Terms and Conditions for Phone Number SMS Verification

To enhance the security and trust on the Ambayo platform, users are encouraged to verify their phone number via SMS. While SMS verification is not mandatory for posting ads, verified phone numbers provide additional trust and visibility on the platform. Below are the terms and conditions, outlining the SMS verification process, its benefits, and the consequences of not completing the verification.

1. Purpose of SMS Phone Number Verification

- **Optional Verification for Trust and Visibility:**
  SMS verification of phone numbers is optional but highly recommended. Verified users gain additional credibility, as it demonstrates that they are reachable via a real phone number. This builds trust between buyers and sellers, encouraging smoother transactions on the platform.
- **Unverified Users:**
  Users who choose not to verify their phone number can still post ads on Ambayo. However, their phone number will not be visible to other users on the platform, and potential buyers will not be able to contact them via phone.

2. SMS Verification Process

- **Step 1: Enter Your Phone Number**
  - Go to your profile and select "View and Edit Profile."
  - Users opting for SMS verification must provide a valid phone number in the "Phone Number" field and click on "Verify Now."
  - A unique 6-digit verification code will be sent via SMS to the provided phone number.
- **Step 2: Enter the Verification Code**
  - Upon receiving the SMS, the user must enter the 6-digit code in the designated field within **15 minutes** to complete the verification process.
  - **Expiration of Verification Code:**
    The verification code is valid for 15 minutes. If the code expires, the user can request a new one.
- **Step 3: Confirmation**
  - After entering the correct code, the phone number will be successfully verified, and the profile will display a "Verified" badge, increasing both visibility and trust.

3. Benefits of SMS Verification

- **Increased Trust and Visibility:**
  Verified phone numbers help users stand out on the platform, making them appear more reliable to potential buyers. This often leads to faster and more successful transactions.
  - **Phone Number Visibility:**
    Once verified, the phone number will be visible in the user's listings. Buyers will be able to contact the seller directly via phone, increasing the chances of successful communication and deals.

- **Enhanced Buyer Confidence:**
  Listings with verified phone numbers are often perceived as more trustworthy, leading to more inquiries and faster sales.

4. Consequences of Not Verifying

- **Posting Ads Without Verification:**
  Users who choose not to verify their phone number can still post ads without limitations. However, their phone number will not be visible to other users, and buyers will not be able to contact them via phone.
    - **Limited Communication:**
      Without a verified phone number, potential buyers will only be able to contact the seller through messaging on the platform. They will not have the option to call or send SMS messages directly to the seller.
    - **Reduced Visibility:**
      Unverified profiles may appear less trustworthy to buyers, which could result in fewer inquiries or slower sales.

5. Limitations

- **Attempt Limit:**
  Users are allowed three attempts to enter the correct verification code. After three failed attempts, the verification process will be locked for **1 hour**, after which the user can attempt again.
    - **Errors:**
      After three incorrect attempts, the user will receive a message instructing them to wait for one hour before attempting verification again.

6. Use of Verified Phone Numbers

- **Public Visibility:**
  Verified phone numbers will be visible to other users on the platform and will be included in the contact details of listings. Potential buyers will be able to contact the seller directly via the displayed phone number.
- **Changing Your Phone Number:**
  If users change their phone number, they must go through the SMS verification process again with the new number. The old phone number will no longer be displayed.

7. Security of Verification Codes

- **Confidentiality:**
  The verification code is for personal use only. Users must not share their code with anyone. Ambayo reserves the right to suspend accounts if suspicious or fraudulent activity is detected during the verification process.
- **Fraud Prevention:**
  Any attempts to manipulate the SMS verification process may result in the suspension or termination of the user's account.

8. Issues with Receiving Verification Codes

- **Common Problems:**
  If users do not receive their verification code within a few minutes, they should:
  - Ensure that their phone number is correct.
  - Confirm that their phone has network coverage and can receive SMS messages.
  - **Support:**
    For ongoing issues, users can contact Ambayo customer support through the "Profile Help & Support" section in their profile or via email at **support@ambayo.com** for assistance with the SMS verification process.

9. Disclaimer

- **No Guarantee of Immediate Access:**
  While Ambayo strives to ensure fast and reliable SMS delivery, factors such as carrier delays, network connectivity issues, or user settings may affect the timely receipt of verification codes. Ambayo is not responsible for delays outside its control. For this service, Ambayo uses a trusted third-party provider—**www.twilio.com**.

10. Updates to the SMS Verification Policy

- **Policy Changes:**
  Ambayo reserves the right to modify these terms and conditions at any time to improve security or enhance the user experience. Users will be informed of any changes, and continued use of the platform constitutes acceptance of those changes.

While SMS verification is optional, it plays a key role in building trust between users on the Ambayo platform. Verified phone numbers offer a higher level of reliability and enable direct communication with potential buyers, making the selling process more efficient. We encourage all users to complete SMS verification to unlock the full potential of the platform.