

## THE ILLINOIS DEPARTMENT OF PUBLIC HEALTH

### TERMS AND CONDITIONS

All Illinois Department Of Public Health's (IDPH) Short Message Service (SMS) programs, promoting HIV testing, run on the short code 36363. IDPH will not charge you to use this service; however your Wireless Service Provider may charge for sending and/or receiving messages and for air-time.

#### SERVICE TERMS:

1. IDPH provides several SMS (text messages) programs, including a location search SMS service, SMS Incentive Program, and On Demand Event Notifications (collectively, the 'Service'). Note: To process your SMS requests for the IDPH Service, you may be charged a fee to send and receive SMS messages, based on the terms of your Wireless Service Plan. All charges are billed by and payable to your Wireless Service Provider. Check with your Wireless Service Provider if you have questions about your Wireless Service Plan. Standard SMS message charges apply.
2. IDPH is not liable for delays in the receipt of SMS message, as delivery is subject to effective transmission from your Wireless Service Provider/Network Operator.
3. This service is available on the following Wireless Service Providers: Alltel Wireless, AT&T, Boost USA, Cellcom, Cellular One, Cellularsouth, Cincinnati Bell, Dobson Wireless (Cellular One), Midwest Wireless (Alltel Wireless), Nextel Communications, nTelos Wireless, Sprint PCS, T-Mobile USA, US Cellular, Verizon Wireless, Virgin Mobile.
4. For additional questions, please send an e-mail with your mobile number and question to: [idph@riproad.com](mailto:idph@riproad.com) or call 1.877.RIPROAD.

#### PRIVACY POLICY:

IDPH respects your privacy. IDPH will only use information you provide to the Service to transmit your text messages or as otherwise described in this document. Nonetheless, IDPH reserves the right at all times to disclose any information as necessary to satisfy any law, regulation or governmental request, to avoid liability, or to protect rights or property. When you complete forms online or otherwise provide IDPH information in connection with the Service, you agree to provide accurate, complete, and true information. You agree not to use a false or misleading name or a name you are not authorized to use. If IDPH, in its sole discretion, believes any such information is untrue, inaccurate, or incomplete, it may refuse you access to the Service and pursue appropriate legal remedies.

TO OPT IN FOR HEALTH ALERTS, TEXT "ALERT" TO 36363. TO STOP (OPT OUT OF) THE ALERT PROGRAM, TEXT "STOP ALERT" TO GET HELP FOR ALERTS, TEXT "HELP ALERT" TO 36363.

TO RECEIVE ON DEMAND NOTIFICATIONS TEXT "EVENT" TO 36363. TO STOP (OPT OUT OF) THE ON DEMAND EVENT NOTIFICATIONS, TEXT "STOP EVENT" TO 36363. FOR HELP TEXT "HELP EVENT" TO 36363.

TO STOP (OPT OUT OF) ALL IDPH SERVICES ON 36363: Text 'STOP IDPH', 'END IDPH', 'QUIT IDPH', 'UNSUBSCRIBE IDPH', 'CANCEL IDPH' to 36363.

TO GET HELP FOR IDPH SERVICES ON 36363: Text 'HELP IDPH' to 36363.

TO STOP (OPT OUT OF) ALL SERVICES ON 36363: Text 'STOP' or 'STOP ALL' to 36363.

ADMINISTRATOR:

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