

# Terms of Service for SMS Communications

Last Updated: 3/15/2025

## 1. Acceptance of Terms

By opting into Hicuity Health's SMS communication services, you agree to the terms outlined in this agreement. These terms govern the use of our SMS services, including how you receive and interact with messages from us.

## 2. Description of SMS Service

Hicuity Health uses SMS messaging for operational and transactional purposes only, including:

- Service alerts and downtime notifications for clients
- Recruitment updates for job applicants

You will **not** receive promotional or marketing messages.

## 3. User Consent and Opt-In

By providing your phone number and opting in, you authorize us to send you SMS messages as described in this policy. If you do not agree to these terms, please do not provide your phone number.

## 4. Opt-Out and User Control

You can unsubscribe from SMS messages at any time by:

- Replying **STOP** to any message you receive
- Emailing us at [privacy@hicuityhealth.com](mailto:privacy@hicuityhealth.com)
- Calling us at **855-442-8489**

## 5. Messaging Frequency and Fees

- Messaging frequency **varies based on necessity**
- Standard **message and data rates may apply**

## 6. Limitation of Liability

Hicuity Health is **not responsible** for delays or failures in message delivery due to factors beyond our control, including but not limited to mobile network issues, service outages, or carrier restrictions.

## 7. Changes to Terms

We reserve the right to modify these Terms of Service at any time. Updates will be posted at <URL>. Continued use of SMS services indicates acceptance of any changes.

## 8. Contact Us

For any questions or concerns regarding these terms, please contact us at:

- **Phone:** 855-442-8489
- **Email:** [privacy@hicuityhealth.com](mailto:privacy@hicuityhealth.com)
- **Mailing Address:**  
Compliance Officer  
Hicuity Health, Inc.  
One City Place Drive, Suite 570  
Saint Louis, MO 63141

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## Sample SMS Message

*"Hicuity Health: Your account update: Scheduled downtime on [Date]. Reply STOP to opt out. Msg & data rates may apply."*

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## Web Form Opt-In Language

Your web form for collecting phone numbers should include a checkbox for consent with the following language:

**I consent to receive SMS from Hicuity Health. Reply STOP to opt out; Reply HELP; Message and data rates apply; Messaging frequency may vary.**