

Terms and Conditions

SMS Alarm Notification Service (Employee Use Only)

1. Acceptance of Terms

By participating in the SMS Alarm Notification Service (the “Service”), you agree to these Terms and Conditions. The Service is provided to authorized employees for operational purposes.

2. Description of Service

The Service delivers automated SMS messages and voice notifications related to operational alerts, including but not limited to:

- Equipment alarms
- System conditions
- Safety notifications
- Infrastructure monitoring alerts

Messages are intended to support timely response to operational events.

3. Eligibility

The Service is available only to authorized employees or contractors who are designated to receive operational alerts as part of their role.

Enrollment is managed by the organization.

4. Message Frequency

Message frequency varies based on system activity. Employees may receive multiple messages during active alarm conditions.

Typical volume: 0–10 messages per day

Message frequency may exceed this range during abnormal conditions or incidents.

5. Message and Data Rates

Message and data rates may apply depending on your mobile carrier and service plan. The organization is not responsible for any charges incurred.

6. User Responsibilities

By using the Service, you agree to:

- Maintain an active and valid mobile number
- Ensure your device is capable of receiving SMS messages
- Respond to alerts in accordance with your operational responsibilities
- Safeguard your device and prevent unauthorized access

7. Opt-Out and Opt-In

You may opt out of receiving SMS messages at any time by replying:

STOP

After opting out:

- You will no longer receive SMS alerts
- You may be removed from the notification roster
- Operational escalation procedures may bypass you

To re-enable messages, reply:

START

or contact your system administrator.

8. Help and Support

For assistance, reply:

HELP

or contact your supervisor.

9. Acknowledgement of Alerts

Certain messages may require acknowledgement (e.g., replying “ACK” or pressing a key during a voice call).

Failure to acknowledge alerts may result in escalation to other personnel.

10. Service Availability

The Service depends on third-party telecommunications networks and systems. Delivery of messages is not guaranteed.

The organization is not responsible for:

- Delayed or failed message delivery
- Network outages
- Carrier-related issues

11. Limitation of Liability

The Service is provided to support operational awareness but does not replace established procedures or responsibilities.

The organization is not liable for:

- Missed or delayed alerts
- Actions taken or not taken in response to messages
- Any damages arising from use or inability to use the Service

12. Privacy

Your use of the Service is governed by the associated Privacy Policy.

Personal information is used solely for operational notification purposes and is not used for marketing.

13. Modification of Service

The organization reserves the right to modify, suspend, or discontinue the Service at any time without prior notice.

14. Changes to Terms

These Terms and Conditions may be updated from time to time. Continued use of the Service constitutes acceptance of any changes.

15. Contact Information

For questions regarding these Terms and Conditions or the Service, contact your supervisor.