Terms

Gregory Gleinig - 2025-05-29 - Legal

Terra Data Centers SMS Terms and Conditions

Last Updated: May 29, 2025

Terra Data Centers (“Terra Support,” “we,” “us,” or “our”) offers an SMS messaging program to provide customer care updates, including support ticket notifications, issue resolution updates, and other service-related communications. By participating in our SMS program, you agree to these SMS Terms and Conditions (“SMS Terms”). Please read them carefully.

1. Program Description

The Terra Data Centers SMS program delivers text messages to provide customer support updates, such as:

- Confirmation of support ticket creation or updates.
- Responses to customer service inquiries.
- Troubleshooting assistance or resolution notifications.

Messages are sent from a dedicated 10-digit long code (10DLC) number assigned to Terra Data Centers.

2. Opt-In Process

To receive SMS messages, you must provide explicit consent. You can opt in by:

- Completing a form on our website (https://support.terradatacenters.com) and checking the box to receive SMS updates.
- Texting an opt-in keyword (e.g., “SUPPORT,” “JOIN,” or “SUBSCRIBE”) to our 10DLC number, as advertised on our website, emails, or other materials.

Upon opting in, you will receive a confirmation message, such as:
`Terra Support: Thanks for signing up! You'll receive SMS updates for support tickets & customer care. Msg freq varies. Reply STOP to opt out, HELP for info. Terms: https://support.terradatacenters.com/kb/articles/terms`

3. Opt-Out Process

You may opt out of receiving SMS messages at any time by texting “STOP,” “UNSUBSCRIBE,” “END,” “QUIT,” “CANCEL,” or similar keywords to our 10DLC number. Upon texting an opt-out keyword, you will receive a confirmation message, such as:
`Terra Support: You have unsubscribed from our support desk SMS updates. You will no longer receive messages. To rejoin, sign up at https://support.terradatacenters.com. Reply HELP for info.`

4. Help Requests

`For assistance, text “HELP,” “INFO,” or “SUPPORT” to our 10DLC number. You will receive a response with contact information, such as:`

You can also contact us directly at support@terradatacenters.com or **+1.888.485.1776**.

5. Message Frequency

Message frequency varies based on your support desk interactions (e.g., number of tickets submitted or inquiries made). We aim to send only necessary messages to assist with your customer care needs.

6. Costs

Terra Data Centers does not charge for the SMS program, but standard message and data rates may apply, as determined by your mobile carrier. Please check with your carrier for details.

7. Eligibility

To participate, you must be 18 years or older and a resident of the United States. You must own or have permission to use the mobile device associated with the phone number provided.

8. Privacy

Your privacy is important to us. Information collected through the SMS program **+1.888.485.1776** is used solely to deliver customer care messages and is handled in accordance with our Privacy Policy, available at https://support.terradatacenters.com/kb/articles/privacy. We do not share your phone number with third parties for marketing purposes.

9. Supported Carriers

Our SMS program is supported by major U.S. carriers, including but not limited to AT&T, T-Mobile, Verizon, and Sprint. Message delivery is subject to carrier availability and may not be available in all areas.

10. Changes to SMS Terms

We may update these SMS Terms at any time. The latest version will be posted at https://support.terradatacenters.com/kb/articles/terms. Continued participation in the SMS program after updates constitutes acceptance of the revised terms.

11. Contact Us

For questions about the SMS program, contact us at:

- Email: support@terradatacenters.com
- Phone: **+1.888.485.1776**
- Website: https://support.terradatacenters.com

12. Disclaimer

Terra Data Centers is not responsible for delays or failures in message delivery due to carrier issues, network outages, or other factors beyond our control. We reserve the right to suspend or terminate the SMS program at any time without notice.