

Text Messaging Service Agreement

Terms and Conditions

By subscribing to Clay County Clerk of the Court and Comptroller's Text Message Service you agree to the following Terms and Conditions:

Mobile Phone Ownership and Mobile Number: When you subscribe to Clay County Clerk of the Court and Comptroller's text message service you are confirming the mobile phone number you use to subscribe is the mobile number associated with your mobile phone. You and no other person will use this mobile phone to communicate with Clay County Clerk of the Court and Comptroller about your account(s). Throughout this agreement the word "you" includes the person associated with the mobile phone and mobile number you use to subscribe to this text message service.

Agreement: This Terms and Conditions document is an agreement between you and Clay County Clerk of the Court and Comptroller which explains some of your important rights under the law, how the text message service works, how text fees and data rates may apply, how you may access information, when we may initiate text messages to the mobile phone number you used to subscribe, your agreement to receive text messages and other important features associated with the text message service.

If you delete your text messaging history from your mobile phone you may lose information about this text message service. To retrieve the Terms and Conditions you can go to <https://www.clayclerk.com/our-services/compliance-payment-plans/>.

Voluntary Participation: Clay County Clerk of the Court and Comptroller offers this text message service to you in connection with the collection of court fines and fees. This is a voluntary service you may start or stop at any time.

Purpose: The purpose of this text message service is to allow you to obtain information about your account(s) associated with this mobile phone number by texting key words to Clay County Clerk of the Court and Comptroller. The key words and their definitions appear below. The purpose is also to allow Clay County Clerk of the Court and Comptroller to send certain kinds of text messages to you using the mobile phone number you use to subscribe.

Accounts Subscribed: This text message service allows you and this Clay County Clerk of the Court and Comptroller to communicate about any accounts in our system, now or in the future, associated with the mobile phone number you use to subscribe. Accounts Subscribed placed with us that are closed, inactive, subject to a cease communication or otherwise prohibited from collection activity will be excluded from this text message service.

Consent: By subscribing to this text message service, you consent to participate in Clay County Clerk of the Court and Comptroller's text message service and understand and agree:

- Clay County Clerk of the Court and Comptroller may send limited types of text messages to you about Account(s) Subscribed to this service as described below in Clay County Clerk of the Court and Comptroller Initiated Text Message Service;
- When you text a Key Word to a short code you consent to receive an immediate, automated text message response to be sent to you from Clay County Clerk of the Court and Comptroller's automated, text message service regardless of the time of day, day of week or frequency of the communications; and
- Text messages sent to you by Clay County Clerk of the Court and Comptroller may appear on the face of your mobile phone or device and you will manage the settings associated with how text messages are displayed on your phone or device to protect your confidential information.

Text Message Service Termination Process: Clay County Clerk of the Court and Comptroller and its agents do not have the ability to unsubscribe you from this text message service without your participation. To terminate participation or unsubscribe from Clay County Clerk of the Court and Comptroller's text message service, you need to text the word STOP, ALTO, STOP., STOP!, STOPNOW, STOPALL, STOP ALL, END, ENDALL, END ALL, QUIT, QUITNOW, CANCEL, CANCELAR, NOMO, UNSUBSCRIBE, REMOVE, OPTOUT, PARA, PARAR,

PARE, or ARRET to Clay County Clerk of the Court and Comptroller's text number. Unsubscribing from Clay County Clerk of the Court and Comptroller's text message service will not revoke or cancel other types of permissions you have granted Clay County Clerk of the Court and Comptroller using the mobile number you use to subscribe to this text message service.

By enrolling in this text message service, you consent that following such a request to unsubscribe, you will receive a one-time text message from Clay County Clerk of the Court and Comptroller confirming your removal from Clay County Clerk of the Court and Comptroller's text message service. Following such confirmation message, no additional text messages will be sent unless you voluntarily subscribe again to this text message service.

If you deactivate the mobile number you used to subscribe to Clay County Clerk of the Court and Comptroller's text message service, Clay County Clerk of the Court and Comptroller will unsubscribe you from its text message service and send you a one-time text message confirming your removal from Clay County Clerk of the Court and Comptroller's text message service. Following such confirmation message, no additional text messages will be sent unless you voluntarily subscribe again to this text message service.

Translation of Abbreviations: Clay County Clerk of the Court and Comptroller's text message service uses abbreviations when communicating with you. Please refer to this abbreviation translation list or contact Clay County Clerk of the Court and Comptroller if you have questions or need assistance.

- consumer's mobile phone number

2 - abbreviation for the word "to"

4 - abbreviation for the word "for"

Acct - account(s) associated with the mobile phone number and phone you used to subscribe and which you alone, own, use or have access

Comm - communicate or communication

Comms - communications

Info - information

Msg or Msgs - message or messages

Msging - messaging

Msg&DataRatesMayApply - message and data rates may apply

Multipl - multiple

Pls - please

Pmt - payment

Rcpt - receipt

Rcv - receive

Rcvd - received

Rcving - receiving

Req - request

Txt - text

Consumer Initiated Key Word Text Message Service: This text message service allows us to send text messages to you but restricts your ability to communicate to us to the following keywords: START, STOP, TERMS, & HELP.

Key Words:

- Text **START** to indicate your consent for Clay County Clerk of the Court and Comptroller to send text messages to the mobile phone number you use to subscribe and provide you with the Terms and Conditions regarding this text message service.

