Town of Cary, NC – TEXT311 Shortcode Terms & Conditions

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GENERAL

The Town of Cary provides high availability SMS communications directed towards visitors and citizens of the town. You may join this program at any number of facility locations to report issues, such as a Dog Park scanner malfunction, based on an Opt-In and Opt-Out process. SMS messages can also be sent to you by employees of the town for notification of work orders, registrations, reservations, programs, and special event updates based on the same Opt-In and Opt-Out process.

You can opt-in to the shortcode program via a code visible on a plaque placed at the facility you are visiting, when texting the shortcode. You may also opt in at any point when interacting with the Town of Cary (during a program registration, facility reservation, and visiting POS locations). When you opt-in you will receive a welcome text that will include instructions on how to stop messages and how to find these Terms of Service.

The goal of this program is to keep you actively engaged with the Town of Cary to the extent that you choose. You can choose to receive messages from the Town in a variety of ways:

Case Alerts: Cases are created when the Town receives notice of an issue that needs attention (Sprayground is not working, Water fountain is broken, etc.). When you sign up for a case alert, you will receive messages related to the case you sign up for. These messages will be things like status updates and notices of completion…

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<u>Program Alerts</u>: Program Alerts are texts you will receive from the Town about upcoming programs you or your child are registered to attend. These could be reminders about payments, special notes about what to bring to the program, or updated program information, or time sensitive alerts for items such as weather.

<u>Reservation Alerts</u>: Reservation Alerts are texts you will receive from the Town about upcoming facility reservations you have made at a Town facility. These could be at parks, shelters, recreation centers, or other facilities. These could be payment reminders or reminders to submit paperwork by deadlines, and other relevant notifications.

<u>Special Event Alerts</u>: Special Event Alerts are texts you will receive from the Town about upcoming special events being held or sponsored by the Town. Examples could include Spring Daze, Lazy Daze, Touch-a-Truck, etc. These could be event reminders, weather delay updates, and other relevant notifications.

You can opt-in to as many of the above alerts as you wish. You will have the ability to opt-out of individual list subscriptions, as well as any and all subscriptions you may have with the Town, at any time.

Opt-In and Opt-Out

Opting-in to the short code program is as easy as texting keywords to the shortcode number posted at participating facilities, when registering for a program/activity/event, making a facility reservation, or making a payment with a ToC staff person. You can Opt-In to these alert texts via text, online, or in person.

Opt-In:

How to Opt-In to Case Alerts

You can opt-in to case alert texts when you text a keyword to the shortcode number posted at a participating facility. After your first text to us, we will respond verifying that we received the text and then ask you to opt-in to additional alerts regarding your case.

How to Opt-In to Program, Reservation, and Special Event Alerts

You can opt-in to program, reservation, and special event alert texts when you register, sign up, or pay for your service either online, on the phone, or in person. When you ask to receive messages from us, we will text you verifying that you have made this request and then ask you to opt-in to additional alerts about your program, reservation or special event.

More Opt-In Opportunities

More opt-in opportunities will be available in the future. As new opportunities are added, information related to them will be added here.

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Opt-Out:

How to Opt-Out of Case Alerts

To cancel alert texts on a particular case, text "**STOP CASE**" at any point before you receive a case resolution text. At that point, you will receive a confirmation text that you will no longer receive alerts about that case. *Note: This will remove you from all of your active case alerts*.

If you have multiple cases open with the town, you may text "**STOP CASE XXXXXXXX**" where the x's correspond to the case you would like to opt-out of.

How to Opt-Out of Program, Reservation, and Special Event Alerts

To cancel alert texts on a particular program, reservation, or special event text "**STOP PROG**", "**STOP RES**", or "**STOP SPEC**" respectively at any point before the alert period for the program, reservation or special event ends. At that point, you will receive a confirmation text that you will no longer receive alerts about that program, reservation, or special event. *Note: This will remove you from all of your active program, reservation, or special event alerts respectively.*

If you are receiving alert texts about multiple programs, reservations, or special events with the town, you may text "**STOP PROG XXXXXXXX**" where the x's correspond to the program name of which you no longer wish to receive alerts about. Switch out "**PROG**" with "**RES**" or "**SPEC**" to stop messages about a specific reservation or special event respectively.

How to Opt-Out of All Alerts

You can cancel this service at any time. Just text "**STOP**" to 898311. After you send the message "**STOP**" to us, we will send you a reply message to confirm that you have been unsubscribed. After this, you will no longer receive messages from us.

If you wish to opt-out of a specific message list but do not wish to opt-out of all communication with the Town of Cary, follow the initial instructions for the list you opted-in to or use the listing above.

If you have trouble opting-out of a message list or all messages, please email us at SUPPORTEMAIL@townofcary.org or call us at 919-469-4000.

If have opted-out but wish to opt-in again, you must follow the instructions in the opt-in section above.

"HELP"

If at any time you forget what keywords are supported, just text "**HELP**" to 898311. After you send the message "**HELP**" to us, we will respond with instructions on how to use our service as well as how to unsubscribe.

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For additional help or support, please email us at SUPPORTEMAIL@townofcary.org or call us at 919-469-4000.

Frequency

Message frequency from the Town of Cary will vary by user and depend on the subscription lists you enroll in.

Participating carriers

AT&T, Verizon Wireless, Sprint, T-Mobile, U.S. Cellular, Boost Mobile, MetroPCS, Virgin Mobile and Cricket. The Town of Cary is not responsible for delays in SMS messages as proper signal strength for delivering messages to and from your network/cellular provider cannot be guaranteed.

Rates

The Town of Cary does not control whether you incur charges for sending or receiving text messages from/to us. Message and data rates may apply for any messages sent to you from us and to us from you depending on your wireless carrier… If you have any questions about your text plan or data plan, you must contact your wireless provider.

Privacy Policy

When you interact with us via this program, we may collect/retain your phone number, cellular service provider, and any additional information you provide us. All communications with the Town of Cary are subject to North Carolina public records law (NCGS 132-1). Our full Privacy Policy can be found at http://www.townofcary.org/connect-engage/privacy-and-security.