

211 SAN DIEGO
SMS TEXT MESSAGES - TERMS OF SERVICE
Effective Date: July 28, 2026

1. About the SMS Text Service and Your Consent

These SMS Text Terms of Service ("SMS Text Terms") govern recurring SMS, MMS, and similar text messages sent by or on behalf of Info Line of San Diego, dba 211 San Diego, through the short code or telephone number shown in the message (the "211 San Diego SMS Text Service" or "SMS Text Service"). In these SMS Text Terms, "211 San Diego," "211," "we," "us," and "our" refer to Info Line of San Diego, dba 211 San Diego.

You enroll only by affirmatively asking or agreeing to receive text messages, for example, by submitting an enrollment form, selecting an unchecked consent box, texting an enrollment keyword, scanning a QR code and completing enrollment, or verbally agreeing to texts. By enrolling, you authorize 211 San Diego to send recurring service-related text messages to the mobile number you provide, including messages sent through automated technology.

Consent to text messaging is optional and is not a condition of receiving 211 services, referrals, benefits information, or other assistance. You may call 2-1-1 instead. If you provide another person's mobile number, you represent that you are authorized to do so and that the person agreed to receive the messages.

2. Messages, Frequency, and Charges

Depending on the services you request, texts may include resource and referral information; follow-up questions and status updates; appointment, deadline, eligibility, or document reminders; links to forms, notices, consents, or authorizations; service surveys; and privacy, security, or service notices. The SMS Text Service is not intended for fundraising, third-party advertising, or other promotional messages.

Message frequency varies based on the services you request and your interactions with 211 San Diego. 211 San Diego does not charge for the SMS Text Service, but message and data rates may apply under your wireless plan.

3. How to Stop Texts or Get Help

You may opt-out at any time by replying STOP. We will also honor other clear language that reasonably communicates that you want the texts to stop. You may also call 2-1-1 or 858-300-1211, or email 211help@211sandiego.org. We will process clear opt-out requests as soon as practicable and within the time required by law.

After an opt-out request, we may send one nonpromotional text confirming the request. We will not send additional automated texts covered by the request unless you enroll again or the message is otherwise permitted or required by law. If you receive optional texts from different 211 San Diego numbers or service categories, contact us if you want all optional 211 San Diego automated texts stopped.

For help, reply HELP, call 2-1-1 or 858-300-1211, or email 211help@211sandiego.org. For language assistance or an alternative format, call 2-1-1 or 858-300-1211. Visit <https://211sandiego.org/contacts/> for other ways you may contact us.

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4. Privacy and SMS Security

To operate the SMS Text Service, 211 San Diego may collect and maintain your mobile number, enrollment and opt-out records, message content, dates and times, delivery status, links accessed, and related service records. We may use and disclose this information to provide requested services, deliver and manage texts, document communication choices, maintain security, improve service quality, and comply with law.

We may provide mobile information to wireless carriers, messaging vendors, technology providers, Network Partners, and contractors only as needed to deliver texts or requested services, as authorized by you, or as permitted or required by law. 211 San Diego does not sell your mobile number or SMS consent information and does not share that information with third parties or affiliates for their own marketing or promotional purposes.

For more information, review the 211 San Diego Privacy Policy at <https://211sandiego.org/privacy-practices/>. Privacy questions may be sent to privacy@211sandiego.org.

Standard text messages are not guaranteed to be encrypted or confidential. Messages may be stored by your device, carrier, messaging provider, or others and may be seen by anyone with access to your phone or account. A message may reveal that you are seeking health, food, housing, benefits, safety, or other services. Do not text passwords, Social Security numbers, financial account numbers, identity documents, or detailed medical or other highly sensitive information unless 211 San Diego specifically requests it and you are comfortable using text. Call 2-1-1 to request another communication method.

5. Emergencies, Delivery, and Wireless Providers

Do not use the SMS Text Service for emergencies or time sensitive requests. Call 911 for an emergency. Texts may be delayed, blocked, misdirected, or not delivered, and 211 San Diego does not guarantee that a message will be received or reviewed within any particular time. Neither 211 San Diego or Wireless providers are liable for delayed or undelivered messages. Availability may vary by carrier, device, location, and technology.

6. Your Mobile Number

You are responsible for providing an accurate mobile number that you are authorized to use. If the number is changed, transferred, deactivated, lost, or no longer under your control, reply STOP if possible or notify 211 San Diego at 2-1-1, 858-300-1211, or 211help@211sandiego.org. 211 San Diego may suspend texts when it learns that a number has been reassigned or deactivated.

7. Changes, Separate Authorizations, and Governing Law

211 San Diego may modify, suspend, or discontinue the SMS Text Service or these SMS Text Terms. The current version will be posted with its effective date. A website, form, referral, or service accessed through a text may include additional terms, notices, consents, or authorizations

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that govern that transaction. These SMS Text Terms are governed by applicable federal law and California law, without limiting rights that cannot lawfully be waived.

8. Contact Information

Info Line of San Diego, dba 211 San Diego

P.O. Box 420039

San Diego, California 92142

Telephone: 2-1-1 or 858-300-1211

Messaging Support: 211help@211sandiego.org

Privacy: privacy@211sandiego.org