

Communications Add-Ons (SMS and Shortcodes).

- a. Client acknowledges and agrees that when configuring SMS and short code usage, final determination of compliance with all applicable rules and regulations remains solely with the telecommunications carriers. Granicus and its third-party providers have no discretion in determining compliance or requiring or waiving modifications to Client's deployment.
- b. Client's use of SMS and short codes are subject to the additional terms located here: <https://www.twilio.com/legal/tos>
- c. Granicus will be migrating all clients with SMS/Text Messaging Solutions using a shared short code option to a unique standard toll-free number within the United States (International numbers not supported). Short Codes are recommended for Text-to-Subscribe functionalities, if enabled where available, for an additional fee.
- d. Client must have explicit opt-in for all destinations sent to and adhere to all CTIA guidelines for the duration of its use.

Version Sep 2025