

Customer Notice

April 1, 2020

COVID-19 Message Fee Waiver Policy

Dear customer:

Details of AT&T, T-Mobile & Verizon's Messaging Fee Waiver Policy

We have received notice from AT&T, T-Mobile & Verizon regarding their recently launched COVID-19 Fee Waiver Request Program.

Eligible local, state and federal governments and their local and municipal organizations, non-profit partners, and schools supporting government efforts to keep the public safe, could qualify for a waiver of applicable carrier passthrough fees through April 30, 2020.

Effective Dates:

AT&T: March 1, 2020

T-Mobile: March 25, 2020

Verizon: March 23, 2020

These A2P messages must be consistent with emergency/PSA services related to the COVID-19 pandemic.

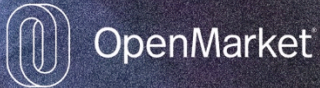
Non-Eligible Use-Cases

All use cases that don't meet the above criteria don't qualify. The following are examples of situations that don't meet the criteria:

- Messaging from any entity or business not listed above, even if related to COVID-19
- Businesses notifying employees or consumers of store closures due to COVID-19
- Businesses notifying customers of the availability of delivery or curbside pickup services
- Messaging related to supporting parties running or potentially running for office, PACs, or ballot initiatives (political messaging to constituents)
- Messages for fundraising activities

To participate in the program, fill out the COVID-19 Waiver Request forms for each carrier and provide weekly messaging reports to OpenMarket.

You can find all required forms and policies available [here](#).



We ask you to provide the details for this report in a timely fashion. Forms should include the number of COVID-19 related messages on each short code and be returned to OpenMarket before 2:00 EST each Friday.

Late submissions won't be accepted. All forms should be sent to CarrierRelations@openmarket.com and include your account manager.

Any messages subject to the fee waiver will be credited after the fact – once OpenMarket receives approval from the carriers. These will not appear as reductions to the April invoice.

Please contact your account manager with any questions.

Sincerely,

The OpenMarket Team

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