

TeleCloud, LLC

SMS/MMS Messaging Terms of Service

1. OVERVIEW

These SMS/MMS Messaging Terms of Service ("SMS Terms") govern TeleCloud, LLC's ("TeleCloud," "we," "us," or "our") use of SMS and MMS text messaging to communicate with our customers ("you" or "your"). By opting in to receive text messages from TeleCloud, you agree to these SMS Terms in addition to TeleCloud's general Terms of Service and Privacy Policy.

2. MESSAGING PROGRAMS

TeleCloud may send you the following types of text messages:

a) Service & Account Notifications

Messages related to your TeleCloud account, including billing alerts, payment confirmations, payment reminders, account status updates, and service activation or change confirmations.

b) Operational Alerts

Service outage notifications, maintenance windows, system status updates, and network advisories that may affect your TeleCloud services.

c) Appointment & Scheduling

Appointment reminders, installation scheduling confirmations, technician arrival notifications, and follow-up messages.

d) Promotional & Marketing

Product announcements, special offers, upgrade opportunities, referral programs, newsletters, and other promotional communications about TeleCloud products and services.

3. CONSENT & OPT-IN

You may opt in to receive text messages from TeleCloud through any of the following methods:

a) Verbal Consent

By providing verbal authorization to a TeleCloud representative during a phone call, onboarding conversation, or in-person interaction.

b) Electronic Consent

By entering your mobile phone number and checking the SMS opt-in checkbox on the TeleCloud website, customer portal, or any TeleCloud web form.

By opting in, you confirm that:

- The mobile number you provided is your own.
- You authorize TeleCloud to send text messages to that number.
- You are not required to opt in to SMS messaging as a condition of purchasing any TeleCloud product or service.

Consent to receive marketing messages is not a condition of purchase.

4. MESSAGE FREQUENCY

Message frequency varies based on the type of message and your account activity.

- Service & Account Notifications: As triggered by account events (estimated 2-8 messages per month)
- Operational Alerts: As needed based on service events (estimated 0-4 messages per month)
- Appointment & Scheduling: As applicable to scheduled services
- Promotional & Marketing: Up to 4 messages per month

Overall, you can expect to receive no more than approximately 15 messages per month across all message categories, though actual frequency may vary.

5. MESSAGE & DATA RATES

Message and data rates may apply. Standard messaging and data rates from your mobile carrier apply to all text messages sent to and received from TeleCloud. TeleCloud does not charge separately for SMS messages sent to you. Contact your mobile carrier for details about your messaging plan and any applicable charges.

6. OPT-OUT INSTRUCTIONS

You may opt out of receiving text messages from TeleCloud at any time by using any of the following methods:

a) Text "STOP"

Reply STOP to any TeleCloud text message. You will receive a single confirmation message acknowledging your opt-out request. No further messages will be sent unless you re-subscribe.

b) Text "UNSUBSCRIBE"

Reply UNSUBSCRIBE to any TeleCloud text message.

c) Contact Support

Call TeleCloud at (908) 851-0444 or email support@telecloud.net to request removal from SMS messaging.

After opting out, you may continue to receive transactional messages required by law or related to active service orders for a brief period until your request is fully processed. Opting out of SMS messaging will not affect your TeleCloud services or account status.

7. HELP & SUPPORT

For help with TeleCloud text messaging:

- Text "HELP" - Reply HELP to any TeleCloud text message for assistance.
- Call - (908) 851-0444
- Email - support@telecloud.net

8. SUPPORTED CARRIERS

TeleCloud SMS messaging is supported on all major U.S. mobile carriers, including but not limited to AT&T, T-Mobile, Verizon, and U.S. Cellular. Carriers are not liable for delayed or undelivered messages.

9. PRIVACY

TeleCloud respects your privacy. We will not sell, rent, or share your mobile phone number or any information collected through our SMS messaging program with third parties for their marketing purposes.

Information collected through our SMS program (including your phone number, opt-in status, and message history) is used solely to operate and improve our messaging services and to communicate with you as described in these SMS Terms.

For full details on how TeleCloud collects, uses, and protects your personal information, please review our Privacy Policy at: <https://telecloud.net/privacy-policy>

10. DISCLAIMER OF LIABILITY

TeleCloud is not responsible for:

- Messages that are delayed, undelivered, or misdirected due to mobile carrier issues, network congestion, or technical failures beyond our reasonable control.
- Charges incurred from your mobile carrier for sending or receiving text messages.
- Incompatibility of your mobile device or carrier with our messaging services.

11. MODIFICATIONS

TeleCloud reserves the right to modify these SMS Terms at any time. Material changes will be communicated via text message, email, or through our website. Your continued receipt of text messages after changes are posted constitutes acceptance of the updated terms.

12. CONTACT INFORMATION

TeleCloud, LLC

Email: support@telecloud.net

Phone: (908) 851-0444

Web: <https://telecloud.net>

Privacy Policy: <https://telecloud.net/privacy-policy>
