-with-phr/>, you are presented with a clear disclosure and checkbox stating: "By providing your phone number and checking this box, you agree to receive text messages from PotholeRepair.com regarding your pothole repair service, including appointment confirmations, inspection reports, repair updates, and service reminders. Message frequency varies. Message and data rates may apply. Reply STOP to cancel. Reply HELP for help. View our Privacy Policy at <https://potholerepair.com/privacy-policy/> and SMS Terms & Conditions at <https://potholerepair.com/sms-terms/>".

(2) In-Person or Phone Consent:

When a customer provides their phone number directly to an Asphalt Solution Specialist or Client Services Representative during a site visit or phone call and verbally agrees to receive text messages, the consent is documented in our CRM with a timestamp, the customer's name, phone number, and the representative who obtained consent.

(3) All opt-in methods clearly disclose the program name (PotholeRepair.com SMS Updates), message frequency (message frequency varies), message and data rates disclaimer, opt-out instructions (Reply STOP), and help instructions (Reply HELP).

Sample Opt-in Message (Auto-reply):

PotholeRepair.com: You're now subscribed to PotholeRepair.com SMS Updates for service alerts, inspection reports, and repair updates. Msg frequency varies. Msg & data rates may apply. Reply HELP for help. Reply STOP to cancel.

Summary of Program

Program name: PotholeRepair.com SMS Updates

Program description: Service-related text messages including appointment confirmations, inspection report notifications, repair status updates, and PARC Plan reminders

Message and data rates: Message and data rates may apply

Message frequency: Message frequency varies based on service activity

Support contact info: For help, text HELP or call (855) 376-8465 or email info@potholerepair.com

Confirmation opt-in keywords: START, SUBSCRIBE, YES

Opt-out instructions: To stop receiving messages, text STOP at any time to any message. You will receive a one-time confirmation that you have been unsubscribed.

Opt-out keywords: STOP, STOPALL, UNSUBSCRIBE, CANCEL, END, and QUIT

Privacy policy link: <https://potholerepair.com/privacy-policy/>

Carrier Disclaimer: Carriers are not liable for delayed or undelivered messages.

How to Contact Us

If you have any questions, concerns regarding the SMS TERMS AND CONDITIONS, please feel free to contact us at the following email, telephone number or mailing address.

Email: info@potholerepair.com

Telephone Number: 855-376-8465

Mailing Address: Pothole Repair 8220 GREY EAGLE DRIVE UPPER MARLBORO, Maryland 20772