



We're sorry to write with disappointing news. Recently, we learned that Verizon will be charging Remind a new fee that makes it impossible for us to continue supporting free text messaging for anyone who has Verizon Wireless as their phone carrier. Please read on for all the important details—we promise to keep this as short as we can.

What's happening?

To offer our text messaging service free of charge, Remind has always paid for each text that our users receive or send. Now, Verizon is charging Remind an *additional* fee intended for companies that send spam over its network. **Your Remind messages aren't spam**, but our efforts to resolve the issue with Verizon haven't been successful.

As a result, the Verizon fee will increase our costs of providing text messaging by **11X**—pushing our annual costs into the millions of dollars. This isn't financially feasible for us to support, and it's forcing us to end Remind text messaging for everyone who has a wireless plan with Verizon.

How will this affect you?

Beginning **January 28, 2019**, the people in your classes who normally get your Remind messages as texts will no longer receive these messages if they have Verizon Wireless as their phone carrier.

What can you do?

To make sure people in your classes continue receiving your messages, **ask them to download the mobile app or enable email notifications—both of which are free of charge.**

Additionally, our team's working hard on a solution that allows your classes to continue to use Remind by text, and we'll share more details with you before January 28. Text messaging will also continue to be available for organizations with a Remind School and District plan.

In the meantime, we'll keep fighting to make sure educators, students, and parents have access to effective communication. To do this, **we need your help**: If using Remind has made a positive impact in your classroom, at your school, or anywhere in between, please ask Verizon to reverse the fee **here**: www.remind.com/verizon-fee

We're very grateful for your support, and we'll be in touch soon with an update.

Sincerely,
The Remind team