

**OCCAM**

# Razor SMS Notification Policy

Status	Document Owner	Classification	Version	Date
Published	Liam O'Reilly	Internal	1.0	09/03/2023

## Change Log

Change Notes	Changed by	Version	Date
Draft version	Liam O'Reilly	0.1	09/03/2023

## Table of Contents

1.	POLICY .....	3
1.1	Purpose.....	3
1.2	Razor Monitoring Alert Profile (SMS) .....	3
1.3	Razor Monitoring Alert Profile (SMS) Usage Guidelines .....	3
1.4	Compliance for Razor Monitoring Alert Profile (SMS).....	3
1.5	Opting into Occam Networks SMS Alert Service .....	4
1.6	Data Privacy.....	4
1.7	Policy Updates .....	4

## **1. POLICY**

This policy outlines the guidelines and procedures for Occam Networks' clients to conduct SMS alerting using the Razor Platform.

### **1.1 Purpose**

The purpose of this policy is to ensure that all SMS alerts sent to Occam Networks' clients using the Razor Platform is done in compliance with industry standards and best practices.

### **1.2 Razor Monitoring Alert Profile (SMS)**

- Provides clients with a method of notification using an SMS service carrier.
- The frequency of messages may vary.
- Message and data rates may apply.
- Occam Networks and SMS carriers are not liable for any delays or undelivered messages.

### **1.3 Razor Monitoring Alert Profile (SMS) Usage Guidelines**

Occam Networks' clients must adhere to the following guidelines when using the Razor Platform for SMS notifications:

1. Clients must use the Razor Platform only for receiving alerts from the monitoring tests and not for live messaging campaigns.
2. Clients must not share their Razor Platform login credentials with any unauthorized personnel.
3. Clients must not attempt to access or modify any other client's data or information on the Razor Platform.
4. Clients must promptly report any suspected security breaches or unauthorized access to the Razor Platform to Occam Networks' support team.
5. Clients must use the Razor Platform in compliance with Occam Networks' terms of service, privacy policy, and applicable laws and regulations.

### **1.4 Compliance for Razor Monitoring Alert Profile (SMS)**

1. SMS messages must comply with all applicable laws, regulations, and industry standards, including but not limited to the Telephone Consumer Protection Act (TCPA) and the Cellular Telecommunications and Internet Association (CTIA) guidelines.
2. SMS messages must be clear, accurate, and not misleading.
3. SMS messages must be sent only to recipients who have provided prior express consent to receive such messages.
4. Sales or Marketing SMS messages must contain clear opt-out instructions, such as "Reply STOP to unsubscribe."
5. SMS messages must not contain any prohibited content, including but not limited to gambling, cannabis, crypto, and SHAFT content (sex, hate, alcohol, firearms, and tobacco).
6. SMS messages must not contain any false or misleading information, such as misleading or deceptive sender or subject lines.

7. SMS messages must not contain any malicious or harmful content, such as viruses, malware, or phishing scams.
8. Occam Networks' clients are prohibited from sending SMS messages to any phone number registered on the National Do Not Call Registry. It is the clients' responsibility to ensure that all phone numbers entered for SMS alerting are not on the National Do Not Call Registry.
9. Occam Networks reserves the right to review and monitor all SMS sent to using the Razor Platform to ensure compliance with this policy, as well as any applicable laws, regulations, and industry standards. Occam Networks may terminate a client's access to the Razor Platform if it determines, in its sole discretion, that the client has violated this policy or any other Occam Networks policy or agreement.
10. Clients must not share their Razor Platform login credentials with any unauthorized personnel.

### 1.5 **Opting into Occam Networks SMS Alert Service**

By opting into Occam Networks SMS Alert Service, you expressly consent to receive recurring text messages that may be sent using an automatic telephone dialing system, by or on behalf of Occam Networks, at the cell phone number you provide us. By voluntarily providing your cell phone number to Occam Networks, you consent to receive operational or informational text messages related to your Occam Networks Razor Monitoring Alert Profile, including but not limited to notifications of test failures or system downtime. Please note that we may not be able to deliver messages to all mobile carriers. Consent to receive text messages is not a condition of using the Occam Networks Razor platform. You understand and agree that all text messages may be sent using automated technology.

Occam Networks respects your privacy and will handle your personal information in accordance with our Terms of Service agreement and Data Privacy clause. To stop receiving SMS notifications, please remove your mobile number from your Razor Monitoring Alert Profile via the Razor UI or contact Occam's Professional Service team.

### 1.6 **Data Privacy**

Occam Networks is committed to protecting the privacy and security of all personal information collected through the Razor platform. By using our services, clients agree to comply with all applicable data privacy laws and regulations, including the EU General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA).

Clients are responsible for ensuring that all personal information entered into the Razor platform is done so with proper consent and is used only for the intended purposes. Any misuse or unauthorized access of personal information will not be tolerated.

### 1.7 **Policy Updates**

Occam Networks may update this policy from time to time to reflect changes in industry standards or best practices. Clients will be notified of any updates to this policy, and continued use of the Razor Platform will be deemed acceptance of any updated policies.