

Customer Notice

June 30, 2020

COVID-19 Message Fee Waiver Policy update

Dear customer:

We have received notice from AT&T that they will be extending the dates for the 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 now qualify for a waiver of applicable carrier passthrough fees until the dates noted below:

Extended Dates:

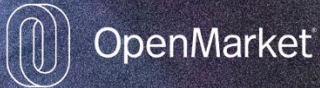
- AT&T: December 31, 2020
- T-Mobile: June 30, 2020
- Verizon: June 30, 2020

Qualifying 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 will not 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 originator 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 monthly invoice.

Please contact your account manager with any questions.

Sincerely,
The OpenMarket Team

Follow us:   