

LineBooked SMS Program Terms

Packet version: LB-PHASE1-1.0-2026-09-25 **Date line:** 2026-09-25 **Document ID:** LB-SMS-1.1 (redlines R-6, R-7 applied per LB-SO-1.0-RESPONSE)

Program name: LineBooked Shop Messaging **Effective date:** September 25, 2026 **Document ID:** LB-SMS-1.1 (redlines R-6, R-7 applied per LB-SO-1.0-RESPONSE) **Operated by:** LineBooked LLC, an Indiana limited liability company, on behalf of the home-service business (the "Shop") whose phone number you called.

These terms explain the text messages you may receive after calling a Shop that uses LineBooked, how you agreed to them, what they contain, and how to stop them. They should be read with the [LineBooked Privacy Policy].

1. What this program is

LineBooked Shop Messaging sends **service-related text messages** from a Shop to a customer who called that Shop and agreed to be texted. Messages come from the Shop's own phone number — normally the number you dialed — and begin with the Shop's name.

Messages are about your service request only:

- confirmation of the appointment the Shop's automated assistant booked for you (day and arrival window);
- updates to that appointment;
- a reminder of an after-hours fee **only if** you agreed to that fee on the call; and
- replies to messages you send, such as HELP.

This program does not send marketing or promotional messages. No offers, discounts, financing, review requests, or newsletters. If you ever receive a message like that from a Shop's number, please tell us (Section 9) because it is not permitted under this program.

2. How you agree to receive messages

Primary path — on the phone. When you call a Shop's number, the automated assistant answers, tells you the call is recorded, and helps you book a service visit. Before the call ends, it asks:

"Can we text you at this number to confirm your appointment and any updates? