

## **QualStar Communications (dba-MetaCOM) & MetaLINK Technologies**

### **Terms of Service (SMS & Communications)**

#### **Consent to Contact**

By submitting a mobile phone number or wireless email address to QualStar Communications and/or MetaLINK Technologies, Inc. (“QualStar,” “MetaLINK,” “we,” “our,” or “us”) as part of any transaction, inquiry, or service enrollment, you acknowledge and agree that you authorize QualStar and/or MetaLINK, its authorized representatives, and its operational service providers to contact you at the number or address provided.

Communications may be delivered via live customer service calls, voice calls, text messages (SMS or MMS), prerecorded or artificial voice messages, and may be sent using an automated telephone dialing system. Such communications may be made for service-related purposes, including but not limited to account notifications, service provisioning, service outages, maintenance notices, billing, payment reminders, collections, and customer support.

Message frequency may vary. Message and data rates may apply. Consent to receive communications is not a condition of purchase.

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#### **Marketing and Advertising Communications**

Where required by applicable law, QualStar and/or MetaLINK will obtain your prior express written consent before sending marketing or advertising text messages or prerecorded marketing calls. Consent may be provided through web forms, keyword opt-ins, voice recordings, emails, text messages, postal mail, or telephone key presses.

Informational or service-related messages may be sent without prior written consent, except where restricted by law, including certain communications sent to wireless devices.

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#### **Opt-Out of Communications**

You may opt out of receiving text messages from QualStar and/or MetaLINK at any time by replying “STOP” to any text message. Upon opting out, you will receive a confirmation message and will no longer receive SMS messages from QualStar and/or MetaLINK, except for messages required for transactional, service-related, or legally mandated purposes.

You may opt out of prerecorded voice calls by following the opt-out instructions provided during the call. You may also request to be added to QualStar and/or MetaLINK company

specific Do Not Call list to opt out of marketing and advertising calls. Opting out of marketing communications does not apply to communications related to your current services or to debt collection.

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### **Privacy and Use of Personal Information**

Customers may choose not to disclose certain Personal Information; however, some Personal Information is necessary for QualStar and/or MetaLINK to provide services.

Customers may opt out of sharing Personal Information with QualStar and/or MetaLINK affiliates for marketing or advertising purposes only, but not for business or operational purposes. Customers may opt out of marketing emails by using the unsubscribe mechanism provided in each email.

QualStar and/or MetaLINK does not share mobile opt-in information with third parties for marketing purposes.

Customers may not opt out of the use of cookies or similar technologies, or the use of Personal Information and Non-Personal Information for internal analytics, network operations, service performance monitoring, or security purposes.

For additional information, please review the QualStar and/or MetaLINK Privacy Policy.

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### **Message Content and Frequency**

By opting in to receive text messages from QualStar and/or MetaLINK, customers may receive informational, account-related, customer service, and, where separately consented to, marketing messages. Message frequency varies depending on the nature of the services and customer interactions.

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### **Changes to These Terms**

QualStar and/or MetaLINK reserves the right to modify these Terms of Service at any time. Updates will be posted on our website, and continued use of QualStar and/or MetaLINK services constitutes acceptance of the revised terms.