

Terms and Conditions for Metacortex Status Page System

These Terms and Conditions govern your use of the **Status Alert Service** provided by **Metacortex Software SL** via **SMS and/or MMS**. By subscribing to or using this service, you agree to comply with the terms outlined below.

1. Service Provider Information

- **Company Name:** Metacortex Software SL
- **VAT:** B19392489
- **Address:** C/ Princesa, 31, 2-2, 28008, Madrid, Spain
- **Email:** info@metacortex.es
- **Phone:** +34 91 993 00 89

2. Service Description

Metacortex Software SL provides a **best-effort SMS/MMS alert service** to notify subscribers about **system status updates, service outages, and other relevant information**. The service is **informational only** and is intended to keep users updated about system changes.

This service is provided **free of charge**, but standard **SMS/MMS messaging rates** may apply depending on your mobile carrier.

3. Subscription & Opt-Out

- **Subscribing to Alerts:**
To subscribe to this service you will provide your phone number in the form displayed in the following URL: <https://metacortex.es/status-page/>. You will receive a confirmation message upon successful enrollment.
- **Unsubscribing:**
You can opt out at any time by sending **STOP** to **+12014770730**. You will receive a final confirmation message, and no further alerts will be sent to you. Additionally you can request to opt-out by contacting us at **info@metacortex.es**

4. Best-Effort Service & No SLA

This service is provided **on a best-effort basis**, meaning:

- **There is no guarantee of message delivery, timeliness, or accuracy.**
- **No Service Level Agreement (SLA) is attached to this service.**
- Delays, failures, or technical issues may **prevent or delay alerts** from being sent or received.

Metacortex Software SL is **not liable** for any **loss, damage, or inconvenience** caused by delayed or undelivered messages.

5. User Responsibilities

By using this service, you agree to:

- ✓ Provide a **valid mobile phone number** for receiving alerts.
- ✓ Ensure that your **mobile carrier allows SMS/MMS messages** from this service.
- ✓ Understand that **standard messaging rates** may apply.
- ✓ Acknowledge that **Metacortex Software SL is not responsible** for any failure to receive messages due to network issues, carrier restrictions, or device limitations.

6. Privacy & Data Usage

- Your phone number will **only be used for sending status alerts.**
- We **do not sell, share, or use** your number for marketing purposes.
- You can request to **delete your data** at any time by contacting **info@metacortex.es**.

7. Modifications to the Service

Metacortex Software SL reserves the right to:

- Modify or discontinue this service at any time **without prior notice.**
- Change these Terms and Conditions. Any updates will be posted on our website.

8. Limitation of Liability

Metacortex Software SL is **not liable for**:

- Any **missed alerts, delayed messages, or delivery failures**.
- Any **financial loss, damage, or disruption** caused by reliance on this service.
- Any **technical failures beyond our control**, including carrier outages or device issues.


9. Governing Law & Jurisdiction


These Terms and Conditions are governed by the laws of **Spain**. Any disputes arising from this service shall be resolved in the courts of **Madrid, Spain**.


10. Contact Information

For any questions, concerns, or support related to this service, please contact:

 **Metacortex Software SL**

 C/ Princesa, 31, 2-2, 28008, Madrid, Spain

 **Email:** info@metacortex.es

 **Phone:** +34 91 993 00 89

By using this service, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.