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Privacy Statement:

Citibot Customer URL: www.nola311.org

Orleans Parish Communication District (OPCD) manages privacy data with utmost care. Under no circumstances will any Personally Identifiable Information be shared, sold, leased, licensed, or transferred in any way to a third party for any marketing purpose.

SMS Terms of Service:

Citibot Customer URL: www.nola311.org

Customer, Orleans Parish Communications District ("NOLA311")

Description: 311YES, the NOLA311 Text Message Customer Service Platform, is a one to one interactive text message customer service system for residents of Orleans Parish. Residents can ask questions, submit service requests, and send messages into NOLA311.

311YES is not intended to be utilized as a mass notification system, but should NOLA311 change its position in the future, it might send a message to residents, once or twice a month, that would cover these types of communication topics:

- 1. Tropical Weather Event: Sample message – "Hurricane Ann expected to make landfall around the New Orleans area in 48 hours. Please take necessary precautions and stay safe. Type Help for help and Type STOP to no longer receive these updates.*
- 2. COVID Update: Sample Message – "Orleans Parish mask requirements have been updated for to include restaurants and theatres. Additional info here at www.nola311.org. Type Help for help and Type STOP to no longer receive these updates.*

Message and data rates may apply.

Message frequency projected at twice a month.

Opting out and Customer Care

Residents can Opt Out of the notification system by texting STOP to any message, and that resident's phone number will be auto-purged from the system. If the residents wish to opt back in, they may do so by reengaging with the 311YES number.

HELP:

Resident can type HELP at any time and will be prompted to send a help message into the NOLA311 center.

Common Wireless Carriers: US wireless companies that support the NOLA311 texting solution are not liable for delays or failures in text message communications.

URL LINK to Privacy Policy at www.nola311.org