

211 ANNOUNCEMENTS

SMS TERMS OF SERVICE POLICY



Revised October 10, 2022

211 Metro Chicago is a free service connecting individuals and families with available health and social service resources and information during times of non-emergency crisis and for everyday needs. Individuals who have consented or opted in to receive SMS or text messages from 211 Metro Chicago can expect to receive announcements regarding available programs, assistance funds, or educational classes in their area.

Individuals can cancel the SMS service at any time. Just reply "STOP" to opt out. After you send the SMS message "STOP" to us, we will send you one additional message to confirm that you are 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.

If you are experiencing issues with the SMS messaging program, you can reply by texting "HELP" for more assistance, or you can email info@211metrochicago.org.

Carriers are not liable for delayed or undelivered messages.

Message and data rates may apply for any messages sent to you from us and to us from you. You will receive updates and alerts from 211 Metro. Message frequency will vary. If you have any questions about your text plan or data plan, please contact your wireless provider.

If you have any questions regarding how we protect your privacy, please read our [privacy policy: 211metrochicago.org/privacy-policy](https://211metrochicago.org/privacy-policy)