

SMS Terms of Service

Effective Date: 8/28/2026

These SMS Terms of Service ("Terms") govern participation in the Mayor's Office of Neighborhood Safety and Engagement SMS messaging program.

1. Program Description

The Agency's SMS program provides government-related notifications, informational messages, and invitations to participate in voluntary surveys. The SMS program concerns only the delivery of text messages and related communications. It does not govern the content of any survey or the handling of survey responses.

2. Eligibility

By enrolling, you represent that:

1. You are the authorized user of the mobile number provided.
2. You have authority to consent to receive SMS messages at that number.
3. You will comply with these Terms and applicable laws.

3. Consent and Message Frequency

By opting in, you agree to receive recurring text messages from the Agency. Message frequency may vary. Message and data rates may apply.

Consent to receive SMS messages is voluntary and is not required to obtain government services.

4. Opt-Out and Help

- Reply STOP to cancel SMS messages from the program.
- Reply HELP for assistance.
- After opting out, you may receive a final confirmation message.

5. Supported Carriers

Delivery of SMS messages is subject to effective transmission by your wireless carrier. The Agency is not responsible for delayed or undelivered messages.

6. User Responsibilities

You agree to:

- Provide accurate mobile contact information.
- Notify the Agency if your number changes.
- Use the SMS program only for lawful purposes.
- Not interfere with or disrupt the operation of the SMS program.

7. Privacy

Your participation in the SMS program is also subject to the Agency's Privacy Policy (SMS Communications) above.

8. Disclaimer

The SMS program is provided on an "as available" basis. The Agency does not guarantee uninterrupted, timely, secure, or error-free delivery of messages.

9. Limitation of Liability

To the maximum extent permitted by law, the Agency will not be liable for any indirect, incidental, special, consequential, or punitive damages arising from participation in the SMS program, including delayed or failed message delivery.

10. Changes to the SMS Program

The Agency may modify, suspend, or terminate the SMS program or these Terms at any time. Continued participation after changes become effective constitutes acceptance of the revised Terms.

11. Governing Law

These Terms are governed by the laws of Maryland, without regard to conflict-of-law principles.

12. Contact Information

Mayor's Office of Neighborhood Safety and Engagement

2700 Rayner Avenue, Baltimore, MD 21216

City Operator: (410) 396-3100