SMS Subscription Terms and Conditions

SMS usage is part of Arbor MIS platform and as such are made available under the terms and conditions of Arbor contracts and terms of use. These documents are available publicly on the Arbor Support Centre here: Legal and Billing

SMS Subscription T&Cs:

1. When the Institution first purchases SMS Subscription they will have their credits and cost prorated to the annual main license review date.
2. The Institution will be invoiced for the prorated amount that takes them up to the annual review date.
3. SMS Subscription will be added to the Institution's Arbor contract.
4. After the prorated amount the Institution will be billed annually for their SMS Subscription at the same time as their Arbor MIS subscription.
5. SMS Subscription will automatically renew at the end of the invoice term.
6. The Institution will automatically be alerted when they have 1,000 credits left of their fair usage allowance, and again when they have 150 credits left. The Institution's Account Manager will also be alerted.
7. Once the Institution hits the fair usage limit, their Account Manager will be alerted. The Institution will need to buy SMS Bundles until their annual review date when SMS Subscription will be renewed.
8. Anyone currently in trial status is not eligible for SMS Subscription and will need to purchase SMS credits using SMS Bundles until their trial period is over.
9. Users can only cancel SMS Subscription at the end of each subscription year by giving 90 days' notice of the annual renewal date to writing to account-managers@arbor-education.com
10. No discounts apply to SMS Subscription.
11. SMS costs are reviewed at least annually and are subject to change.

12. Any outstanding SMS credits from previously purchased SMS Bundles will remain and be pulled into their new balance with the subscription.
13. The Institution's fair usage limit will reset each year. Credits will expire at the end of each subscription year.