

Phone Opt-Out Guide

What is Phone Opt-Out and why do we need it?

To improve compliance with the FCC's latest Telephone Consumer Protection Act (TCPA), SchoolMessenger has implemented a simple and friendly way for recipients of our telephone voice messages to request that they be blocked from receiving future calls.



How does Opting-Out work?

At any time, while listening to a recorded phone message sent through SchoolMessenger, recipients can press "5" on their phone to initiate the opt-out process. After pressing 5, they will be asked to press "1" to confirm they no longer wish to receive any recorded messages on that phone through your SchoolMessenger account.

After the recipient opting-out has completed this process, a report of their opt-out decision is sent to the School District so that we can take action to ensure compliance with their request.

***Important:** Opting-Out is done on a phone-by-phone basis and will only initiate a request for the phone upon which the recipient is currently receiving a message and following these prompts. They must complete the process on every phone for which they wish to opt-out.*

Facts about the Opt-Out feature:

- Requests to opt-out may not be instantaneous. Springfield SD will process the requests on a regular basis, and to please send their request again should they feel it is not being processed in a timely manner.
- Opt-out requests **only apply to the number on which they submit the request.**
- Phone opt-out requests only apply to **voice** broadcast messages, not SMS Text or Email.
- If you wish to be opted back **in** or feel your number has been opted out by mistake or have any questions or concerns regarding the Phone Opt-Out feature or procedures, please contact:

Guardians - email parentportal@ssdcougars.org with your student's name and phone number
Employees - contact the Human Resources Department