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# SMS Terms and Conditions

## **SMS/MMS Consent and Terms**

By providing your mobile phone number to the Next Step Center, Inc., you consent to receive periodic SMS or MMS messages from us. These messages may include important updates, information, and other communications related to our services.

## **Providing Your Telephone Number and Notification Obligations**

You affirm that the mobile number you have provided to us is accurate and current. You represent that you are the authorized subscriber or owner of any telephone number you provide. If there are any changes to your contact information, including changes to your telephone numbers, you agree to notify your case worker by phone or email prior to the effect of the change.

## **Consent to Receive Automated Communications**

By voluntarily providing your telephone number(s), you explicitly consent to receive not automated text messages from the Next Step Center, Inc. regarding our services, and your relationship with us. Standard message and data rates may apply.

## **Opt-Out Instructions**

To unsubscribe from our SMS/MMS messages at any time, you can text STOP, in response to any message you receive from us. Additionally, you can send an email to your case worker specifying that you wish to opt out of text messages. You agree to receive a final message confirming you opt-out.

## **Assistance/Help**

For help text your caseworker at the number from which you're receiving messages, or email your case worker.

## **Carrier Participation**

Participating carriers in the United States include AT&T, T-Mobile®, Verizon Wireless, Sprint, Boost, U.S. Cellular®, MetroPCS®, InterOp, Cellcom, C Spire Wireless, Cricket, Virgin Mobile, among others. Not all carriers may support our SMS/MMS service. T-Mobile is not liable for delayed or undelivered messages.

## **Data Collection and Use**

In connection with this SMS service, we may collect your mobile phone number, carrier's name, and the date, time, and content of your messages among other information you provide. This information may be used to contact you and to deliver the services you have requested from us.

## **Service Modifications and Termination**

By subscribing or using the service, you acknowledge our right to modify or discontinue the service, with or without notice, at any time.

### **Indemnification**

You agree to indemnify the Next Step Center, Inc. against any claims, including privacy, tort, or others, arising from your voluntary provision of a telephone number not owned by you, failure to notify us of changes in your telephone number, or related to the Federal Telephone Consumer Protection Act or state law equivalents. You agree to defend and hold us harmless from any claims, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising from such issues.

### **Participation Requirements**

By participating in this Service, you affirm that you are at least eighteen (18) years of age, possess a wireless device capable of two-way messaging, are a customer of a participating wireless carrier, and have a text messaging service. Compatibility of cell phone models with the service, text messaging capabilities, and service availability may vary by carrier.

### **Miscellaneous**

You warrant and represent that you possess all necessary rights, powers, and authority to agree to these terms and perform your obligations hereunder, and that doing so does not conflict with any other agreement to which you are bound. If any provision of these terms is found to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that these terms shall otherwise remain in full force and effect.

For questions or concerns, please contact your Next Step Center, Inc. case worker by email or phone (814) 444-8588.

While "Next Step Center, Inc." does not charge for text messages you receive, your mobile provider's standard rates for text and data may apply. Contact your wireless provider for information about your text and data plan.

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