

TCR Terms and Conditions

Effective Date: May 1, 2026

These TCR Compliance Terms and Conditions (“Terms”) govern the use of SMS/text messaging services provided by Jackson County REMC (“Jackson County REMC,” “we,” “our,” or “us”). By opting in to receive text messages from Jackson County REMC, you agree to these Terms and Conditions.

1. Program Description

Jackson County REMC may send SMS/text messages related to:

- Account notifications
- Internal Employee to employee Notifications
- Email Notifications
- Service updates and maintenance notifications
- Appointment reminders
- Customer support communications
- Security and fraud alerts
- Other utility-related operational communications

Message frequency may vary depending on your account activity and communication preferences.

2. Opt-In Consent

By providing your mobile phone number and opting into SMS communications, you expressly consent to receive recurring automated and non-automated text messages from Jackson County REMC at the phone number provided.

Consent to receive text messages is not a condition of purchasing any goods or services.

3. Message and Data Rates

Message and data rates may apply based on your mobile carrier plan. Jackson County REMC is not responsible for any charges imposed by your wireless carrier.

4. Opt-Out Instructions

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

- STOP to unsubscribe
- HELP for assistance

After opting out, you may receive a final confirmation message confirming your removal from the messaging program.

5. Supported Carriers

SMS services may not be available on all carriers or devices. Delivery of messages is subject to effective transmission by your mobile carrier and is not guaranteed.

6. User Responsibilities

You agree to:

- Provide accurate and current mobile contact information
- Notify Jackson County REMC if your mobile number changes
- Use the messaging service only for lawful purposes

You are solely responsible for maintaining the confidentiality and security of your mobile device.

7. Privacy

Your privacy is important to us. Information collected through our messaging services is subject to the Jackson County REMC TCR Privacy Policy.

Jackson County REMC does not sell or share mobile opt-in data or consent with third parties for marketing or promotional purposes.

8. Service Availability

Jackson County REMC reserves the right to modify, suspend, or terminate SMS messaging services at any time without prior notice.

We are not liable for delayed, undelivered, or misdirected messages.

9. Limitation of Liability

To the fullest extent permitted by law, Jackson County REMC shall not be liable for any indirect, incidental, special, or consequential damages arising from or related to the use of SMS/text messaging services.

Carriers are not liable for any delayed or undelivered messages

10. Changes to These Terms

Jackson County REMC may update these Terms and Conditions from time to time. Updates will be posted on our website with a revised effective date.

11. Contact Information

For questions regarding these Terms and Conditions or SMS communications, contact:

Jackson County REMC

274 E Base Rd

Brownstown, IN 47220

Email: IT_Group@jacksonremc.com

Phone: 812-358-4458

Website: jacksonremc.com