



SMS Terms and Conditions

These Terms and Conditions ("Terms") govern the use of SMS messaging services provided by **the City of Statesville** ("we," "us," or "our"). By opting into our SMS program, you agree to receive SMS messages from **the City of Statesville** in accordance with these Terms and The Campaign Registry (TCR) compliance standards.

Consent and Opt-In Requirements

- By opting in, you provide express consent to receive SMS messages from us regarding your account services.
- Opting into the SMS program is voluntary and separate from any other service we provide.
- To opt-in, text "**SPP**" to **704-440-5219** or sign up via our website at <https://www.statesvillenc.net/statesville-utility-services/>
 - **Opt-In Message:** Thank you for opting into **City of Statesville** texting. Message frequency varies. Message & data rates may apply. Reply STOP to unsubscribe. Text HELP or call **704-878-3564** for more info.

Message Frequency and Types

- Message Frequency varies.
- Message Types: Messages may include service alerts and account notifications.
- Message and data rates may apply according to your mobile carrier's standard rates.

Opt-Out Instructions

- You may opt out of the SMS program at any time by texting "STOP" to **704-440-5219**
- Once you send the "STOP" request, you will receive one final confirmation message confirming that you have been unsubscribed. No further messages will be sent unless you opt back in.

- For assistance or to request additional information, reply "HELP" to **704-440-5219**, contact us at customerservice@statesvillenc.net or call **704-878-3564**
 - **Opt-out Message:** You have been unsubscribed from City of Statesville texting. You will no longer receive messages from the City of Statesville. Reply "SPP" to re-subscribe. Info at <https://www.statesvillenc.net/statesville-utility-services/>

Privacy and Data Security

- **The City of Statesville** is committed to protecting your privacy. Your information will only be used for the purposes described in this SMS program and will not be shared with third parties except as necessary to provide the service.
- Personal information collected for SMS messaging is managed in compliance with applicable laws and regulations, including data protection and privacy standards.
- By opting in, you agree to the **City of Statesville's** SMS Privacy Policy and acknowledge our commitment to protecting your data.

Limitations of Liability

- **The City of Statesville** and cellular carriers are not responsible for any delayed or undelivered messages caused by factors outside our control, such as mobile carrier delays or network outages.
- **The City of Statesville** and cellular carriers are not liable for any direct, indirect, incidental, or consequential damages that result from the use of, or inability to use, the SMS program.

Changes to Terms and Conditions

- **The City of Statesville** reserves the right to update or modify these Terms at any time. Any changes will be communicated to you via SMS or posted on our website at <https://www.statesvillenc.net/statesville-utility-services/>
- Your continued participation in our SMS program following any updates to these Terms constitutes acceptance of those changes.

Contact Information

If you have any questions regarding these Terms, you can contact us at:

- **Phone:** 704-878-3564

- **Email:** customerservice@statesvillenc.net
- **Address:** 301 S. Center St Statesville, NC 28677

By opting in, you confirm that you have read and agreed to these Terms and you authorize **the City of Statesville** to send you SMS messages.

Privacy Policy: Click (<https://www.statesvillenc.net/statesville-public-power-resource-center>) for the **City of Statesville's** Privacy Policy

Cellular carriers supported on this program include AT&T, T-Mobile, Metro PCS, Verizon Wireless, US Cellular, Google Voice, Cellular One, Cellcom, Cellular South, Interop, and Clearsky.

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