



# Custom Controls Technology, Inc

2230 W. 77th ST, Hialeah FL 33016. Phone (305) 805-3700 Fax (305) 818-5976

Visit our Web site...[www.cct-inc.com](http://www.cct-inc.com)

## SCADA SMS Consent & Verbal Opt-In Process

Custom Controls Technology, Inc.

2230 W 77th Street

Hialeah, FL 33016

### Purpose of SMS Messaging

Authorized operators and customer personnel may receive SMS notifications related to:

- SCADA alarm notifications
- High level and critical process alarms
- Communication failures
- Power failures
- Generator and equipment status
- Maintenance and operational notifications
- Other transactional messages required for operation of municipal water and wastewater systems

No marketing or promotional messages are sent.

### How SMS Consent Is Collected (Verbal Opt-In)

SMS consent is collected verbally by a Custom Controls Technology (CCT) engineer during:

- Initial SCADA system commissioning
- Operator training
- Customer onboarding
- Addition of a new operator

Only the Utility Manager, SCADA Administrator, or another customer-authorized representative may request enrollment of an operator.

### Word-for-Word Verbal Consent Script

"Custom Controls Technology would like to send you SMS notifications regarding SCADA alarms, equipment status, and operational events for your utility system. These messages are operational only and are not marketing messages. Message frequency varies depending on system activity. Message and data rates may apply. You may reply STOP at any time to unsubscribe or HELP for assistance. Do we have your permission to send these SMS notifications to this mobile number?"

### Example Verbal Consent

Engineer: (Reads the consent script.)

Operator: "Yes."



Engineer: Thank you. You have been enrolled to receive operational SCADA SMS notifications. You may opt out at any time by replying STOP.

### How Consent Is Documented

Once verbal consent is received:

- The operator's mobile number is entered into the SCADA notification system.
- The customer organization is recorded.
- The Utility Manager or SCADA Administrator authorizing the enrollment is recorded.
- The date of enrollment is documented.

Only operators with documented consent receive SMS notifications.

### Opt-Out

Recipients may opt out at any time by replying STOP. Once opted out, no additional SMS notifications are sent unless new consent is provided.

### Help

Recipients may reply HELP for assistance or contact Custom Controls Technology directly.

### Sample Confirmation Message

CCT SCADA: You are now enrolled to receive operational SCADA notifications for your utility system. Message frequency varies. Reply STOP to unsubscribe or HELP for assistance. Msg & Data Rates May Apply.

### Contact Information

Custom Controls Technology, Inc.  
2230 W 77th Street  
Hialeah, FL 33016  
Phone: (305) 805-3700  
<https://cct-inc.com>

Approved by:

Gerardo Gallo  
Vice President  
Custom Controls Technology, Inc.

