

South Hadley Electric Light SMS Terms and Conditions

These Terms and Conditions ("Terms") govern the use of SMS messaging services provided by Duke Energy Corporation ("we," "us," or "our"). By opting into our SMS program, you agree to receive SMS messages from Duke Energy Corporation, in accordance with these Terms and The Campaign Registry (TCR) compliance standards.

Consent and Opt-In Requirements

- By opting in, you provide express consent to receive SMS messages from us regarding your assignments.
- Opting into the SMS program is voluntary and separate from any other service we provide.
- To opt-in, text "OPTIN" to 1-833-351-1503 or sign up via our website at <https://www.sheld.org/pages/forms/two-way-text-alert/>

Message Frequency and Types

- Message Frequency varies.
- Message Types: Messages may include status updates and instructions.
- Message and data rates may apply according to your mobile carrier's standard rates.

Opt-Out Instructions

- You may opt out of the SMS program at any time by texting "QUIT" to 1-833-351-1503.
- Once you send the "QUIT" request, you will receive one final confirmation message confirming that you have been unsubscribed. No further messages will be sent unless you opt back in.
- For assistance or to request additional information, contact us at kfrazier@sheld.org or call 413-341-8947.

Privacy and Data Security

- SHELD is committed to protecting your privacy. Your information will only be used for the purposes described in this SMS program and will not be shared with third parties except as necessary to provide the service.

- Personal information collected for SMS messaging is managed in compliance with applicable laws and regulations, including data protection and privacy standards.
- By opting in, you agree to Duke Energy Corporation's Privacy Policy and acknowledge our commitment to protecting your data.

Limitations of Liability

- Duke Energy Corporation and cellular carriers are not responsible for any delayed or undelivered messages caused by factors outside our control, such as mobile carrier delays or network outages.
- Duke Energy Corporation and cellular carriers are not liable for any direct, indirect, incidental, or consequential damages that result from the use of, or inability to use, the SMS program.

Changes to Terms and Conditions

- SHELD reserves the right to update or modify these Terms at any time.
- Your continued participation in our SMS program following any updates to these Terms constitutes acceptance of those changes.

Contact Information

If you have any questions regarding these Terms, you can contact us at:

- **Phone:** 413-536-1050
- **Email:** kfrazier@sheld.org
- **Address:** 85 Main Street

South Hadley, MA 01075

By opting in, you confirm that you have read and agreed to these Terms and you authorize SHELD to send you SMS messages.

Cellular carriers supported on this program include AT&T, T-Mobile, Metro PCS, Verizon Wireless, US Cellular, Google Voice, Cellular One, Cellcom, Cellular South, Interop, and Clearsky.

Updated: 9/3/2025