

## **Ritter Communications SMS Terms and Conditions**

By signing up for, or agreeing to, receive text messages from Ritter Communications or RightFiber, (collectively “Ritter”) you agree to these SMS Terms, as well as the applicable Ritter Terms & Conditions and Privacy Policy, which are incorporated herein by reference and can be viewed at the links provided here.

### **Incorporated Terms:**

- Terms & Conditions/Privacy Policy
  - o Ritter Communications
    - <https://www.rittercommunications.com/terms-and-policies-and-legal>
  - o RightFiber
    - <https://www.rightfiber.com/terms-policies-and-legal>

### **Messages You Can Expect:**

- Ritter will send messages regarding:
  - o Ritter Service Notifications - Text messages related to Customer Service, Service Orders, Billing, Repair, and Outage notifications.
  - o Ritter Marketing Notifications - Text messages with promotional and personalized marketing information, these messages are sent from a long code.

### **Opt-In**

- By opting in to Ritter’s Text Messaging alerts, you authorize Ritter to use autodialer or non-autodialer technology to send text messages to the cell phone number you provided. Your consent is not a condition of purchasing any services or products.

### **Opt-Out**

- You can opt out of receiving text messages from Ritter at any time by replying with the keyword “STOP” to any message from us. Upon opting out, you will receive a confirmation message, and no further messages will be sent. If you want to join again, just sign up as you did the first time, and we will start sending text messages to you again.

Effective Date: May 1, 2025

## **For Help**

If you are experiencing issues with our messages you can reply with the keyword HELP for more assistance, or you can get help directly by calling:

- Ritter Communications: 888-336-4466
- RightFiber: 833-717-4448

## **Message Frequency & Charges**

- Message and data rates may apply for any messages sent to you from us and to us from you. You can expect to receive on average 1-2 messages per month, however this may vary depending on your account activity or communications with Ritter. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

## **Privacy**

- Your privacy is important to us. Your mobile number and any other personal information provided will be used in accordance with our Privacy Policy (linked above).

## **Delivery Limitations**

- Notifications sent via SMS may not be delivered to you if your phone is not in range of a transmission site, or if sufficient network capacity is not available at a particular time. Even within a coverage area, factors beyond the control of your wireless carrier may interfere with message delivery, including customer equipment, terrain, proximity to buildings, foliage, and weather. You acknowledge that urgent alerts may not be timely received and that your wireless carrier does not guarantee that alerts will be delivered.

## **Representations**

- You represent that you are the account holder for the mobile telephone number(s) that you used to subscribe to the program.

## **Modifications to Terms and Conditions**

- Ritter reserves the right to modify these Terms and Conditions at any time. Changes will be effective immediately upon posting the revised Terms and Conditions.

Effective Date: May 1, 2025

**Contact Us:**

- If you are a Ritter Communications customer and have any questions, comments or concerns, please visit: [www.rittercommunications.com/contact](http://www.rittercommunications.com/contact)
- If you are a RightFiber customer and have any questions, comments or concerns, please visit: [www.rightfiber.com/contact](http://www.rightfiber.com/contact)