

QUICK START GUIDE

1. Effective 03/28/2019 GOCare will be applied to **ALL** COMPANY accounts where a mobile number is available. GOCare provides fast, convenient TWO-WAY access to a customer's account information (through SMS Messages) like Statement Available, Balance, Payment Due Date, Payment Confirmation, and Account Changes.
2. GOCare is simple to use and available on any wireless phone. No expensive Smartphone to buy or clumsy app to download. If you can open a text message, you can use GOCare.
3. There is NO CHARGE from COMAPNY to use the GOCare service¹.
4. GOCare is much faster and more convenient than calling the COMPANY call center or logging into an account on the COMPANY website. From the comfort of your couch, request your current balance or verify a scheduled appointment.
5. Never be late with your payment with convenient SMS reminders (DUE DATE & PAST DUE) on your mobile phone.
6. Customers have consented to the GOCare program per the Company's Account Terms and Conditions. A customer can Opt-Out at any time simply by texting STOP to 90622. COMPANY should make reasonable accommodations for customers requesting to opt-out verbally, by email, or other than the STOP command to 90622.
7. COMPANY will not sell a customer's information or send excessive messages. Customers can expect 3 – 5 messages per month providing them up to date account alerts.
8. GOCare will provide COMPANY subscribers with Appointment Reminders, Statement Available, Payment Made, and the above reminders on due dates. Occasionally, COMPANY may deliver promotional offers available only to GOCare subscribers.
9. Subscribers may initiate inquiries on their Balance, Payments, Appointments, Due Dates, Outages, or request Help. Issuing the STOP command will always halt future message delivery.
10. For help with GOCare opt-in, visit <https://www.entouch.net/alerts>.

¹Charges may apply from the customer's mobile service provider depending on the monthly subscription plan. Standard SMS messages are used for GOCare Billing, Operations, and Marketing messages.

CONSUMER FAQ's

1) What is GOCare?

GOCare is a mobile account alert platform proactively delivering account information (statements, balance, due date, payment confirmation, appointment reminders, and more). Information can be initiated by either COMPANY or the Customer with the use of "KEYWORDS". More information can be found at our website at <https://www.entouch.net/alerts>.

2) Why should I use GOCare Alerts?

GOCare is faster and easier than calling the call center or logging on the website. GOCare allows you to make payment securely via your handset.

3) Will I constantly be getting messages from COMPANY?

NO! COMPANY will send customers 3 - 5 messages per month: (1) statement is available; (2) balance amount & date due; (3) a payment confirmation (when payment is posted); and if necessary (4) your payment is due (and/or past due). Messages may also be sent on irregular events (outages or appointment confirmations) if applicable. Customers may initiate any of these inquiries by using the KEYWORDS shown below.

4) Will you sell my information to others?

NO! COMPANY protects its customers and their account information and will never sell or share it for any reason. You will only get text messages from COMPANY through the GOCare service.

5) How much will GOCare cost me?

COMPANY does not charge for GOCare. Customers' mobile service provider may charge the mobile user to send / receive text messages depending on the terms of their mobile account.

6) Do I have to use GOCare?

COMPANY customers agree to accept text messages per the Company's Account Terms and Conditions. Customers can opt-out at any time by texting STOP to 90622.

7) Does Capitalization matter when I am texting to the Company?

No. GOCare recognizes upper and lower-case letters as the same.

8) What if I get a new mobile number?

Customers must be opted-in to the GOCare system again if they get a new mobile phone number – not if they get a new phone with the same number. Please ensure you update your COMPANY account with your new mobile contact number (and delete the old mobile number).

9) How do I Opt-Out of or stop receiving the GOCare message alerts?

To Opt-Out, text STOP to 90622 and follow the prompts. *Reasonable efforts should be made to accommodate a customer that calls or emails the Company with a request to opt-out.*

10) Which wireless carriers support the GOCare text message service?

Virtually ALL domestic wireless carriers support the GOCare service offering. For the most current list of those carriers, please see COMPANY [Terms and Conditions](#).

KEYWORD REFERENCE GUIDE

	Text the word BAL to 90622 at any time during the month to receive a text message with your current balance due & the date it is due.
	Text the word PAY to 90622 at any time during the month to receive a text message with your most recent payment posted to your account and when it was posted.
	Text the word DUEDATE to 90622 at any time during the month to receive a text message with the date your next payment is due (and the amount due).
	Text the word APPT to 90622 to receive a text message with any scheduled appointment you might have. You may then CONFIRM or CHANGE your appointment.
	Text the word HELP to 90622 to receive a text with available KEYWORDS to access your account information and a hotlink to more information.
	Text the word STOP to 90622 at any time during the month to stop receiving mobile account alerts to your mobile phone.

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