

# Email Subscriptions

MANAGING NOTIFICATIONS FOR YOU, YOUR USERS, AND EXTERNAL CONTACTS

## Version 1.0

Effective Date: 1/1/26

## Related Links & Guides

- [Glossary](#)
- <https://www.usshortcodes.com>
- [Edit My Profile User Guide](#)
- [User Management for Account Administrators User Guide](#)

## Understanding Email Subscriptions

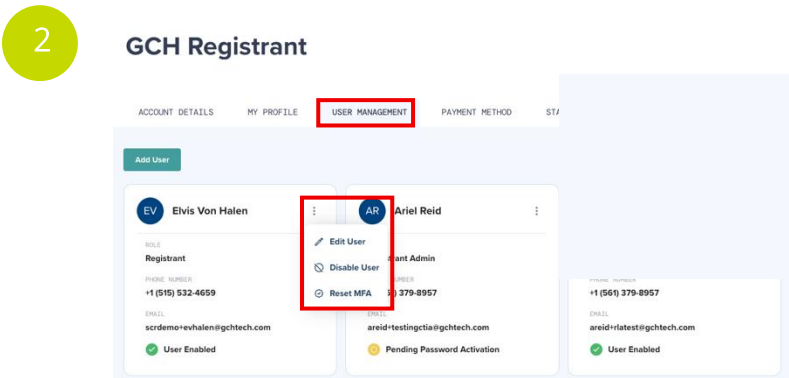
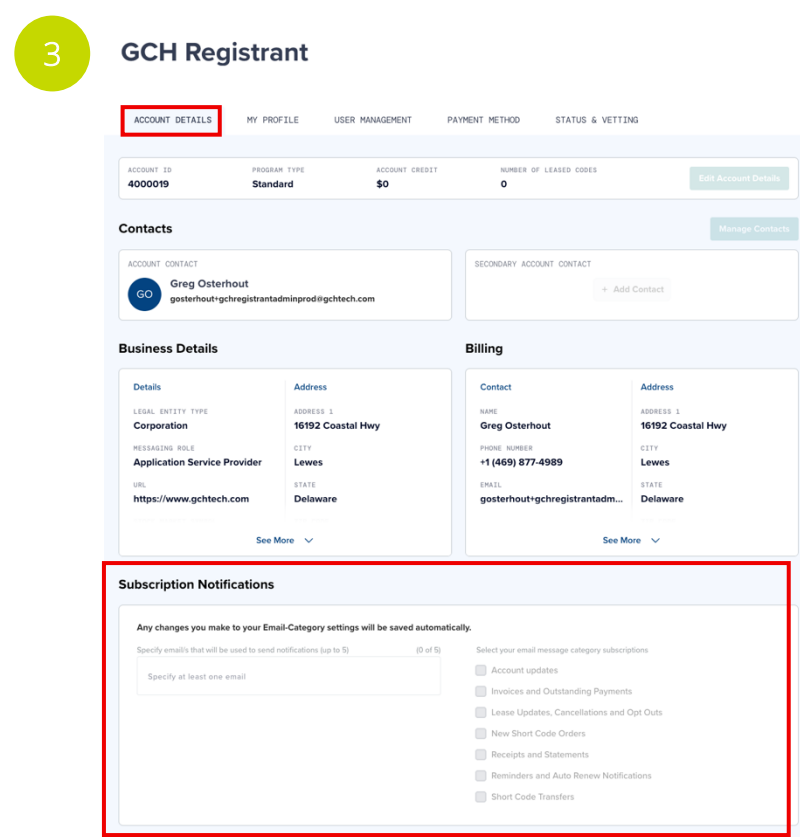
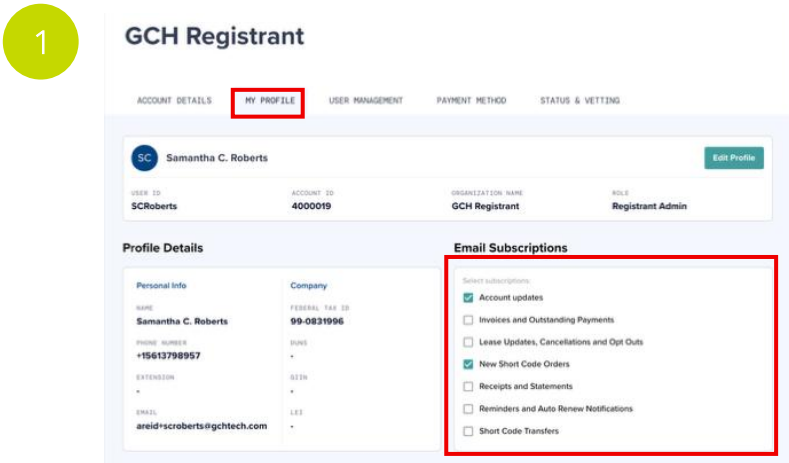
Email Subscriptions allow you to control which system-generated messages are sent by the Short Code Registry (SCR). Below you will find a description of each subscription category, the types of emails included, and when notifications are sent.

