

SMS / Text Messaging Terms and Conditions

Digital Video Solutions, Inc. | Effective Date: August 24, 2026

1. Program Description

Digital Video Solutions, Inc. ("Digital Video Solutions," "DVS," "we," "us," or "our") operates a business text messaging program (the "Program") to send operational and account notifications to designated representatives of clients who have entered into a services agreement with us and have expressly consented in writing to receive text messages. 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 and operational communications, including:

- Incident and activity notifications related to monitored properties;
- Account, service, scheduling, maintenance, and billing communications related to your services 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

You consent to receive text messages from Digital Video Solutions, Inc. by signing a written consent form (paper or electronic) provided during client onboarding, or by checking the SMS consent box in your services agreement. Consent is collected directly by DVS and applies only to the mobile number you provide. Consent to receive text messages is not a condition of purchasing any goods or services.

Message frequency varies depending on account activity. 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).

Opting out of text messages does not modify or terminate your 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 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 or (888) 895-2150. 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 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 services.digitalvideosolutions.biz/privacy-policy or upon request from support@digitalvideosolutions.biz. No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Mobile phone numbers and SMS opt-in consent are not sold, rented, or shared with any third party for their own use.

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, Inc.

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Phone: (888) 895-2150

Email: support@digitalvideosolutions.biz

Website: www.digitalvideosolutions.biz