



MUNI-LINK

Notifications Agreement

Date: July 2, 2026
Customer: City of Latrobe
Project: Notification Module
Contract Type: Addendum to existing contract agreement
Proposed Details: Addition of Notifications Module to their current Muni-Link Billing system

Notification Module Fees:

Muni-Link Customer Notifications Module: **\$75.00** (*one-time initial setup fee*)

- Usage charges: (separate invoice)
 - Email \$3.00 per 1,000 (.3 cents each)
 - Voice \$.06 per minute (whole minute increments)
 - SMS \$.045 per each 160-character message

Any message initiated through a campaign will result in a charge.

- Local Number and Caller ID: **\$5.00** per month, added to monthly invoice

Caller ID Name (up to 15 characters): *Click or tap here to enter text.*

**Local Number will be provided based on your area code.*

Notification Module Options:

☐ Email

☐ Voice

☐ SMS/Messaging (*Additional fees and requirements for SMS*)

- Brand & 10DLC Campaign registration and submission fee: **\$100.00** (**one-time fee*)
**If campaign is rejected due to the information provided this will result in a resubmission fee of \$60.00.*
- Campaign charges: **\$10.00** per month
- The attached **SMS 10DLC Registration Form** must be completed in its entirety and returned. The vetting process performed by the wireless carriers can take 4-6 weeks. Incomplete or inaccurate forms will be denied and result in an additional fee for resubmission.
- After approval of 10DLC registration, a text message will be sent to **all** cell phone numbers entered in Muni-Link regardless of status to allow customers to opt in or out of receiving SMS messages. These messages will go out as new phone numbers are entered as well. SMS usage fees are charged for these messages.



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- Plivo may contact you to verify authorization of Muni-Link registering your company for SMS notifications. Please be sure to have correct contact information on the attached SMS 10DLC form.
- Please visit the URL's listed below to review guideline documentation.
<https://www.10dlc.org/en/TCPA>
<https://www.plivo.com/docs/sms/concepts/us-messaging-best-practices/>
<https://www.plivo.com/blog/sms-api-best-practices/>

By signing this Notifications Agreement, you acknowledge and assume the responsibility for SMS notification use and agree to Plivo's guidelines and best practices. Muni-Link LLC is not responsible for misuse of the SMS notification messaging.

The Customer Notifications module is intended for customer information, alerts and service announcement purposes only. It is the responsibility of you, the end user/customer to be informed of local and national regulations regarding customer notification requirements. Muni-Link LLC cannot be held liable for misuse of the notification system.

All other terms of the existing contract agreement including the Automatic Price Increase and Annual Price Adjustment remain unchanged.

Acceptance:

Signature – Muni-Link LLC

Signature – City of Latrobe

Printed

Printed

Date

Date

To be completed by Muni-Link LLC

Total one-time fees: \$ (will be billed on monthly invoice)

Total recurring monthly fees: \$ (will be billed on monthly invoice)

Notification usages charges will be billed on a separate invoice quarterly.



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SMS 10DLC Registration Form

Incomplete or inaccurate forms will be denied and result in an additional resubmission fee of \$60.00.

Please list the SMS Short Name: *Click or tap here to enter text.*

**This name will show before any SMS message sent from your notification module. Please note that this does count toward your number of characters allowed for SMS messages*

Profile & Brand Registration

Company Information

Company Name: *Provide the legal business name under which your business is registered.*

The values you enter for Company Name **MUST exactly match the values on your tax registration document.*

Registration Type: (Select one)

- ☐ Government
- ☐ Non-Profit
- ☐ Private
- ☐ Public

Company Registration Number: *Company EIN number under which your business is registered.*

The values you enter for Tax ID number **MUST exactly match the values on your tax registration document.*

Company Website: *Please provide the website associated with your company.*

**The website needs to be secured by an SSL certificate to support HTTPS protocol, and include About Us, Contact Us, Terms & Conditions and Privacy Policy pages.*

Address Information: (Physical address of Company not mailing)

Street: *Click or tap here to enter text.*

City: *Click or tap here to enter text.*

State: *Click or tap here to enter text.*

Zip code: *Click or tap here to enter text.*

Contact Information:

**Provide working contact information for company support and/or clerk, preferably matching company website.*

First Name: *Click or tap here to enter text.*

Last Name: *Click or tap here to enter text.*

Email: *Click or tap here to enter text.*

Phone Number: *Click or tap here to enter text.*



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Campaign Registration

Campaign Details

Campaign Name: *Click or tap here to enter text.*

Campaign Type: Mixed (\$10.00 per month)

Mixed Campaign Sub-Type:

- | | |
|--|---|
| ☒ Account Notifications | ☒ Public Service Announcement |
| ☒ Delivery Notifications | ☒ Customer Care |
| ☒ Marketing | |

Campaign Description:

☐ Approve

Company Name uses this campaign to provide real time delivery notifications to utility customers about their account or service; Examples include boil water notice, shutoff notice, payment past due, construction, etc.

Message Flow:

☐ Approve

Company Name customers opt-in to receive notifications during new account set up or by contacting the *Company Name* office to request notifications. Instructions on how to opt-out are sent with every text message.

Sample Message #1:

☐ Approve

"*Company Name*: You are under a boil water advisory in your area as of Sunday December 20, 2020 until further notice. To opt-out reply STOP."

Sample Message #2:

☐ Approve

"*Company Name*: Your utility account 12345-0 is delinquent in the amount of \$153.55. To avoid shut off please make payment by February 23, 2021. To pay online go to *Company portal website*. To opt-out reply STOP."

Help Message:

☐ Approve

"*Company Name*: For help, please contact our office at *Phone Number*. To opt-out reply STOP."

Opt-Out Message:

☐ Approve

"*Company Name*: You have opted out and will no longer receive notifications. If you feel this is incorrect, contact our office at *Phone Number*."

Opt-In Message:

☐ Approve

"*Company Name*: You are now enrolled to receive notifications on your account and service provided. To opt-out reply STOP."