

Twilio – Additional Terms Related to Short Codes

You (meaning “Customer”) understand and acknowledge that you will be unable to send messages from your Twilio long code number(s) associated with this account to any short code numbers, including, but not limited to, reply messages such as standard opt-out or help messages (i.e., STOP, UNSUBSCRIBE and HELP). You agree that you will inform all end users of your Twilio long code numbers that they will not be able to send such opt-out messages, provide a copy of this message to your end users, and record their agreement to its terms. You also agree that neither you nor any of your end users will hold or seek to hold Twilio liable in connection with any failure to deliver messages, including opt-out or help reply messages, that are attempted to be initiated from your long code number(s) associated with this account to short code numbers, including, but not limited to, with respect to claims brought under the Telephone Consumer Protection Act, CAN-SPAM, or any similar laws in any country around the world. You agree to indemnify Global Relay and Twilio and hold Global Relay and Twilio harmless for any claims brought by third parties that arise from the failure to deliver messages of any kind, including reply messages, from your long code number(s) associated with this account to short codes. You also agree not to bring suit against Global Relay or any third party for failure to respond to messages you or your end users attempted to send to a short code number from your Twilio long code numbers.