

SMS TEXTING TERMS AND CONDITIONS

CROSSLINK FAMILY OF COMPANIES

Last Updated: January 1, 2026

Please read these terms and conditions carefully regarding our SMS Texting 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 the **Crosslink Family of Companies**, including CrossLink Professional Tax Solutions, LLC, CrossLink Tax Tech Solutions, LLC and Audit Allies, LLC (collectively “CrossLink,” “we,” “our”), including text messages made with an autodialer, at the telephone number(s) that you provide. You are not required to agree to receive text messages in order to purchase any product or service from CrossLink, and you may opt-out of these communications at any time (see instructions below). By opting in, you provide prior express written consent to receive text messages, including messages sent using an autodialer or other automated technology, at the mobile number you provide.

You also accept and agree to be bound by these SMS Texting Terms and Conditions, our Privacy Policy (available at www.crosslinktax.com), and any other applicable terms and agreements related to your use of CrossLink’s services.

1. PROGRAM DESCRIPTION

CrossLink may use an automatic telephone dialing system (“autodialer”) to deliver text messages to you. Text messages may include, but are not limited to, assistance in completing and/or e-filing your tax return, informational or support purposes, notification of transaction approval, payment reminders and notifications, and servicing your account. Marketing messages may include promotions, service updates, product announcements, or offers related to CrossLink products and services.

2. MESSAGE FREQUENCY

After opt-in, you may receive an initial confirmation text message. After that, the specific number of text messages may vary depending on how you use CrossLink’s services and the types of text messages you registered to receive.

3. COST

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

4. 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.**

5. HOW TO OPT IN

To opt in to receive this SMS Texting Service, text **START** to **59178** or **78589**.

6. HOW TO OPT OUT

You can cancel the SMS Texting Service at any time. Just text **STOP** to **59178** or **78589**. After texting STOP, you will receive one additional message confirming that your request has been processed and that you will no longer receive messages. Message and data rates may apply.

7. YOUR MOBILE TELEPHONE NUMBER

You acknowledge and represent that you are the account holder and/or an authorized user of 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 CrossLink in full for all claims, expenses, and damages related to or caused in whole or in part by your failure to notify CrossLink 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.

8. 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. **We use this information in accordance with our Privacy Policy (available at www.crosslinktax.com), which explains how we collect, use, and protect your personal information in connection with this SMS program.** Your mobile carrier and other service providers may also collect data about your mobile device usage, and their practices are governed by their own privacy policies.

9. SHARING YOUR INFORMATION

We do not share your personal information with third parties, except in the following circumstances:

- When required by law, such as responding to a legal request, court order, or government agency request; or
- For services provided by trusted third-party vendors who agree to adhere to our privacy standards.

No mobile information, including text messaging originator opt-in data and consent, will be shared with third parties, affiliates, or vendors for marketing or promotional purposes under any circumstances.

10. 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 CrossLink's control, and CrossLink is not responsible or liable for issues arising from them.

11. ELIGIBILITY

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

12. AMENDMENTS AND UPDATES

We reserve the right to modify these SMS Texting Terms and Conditions or any part thereof at any time. **The "Last Updated" date above reflects the most recent version, and any material changes will be identified by notice on this page.** Your continued enrollment in the SMS Texting Service constitutes acceptance of any modifications.

13. TERMINATION OF TEXT MESSAGING

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

14. DISCLAIMER OF WARRANTIES

TO THE EXTENT PERMITTED BY LAW, CROSSLINK MAKES NO REPRESENTATIONS OR WARRANTIES REGARDING THE SMS TEXTING SERVICE, APPLICATIONS, OR CONTENT THAT YOU RECEIVE FROM US, AND DISCLAIMS ANY WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS SMS TEXTING SERVICE MAY INCLUDE INACCURACIES OR ERRORS OR MAY NOT FUNCTION AS EXPECTED. CROSSLINK IS NOT RESPONSIBLE FOR CIRCUMSTANCES BEYOND OUR CONTROL, INCLUDING, WITHOUT LIMITATION, ACTS OR OMISSIONS OF OTHERS, NETWORK FAILURES, OR ACTS OF GOD. WE DO NOT GUARANTEE ERROR-FREE SMS TEXTING SERVICE AND WILL NOT BE LIABLE FOR DELAYS IN THE RECEIPT OF MESSAGES, AS DELIVERY DEPENDS ON TRANSMISSION FROM YOUR NETWORK OPERATOR.

15. LIMITATION OF LIABILITY

To the maximum extent permitted by law, CrossLink shall not be liable for any direct, indirect, consequential, special, incidental, punitive, or any other damages arising from or related to your use of our SMS Texting Service, including damages resulting from the acts or omissions of third parties, network issues, or message delivery delays.

16. APPLICABLE LAW

Except as otherwise provided herein, your use of this SMS Texting Service under this Agreement is governed by the laws of the State of Florida.

17. SUPPORT/HELP

For further assistance with the SMS Texting Service or to obtain additional information, you can text **HELP** to **59178** or **78589**, call **(800) 345-4337**, or email support@crosslinktax.com.