

## Direct Messaging Terms and Conditions

For Direct Messages, your subscription includes for each calendar month:

- 5,000 SMS messages
- unlimited emails

If your organization sends over 5,000 SMS messages in a month then you will automatically be provided another set of 5,000 messages and invoiced \$100. This will continue for every additional 5,000 SMS you send in a month. Failure to timely pay overage invoices may result in disablement of all Direct Messaging functionality, in addition to other remedies.

You and your organization are solely responsible for configuring the intended recipients as well as defining the contents of Direct Messages, which may include personally identifiable information, Protected Health Information (as defined by HIPAA) or other sensitive information. You agree that you will abide by all laws and regulations which apply to these communications and the content therein, including the Telephone Consumer Protection Act (TCPA) (<https://www.fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts>) and CAN-SPAM Act (<https://www.fcc.gov/general/can-spam>). Failure to abide by any applicable law or regulation may result in the suspension or cancellation of your service, in addition to any fines or other actions which may be imposed by a regulatory agency.

Effective Date: 9/1/2019