

SMS Terms & Conditions

- Users will always initiate contact with Empathia through one of our service brands by texting a specific keyword to a short code. This communication is offered at no cost to the user other than standard text messaging rates.
 - Users can cancel the SMS service at any time by replying "STOP" to the short code. After Empathia receives the STOP message, the user will receive one final SMS message confirming the individual has been unsubscribed. No further SMS messages from Empathia will be sent.
 - To reinitiate SMS messages from Empathia, users may call the toll-free number.
 - Individuals experiencing issues with texting may reply with "HELP" for assistance or call our toll-free number directly.
 - Carriers are not liable for delayed or undelivered messages.
 - Message and data rates may apply for any messages sent to and from Empathia.
 - Individuals with questions about text or data plans should contact their wireless provider.
 - For questions regarding privacy, please read Empathia's privacy policy.
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