



Municipal Court
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1st Floor
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Fort Collins, CO 80522
970.221.6800
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Text Messaging Service Agreement

Terms and Conditions

By subscribing to Fort Collins Municipal Court's Text Message Service you agree to the following Terms and Conditions:

Mobile Phone Ownership and Mobile Number: When you subscribe to Fort Collins Municipal Court's text message service you are confirming the mobile phone number you use to subscribe is the mobile number associated with your mobile phone. You and no other person will use this mobile phone to communicate with Municipal Court about your account(s). Throughout this agreement the word "you" includes the person associated with the mobile phone and mobile number you use to subscribe to this text message service.

Agreement: This Terms and Conditions document is an agreement between you and Fort Collins Municipal Court which explains some of your important rights under the law, how the text message service works, how text fees and data rates may apply, how you may access information, when we may initiate text messages to the mobile phone number you used to subscribe, your agreement to receive text messages and other important features associated with the text message service. To agree to these Terms and Conditions text START to Municipal Court's short code 150 or less.

If you delete your text messaging history from your mobile phone you may lose information about this text message service. To retrieve the Terms and Conditions you can go to www.fcgov.com/municipalcourt.

Voluntary Participation: Fort Collins Municipal Court offers this text message service to you in connection with the collection of your case information. This is a voluntary service you may start or stop at any time.

Purpose: The purpose of this text message service is to allow you to obtain information about your account(s) associated with this mobile phone number by texting key words to Fort Collins Municipal Court. The key words and their definitions appear below. The purpose is also to allow Fort Collins Municipal Court to send certain kinds of text messages to you using the mobile phone number you use to subscribe.

Accounts Subscribed: This text message service allows you and this Fort Collins Municipal Court to communicate about any accounts in our system, now or in the future, associated with the mobile phone number you use to subscribe.

Accounts Subscribed placed with us that are closed, inactive, subject to a cease communication or otherwise prohibited from collection activity will be excluded from this text message service.

Consent: By subscribing to this text message service, you consent to participate in Fort Collins Municipal Court's text message service and understand and agree:

- Fort Collins Municipal Court may send limited types of text messages to you about Account(s) Subscribed to this service as described below in Fort Collins Municipal Court Initiated Text Message Service;
- *When you text a Key Word to a short code you consent to receive an immediate, automated text message response to be sent to you from Fort Collins Municipal Court's automated, text message service regardless of the time of day, day of week or frequency of the communications;*
- Text messages sent to you by Fort Collins Municipal Court may appear on the face of your mobile phone or device and you will manage the settings associated with how text messages are displayed on your phone or device to protect your confidential information.

Text Message Service Termination Process: Fort Collins Municipal Court and its agents do not have the ability to unsubscribe you from this text message service without your participation. To terminate participation or unsubscribe from Fort Collins Municipal Court's text message service, you need to text the word ALTO, STOP, STOP!, STOPNOW, STOPALL, END, QUIT, QUITNOW, CANCEL, CANCELAR, NOMO, UNSUBSCRIBE, REMOVE, OPTOUT, PARA, PARAR, PARE, or ARRET to Fort Collins Municipal Court's text number. Unsubscribing from Fort Collins Municipal Court 's text message service will not revoke or cancel other types of permissions you have granted Fort Collins Municipal Court using the mobile number you use to subscribe to this text message service.

By enrolling in this text message service, you consent that following such a request to unsubscribe, you will receive a one-time text message from Fort Collins Municipal Court confirming your removal from Fort Collins Municipal Court's text message service. Following such confirmation message, no additional text messages will be sent unless you voluntarily subscribe again to this text message service.

If you deactivate the mobile number you used to subscribe to Fort Collins Municipal Court 's text message service, Fort Collins Municipal Court will unsubscribe you from its text message service and send you a one-time text message confirming your removal from Fort Collins Municipal Court 's text message service. Following such confirmation message, no additional text messages will be sent unless you voluntarily subscribe again to this text message service.

Translation of Abbreviations: Fort Collins Municipal Court 's text message service uses abbreviations when communicating with you. Please refer to this abbreviation translation list or contact Fort Collins Municipal Court if you have questions or need assistance.

- means the consumer's mobile phone number

2 – is an abbreviation for the word "to"

4 – is an abbreviation for the word "for"

Acct - means the account(s) associated with the mobile phone number and phone you used to subscribe and which you alone, own, use or have access

Comm - means communicate or communication

Comms - means communications

Info - means information

Msg or Msgs - means message or messages

Msging - means messaging

Msg&DataRatesMayApply – means message and data rates may apply

Multpl - means multiple

Pls - means please

Pmt - means payment

Rcpt - means receipt

Rcv – means receive

Rcvd - means received

Rcving - means receiving

Req - means request

Txt means text

Consumer Initiated Key Word Text Message Service: This text message service allows us to send text messages to you but restricts your ability to communicate to us to the following keywords: START, STOP & HELP.

Key Words:

- Text **START** to indicate your consent for Fort Collins Municipal Court to send text messages to the mobile phone number you use to subscribe and provide you with the Terms and Conditions regarding this text message service.
- Text **HELP** to receive the phone number of our customer service representative who can provide you with further information about your Account(s) Subscribed or URL to Fort Collins Municipal Court 's website.
- Text **STOP!, ALTO, STOP., STOP!, STOPNOW, STOPALL, STOP ALL, END, ENDALL, END ALL, QUIT, QUITNOW, CANCEL, CANCELAR, NOMO, UNSUBSCRIBE, REMOVE, OPTOUT, PARA, PARAR, PARE or ARRET** to unsubscribe from Fort Collins Municipal Court 's text message service. By texting any one of these key words you consent and agree to receive a one-time text message from Fort Collins Municipal Court confirming you have been unsubscribed from this text message service.
- Text **TERMS** to request a link to the Terms and Conditions.

