



MOBILE TERMS AND CONDITIONS

Effective Date: October 4, 2023

EPB SERVICE ALERTS

Opt in to receive important alerts about any disruptions, upgrades, or maintenance schedules that may affect your EPB Energy or EPB Fiber Optics services through your mobile device. Opt in by Web <https://epb.com/portal/profile-settings/>. Message frequency Varies. **Message and data rates may apply.**

By opting in to this service, you consent to receive mobile text alerts using an automatic telephone dialing system. Consent to receive marketing text messages is not required as a condition of purchasing any goods or services.

By signing up, you are confirming you are over the age of 18.

STOP Information

Text **STOP** to 423111 to stop receiving EPB Service Alerts messages from EPB (you will receive a confirmation text).

HELP Information

For additional information, text **HELP** to 423111 or contact (423) 648-1372.

EPB BILLING REMINDERS

Opt in to receive billing reminders and payment confirmations from EPB for your EPB Energy and/or EPB Fiber Optics accounts through your mobile device. Opt in by Web <https://epb.com/portal/profile-settings/>. Message frequency Varies. **Message and data rates may apply.**

By opting in to this service, you consent to receive mobile text alerts using an automatic telephone dialing system. Consent to receive marketing text messages is not required as a condition of purchasing any goods or services.

By signing up, you are confirming you are over the age of 18.

STOP Information

Text **STOP** to 423222 to stop receiving EPB Billing Reminders messages from EPB (you will receive a confirmation text).

HELP Information

For additional information, text **HELP** to 423222 or contact (423) 648-1372.

EPB ANNOUNCEMENTS

Opt in to receive announcements for upcoming EPB Energy and EPB Fiber Optics events and additional services. Opt in by Web <https://epb.com/portal/profile-settings/>. Message frequency Varies. **Message and data rates may apply.**

By opting in to this service, you consent to receive mobile text alerts using an automatic telephone dialing system. Consent to receive marketing text messages is not required as a condition of purchasing any goods or services.

By signing up, you are confirming you are over the age of 18.

STOP Information

Text **STOP** to 423333 to stop receiving EPB Announcement messages from EPB (you will receive a confirmation text).

HELP Information

For additional information, text **HELP** to 423333 or contact (423) 648-1372.

Supported carriers are:

AT&T, Sprint, T-Mobile®, Verizon Wireless, Boost, Cricket, MetroPCS, U.S. Cellular, Virgin Mobile, Google Voice, ACS Wireless, Advantage Cellular (DTC Wireless), Appalachian Wireless, Atlantic Tele-Network

International (ATN), Bandwidth, Bluegrass Cellular, Buffalo Wireless, CableVision, Carolina West Wireless, Cellcom, Copper Valley, C-Spire Wireless (formerly Cellsouth), Cellular One of East Central Illinois, Chariton Valley Cellular, Cross (dba Sprocket), Duet IP, Element Mobile, EpicTouch, GCI Communications, Golden State, Hawkeye (Chat Mobility), Hawkeye (NW Missouri Cellular), i Wireless (IOWA Wireless), Illinois Valley Cellular, Immix (Keystone Wireless / PC Management), Inland Cellular, Mobi PCS (Coral Wireless LLC), Mosaic, MTA Communications, MTPCS / Cellular One (Cellone Nation), Nex-Tech Wireless, Panhandle Telecommunications, Peoples Wireless, Pine Belt Wireless, Pine Cellular, Pioneer, Plateau, Revol Wireless, RINA, SI Wireless/ Mobile Nation, SouthernLinc, SRT Wireless, Thumb Cellular, Union Wireless, United, Viaero Wireless, West Central Wireless, Leaco, Nemont/Sagebrush. T-Mobile is not liable for delayed or undelivered messages.

We take your privacy seriously. Please visit:

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