

Recently, major carriers like Verizon have begun throttling text message reminders to their customers, delaying or deleting texts sent from LeagueAthletics.com. Verizon in particular has asked us to drastically reduce the number of texts we send going forward. In addition, we've received complaints from parents, coaches and administrators about the volume of text messages being sent to them for events in their websites.

To increase sending efficiency for urgent and serious messaging, we will discontinue sending text reminders for Practices only, and change notifications for Practices sent via text message will only be sent if the change is made within 48 hours of the event's start time. Below is a table that outlines the changes.

Practice Communications

Message	Notification Type	Sending Policy
Practice Reminder	Text Message	No longer sent
Practice Reminder	Email	48 hrs prior to event
Practice Notification	Text Message	Sent immediately if within 48 hrs of event
Practice Notification	Email	Immediately

Game Communications (No changes)

Message	Notification Type	Sending Policy
Game Reminder	Text Message	2.5 hrs prior to event
Game Reminder	Email	48 hrs prior to event
Game Notification	Text Message	Immediately
Game Notification	Email	Immediately

*Reminders are messages that are automatically triggered by the system and sent without any user actions. Notifications are messages sent when an event is added or changed by a user.