Acceptable Use Policy

Green Bot, Inc. Acceptable Use Policy

This document is an extension of Green Bot, Inc.'s Terms of Service and is a part of Green Bot, Inc.'s overall Agreement.

Green Bot, Inc. (Green Bot) provides a text messaging service for customers to send text messages from other computers and devices than the mobile phone. Users of the Green Bot, Inc. Services (the Services) can send texts from the Green Bot Platforms via our Web, Desktop, and Tablet apps. Advanced users can use the Green Bot API's with their Services Account. By signing up for Green Bot and any of our Services you agree to adhere to Green Bot Terms of Service and Acceptable Use Policy.

Spam

Using the Green Bot Services for spam will result in your account being deactivated immediately. We take spam and unsolicited messaging very seriously. Text messaging (SMS and MMS) is a regulated medium. There are a number of governing bodies that help to protect the consumer from spam. Green Bot builds safeguards into our Services to protect consumers. As a User of the Platform You are also responsible for respecting the governing laws. As a user of any Green Bot Services, You are agreeing to be a good citizen of the Platform.

Below are a number of groups, agencies, and nonprofit organizations that help to protect consumers from spam. They also provide general guidelines for using text messaging for anything beyond just a conversation between friends. There are a few philosophies that resonate between all of them.

1. Content must be age appropriate for all audiences.
2. Customers should opt-in to receive messages from you if you will be advertising to them or will be sending promotional material to them.
3. Customers should be able to opt-out of your marketing campaigns or promotional material. That is until the user opts back into the service.
4. On the initial message to the customer, it is best to provide information on how they can opt out of the service.

In an effort to protect all users, Green Bot looks for keywords that denote a user's intention to opt-out of receiving text messages. Those keywords include, but are not limited to: stop, stopall, block, end, unsubscribe, and quit. Understand that if a message is received from the customer by Green Bot, Inc. and their response contains one of these values, you will not see the customer's response. The customer will receive an

informational text message from Green Bot, letting them know that your number has been blocked from texting. It will also give them away to undo their action if it was unintentional.

Mobile Advertising Association, MMA

The MMA is focused on the rules and guidelines specific to advertising and marketing over text messages. So if you are a planning a promotional or advertising campaign and leveraging Green Bot, Inc. to pull it off, we suggest that you adhere to the guidelines outlined by the MMA.

Here are a few files most relevant to protecting consumers:

1. http://www.mmaglobal.com/files/mobileadvertising.pdf
2. http://www.mmaglobal.com/bestpractices.pdf
3. http://www.mmaglobal.com/uploads/Consumer-Best-Practices.pdf

Cellular Telecommunications Industry Association, CTIA

CTIA is a group of U.S. wireless operators and 3rd party service providers that power the text messaging infrastructure. This group also concerns itself with policies to protect the text messaging medium. Text messaging is a medium that spans a large number of service providers. CTIA has worked with the industry leaders to come up with a set of guidelines that help to protect message recipients and text messaging as a communication medium.

Here are a few links with the most relevant information:

1. http://www.ctia.org/business_resources/wic/index.cfm/AID/12056
2. http://files.ctia.org/pdf/SMS_Interoperability_Guidelines_V3-2-AsAdopted.pdf

Common Short Code Administration, CSCA

The CSCA is an organization that helps businesses fulfill their texting needs and with the help of CTIA has come up a rule set that addresses concerns of programs texting wireless customers. Similar to CTIA, the CSCA expands the best practices of the industry and helps to apply it to text messages generated programmatically rather than peer-to-peer, like when a mobile phone user texts another mobile phone user.

Here is a link to the CSCA's best practices:

1. http://www.usshortcodes.com/csc_best_practices.html

Federal Communications Commission, FCC

Text messages sent to consumers, especially those programmatically sent; have to adhere to guidelines established in the Telephone Consumer Protection Act and the Controlling the Assault of Non-Solicited Pornography and Marketing Act.

Below are some links to an overview of the laws and then the specific laws themselves

1. http://www.fcc.gov/guides/spam-unwanted-text-messages-and-email
2. http://transition.fcc.gov/cgb/policy/TCPA-Rules.pdf
3. http://www.gpo.gov/fdsys/pkg/USCODE-2011-title15/html/USCODE-2011-title15-chap103.htm

Volume of Messages

As a user of Green Bot you can easily reach a large quantity of customers very quickly. Similar to the spam policies in place, Green Bot will throttle message volume on, or disable accounts deemed to be sending spam messages.

Questions or Support

We understand that there are quite a few rules to read and absorb. If you have any questions, please feel free to reach out to us at support@Green-Bot.com

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V4.0