

# SMS Support — Consent Form

The written consent wording collected from every authorised user before any support message is sent.

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727 SRLS provides customer support by text message to the authorised users of the organisations that licence our software. Consent for those messages is collected in writing, on the form reproduced below, which forms part of the signed service agreement. The identical wording is used in the electronic version presented during onboarding, where the box is unticked by default. This page publishes the exact language so that it can be verified.

## The form as signed

### 727 SRLS — SMS SUPPORT ENROLMENT AND CONSENT FORM

**The service you are enrolling in.** 727 SRLS Support is a two-way customer support text messaging service for the authorised users of 727 SRLS software, including the CORA property and facility management application. You text our support number when you need help, and our support chatbot and our staff reply with account answers, product and service information, troubleshooting steps and maintenance status updates. We never send marketing or promotional messages.

**Message frequency.** Message frequency varies and depends on your own use of the service: typically 2-10 messages per support conversation, and often none at all in a given month. **Message and data rates may apply.**

**Help and opt-out.** Reply **HELP** at any time for assistance. Reply **STOP** at any time to unsubscribe: you receive one confirmation message and no further texts.

Client organisation \_\_\_\_\_

Authorised user (name and role) \_\_\_\_\_

Business email \_\_\_\_\_

Mobile phone number for SMS support \_\_\_\_\_

☐ I agree that **727 SRLS** may contact me by SMS at the mobile phone number provided above, for customer support and service messages relating to the software I use. **Message frequency varies. Message and data rates may apply.** Reply **HELP** for help or **STOP** to

unsubscribe at any time. Consent is not a condition of purchase. I have read the Terms & Conditions and the Privacy Policy at the addresses below.



**Terms & Conditions**

<https://legal.727.services/terms-and-conditions>



**Privacy Policy**

<https://legal.727.services/privacy-policy>

Date \_\_\_\_\_

Customer signature \_\_\_\_\_

## Notes on this consent

- **It is optional.** Consent to receive text messages is not a condition of purchasing or using the software; users who do not tick the box are supported through the in-app chat and by email instead.
- **The user still writes first.** Even after this form is signed, we never send the first message: the conversation is always started by the user, and our first reply confirms the enrolment and repeats the **HELP** and **STOP** instructions.
- **It can be withdrawn at any time** — reply **STOP** to any message, or write to [privacy@727.services](mailto:privacy@727.services). We keep a record of every opt-out so that it continues to be honoured.
- **No marketing.** The number is used only for support conversations. We do not buy, rent or import phone number lists, and no mobile information is shared with third parties or affiliates for marketing or promotional purposes.

## Where users see the call to action

The invitation to text us is shown to authorised users in the support section of the software and in the welcome material their organisation receives, always together with the same disclosures: message frequency varies, message and data rates may apply, reply **HELP** for help and **STOP** to opt out.