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SMS Opt In/Out

- To **Opt In**, text **ALERT** to 35658 (US only). For non-US Countries, text ALERT to your country's Sender ID found [here](#).
- To **Opt Out**, text **STOP** to 35658 (US only). For non-US Countries, text STOP to your country's Sender ID found [here](#). An opt-out confirmation message will be sent back to you.
- To request support, text **HELP** to 35658 (US only). For non-US Countries, text HELP to your country's Sender ID found [here](#). You may also email support@resolver.com.

** Please note that you may only opt in, opt out, or request help via SMS in countries and carriers that support two-way communications. For countries with only one-way directional support, email us at support@resolver.com with the keyword ALERT, STOP or HELP in the subject line. Please be sure to include your phone number in the body of the email.

We will not be liable for delayed or undelivered SMS messages. Delivery is subject to effective transmission from your network operator and processing by your mobile device. SMS message services are provided on an as is, as available basis.

Wireless carriers are not responsible or liable for delayed or undelivered SMS messages. Emergency services may not be available in all areas. Alerts sent via SMS may not be delivered to you if your phone is not in range of a transmission site, or if sufficient network capacity is not available at a particular time.

Even within a coverage area, factors beyond your wireless carrier's control may interfere with message delivery. These can include but are not limited to the customer's equipment, terrain, proximity to buildings, foliage, and weather.

By opting in, you acknowledge that urgent alerts may not be received on time and that your wireless carrier does not guarantee that alerts will be delivered.

Resolver's emergency notification system offers SMS texting in several countries. Due to the varied restrictions in specific countries, SMS service, either one or two way, may not be possible. Information about the countries and direction (one-way or two-way) currently supported by our standard notification service can be found [here](#). If you require service in a country that is not listed, please contact your CSM to determine applicability. Additional fees may apply for added country support.

Please note, not all carriers in each country are supported. Some carriers may vary in directional support. Please contact your CSM with any questions.

We encourage you to test regularly at each of your locations as carrier restrictions change frequently.

Blacklisted SMS Words & Phrases

Some mobile carriers have specific words blocked to prevent spam messages from being sent to their customers. If a blacklisted word is used anywhere in the message body, the SMS will fail.

Mobile carriers do not provide a list of blacklisted words and phrases, and there is no way to whitelist them, but the list below includes words and phrases that have been known to cause an SMS message to fail:

- Credit
- Loan
- Bit.ly
- Anything alcohol-related, including alcohol brand names such as Miller, Coors, Budweiser, Patrón, .etc
- Cryptocurrency (for some countries such as the United Arab Emirates)
- Anything gambling-related
- Anything drug-related, including marijuana
- ATT
- Firearms brand names or references to weapons
- Financial aid

