

# TextMyGov

TextMyGov

P.O. Box 3784

Logan, Utah 84323

435-787-7222

## Partnership Agreement

---

### Introducing TextMyGov

TextMyGov was developed to open lines of communication with local government agencies and citizens. The system works 24 hours a day and easily connects with your website and other communication methods.

Using the regular messaging app on any smartphone, the smart texting technology allows the citizen to ask questions and get immediate responses, find links to information on the agency's website, address problems, report any issues and upload photos.

According to the Pew Research Center, *97% of smartphone owners text regularly.*

The technology analysts at Compuware reported *that 80 to 90% of all downloaded apps are only used once and then eventually deleted* by users.

# TextMyGov Solutions

*Communicate, Engage, Boost Website Traffic, Track and Work.*



## Communicate

TextMyGov uses smart texting technology to communicate with citizens. Local government agencies can answer questions, send links to their website, and provide details on garbage pickup, utility payments, city news, events, office hours, just to name a few.



## Engage

TextMyGov uses smart texting technology to engage with citizens. Citizens can easily report issues to any department, such as potholes, drainage problems, tall grass, junk cars. The issue reporting function can be customized for each department and their most commonly reported items. Agencies can engage citizens and ask specific guided questions regarding location, address, street name, and more. If your goal is to engage with citizens and get smart valuable data- You need TextMyGov.



## Boost Website Traffic

TextMyGov uses smart texting technology to maximize a city's website. Citizens can text in keywords like festival, parking, ticketing, meeting, sporting event, etc. The smart texting technology can answer the question or send a link from the city's website with additional information. Local government agencies spend thousands of dollars each year on their website. TextMyGov is the best way to benefit from that investment. If your goal is to benefit from your website investment- You need TextMyGov.



## Track

TextMyGov uses smart texting technology to track and record all the information that is sent in. Agencies can track the cell phone number, date, and time of every request. If your agency wants to be compliant with FOIA- You need TextMyGov.



## Work

Smart texting uses detailed information to track a citizen's request or create a work order. Work orders and requests can be generated and completed. Smart texting allows you to easily collect information like name, location, street address, and allows the user to upload a photo. If your agency wants to track real requests and real work orders submitted by a real cell phone number- You need TextMyGov.

# Implementation

## Getting Started

- After the execution of the basic service agreement, a project manager will be assigned to assist the client through implementation. A local phone number will be obtained for use with TextMyGov.

## Configuration

- The project manager will work with the client to customize interactive responses, create automation flows, and keyword lists. Training will be provided on how to quickly create and edit data.

## Media Kit

- Advertising materials will be provided to the client, including an infographic for the website and downloadable flyer for social media and other communication methods used by the agency.

## Unlimited Training and Support

- After initial implementation and training, unlimited on-going support is included. Our experts are available M-F 6am-5pm MST.

# Subscription Cost Break Down

This quote represents a subscription to TextMyGov with an annual recurring charge for a period of Three-Years. The agreement is set to automatically renew on the date of this agreement, after the initial term. Support and service fees may increase in subsequent years but will increase no more than 5% per year. See below for package price and other details

Terms and conditions can be printed and attached as Exhibit A or viewed at [www.TextMyGov.com/terms](http://www.TextMyGov.com/terms)

Prepared for:  
Ruth, NC  
108 Northview-Dorsey Street, Ruth, NC, USA  
Amie Hanaway ahanaway@townofruthnc.gov

Prepared by:  
Lauren Garff  
Account Executive  
P.O. Box 3784  
Logan, UT 84323

Package	Package Price	Billing
TextMyGov (Notification Only) Package includes: <ul style="list-style-type: none"><li>• TextMyGov Web-Based Software</li><li>• Short Code Number (for outgoing messages)</li><li>• Unlimited Users</li><li>• Unlimited Departments</li><li>• Unlimited Support for Every User</li><li>• 10 GB Managed online data storage</li><li>• 25,000 Text Messages per year</li><li>• Database of Local Phone numbers</li></ul>	\$1,500.00	Annual
Implementation/Setup Fee	\$750.00	One Time
Total (First Year)	\$2,250.00	First Year
Total (Ongoing)	\$1,500.00	Annual

Terms:

1. This is a Three-Year. After the initial Three-Years, the contract can be canceled by providing 60-day written notice.
2. After the initial Three-Years, the agreement will revert to a year to year.
3. Customer is required to put Text My Gov widget on the Agency's Web Home page.
4. This agreement needs to be signed and sent back by **11/20/2024**.
5. Customer is required to provide copy of W-9
6. **Setup processes and widget deadline will be delayed until after January 1st, 2025.**

## Additional Services

TextMyGov provides additional applications and services that can be purchased as part of the TextMyGov solution. These can be added to the customer's annual\* cost, upon request.

<p>Enhanced Media &amp; Care Package – Marketing materials and expert implementation to promote and optimize TextMyGov, see us here for additional information- <a href="https://textmygov.com/enhanced-media-care/">https://textmygov.com/enhanced-media-care/</a></p> <p>*Our marketing team invests significant time and effort into creating a personalized media kit for your Agency, designed to enhance your Agencies presence and reach. As part of our agreement, we request that you post the material provided on your social media channels to maximize its effectiveness and ensure the best possible outcomes for the service.</p>	<p>Price based on Population</p>	<p>Annual</p>
<p>Additional Storage – Each unit of storage contains an additional 100 GB.</p>	<p>\$250</p>	<p>Annual</p>
<p>Additional text messages – Additional text messages can be purchased at any time. (\$750 for 100,000), (\$550 for 50,000), (\$300 for 25,000)</p>	<p>Price based on amount of text messages</p>	<p>Annual</p>
<p><b>Database</b></p> <ul style="list-style-type: none"> <li>• Database of your local residence to improve citizen engagement.</li> <li>• Database might have been quoted in the original quote. See your package breakdown for details.</li> </ul>	<p>Price is based on population. See Account Executive for details.</p>	

# Agreement Confirmation

## Implementation Team Information

Name:

Title:

Email:

Office Phone:

Cell Phone (Required):

## Implementation Team Information

Name:

Title:

Email:

Office Phone:

Cell Phone (Required):

## Billing Information

(Invoices for the amount will be sent two weeks after signature with net 30 days.

Invoices will be sent from an iWorQ email address)

Billing Contact Name:

Title:

Email:

Office Phone:

Address:

(Please attach copy of W-9)

## Agreement Signature

Name:

Title:

Date:

Signature:

## Widget Contact

Name:

Title:

Email:

Phone:

\*This person is responsible for placing the TextMyGov Widget (see options-[textmygov.com/textmygov-widget/](https://textmygov.com/textmygov-widget/)) the agency's website within **start date of January 1<sup>st</sup> 2025**. The Text My Gov widget will remain on the agency's website for the duration of the agreement. If the widget is not placed on the City/County website within 60 days (**of start date of Jan 1, 2025**), the Agency agrees to pay an additional \$1,000 towards setup costs. (this is to cover TextMyGov's time).

# Twilio Contact Authorization

## Twilio Authorized Contacts

Employee Name (1):

Email:

Phone Number:

Job Position:

Business Title:

Employee Name (2):

Email:

Phone Number:

Job Position:

Business Title:

*I confirm that my nominated authorized representatives agree to be contacted by Twilio.*

*\*\*Twilio contact can be the same as the implementation contact. Twilio requires us to have two authorized contacts. They rarely reach out, but if there are any support questions, they require these contacts. \*\**