

## Terms And Conditions

### Description

PeerPlace Networks LLC (PPN) based in Rochester, NY, hosts and supports the PeerPlace software application for agency staff providing home and community-based services in the human services industry that are PPN customers.

### Security Policy

Customer is responsible for any and all activities that occur under Customer's User accounts and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with use of the Service. Customer shall: (i) notify Provider immediately of any unauthorized use of any password or account or any other known or suspected breach of security; (ii) report to Provider immediately, and use reasonable efforts to stop immediately, any copying or distribution of Content, including the Software, that is known or suspected by Customer or its Users; (iii) assure that use of the Service shall at all times comply with all applicable local, state, federal, and international laws, regulations, and conventions, including without limitation those related to data privacy, international communications, and the exportation of technical or personal data; and (iv) not impersonate another User or provide false identity information to gain access to or use the Service. Customer shall indemnify, defend, and hold harmless Provider from any claim, proceeding, loss or damages, including attorneys' fees, based upon any use, misuse, or unauthorized use of Customer's User accounts.

### Privacy Policy

The PeerPlace privacy policy is available at:

<http://www.peerplace.com/cmsb/uploads/peerplace-website-privacy-policy-102319.pdf>

### SMS

Specific functionality in the PeerPlace application, including but not limited to multi-factor authentication makes use of SMS messaging with user cellular devices.

Before SMS messaging is used for any system functionality, the user must authorize the use of their cellular device for SMS messaging. When you opt-in to the service, we will send you an SMS message to confirm your signup.

Users can opt-out of SMS messaging by replying STOP to a PeerPlace MFA message. After you send the SMS message "STOP" to #####, we will send an SMS message to confirm that you have been unsubscribed. Note: opting out of SMS messaging used for security functions such as authentication or authorization will disrupt a user's access to PeerPlace.

Users who require assistance with SMS functionality should send the SMS message "HELP" to #####. We will respond with an SMS message with specific instructions on obtaining assistance.

We are able to deliver messages to the following mobile phone carriers: Major carriers: AT&T, Verizon Wireless, Sprint, T-Mobile, MetroPCS, U.S. Cellular, Alltel, Boost Mobile, Nextel and Virgin Mobile. Minor carriers: Alaska Communications Systems (ACS), Appalachian Wireless (EKN), Bluegrass Cellular, Cellular One of East Central IL (ECIT), Cellular One of Northeast Pennsylvania, Cincinnati Bell Wireless, Coral Wireless (Mobi PCS), COX, Cross, Element Mobile (Flat Wireless), Epic Touch (Elkhart Telephone), GCI, Golden State, Hawkeye (Chat Mobility), Hawkeye (NW Missouri), Illinois Valley Cellular, Inland Cellular, iWireless (Iowa Wireless), Keystone Wireless (Immix Wireless/PC Man), Mosaic (Consolidated or CTC Telecom), Nex-Tech Wireless, NTelos, Panhandle Communications, Pioneer, Plateau (Texas RSA 3 Ltd), Revol, RINA, Symmetry (TMP Corporation), Thumb Cellular, Union Wireless, United Wireless, Viaero Wireless, and West Central (WCC or 5 Star Wireless).

Carriers are not liable for delayed or undelivered messages.

As always, message and data rates may apply for any messages sent to you from us and to us from you. You will receive 1 message per login. If you have any questions about your text plan or data plan, it is best to contact your wireless provider. For all questions about services provided by this short code, you can send an email to [helpdesk@peerplace.com](mailto:helpdesk@peerplace.com).