

Effective Date: May 1, 2025

## **RightFiber SMS Terms and Conditions**

By signing up for, or agreeing to, receive text messages from RightFiber, you agree to these SMS Terms, as well as the applicable RightFiber Terms & Conditions and Privacy Policy, which are incorporated herein by reference and can be viewed at the links provided here.

### **Incorporated Terms:**

- Terms & Conditions/Privacy Policy
  - o Right Communications
    - <https://www.RightFibercommunications.com/terms-and-policies-and-legal>
  - o RightFiber
    - <https://www.rightfiber.com/terms-policies-and-legal>

### **Service Notifications:**

- Text messages related to Customer Service, Service Orders, Billing, Repair, and Outage updates and product information/inquiry.

### **Opt-In**

- By opting in to RightFiber Text Messaging alerts, you authorize RightFiber to use autodialer or non-autodialer technology to send text messages to the cell phone number you provided. RightFiber will not use a phone number to send you SMS. Your consent is not a condition of purchasing any services or products.

### **Opt-Out**

- You can opt out of receiving text messages from RightFiber at any time by replying with the keyword "STOP" to any message from us. Upon opting out, you will receive a confirmation message, and no further messages will be sent. If you want to join again, just sign up as you did the first time, and we will start sending text messages to you again.

### **For Help**

If you are experiencing issues with our messages you can reply with the keyword HELP for more assistance, or you can get help directly by calling:

- RightFiber Communications: 888-336-4466
- RightFiber: 833-717-4448

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### **Message Frequency & Charges**

- Message frequency varies. Message and data rates may apply for any messages sent to you from us and to us from you. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

### **Privacy**

- Your privacy is important to us. Mobile information will not be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. For further details on RightFiber's Privacy Policy, please use the links located [here](#).

### **Delivery Limitations**

- Notifications sent via SMS may not be delivered to you if your phone is not in range of a transmission site, or if sufficient network capacity is not available at a particular time. Even within a coverage area, factors beyond the control of your wireless carrier may interfere with message delivery, including customer equipment, terrain, proximity to buildings, foliage, and weather. You acknowledge that urgent alerts may not be timely received and that your wireless carrier does not guarantee that alerts will be delivered.

### **Representations**

- You represent that you are the account holder for the mobile telephone number(s) that you used to subscribe to the program.

### **Modifications to Terms and Conditions**

- RightFiber reserves the right to modify these Terms and Conditions at any time. Changes will be effective immediately upon posting the revised Terms and Conditions.

### **Contact Us:**

- If you are a RightFiber Communications customer and have any questions, comments or concerns, please visit: [www.rittercommunications.com/contact](http://www.rittercommunications.com/contact)
- If you are a RightFiber customer and have any questions, comments or concerns, please visit: [www.rightfiber.com/contact](http://www.rightfiber.com/contact)