

# SMS COMMUNICATIONS POLICY, PRIVACY POLICY, AND TERMS & CONDITIONS (10DLC COMPLIANCE)

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Somerset Township Municipal Authority

## 1. SMS TEXT MESSAGING POLICY

### Purpose:

This policy establishes guidelines for SMS communications used by Somerset Township Municipal Authority for account and service-related notifications.

### Scope:

Applies to all customers who opt in to receive SMS communications.

### Consent:

By providing a mobile number and opting in, customers agree to receive SMS messages related to utility services. Consent is not required for service.

### Types of Messages:

- Billing reminders and due dates
- Payment confirmations
- Service interruptions and emergencies
- Account updates
- Appointment/inspection notices

### Message Frequency:

Varies based on account activity and service needs.

### Opt-Out:

Reply STOP to unsubscribe. Reply HELP for assistance.

### Message/Data Rates:

May apply based on carrier plan.

### Service Disclaimer:

Carriers are not liable for delayed or undelivered messages.

## **2. PRIVACY POLICY (SMS COMPLIANCE)**

The Somerset Township Municipal Authority respects your privacy.

Mobile numbers and SMS opt-in data will NOT be sold, rented, shared, or disclosed to third parties or affiliates for marketing or promotional purposes.

Text messaging originator opt-in data and consent information will be used solely for municipal utility communications.

Data may only be shared when required by law or with service providers acting on behalf of the Authority for messaging operations.

## **3. TERMS & CONDITIONS (SMS MESSAGING)**

By opting into SMS communications, you agree to receive recurring text messages from the Somerset Township Municipal Authority regarding your utility account and services.

Message Types:

- Billing and payment notices
- Service alerts and emergencies
- Account notifications

Consent:

SMS consent is not a condition of utility service.

Message Frequency:

May vary.

Opt-Out:

Reply STOP to unsubscribe. Reply HELP for assistance.

Charges:

Message and data rates may apply.

Liability:

The Authority is not responsible for delayed or undelivered messages.

#### **4. CONTACT INFORMATION**

Somerset Township Municipal Authority  
2209 N Center Ave Somerset PA 15501  
(814)445-5842