

Central Florida Electric Cooperative “CFEC” Program – Terms and Conditions

Central Florida Electric Cooperative “CFEC” Service Description

Central Florida Electric Cooperative “CFEC” service is an alert messaging service that sends utility alerts and notifications. End users will receive information about this service by texting “CFEC” to 352-493-2511. There will be no affiliate or white label use for this campaign and no other content providers or brands will be used on this phone number without a new submission. The maximum number of messages sent to any subscriber will be 20/week.

All messages sent on this campaign are strictly on an opt-in basis and no “premium” messaging is allowed. Users who have opted in can opt out by texting STOP, QUIT, CANCEL, END, UNSUBSCRIBE, REVOKE or OPTOUT at any time. A message confirming the opt-out will be the last message sent by TextPower to that number until it opts in again by texting “CFEC” to 352-493-2511.

Pricing: Message and Data rates may apply.

Short Code Information: All Central Florida Electric Cooperative services originate from phone number 352-493-2511. You will never receive any content from Central Florida Electric Cooperative “CFEC” from any other source. If you do receive content from another source stating to be Central Florida Electric Cooperative, please call 352-493-2511.

TextPower

TextPower is the company that will be managing the text messages on the “CFEC” keyword. TextPower is a company specializing in text solutions for utilities, courts and other institutions that depend on mission-critical notifications. TextPower specializes in providing emergency and informational messages for utility company outage alerts, storm warnings, court appearances, account updates and other essential information.

TextPower Privacy Policy [Click here for the TextPower Privacy Policy](#)

Central Florida Electric Cooperative Privacy Policy [Click here for the Central Florida Electric Cooperative Privacy Policy](#)

IF YOU ARE A UTILITY CUSTOMER EXPERIENCING AN ISSUE, YOU MUST CONTACT CENTRAL FLORIDA ELECTRIC COOPERATIVE DIRECTLY. TEXTPOWER PROVIDES ONLY TEXT MESSAGING SERVICES TO YOUR UTILITY AND CANNOT HELP YOU RESOLVE OUTAGE ISSUES.

Service/Help info: To get help with Central Florida Electric Cooperative “CFEC” SMS text message service, you may email us at support@cfec.com or call us at 352-493-2511.

You can also request our contact information from your mobile phone at any time by sending a text message with the word "HELP" to 352-493-2511.

Opt In/Opt-Out info: To opt into (start service) send “CFEC” to 352-493-2511. You may also sign up by going to:

<https://secure.textpower.com/ExtRef4R/WebSign?UID=%7B44F2B248-9D28-4C57-8498-EB82504603EA%7D>

To opt out (stop service) from Central Florida Electric Cooperative “CFEC” service, send a text message with the word "STOP, END, QUIT, CANCEL, UNSUBSCRIBE, REVOKE or OPTOUT” to 352-493-2511 from your mobile phone and we will unsubscribe you from our service. You will not receive any additional text messages via your mobile phone.

Frequency of program service:

Central Florida Electric Cooperative “CFEC” is an alert service. No more than 20 messages/week will be sent.

Carriers supported on the program.

Central Florida Electric Cooperative “CFEC” service is compatible with all major cell carriers including Alltel, AT&T, Boost Mobile, Cellcom, Cellular One, Cellular South, Cincinnati Bell, Cricket, Metro PCS, nTelos, T-Mobile, US Cellular, Verizon Wireless, Virgin Mobile and most small rural carriers that participate in the Interop3 network.

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