

### AUGUST 2025 ANNOUCEMENT

4HOnline previously supported email-to-text and text-to-email messaging through its broadcast system.

However, this feature is being phased out due to changes by major mobile carriers:

- Verizon is discontinuing its vtext.com service to protect users from spam, phishing, and other security risks. The legacy gateway is considered outdated and unreliable, and service will soon be fully discontinued for Verizon subscribers.
- AT&T has already ended support for email-to-text and text-to-email services. As a result, messages can no longer be sent from email to an AT&T phone number or vice versa.
- Cricket Wireless discontinued the service at the same time as its parent company, AT&T.
- T-Mobile email to texting has become unreliable and is considered offline for many users.

At this time, they have no alternative solution available for the carriers listed above. Should a new text messaging option that supports all carriers become available in the future, we will promptly notify all managers.

You should continue using the broadcast functions to send emails, as these features remain unaffected. This update is only concerning the text messaging checkbox that appears in the configuration settings.