

Otto Text Messaging Terms

These Otto Text Messaging Terms (these “**Terms**”) are made effective as of the date of the Account Holder’s first use of the Otto text messaging feature (the “**Effective Date**”) provided by Workato, Inc. (“**Workato**”) and/or its licensors. These Terms (a) form part of the parties’ agreement for Account Holder’s use of the Workato Platform (the “**Agreement**”); and (b) govern the use of the program that allows the Otto Feature to send text messages (the “**Program**”). By enrolling its mobile number and accepting these Terms, Account Holder agrees to receive text messages from Workato as described below. Account Holder should not enroll if it does not agree. Capitalized terms not defined shall have the meaning in the Agreement. In the event of a conflict between these Terms and the Agreement, the terms and conditions of these Terms shall control solely for the subject matter herein. The parties agree as follows:

- 1. Program description.** The Program is a two-way conversational messaging service. After opting in, Account Holder can exchange messages with the Otto Feature, and Account Holder may receive related replies, confirmations, and service messages at the mobile number provided. Messages are delivered via short code, toll-free, or local phone numbers, and via RCS where Account Holder’s device and carrier support it (otherwise messages are delivered as standard SMS/MMS).
- 2. Message frequency.** Message frequency varies and depends on the number of interactions with the service, such as the messages sent and the replies received in response.
- 3. Message and data rates.** Message and data rates may apply for messages sent between Account Holder and Workato. Message and data rates are charged by Account Holder’s wireless carrier and not Workato. Account Holder can contact its carrier for details about its messaging plan.
- 4. Opt-Out.** Account Holder can cancel the Program at any time by texting “STOP” to the number from which Account Holder receives Workato’s messages. Workato will then send a one-time message confirming that Account Holder has been unsubscribed, after which Account Holder will no longer receive messages from the Program. Workato also honors the equivalent keywords END, CANCEL, UNSUBSCRIBE, and QUIT. To rejoin, Account Holder can opt in again as it did originally.
- 5. Help and customer care.** For help at any time, Account Holder can text “HELP” to the number from which Account Holder receives Workato’s messages or contact Workato using the details in the Contact section below. Replying “HELP” returns instructions on using the service and contacting support.
- 6. Carriers and delivery.** Delivery of messages is subject to effective transmission by Account Holder’s wireless carrier and is not guaranteed. Wireless carriers are not liable for delayed or undelivered messages. Supported carriers may change, and Workato is not liable for any delays, failed deliveries, or messages not received.
- 7. Eligibility and consent.** Account Holder must be (a) the account holder or an authorized user of the mobile number Account Holder enrolls to the Program; and (b) must be of legal age to consent. By enrolling, Account Holder represents that the number provided is Account Holder’s and that Account Holder consents to receive messages from the Program at that number. Account Holder’s consent is not a condition of any purchase.
- 8. Privacy.** Account Holder’s information is handled in accordance with Workato’s [Privacy Policy](#). Workato does not sell Account Holder’s personal information.
- 9. Changes to these Terms.** Workato may update these Terms from time to time. Material changes will be posted on this page with an updated effective date. Account Holder’s continued participation in the Program after changes take effect constitutes acceptance of the updated Terms.

Contact:

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