

# Ho‘okumu Hou Mobile Messaging Policy

## Mobile Messaging Terms

The County of Maui, or its contracted vendors, may provide communications to applicants and clients by SMS (Short Message Service). By providing your mobile number and opting into this service, you acknowledge and agree to the following:

- **Message Frequency**

You may receive recurring text messages concerning application status, reminders, or other program-related communications. Message frequency will vary based on the nature of the engagement.

- **Charges and Carrier Fees**

Standard message and data rates may apply to any messages sent or received. These charges are determined by your mobile carrier and are your responsibility. The County of Maui, or its contracted vendors, do not impose additional fees for this service.

- **Opt-Out Mechanism**

You may discontinue receipt of SMS messages at any time by replying STOP to any message.

- **Help Requests**

For assistance, you may reply HELP to any message.

- **Use and Protection of Information**

Mobile numbers and related information provided for SMS communications will be used solely for the purposes described above. Such information will not be sold, shared, or otherwise disclosed to third parties except as required by law.”