Text Messaging FAQs

Q: Why use Text messages?

A: We all know that sending emails is free and easy. So is using announcements on Social Media. The problem is, if we want to get an Urgent message out, there is no way to know WHEN will people see it. With text messages, we are assured you will see the message immediately.   Text messages are therefore the best way to communicate when the information is time sensitive or critical.

Q: What kind of messages will I get?

A: We plan to use text message for only the most important of information for our residents. While it is described as an Emergency Texting System, it may be used for other messages such as, Lake Closing, Road Closings, Weather Emergency and such things we think you will need or want to know quickly.

Q: Will I be bombarded with incoming messages on my phone?

A: NO! There is a cost to us for every phone number the message is sent to.   Accordingly, we will be very prudent in our use of the system to manage our costs.   We have budgeted to allow 3-5 messages to be sent each month, so you can be sure you won't find frequency or volume of text messages annoying.

Q: How much does this cost the POA?

A: NOTHING! Thanks to a few generous sponsors the cost of the system we're using is free to the POA. They have sanctioned it's use but do not pay for it.

Q: How much does this cost ME?

A: If your smartphone service provider charges you for incoming text messages, then standard messaging rates will apply. For most people there will be no cost at all.

Q: What if I decide I want to stop receiving messages?

A: You may at any time reply to one of our messages with one word – STOP and you will be immediately removed from the text message list.

Q: What if people move away, won't you be wasting money on sending messages to them?

A: That is true. Our plans today are to remove all contacts from the system once each year.   That will require residents to OPT IN to the service each year assuring our contact data stays current and we only send messages to active contacts. We get reports from the Texting Platform Provider that show us messages we send that bounce (fail).   This allows us to remove those contacts as they occur to minimize wasted costs.

Q: What about privacy?

A: Text Messaging platforms like the one we have selected are regulated by the FCC assuring they or we cannot use or share your contact information for any purpose with anyone or any other system.

Q: Who do I contact with issues or other questions?

A: HLCS is setting up and initially administering the system for the POA. You can email either the POA at HLPOA@ccrtc.com or HLCS at RLMiller@HLCS.Online with any other questions or issues.