

SMS / Text Messaging Terms and Conditions

Digital Video Solutions, LLC | Effective Date: August 13, 2026

1. Program Description

Digital Video Solutions, LLC ("Digital Video Solutions," "we," "us," or "our") operates a business text messaging program (the "Program") to communicate with (a) clients who have entered into a video monitoring services agreement with us, and (b) law enforcement and other public safety agencies with whom we coordinate in the course of providing video monitoring services. Messages are sent and received through our business messaging platform and may originate from a dedicated business phone number.

2. Types of Messages

This Program is used exclusively for service, operational, and safety-related communications, including:

- Alarm, incident, and suspicious-activity notifications related to monitored properties;
- Time-sensitive public safety and life safety communications, including coordination with law enforcement and emergency responders regarding active or suspected incidents;
- Account, service, scheduling, maintenance, and billing communications related to your monitoring agreement;
- Responses to questions or messages you send to us.

We do not send marketing or promotional messages through this Program.

3. Consent / Opt-In

By providing your mobile phone number to Digital Video Solutions, LLC — in a monitoring services agreement, on an emergency contact list, verbally, in writing, or by initiating a text message conversation with us — you consent to receive text messages from us at that number regarding the services described above. Consent to receive text messages is not a condition of purchasing any goods or services.

Message frequency varies depending on account activity and monitored events. Message and data rates may apply. Please contact your wireless provider for details about your messaging plan.

4. Opt-Out

You may opt out of text messages at any time by replying **STOP** to any message from us. After you send STOP, we will send one final message confirming that you have been unsubscribed, and you will receive no further text messages from this number unless you opt back in (for example, by replying **START**).

Important: Opting out of text messages does not modify or terminate your monitoring services agreement or our obligation to notify you of events at your monitored property. If you opt out of text messages, we will deliver required notifications — including alarm and incident notifications — using the alternative contact methods on file for your account, such as telephone calls or email. You are responsible for keeping accurate, current alternative contact information on file with us.

5. Help and Support

For help, reply **HELP** to any message, or contact us at support@digitalvideosolutions.biz. Additional information is available at www.digitalvideosolutions.biz.

6. Emergency Disclaimer

Text messaging is not a substitute for emergency services. If you have an emergency, call 911. SMS delivery is subject to network availability and is not guaranteed; do not rely on text messaging as your sole means of receiving or sending time-critical safety information.

7. Carriers

The Program is supported by major U.S. wireless carriers, including AT&T, T-Mobile, Verizon, and others. Wireless carriers are not liable for delayed or undelivered messages. Delivery of messages is subject to the effective transmission of your wireless provider and is outside our control.

8. Privacy

Your privacy is important to us. Information collected in connection with this Program is handled in accordance with our Privacy Policy, available at www.digitalvideosolutions.biz or upon request from support@digitalvideosolutions.biz. No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.

9. Eligibility

The Program is intended for individuals 18 years of age or older who are authorized users of the mobile number provided. By participating, you represent that you are the account holder or have the account holder's permission to enroll the number.

10. Changes to These Terms

We may update these Terms and Conditions from time to time. The current version will always be available at www.digitalvideosolutions.biz or upon request. Continued participation in the Program after changes take effect constitutes acceptance of the revised terms.

11. Contact Us

Digital Video Solutions, LLC

Email: support@digitalvideosolutions.biz

Website: www.digitalvideosolutions.biz