



Terms of Service for SMS Communications

Effective Date: 05.20.25

These Terms of Service ("Terms") govern your participation in the SMS (Short Message Service) communication program offered by the Animal Health Center ("we," "us," or "our"). By providing your mobile phone number and opting in to receive SMS messages from us, you agree to these Terms.

1. Program Description

Our SMS communication service provides appointment reminders, health-related notifications, administrative messages, and other healthcare-related alerts.

SMS communications **do not** include diagnostic, treatment, or highly sensitive health information unless explicitly consented to and permitted by applicable laws.

2. Opt-In and Consent

By opting in:

- You authorize the Animal Health Center to send you SMS messages at the number you provided.
- You acknowledge that message frequency may vary depending on your interactions with our services.
- Standard message and data rates may apply, depending on your mobile carrier plan.

You may opt in through written consent, electronic consent, or verbal authorization as required by law.

3. Opt-Out

You can opt out of SMS communications at any time by:

- Replying "STOP" to any text message you receive
- Contacting our office directly at 662.325.3432

After opting out, you may receive one final message confirming your opt-out request.

4. Message Content and Limitations

While we strive to provide timely and accurate messages, we do **not** guarantee:



- Message delivery or timeliness
- That messages will be free of errors

IMPORTANT: SMS is not a secure method of communication. You acknowledge and accept that:

- SMS is not encrypted and may be intercepted
- You should not reply with or expect sensitive health information via SMS

For secure communications, please contact our office directly or use our patient portal (if applicable).

5. Privacy

Your participation is subject to our Privacy Policy, which governs how we collect, use, and protect your personal information, including phone numbers used for SMS.

We will never share your SMS data with third parties for marketing purposes without your explicit consent.

6. Mobile Carrier Disclaimer

We are not responsible for:

- Delays or undelivered messages caused by your mobile carrier
- Charges or fees imposed by your mobile plan

Your carrier's standard message and data rates may apply. Check with your carrier for details.

7. Changes to Terms

We reserve the right to modify or terminate the SMS program or these Terms at any time. Continued participation after any changes constitutes your acceptance of those changes.

8. Contact Information

If you have questions or need help with our SMS program, contact us:

Animal Health Center

Phone: 662.325.3432

Email: AHC@cvm.msstate.edu

Address: 240 Wise Center Drive, Mississippi State, MS 39762

By opting in to receive SMS messages from the Animal Health Center, you acknowledge that you have read, understood, and agree to these Terms of Service.