

## **Terms and Conditions for SMS/Text Messaging Services**

**Last Updated: 01/01/2025**

These Terms and Conditions (the "Agreement") govern the use of SMS or text messaging services (the "Service") provided by Milestones Behavioral Pediatrics ("we," "our," or "us"). By subscribing to, or using our SMS Services, you agree to be bound by the following terms. If you do not agree with these Terms and Conditions, please do not sign up for or use our Service.

### **1. Types of Messages You Can Expect to Receive**

By providing your phone number to us, you consent to receive SMS communications from Milestones Behavioral Pediatrics. You may receive the following types of messages, depending on your interaction with our services:

**Transactional Messages:** Appointment confirmations, reminders, order updates, or customer service communications.

**Account-Related Messages:** Notifications related to your account, such as billing or subscription updates.

### **2. Texting Cadence:**

The frequency of messages will vary based on your engagement with our services. You may receive messages on a regular or occasional basis, depending on the nature of the service or promotion you are subscribed to. Messages Frequency may vary.

### **3. Message and Data Rates:**

Message and data rates may apply from your mobile carrier for receiving text messages. These rates are determined by your mobile carrier, and we are not responsible for any charges or fees that may be incurred by receiving messages from us. Please contact your mobile carrier for information about your messaging plan.

### **4. Opting In:**

By subscribing to our SMS service, you consent to receive SMS messages as described above. This consent is not a condition of any purchase. You may opt-in to receive messages by entering your phone number on our website, or by following any other opt-in process outlined in our service sign-up.

### **5. Opting Out:**

You may opt out of receiving text messages at any time by replying "STOP" to any of our messages. After opting out, you will no longer receive marketing messages, but you may still receive essential service-related communications (e.g., appointment reminders or account updates) if applicable. For assistance, reply "HELP."

### **6. Privacy and Data Collection:**

Your privacy is important to us. Any personal information you provide to us through our SMS service will be handled in accordance with our **Privacy Policy** ([https://www.milestoneswi.com/\\_files/ugd/29c10d\\_e5b0df028f0a4483b38cad439a2f5659.pdf](https://www.milestoneswi.com/_files/ugd/29c10d_e5b0df028f0a4483b38cad439a2f5659.pdf)). By agreeing to these Terms and Conditions, you consent to our collection and use of your information as outlined in the Privacy Policy. We do not share your information with third parties for marketing purposes without your consent.

#### **7. Contact Us:**

Help: For help with your texts, please visit

[https://www.milestoneswi.com/\\_files/ugd/29c10d\\_e5b0df028f0a4483b38cad439a2f5659.pdf](https://www.milestoneswi.com/_files/ugd/29c10d_e5b0df028f0a4483b38cad439a2f5659.pdf) or contact us at **920-351-3027** or [kmasrelian@milestoneswi.com](mailto:kmasrelian@milestoneswi.com). We're happy to assist you!