

Versaterm CommunityConnect Messaging Policy

1. Versaterm CommunityConnect sends automated text messages to provide 9-1-1 call acknowledgments, incident status updates, and mobile-friendly feedback surveys, helping public safety agencies keep community members informed.
2. You can cancel the SMS service at any time by sending a text with "STOP" to the short code. Once you send the message "STOP," we'll send you a confirmation SMS to unsubscribe you. After that, you won't receive any more SMS messages from us. If you want to join again, simply sign up as you did initially, and we will resume sending SMS messages to you.
3. If you are experiencing issues with the messaging program, you can reply with the keyword HELP for more assistance, or you can get help directly at support@spidrtech.com.
4. Carriers are not liable for messages that are delayed or not delivered.
5. As always, message and data rates may apply for any messages sent to you from us and to us from you. The frequency of messages you receive varies based on your interactions with public safety services. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.
6. The Sarasota County Sheriff's Office will not share mobile information with third parties/affiliates for marketing or promotional purposes.