Subscription Category	Email Types	Cadence
Account Updates	<ul style="list-style-type: none"> <li>Email address changes</li> <li>New user account verification</li> <li>User credential notifications</li> <li>Account vetting status updates</li> </ul>	Sent immediately when account changes occur
Invoices and Outstanding Payments	<ul style="list-style-type: none"> <li>Payment reminders (including pay later)</li> <li>Payment next steps instructions</li> <li>Payment failure notifications</li> </ul>	Reminders sent at 7-day and 14-day intervals for check and wire payments; immediate notifications for failures
Lease Updates, Cancellations, and Opt-Outs	<ul style="list-style-type: none"> <li>Lease expiration and cancellation notices</li> <li>Expired lease grace period alerts</li> <li>Parked code reminders and expiration alerts</li> <li>Brand vetting status updates</li> <li>Content provider vetting status updates</li> </ul>	Grace period alerts sent at key milestones; parked code reminders sent from 30 days to expiration; vetting updates sent as status changes
New Short Code Orders	<ul style="list-style-type: none"> <li>Notification that someone in your organization has made a new purchase</li> </ul>	Sent immediately upon payment processing
Receipts and Statements	<ul style="list-style-type: none"> <li>Payment receipt confirmations</li> </ul>	Sent immediately upon payment processing
Reminders and Auto-Renew Notifications	<ul style="list-style-type: none"> <li>Lease end reminders</li> <li>Auto-renewal notices</li> </ul>	Sent at regular intervals before lease expiration (ranging from 60 days to 1 day out)
Short Code Transfers	<ul style="list-style-type: none"> <li>Transfer initiated notifications</li> <li>Transfer status updates</li> </ul>	Sent immediately when transfer actions occur

# Where to Manage Your Subscriptions

Depending on what you need to update, you can manage email subscriptions in different locations:

1. Your own notifications – My Profile ([see user guide](#))
2. Other users in your organization – User Management (Registrant Admins only) ([see user guide](#))
3. Non-registered contacts – External Email Subscriptions (available January 2026) (user guide coming soon)



## Glossary

### **Account Updates**

Notifications about updates to your user account, access permissions, or login credentials.

### **Invoices and Outstanding Payments**

Notifications related to invoice creation, payment reminders, and any unpaid balances.

### **Lease Updates, Cancellations, and Opt-Outs**

Notifications when a lease term changes, a short code lease is canceled, or a registrant opts out of renewal.

### **New Short Code Orders**

Confirmation and status emails for newly submitted short code orders.

### **Receipts and Statements**

Payment receipts, billing confirmations, and official statement documents issued after vetting is complete.

### **Reminders and Auto-Renew Notifications**

Upcoming renewal reminders, expiration alerts, and confirmations for auto-renewal activity.

### **Short Code Transfers**

Notifications when short codes are transferred between registrants, including initiation and approval updates.

## Version History

Date	Version	Details
10/1/25	1.0	Initial Release