

## **Tehama County Air Pollution Control District – SMS/MMS Terms of Service**

### **1. Overview**

The Tehama County Air Pollution Control District (“TCAPCD,” “we,” “our,” or “us”) provides SMS/MMS text message alerts to inform the public about air quality conditions, agricultural burn day status, burn hours, public notifications, and other service-related information. These Terms of Service (“Terms”) govern your use of our messaging services.

By opting in to receive SMS/MMS messages from TCAPCD, you agree to these Terms.

### **2. Opt-In**

You may opt in to receive text message notifications from TCAPCD through any of the following methods:

- Completing our online form at <https://forms.office.com/r/m0AXT792Nb> and checking the consent box.
- Providing verbal consent to TCAPCD staff.
- Sending a keyword (such as “START”) to our designated phone number.
- Completing the electronic form that includes the required consent language.

“By checking this box, I consent to receive public notifications and air quality alerts via SMS from the Tehama County Air Pollution Control District. Reply STOP to opt-out; Reply HELP for support; Message & data rates may apply; Messaging frequency may vary. View our Privacy Policy at <https://www.tehcoapcd.net/privacy> and our Terms at <https://www.tehcoapcd.net/terms>.”

### **3. Message Frequency**

Messaging frequency may vary depending on air quality conditions, burn status, weather, and program needs.

You may receive multiple messages per day during periods of elevated activity.

### **4. Fees**

Message and data rates may apply depending on your mobile carrier and plan. TCAPCD is not responsible for any charges you may incur.

### **5. Opt-Out**

You may opt out of receiving SMS/MMS messages at any time by replying:

STOP, END, QUIT, CANCEL, or UNSUBSCRIBE.

After you send the opt-out command, you will receive a confirmation message and will no longer receive notifications unless you opt in again.

To re-subscribe, reply START.

## **6. HELP and Support**

For assistance with our messaging service, reply HELP to any message.

You may also contact us directly at:

Tehama County Air Pollution Control District

Phone: (530) 527-3717

Website: <https://www.tehcoapcd.net>

## **7. Eligibility**

You must be the owner or authorized user of the mobile phone number provided for SMS communications.

## **8. Program Content**

Messages may include:

- Agricultural burn day status
- Burn hours and restrictions
- Air quality conditions
- Public notifications related to TCAPCD programs
- Service-related updates

No marketing or promotional content is sent through this program.

## **9. Privacy**

Your privacy is important to us.

Our collection and use of personal information through this messaging program is governed by our Privacy Policy, available at: <https://www.tehcoapcd.net/privacy>

Information submitted to the District may be subject to disclosure under the California Public Records Act (Government Code §7920 et seq.) unless an exemption applies.

## **10. No Warranties**

SMS/MMS message delivery is provided “as-is” and may be affected by carrier issues, coverage, or network availability.

TCAPCD does not guarantee:

- Delivery of messages
- Message timeliness
- Message accuracy

## **11. Changes to These Terms**

We may update these Terms from time to time.  
Changes take effect when posted on our website.

## **12. Contact Us**

If you have questions about these Terms or our messaging program, please contact:

Tehama County Air Pollution Control District

Phone: (530) 527-3717

Website: <https://www.tehcoapcd.net>