

SMS Terms and Conditions

Effective Date: 8/1/2025

Welcome! By opting in to receive SMS messages from **Superior Court of California, County of Alameda**, you agree to the following terms and conditions regarding the use of messaging services.

Consent to Receive Messages

- By providing your mobile number and opting in, you consent to receive automated text messages related to [e.g. Scheduling] from **Superior Court of California, County of Alameda**.
- Message frequency varies depending on your interaction with our service.
- Consent to receive texts is not a condition of purchase.

Message & Data Rates

- Message and data rates may apply depending on your mobile service plan.
- Charges are billed by your carrier and are your responsibility.
- If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

Opt-Out & Help

- You can opt out at any time by replying **STOP** to any SMS. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.
- Reply **HELP** for assistance or contact our support service at familyCourtServices@alameda.courts.ca.gov

Privacy & Data Use

- Your information is kept secure and used in accordance with our Privacy Policy <https://www.alameda.courts.ca.gov/system/files/general/privacy-policy.pdf>
- Messages may be transmitted using Twilio's messaging infrastructure in compliance with applicable laws.

Limitation of Liability

- **Superior Court of California, County of Alameda OR your mobile carriers** are not liable for delayed, undelivered, or corrupted messages due to network issues or third-party platforms.
- You acknowledge that message delivery is dependent on your mobile carrier and Twilio's availability.

Compliance

- This service complies with applicable telecommunications and data privacy laws, including the **TCPA** and **CTIA** guidelines.
- Twilio may monitor and restrict message sending to ensure compliance and protect users from spam or abuse.