

SMS TEXTING TERMS AND CONDITIONS

CrossLink Family of Companies

Last Updated: October 15, 2026

These SMS Texting Terms and Conditions govern the **Tax Office Alerts** text messaging program (the “Program”), jointly operated by the CrossLink Family of Companies, consisting of CrossLink Professional Tax Solutions, LLC, CrossLink Tax Tech Solutions, LLC, and Audit Allies, LLC (collectively, “CrossLink,” “we,” “us,” or “our”). By separately opting in through a CrossLink-authorized enrollment method, you provide your prior express written consent to receive recurring informational and marketing text messages from CrossLink at the mobile number you provide, including messages sent using an automatic telephone dialing system or other automated technology. **Consent is not a condition of purchasing any product or service.** Message frequency varies. Message and data rates may apply. You may revoke your consent at any time as described below.

The Program may be offered through websites, portals, applications, and services operated by one or more members of the CrossLink Family, including www.crosslinktax.com, www.crosslinktaxtech.com, www.auditallies.com, and iprotect-tax.com.

By enrolling in the Program, you agree to these SMS Texting Terms and Conditions and acknowledge our Privacy Policy, available through the Privacy Policy link in the footer of the applicable CrossLink Site, and any other applicable agreements related to your use of CrossLink’s products and services. These Terms do not themselves enroll you in the Program.

1. PROGRAM DESCRIPTION

CrossLink may use an automatic telephone dialing system or other automated technology to deliver text messages to you. Messages may include account, software, e-filing, transaction, payment, customer-support, and service notifications, as well as promotions, product or service updates, announcements, and offers related to CrossLink products and services.

2. MESSAGE FREQUENCY

After you opt in, you will receive a confirmation text message. Message frequency varies based on your interactions with CrossLink and the message categories for which you enrolled.

3. COST

Message and data rates may apply to messages sent or received under your mobile service plan, including any applicable roaming charges. Contact your mobile carrier for details. CrossLink does not charge a separate fee for the Program.

4. SUPPORTED CARRIERS

The Program is intended to work with most major U.S. wireless carriers, but carrier availability may change. T-Mobile is not liable for delayed or undelivered messages. Other participating carriers are also not liable for delayed or undelivered messages.

5. HOW TO OPT IN

You may opt in through a CrossLink-authorized enrollment method, including by texting **START** to **59178** or **78589** when instructed in a CrossLink call-to-action.

6. HOW TO OPT OUT

You may revoke your consent at any time. Reply **STOP**, **QUIT**, **END**, **REVOKE**, **OPT OUT**, **CANCEL**, or **UNSUBSCRIBE** to the short code from which you received the message. We will also honor any other reasonable method of revoking consent as required by applicable law. CrossLink will honor a valid revocation request as soon as reasonably practicable and no later than 10 business days after receipt. We will send one final non-marketing message confirming your request and will not send additional messages covered by your revocation unless you later opt in again. Message and data rates may apply.

7. YOUR MOBILE TELEPHONE NUMBER

You acknowledge and represent that you are the account holder or an authorized user of the mobile telephone number you provide. You are responsible for notifying us promptly if you change or deactivate that number.

You agree to indemnify CrossLink in full for all claims, expenses, and damages related to or caused in whole or in part by your failure to notify CrossLink if you change or deactivate your mobile telephone number, including, but not limited to, claims arising under the Telephone Consumer Protection Act, to the extent permitted by applicable law.

8. PRIVACY

Data obtained from you in connection with the Program may include your name, address, mobile phone number, mobile service provider, and the date, time, and content of your messages. We use this information in accordance with our Privacy Policy, available through the “Privacy Policy” link in the footer of the applicable CrossLink Site, which explains how we collect, use, disclose, and protect personal information in connection with the Program. Your mobile carrier and other service providers may also collect data about your mobile device usage, and their practices are governed by their own privacy policies.

9. SHARING YOUR INFORMATION

We may disclose information to service providers solely as necessary to operate and support the Program and as otherwise required by law. **We do not sell, rent, or share mobile phone numbers, SMS opt-in data, or messaging consent with third parties or affiliates for their own marketing or promotional purposes.** SMS opt-in data and consent will not be shared with any third party except service providers acting on CrossLink's behalf solely to provide or support the Program.

10. ACCESS OR DELIVERY TO MOBILE NETWORK IS NOT GUARANTEED

Delivery of information and content to a mobile device may fail due to various circumstances or conditions. Mobile network services are outside CrossLink's control, and CrossLink is not responsible or liable for issues arising from network availability, transmission failures, or message delays.

11. ELIGIBILITY

To receive text messages through the Program, you must reside in the United States and be at least 18 years old. CrossLink reserves the right to require proof of age.

12. AMENDMENTS AND UPDATES

We may update these SMS Texting Terms and Conditions from time to time. We will post the revised Terms and update the "Last Updated" date. When required by applicable law, we will provide additional notice or obtain renewed consent. No amendment will expand the scope of your consent without obtaining any additional consent required by applicable law. You may opt out at any time.

13. TERMINATION OF TEXT MESSAGING

CrossLink may suspend or terminate your participation in the Program if CrossLink believes you have breached these Terms. Your participation is also subject to termination if your mobile service is terminated or lapses. CrossLink may modify, suspend, or discontinue all or any part of the Program, temporarily or permanently, with or without notice, subject to applicable law.

14. DISCLAIMER OF WARRANTIES

TO THE EXTENT PERMITTED BY LAW, CROSSLINK MAKES NO REPRESENTATIONS OR WARRANTIES REGARDING THE PROGRAM, APPLICATIONS, OR CONTENT THAT YOU RECEIVE FROM US, AND DISCLAIMS ANY WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE PROGRAM MAY INCLUDE INACCURACIES OR ERRORS OR MAY NOT FUNCTION AS EXPECTED. CROSSLINK IS NOT RESPONSIBLE FOR CIRCUMSTANCES BEYOND OUR CONTROL, INCLUDING, WITHOUT LIMITATION, ACTS OR OMISSIONS OF OTHERS, NETWORK FAILURES, OR ACTS OF GOD. WE DO NOT GUARANTEE ERROR-FREE SERVICE AND WILL NOT BE LIABLE FOR DELAYS IN THE RECEIPT OF MESSAGES, AS DELIVERY DEPENDS ON TRANSMISSION FROM YOUR NETWORK OPERATOR.

15. LIMITATION OF LIABILITY

To the maximum extent permitted by law, CrossLink shall not be liable for any direct, indirect, consequential, special, incidental, punitive, or other damages arising from or related to your participation in or use of the Program, including damages resulting from the acts or omissions of third parties, network issues, or message delivery delays.

16. APPLICABLE LAW

Except to the extent preempted or otherwise governed by federal law, these Terms and your participation in the Program are governed by the laws of the State of Florida, without regard to its conflict-of-laws principles.

17. SUPPORT/HELP

For assistance with the Program or additional information, reply **HELP** to the short code from which you received a message, call (800) 345-4337, or email support@crosslinktax.com.