

SMS Terms of Service

Use of Zog, Inc.'s text message-based service (the "Service") is subject to the following Terms of Service. These terms constitute a legal agreement (the "Agreement"). Please read them carefully.

Users may opt in to the Service by entering their phone number and affirmatively checking a consent box on Zog, Inc.'s website, or by sending a Mobile Originating (MO) message to a Zog, Inc. SMS number — including our main customer support number: 267-308-2805 or an individual technician's number — and confirming consent by replying START or YES. By opting in, you agree to receive recurring SMS notifications. Message frequency varies.

You can cancel the Service at any time by texting "STOP" or "QUIT" to 267-308-2805 or to any individual technician's Zog, Inc. SMS number. Opting out through any Zog, Inc. number will opt you out of all future SMS communications from Zog, Inc. After sending "STOP," you will receive a confirmation message, and no further messages will be sent unless you opt in again.

If you need assistance, text "HELP" to 267-308-2805 or to any individual technician's Zog, Inc. SMS number. You will receive instructions on how to use the Service and how to unsubscribe.

Messages can be delivered to major and minor mobile carriers. Carriers are not responsible for delayed or undelivered messages. Message and data rates may apply for any messages sent or received. The organization providing this Service is not responsible for any charges incurred. You may receive recurring messages. For questions regarding your text or data plan, please contact your wireless provider. For inquiries about the Service, email support@zoginc.com.

Types of messages you can expect to receive:

Account Support: Appointment reminders, account alerts, and support messages.

You acknowledge that messages sent via the Service may be viewed by anyone with access to your mobile phone, and the organization is not responsible for unauthorized access to your messages.

Opting into the Service is not required to receive any other services from the organization.

By agreeing to these Terms of Service and providing your mobile phone number, you authorize the organization to contact you via text message using automated or computer-assisted technology where applicable.

For questions about privacy, please review our Privacy Policy:

<https://www.zoginc.com/hubfs/Zog%20Docs/SMS%20Privacy%20Policy%20-%2010DLC%20Compliant.pdf>