



Plumbers, Steamfitters and HVACR Local 137

Official SMS Communication Use Case and Authorization Document

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Twilio SMS Use Case Description

Plumbers, Steamfitters and HVACR Local 137 is committed to providing clear and timely communication to its members. To facilitate this, we will use Twilio's SMS platform to deliver essential, non-promotional text messages to members who have provided written consent. These messages serve to keep members informed and engaged with union activities and updates.

Types of SMS Messages Sent

- Appointment Reminders or Notifications:

Notifications regarding upcoming training sessions, certification renewals, or scheduled appointments.

- Account Alerts or Billing Notifications:

Updates on dues payments, billing reminders, and account status notifications.

- General Notifications:

Informative messages such as policy changes, office closures, or general union updates.

- Event/Meeting Notifications:

Invitations and reminders for events, scheduled union meetings.

Target Audience

These messages are directed exclusively to registered members of **Plumbers, Steamfitters and HVACR Local 137** who have signed an official authorization form consenting to receive SMS notifications.

Member Opt-In Process

Members must complete and sign the SMS Authorization Form (Physical Paper Form) provided by the union. This form outlines the types of messages to be sent, the intended use, and the member's right to opt out at any time. Copies of the form are available during onboarding and upon request. Signed forms are securely stored as part of the member's profile.

Opt-Out Instructions

To unsubscribe from SMS messages, members may reply with the word "STOP" to any received message. This action will immediately remove the member from the messaging list. Re-enrollment requires submitting a new authorization form.

Message Frequency and Compliance

Messages will be sent on an as-needed basis, typically between 2 to 6 messages per month. All communication practices comply with the Telephone Consumer Protection Act (TCPA), CTIA guidelines, and other applicable legal requirements. **Plumbers, Steamfitters and HVACR Local 137** is committed to safeguarding member privacy and communication preferences.

Business Identity and Verification

Plumbers, Steamfitters and HVACR Local 137 is a federally and locally registered labor union. All official SMS communications are issued from verified Twilio numbers. To verify the authenticity of this program or our organization, members may visit or contact our office directly.