



MaxxLogix SMS Messaging Policy

Effective Date: July 30, 2026

MaxxLogix LLC ("MaxxLogix," "we," "our," or "us") provides SMS messaging to authorized users of organizations with an active MaxxLogix software subscription, maintenance agreement, or other authorized business relationship.

SMS messaging is provided solely to facilitate customer support communications and operational notifications related to the MaxxLogix Outcome Cloud™ platform.

MaxxLogix does not use SMS messaging for advertising, promotional campaigns, or unsolicited marketing communications.

Types of SMS Messages

Customers who choose to receive SMS notifications may subscribe to one or both of the following notification categories.

1. Support Ticket Notifications

Customers who opt in to Support Ticket Notifications may receive SMS messages including:

- Support ticket confirmations
- Technician responses
- Requests for additional information
- Ticket status updates
- Support case progress notifications
- Resolution confirmations

These messages are sent only in connection with customer support requests or active support cases.



2. Platform Notifications & Operational Alerts

Customers who opt in to Platform Notifications & Operational Alerts may receive SMS messages including:

- Workflow completion notifications
- Workflow failure alerts
- Intelligent Document Processing (IDP) notifications
- System-generated alerts
- Critical workflow exceptions
- Processing completion notifications
- Platform maintenance notifications
- Service interruption notices
- Other operational notifications related to the customer's MaxxLogix subscription

These notifications help keep authorized users informed of important events occurring within the MaxxLogix Outcome Cloud™ platform.

Eligibility

SMS messaging is available only to organizations with an active MaxxLogix software subscription, maintenance agreement, or other authorized service relationship.

Organizations may choose to:

- Enable SMS notifications for designated administrators only.
- Allow individual users to opt in separately.
- Permit all authorized users within the organization to receive approved SMS notifications.

Each individual user must provide their own consent before receiving SMS communications.



How Customers Opt In

Customers may opt in to receive SMS communications using one or more of the following methods:

- Selecting SMS notification preferences during the MaxxLogix software subscription process.
- Enabling SMS notifications within their MaxxLogix account settings.
- Completing an SMS consent form on the MaxxLogix website.
- Requesting SMS notification services through a MaxxLogix representative or Customer Success team.
- Choosing to receive SMS updates when submitting a support request through the MaxxLogix website.

When submitting a support request through the MaxxLogix website, customers may optionally provide their mobile phone number and select the SMS consent checkbox to receive updates regarding that specific support case.

Consent provided through a support request applies only to communications related to that support case unless the customer separately enrolls in ongoing SMS notification services through their MaxxLogix account.

Customers may independently subscribe to:

- Support Ticket Notifications
- Platform Notifications & Operational Alerts

Customers may subscribe to either or both notification categories and may update their notification preferences at any time.

Message Frequency

Message frequency varies depending on:

- Support activity
- Workflow activity
- Intelligent Document Processing (IDP) events
- Platform notifications
- System alerts
- User notification preferences



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Customers will only receive SMS messages related to the services they have requested.

Costs

MaxxLogix does not charge an additional fee for SMS support or operational notifications.

Standard message and data rates may apply according to your wireless carrier's messaging plan.

Opting Out

You may opt out of SMS communications at any time by replying:

STOP

After your request is processed, you will receive a confirmation message. You will no longer receive SMS communications for the notification category from which you opted out unless you choose to opt in again.

Getting Help

For assistance with SMS communications, reply:

HELP

or contact MaxxLogix Support:

Email: support@maxxlogix.com

Website: <https://www.maxxlogix.com>

Privacy



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Your privacy is important to us.

Mobile phone numbers collected for SMS messaging are used solely to provide the support and operational notification services you have requested.

MaxxLogix:

- Does not sell mobile phone numbers.
- Does not rent mobile phone numbers.
- Does not use SMS messaging for advertising or promotional communications.
- Does not share mobile phone numbers or SMS consent information with third parties or affiliates for marketing or promotional purposes.

Your mobile phone number may be shared only with trusted service providers, such as our SMS delivery provider, when necessary to deliver the SMS messages you have requested and in accordance with applicable laws and contractual obligations.

For additional information, please review the MaxxLogix Privacy Policy.

Consent

By opting in to receive SMS communications from MaxxLogix, you acknowledge and agree that:

- You are an authorized user of an organization with an active MaxxLogix software subscription, maintenance agreement, or other authorized business relationship.
- You authorize MaxxLogix to send SMS messages to the mobile number you provide.
- SMS notifications are an optional feature of your MaxxLogix subscription.
- If you opt in while submitting a support request through the MaxxLogix website, your consent applies only to communications related to that support request unless you separately enroll in ongoing SMS notification services.
- MaxxLogix does not charge an additional fee for SMS communications.
- Message frequency varies depending on support activity, workflow activity, platform events, and your notification preferences.
- Standard message and data rates may apply according to your wireless carrier's messaging plan.
- You may opt out of SMS communications at any time by replying **STOP**.
- You may request assistance at any time by replying **HELP**.

Consent Records



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To help protect our customers and maintain compliance with applicable messaging regulations, MaxxLogix maintains records of SMS consent. When a customer or authorized user opts in to receive SMS communications, we may record information including:

- Mobile phone number
- User account and organization
- SMS notification category selected
- Date and time consent was provided
- Source of consent (such as Subscription, Account Settings, Website Form, or Support Request)
- IP address
- Browser or device information
- Version of the consent language accepted

These records are maintained solely for compliance, auditing, security, and customer service purposes.

Website Consent Language

Support Ticket Notifications

☐ I agree to receive SMS messages from MaxxLogix regarding my support requests, including ticket confirmations, technician responses, requests for additional information, status updates, and case resolution notifications. Message frequency varies. Message and data rates may apply. Reply STOP to opt out or HELP for assistance.

Platform Notifications & Operational Alerts

☐ I agree to receive SMS messages from MaxxLogix regarding workflow notifications, Intelligent Document Processing (IDP) alerts, system notifications, workflow status updates, service interruptions, and other operational communications related to my MaxxLogix subscription. Message frequency varies. Message and data rates may apply. Reply STOP to opt out or HELP for assistance.

Support Request Form Consent



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☐ I would like to receive SMS updates regarding this support request. By checking this box, I authorize MaxxLogix to send SMS messages related to this support case, including ticket confirmations, technician responses, requests for additional information, status updates, and resolution notifications. Message frequency varies. Message and data rates may apply. Reply STOP to opt out or HELP for assistance.

General Disclosure

SMS notifications are an optional feature available only to customers with an active MaxxLogix software subscription, maintenance agreement, or other authorized business relationship. MaxxLogix does not charge an additional fee for this service; however, standard message and data rates from your wireless carrier may apply. By enabling SMS notifications, you acknowledge that you have read and agree to the MaxxLogix Privacy Policy, Terms of Service, and this SMS Messaging Policy.

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