

SMS TEXTING TERMS AND CONDITIONS

Last Updated: July 2019

Please read these terms and conditions carefully regarding our SMS service known as Tax Office Alerts. You are agreeing to or have agreed to opt-in to receive non-marketing and marketing text messages from CrossLink Professional Tax Solutions, LLC (“Company” or “CPTS”), including text messages made with an autodialer, at the telephone number(s) that you provide. You may opt-out (see instructions below) of these communications at any time, and consent to receive marketing text messages is not required to purchase any goods or services.

You also accept and agree to be bound by these SMS Terms and Conditions, our [Privacy Policy](#) and any other applicable terms and agreements related to your use of Company’s services.

Program Description

Company may use an automatic telephone dialing system (“autodialer”) to deliver text messages to you. Text messages may include but not be limited to assistance in completing and/or e-filing your tax return, informational or support purposes, notification of transaction approval, payment reminders and notifications, servicing your account, and collection efforts.

Message Frequency

After opt-in, you may receive an initial confirmation text message. After that, you may receive an average of 5 messages per week, although you may occasionally receive more than that. The specific amount of text messages may vary depending on how you use the services and the types of text messages you registered to receive.

Cost

Message and data rates may apply to each text message sent or received, as provided in your mobile telephone service rate plan (please contact your mobile telephone carrier for pricing plans), in addition to any applicable roaming charges. Company does not impose a separate fee for sending text messages.

Supported Carriers

Supported carriers may change from time to time, but currently include AT&T, Boost Mobile, T-Mobile, Metro PCS, Verizon Wireless, Sprint, U.S. Cellular, Nextel & Virgin Mobile. T-Mobile is not liable for delayed or undelivered messages.

How to Opt-In

To opt-in to receive this SMS service text **“START”** to 59178.

How to Opt-Out

To stop receiving text messages, text **“STOP”** to 59178. When you opt-out, you agree to receive a text confirming that your opt-out choice has been recorded.

Your Mobile Telephone Number

You represent that you are the account holder for the mobile telephone number(s) that you provide. You are responsible for notifying us immediately if you change your mobile telephone number.

You agree to indemnify Company in full for all claims, expenses, and damages related to or caused in whole or in part by your failure to notify Company if you change your telephone number, including, but not limited to, all claims, expenses, and damages related to or arising under the Telephone Consumer Protection Act.

Privacy

Data obtained from you in connection with the text messages may include your name, address, mobile phone number, your mobile service provider's name, and the date, time, and content of your messages. Our use of this information will be in accordance with our [Privacy Policy](#). Your mobile carrier and other service providers may also collect data about your mobile device usage, and their practices are governed by their own policies.

Access or Delivery to Mobile Network is Not Guaranteed

Delivery of information and content to a mobile device may fail due to a variety of circumstances or conditions. You understand and acknowledge that network services, including but not limited to mobile network services, are outside of Company's control, and Company is not responsible or liable for issues arising from them.

Support/Help

For assistance with the SMS texting services or to obtain additional information, you can text **"HELP"** to 59178, call (800) 345-4337, or email support@crosslinktax.com

Eligibility

To receive text messages, you must be a resident of the United States and 18 years of age or older. Company reserves the right to require you to prove that you are at least 18 years of age.

Changes to Terms and Conditions

We reserve the right to modify these SMS Texting Terms and Conditions, or any part thereof, or add or remove terms at any time, and such modifications, additions or deletions will be effective immediately upon posting. Your continued enrollment in the SMS texting service shall be deemed to constitute acceptance by you of such modifications, additions or deletions.

Termination of Text Messaging

Company may suspend or terminate your receipt of text messages if Company believes you are in breach of these SMS Terms and Conditions. Your receipt of text messages is also subject to termination in the event that your mobile telephone service terminates or lapses. Company reserves the right to modify or discontinue, temporarily or permanently, all or any part of text messages, with or without notice.