Fort Collins Municipal Court Initiated Text Message Service: Fort Collins Municipal Court may at times decide to initiate text messages to the mobile phone number you use to subscribe to its text message service.

- **Call Agency** - Fort Collins Municipal Court may send you a text message to request you contact them.

- **Electronic Payment Reminder** - Fort Collins Municipal Court may send you a text message reminder to notify you of the amount and the date when your authorized electronic payment will be processed.
- **Failed Payment Notification** - Fort Collins Municipal Court may send you a text message if your payment did not process due to insufficient funds in the account or another problem which prevented the processing of the payment.
- **New Account Notification** – Fort Collins Municipal Court may send you a text message to notify you when an additional account associated with the mobile phone number you use to subscribe to Fort Collins Municipal Court 's text message service was placed with our agency for collection.
- **Past Due** - Fort Collins Municipal Court may send you a text message reminder to notify you a scheduled payment was missed and invite you to make a payment.
- **Payment Receipt** – Fort Collins Municipal Court may send you a text message to confirm the receipt of your payment.
- **Prior Express Consent to Text** – There are times when Fort Collins Municipal Court may have obtained your prior express consent to communicate with you by text message. This consent may have come to us from the creditor to which you allegedly owe the Accounts Subscribed, from your interactions with our automated response systems, our consumer portal or from a live interaction with one of our customer service representatives. In these situations, we want to give you the opportunity to review and agree to our Terms and Conditions and voluntarily confirm your participation in our text message service.
- **Reminder of Payment Due Date** - Fort Collins Municipal Court may send you a text message to remind you when your payment is due.
- **Automated Response to Unknown Consumer Action:** There may be instances when Fort Collins Municipal Court is unable to interpret or respond to your key word request. These instances include but are not limited to:
 - **Submission of Unrecognized Text** – Fort Collins Municipal Court may ask you to call a customer service representative if we have questions associated with your text request(s). Examples of this may include but are not limited to: Notice of bankruptcy filing; Request to cease and desist; Notice of attorney representation; Complaints and disputes; Misspelled terms or words; Terms or words not defined by this agreement
 - **Already Opted In** – Fort Collins Municipal Court will text you if the mobile number is already subscribed to the text message service.
 - **Ported Mobile Phone Number** – Fort Collins Municipal Court may ask you to re-subscribe to this text message service if you change carriers but keep the mobile number you used to subscribe to Fort Collins Municipal Court 's text message service.

Unless described above, Fort Collins Municipal Court will not initiate text messages to you using the mobile phone number you use to subscribe to this text message service.

Costs and Charges: Fort Collins Municipal Court does not have a separate charge for this text message service; however, message and data rates may apply from your mobile phone carrier. Subject to the terms and conditions of your mobile phone carrier, you may receive text messages sent to your mobile phone. Participation in this text message service is standard rated (no premium content).

By providing your consent to participate in this text message service, you approve any such charges from your mobile phone carrier. Charges for text messages may appear on your mobile phone bill or be deducted from your prepaid balance.

Your Privacy: Fort Collins Municipal Court is committed to building user trust and confidence by promoting and complying with the use of business practices that help protect the privacy of the consumer and their data. For more information you can view a copy of our privacy policy online at www.fcgov.com/municipalcourt.

Fort Collins Municipal Court 's Right to Terminate: Fort Collins Municipal Court reserves the right to terminate this text message service, in whole or in part, at any time without notice. The information in any message may be subject to certain time lags and/or delays.

OPTIONAL PROVISION: Fort Collins Municipal Court 's Right to Limit Key Word Requests:

Communicating with you is important to Fort Collins Municipal Court. To maintain accuracy in our responses to your key word requests, Fort Collins Municipal Court reserves the right to block key word requests we receive from you and to which our records show we have responded. If at any time you believe your key word requests have been blocked in error, please contact us by email at court@fcgov.com.

United States Participating Carriers Include:

ACS/Alaska, Alltel, AT&T, Bluegrass MobileFort Collins Municipal Court ular, Boost, MobileFort Collins Municipal Court com, MobileFort Collins Municipal Court one Nation, MobileFort Collins Municipal Court ular One of East Central Illinois, MobileFort Collins Municipal Court ular South, Centennial, Chariton Valley MobileFort Collins Municipal Court ular, Cincinnati Bell, Cox Communications, Cricket, EKN/Appalachian Wireless, Element Mobile, GCI, Golden State MobileFort Collins Municipal Court ular, Illinois Valley MobileFort Collins Municipal Court ular, Immix/Keystone Wireless, Inland MobileFort Collins Municipal Court ular, iWireless, Metro PCS, Nex-Tech Wireless, nTelos, Plateau Wireless, South Canaan, Sprint, T-Mobile, Thumb MobileFort Collins Municipal Court ular, United Wireless, US MobileFort Collins Municipal Court ular, Verizon Wireless, Viaero Wireless, Virgin, WCC. Additional carriers may be added.