Formstack SMS delivery short code for Formstack Sign: 86611

These Formstack SMS Services and Multi-Factor Authentication Terms and Conditions ("Terms") govern your sending of SMS messages to and receipt of SMS messages from Formstack ("Messaging"), which may include obtaining authentication codes to access or complete an action within Formstack Sign services ("Services") or signing up for multi-factor authentication for the Services. By explicitly agreeing to these Terms or by using Messaging or online access, you accept these Terms.

These Terms are in addition to, and do not change or modify, any other agreement between you and Formstack, including, but not limited to, your Software Services Agreement and the Formstack Privacy Policy. Formstack may change these Terms at any time and without notice by updating them on www.formstack.com/legal. You agree that if you use Messaging or online access after these Terms are updated, you will be bound by such change. At the time of a change to these Terms, you have the right to reject such change by unsubscribing from Messaging in online access or via text.

Using the Formstack SMS Services

Before using Formstack Messaging for the first time, you must opt-in, and if a Formstack Customer is using the Formstack Services via Messaging, the Customer sending an envelope or leveraging the Formstack Services via Formstack Messaging must share the Privacy Policy and these Terms.

- The Formstack Customer (e.g. sender of the envelope for signature) is required to obtain an accurate phone number from you and should explain that you will receive Messaging from Formstack to access the Formstack Services and complete the requested action, as applicable.

- When you choose to use Formstack Messaging for the first time or if a Customer is using Formstack Messaging to send an envelope from the Formstack Services, you will receive a welcome message from Formstack for use of Formstack Messaging.

- By consenting to use Formstack Messaging, you certify that the telephone number you provided is your contact number.

- You may cancel the Formstack Messaging at any time by texting "STOP". After this, you will no longer receive SMS messages from us. If you would like to use Formstack Messaging again, text START to the Short Code, and Formstack will resume sending Messaging to you.

- If you are experiencing issues with Formstack Messaging, you can reply with the keyword "HELP" for more assistance, or you can get help directly from Formstack Support through our support webpage.

- If you have any questions about your text or data plan, it is best to contact your wireless provider.

SMS Multi-Factor Authentication Program

As identified above, these Terms apply to the Formstack multi-factor authentication alert service via SMS ("Alert Service") and is part of Formstack's multi-factor authentication program that adds an extra layer of protection to an online account by requiring at least two separate forms of identification to verify the user's identity: a password and a temporary security code sent to a registered device. Customers can choose to receive a security code via mobile authenticator app or an SMS to your mobile phone number to verify your identity.

- When you choose to receive your security code via SMS, you will receive a single message containing a code that is needed to complete the Alert Service. You will receive this message every time you sign in with the Alert Service.

- By consenting to receive your security code through SMS, you certify that the telephone number you provided is your contact number, and you understand that consent for the Alert Service is not a condition for purchasing Formstack products.

- You may cancel the SMS service at any time by texting "STOP". After this, you will no longer receive SMS messages from us. If you would like to use this Alert Service again, text START to the Short Code, and Formstack will resume sending Messaging to you.

- If you are experiencing issues with the Alert Service, you can reply with the keyword "HELP" for more assistance, or you can get help directly from Formstack Support through our support webpage.

- You will receive one message from Formstack per authentication attempt. If you have any questions about your text or data plan, it is best to contact your wireless provider.

General

- Carriers are not liable for delayed or undelivered SMS or other messages.

- As always, message and data rates may apply for any Messaging sent to you from Formstack and to Formstack from you. If you have any questions about your text or data plan, it is best to contact your wireless provider.

- If you have any questions regarding privacy and how we handle your personal information, please see the Formstack Privacy Policy