



## User FAQs

### **Do I have to pay for the incoming text messages?**

No. Thanks to the support of CTIA - The Wireless Foundation and participating wireless service providers, all messages you receive from text4baby are free!

### **How many messages will I receive in a week?**

After signing up, you will receive one message per day for the first six days with general information. After that, you will receive three messages a week throughout your pregnancy and up until your child's first birthday.

### **Are the messages personalized?**

The text4baby messages are not personalized, but the information in each message is relevant to your pregnancy timeline or the age of your child.

### **What if my due date changes?**

If your due-date changes, you can update text4baby by texting the word "UPDATE" to 511411. You will be asked for the new due date, and then the messages you receive will be adjusted to your new date.

### **What topics do these messages cover?**

These messages focus on a variety of topics critical to maternal and child health: immunization, nutrition, seasonal flu, prenatal care, emotional well being, drugs and alcohol, labor and delivery, smoking cessation, breastfeeding, mental health, birth defects prevention, oral health, car seat safety, exercise and fitness, developmental milestones, safe sleep, family violence, and more.

### **What is the source of the messages?**

Text4baby messages were developed by the National Healthy Mothers, Healthy Babies Coalition with support from the Centers for Disease Control and Prevention and the Health Resources and Services Administration. Following message development, they underwent a vigorous review process by several government organizations, including the Centers for Disease Control and Prevention, the Health Resources and Services Administration, the Center for Disease Control and Prevention, Health Resources and Services Administration, the Department of Health and Human Services, the Office on Women's Health and the National Institute on Child Health and Human Development.

### **How long will I receive text messages for?**

The messages will continue throughout your pregnancy and your baby's first year.

### **What if I deliver my baby early?**

If you deliver your baby early, you can update by texting UPDATE to 511411. You will then be prompted to text in your baby's actual birth day and messages will be readjusted.

### **How do I stop getting these messages?**

To stop receiving texts from the text4baby service, you simply need text STOP to 511411.

### **What will happen with my information?**

Information collected from you during registration is used to enroll you in the text4baby service and send you text4baby messages. Your information is not sold or shared with any third parties for any commercial purpose. [Click here to review the text4Baby Privacy Policy.](#)

**Is this service available to people outside of the United States?**

No. At present this service is only available to US mobile phone subscribers. However, in many cases the messages will continue to be delivered to a subscriber that is roaming on a network outside of the US.

**Is this service available to every mobile phone subscriber in the United States?**

The majority but not all of mobile operators are providing this service. It is available to over 90% of mobile subscribers. The list of participating wireless service providers includes - Alltel, Assurance Wireless, AT&T, Boost Mobile, Cellular South, Cellcom, Centennial Cellular, Cincinnati Bell, Metro PCS, N-Telos, Sprint Nextel, T-Mobile, U.S. Cellular, Verizon Wireless and Virgin Mobile USA. If your mobile operator is not on the list this list, you will not be able to use the service at present.