**Terms and Conditions**

**Effective Date: January 1, 2025**

By opting in to receive SMS messages from Counseling 360, LLC (“we,” “us,” “our”), you agree to these Terms and Conditions (Terms).

**SMS Messaging Service**

By providing your phone number, you consent to receive SMS text messages from Counseling 360, LLC for appointment reminders, feedback, and general two-way communication about your relationship with Counseling 360, LLC. Message and data rates may apply.

**Message Frequency**

You may receive multiple messages from us unless you opt out. While messaging frequency varies, you will likely receive messages pertaining to your account as requested or up to four messages per month. We reserve the right to adjust the frequency of messages at any time. Counseling 360, LLC and carriers are not liable for delays or undelivered messages.

**Message and Data Rates**

Message and data rates may apply based on your mobile carrier’s terms.

**Privacy Policy**

Your information will be handled in accordance with our Privacy Policy, which we provide in paper form.

**Cancellation/Opt-Out Instructions**

You can opt out of receiving SMS messages at any time by replying STOP to any message we send you. After opting out, you will receive one additional message confirming your request has been processed.

**Help/Customer Support**

Text the word HELP for support. You may also contact us directly by phone at **678-632-4004** or by email at **info@counseling360.org**.

**Liability**

We are not responsible for any charges, errors, or delays in SMS delivery or undelivered messages caused by your carrier or third-party service providers.

**Note:** Certain businesses, such as healthcare providers, may include additional terms, including the risks of sending and receiving health information subject to HIPAA via text message, the rules about sending text messages to the provider’s office, and what to do if the subscriber is experiencing a medical emergency.