

SMS Terms & Privacy Policy

Effective Date: May 27, 2026

Last Updated: May 27, 2026

This SMS Terms & Privacy Policy ("SMS Policy") describes how United Gaming L.L.C. ("Company," "we," "us," or "our") operates its text messaging program and how we collect, use, and protect information related to that program. This SMS Policy supplements our main Privacy Policy. By opting in to receive text messages from us, you agree to the terms below.

1. Program Description

United Gaming L.L.C. offers an SMS/text messaging program ("Program") that allows our Operations Support team to communicate with you by text for the operational purposes described below. The Program is operated by United Gaming L.L.C. and supported by our messaging service providers.

2. Types of Messages You May Receive

Depending on the program(s) you opt in to, messages may include:

- Account notifications
- Appointment or delivery updates
- Customer care responses and support
- Two-factor authentication or one-time passcodes
- Security or fraud alerts

3. How to Opt In

You can opt in to the Program through any of the following methods:

- Submitting your mobile number through a form on our website and checking the box agreeing to receive text messages from United Gaming.
- Providing your mobile number and written consent on a paper form, intake document, or at point of sale.
- Replying YES (or a similar affirmative response) to a confirmation message after a customer-initiated inquiry.

By opting in, you provide express written consent to receive recurring automated text messages from United Gaming at the mobile number provided. Consent is not a condition of any purchase.

4. Message Frequency

Message frequency varies based on your interactions with us.

5. Costs

Message and data rates may apply. Check with your wireless carrier for details about your plan. United Gaming does not charge a fee for the messages themselves.

6. How to Get Help

For help, reply **HELP** to any message you receive from us, visit <https://unitedgamingllc.com>, email us at dispatch@ugcoam.com, or call us at (470) 414-0506.

7. How to Opt Out

You can opt out of the Program at any time by replying **STOP** to any message you receive from us. You may also use other reasonable opt-out methods, including:

- Texting STOP, END, CANCEL, UNSUBSCRIBE, or QUIT to our number
- Contacting us at dispatch@ugcoam.com or (470) 414-0506.

After you opt out, we will send a single confirmation message acknowledging your request, and you will receive no further messages from that program. To rejoin, reply **UNSTOP** or opt in again through any method described in Section 3.

8. Information We Collect Through the Program

In connection with the Program, we collect:

- Your mobile phone number
- The date, time, and method of your opt-in
- The content of messages sent and received between you and us
- Delivery status and engagement information (e.g., delivered, failed, replied)
- Opt-out date and method, if applicable

9. How We Use This Information

We use the information described above to:

- Deliver the messages you have opted in to receive
- Respond to your inquiries and provide customer support
- Maintain records of consent and opt-out as required by law and carrier rules
- Monitor and improve the quality and deliverability of the Program
- Detect and prevent fraud, abuse, or unauthorized use
- Comply with legal and regulatory obligations

10. How We Share This Information — Mobile Information Sharing

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.

All categories of personal information collected through the Program are restricted as follows:

- We do **not** sell, rent, lease, or otherwise transfer your mobile phone number or SMS opt-in data to third parties for their own marketing or promotional purposes.
- We do **not** share your mobile information with affiliates for their independent marketing.
- Information may be shared only with subcontractors and service providers (such as our messaging platform provider, hosting provider, or customer support tools) that support the operation of the Program, and only for the purpose of delivering the service. These providers are bound by confidentiality and data protection obligations.

- We may disclose information when required by law, in response to lawful requests by public authorities, or to protect our rights, property, or safety or that of others.

11. Data Retention

We retain SMS opt-in records, message logs, and opt-out records for as long as necessary to operate the Program, comply with applicable laws, resolve disputes, and meet carrier and regulatory recordkeeping requirements.

12. Data Security

We use reasonable administrative, technical, and physical safeguards to protect information collected through the Program. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

13. Carrier Disclaimer

Wireless carriers, including but not limited to AT&T, T-Mobile, Verizon, Sprint, U.S. Cellular, Boost, MetroPCS, and Cricket, are not liable for delayed or undelivered messages. Message delivery is not guaranteed.

14. Supported Carriers

The Program is available on most major U.S. wireless carriers. Carrier participation may change at any time without notice.

15. Eligibility

You must be at least 18 years of age (or the age of majority in your jurisdiction) and the account holder or authorized user of the mobile number you provide. By opting in, you confirm that you meet these requirements.

16. Changes to This SMS Policy

We may update this SMS Policy from time to time. The “Last Updated” date at the top reflects the most recent revision. Material changes will be communicated through our website where appropriate.

17. Contact Us

For questions about this SMS Policy or our text messaging Program:

United Gaming L.L.C.

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Email: legal@ugcoam.com