- Text **HELP** to receive the phone number of our customer service representative who can provide you with further information about your Account(s) Subscribed or URL to Clay County Clerk of the Court and Comptroller's website.
- Text **STOP, ALTO, STOP., STOP!, STOPNOW, STOPALL, STOP ALL, END, ENDALL, END ALL, QUIT, QUITNOW, CANCEL, CANCELAR, NOMO, UNSUBSCRIBE, REMOVE, OPTOUT, PARA, PARAR, PARE, or ARRET** to unsubscribe from Clay County Clerk of the Court and Comptroller's text message service. By texting any one of these key words you consent and agree to receive a one-time text message from Clay County Clerk of the Court and Comptroller confirming you have been unsubscribed from this text message service.
- Text **TERMS** to request a link to the Terms and Conditions.

Clay County Clerk of the Court and Comptroller **Initiated Text Message Service:** Clay County Clerk of the Court and Comptroller may at times decide to initiate text messages to the mobile phone number you use to subscribe to its text message service.

- **Call Agency** - Clay County Clerk of the Court and Comptroller may send you a text message to request you contact them.
- **Electronic Payment Reminder** - Clay County Clerk of the Court and Comptroller may send you a text message reminder to notify you of the amount and the date when your authorized electronic payment will be processed.
- **Failed Payment Notification** - Clay County Clerk of the Court and Comptroller may send you a text message if your payment did not process due to insufficient funds in the account or another problem which prevented the processing of the payment.
- **New Account Notification** – Clay County Clerk of the Court and Comptroller may send you a text message to notify you when an additional account associated with the mobile phone number you use to subscribe to Clay County Clerk of the Court and Comptroller's text message service was placed with our agency for collection.
- **Past Due** - Clay County Clerk of the Court and Comptroller may send you a text message reminder to notify you a scheduled payment was missed and invite you to make a payment.
- **Reminder of Payment Due Date** - Clay County Clerk of the Court and Comptroller may send you a text message to remind you when your payment is due.
- **Automated Response to Unknown Consumer Action:** There may be instances when Clay County Clerk of the Court and Comptroller is unable to interpret or respond to your key word request. These instances include but are not limited to:
 - **Submission of Unrecognized Text** – Clay County Clerk of the Court and Comptroller may ask you to call a customer service representative if we have questions associated with your text request(s). Examples of this may include but are not limited to: Notice of bankruptcy filing; Request to cease and desist; Notice of attorney representation; Complaints and disputes; Misspelled terms or words; Terms or words not defined by this agreement
 - **Already Opted In** – Clay County Clerk of the Court and Comptroller will text you if the mobile number is already subscribed to the text message service.
 - **Ported Mobile Phone Number** – Clay County Clerk of the Court and Comptroller may ask you to re-subscribe to this text message service if you change carriers but keep the mobile number you used to subscribe to Clay County Clerk of the Court and Comptroller's text message service.

Unless described above, Clay County Clerk of the Court and Comptroller will not initiate text messages to you using the mobile phone number you use to subscribe to this text message service.

Costs and Charges: Clay County Clerk of the Court and Comptroller does not have a separate charge for this text message service; however, message and data rates may apply from your mobile phone carrier. Subject to the terms and conditions of your mobile phone carrier, you may receive text messages sent to your mobile phone. Participation in this text message service is standard rated (no premium content).

By providing your consent to participate in this text message service, you approve any such charges from your mobile phone carrier. Charges for text messages may appear on your mobile phone bill or be deducted from your prepaid balance.

Your Privacy: Clay County Clerk of the Court and Comptroller is committed to building user trust and confidence by promoting and complying with the use of business practices that help protect the privacy of the consumer and their data.

Clay County Clerk of the Court and Comptroller's **Right to Terminate:** Clay County Clerk of the Court and Comptroller reserves the right to terminate this text message service, in whole or in part, at any time without notice. The information in any message may be subject to certain time lags and/or delays.

OPTIONAL PROVISION: Clay County Clerk of the Court and Comptroller's **Right to Limit Key Word Requests:** Communicating with you is important to Clay County Clerk of the Court and Comptroller. To maintain accuracy in our responses to your key word requests, Clay County Clerk of the Court and Comptroller reserves the right to block key word requests we receive from you and to which our records show we have responded. If at any time you believe your key word requests have been blocked in error, please contact us at (904) 529-4772.

United States Participating Carriers Include:

ACS/Alaska, Alltel, AT&T, Bluegrass Mobile, Boost Mobile, Mobile Nation, Cellular One of East Central Illinois, Cellular South, Centennial, Chariton Valley Cellular, Cincinnati Bell, Cox Communications, Cricket, EKN/Appalachian Wireless, Element Mobile, GCI, Golden State Cellular, Illinois Valley Cellular, Immix/Keystone Wireless, Inland Cellular, iWireless, Metro PCS, Nex-Tech Wireless, nTelos, Plateau Wireless, South Canaan, Sprint, T-Mobile, Thumb Cellular, United Wireless, US Mobile Cellular, Verizon Wireless, Viaero Wireless, Virgin, WCC. Additional carriers may be added.

Canada Participating Carriers Include:

Aliant Mobility, Bell Mobility, Fido, MTS, NorthernTel Mobility, Rogers Wireless, SaskTel Mobility, Télébec Mobilité, TELUS Mobility, Vidéotron, Virgin Mobile Canada, WIND Mobile. Additional carriers may be added.