



## 1 BRIEF OVERVIEW

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RNL TXT is designed to allow for targeted, person-to-person text messages to facilitate real conversations between recipient and Client.

## 2 SERVICES

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- A. During the Term, Client may have access to the following peer-to-peer texting services in quantities to be determined by RNL in conjunction with the Client pursuant to an executed RNL Omnichannel SOW (“**Services**”):
- i. **Texting Platform:** Platform which allows for two-way text communications as either individual messages or integrated, recurring campaigns.
  - ii. **RNL Engage Integration:** A connection between RNL Engage and the Texting Platform to allow for the transfer of select information from RNL Engage for texting purposes.
  - iii. **Records:** The number of individuals that may be texted via the Texting Platform.
  - iv. **High Speed Inbox Messages:** A high speed inbox leverages an assigned 1-800 number to send text messages at a higher velocity than a standard shared inbox in the texting platform. A high speed inbox is intended for limited-run texting campaigns with high volumes of prospects. An RNL text instance is required to use a high speed inbox.

## 3 ADDITIONAL TERMS

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- A. If applicable, access to Client’s existing Mongoose texting platform.
- B. If applicable, Client hereby agrees to the Cadence Texting Platform: End User License Agreement found at [ruffalonl.com/documentation](http://ruffalonl.com/documentation).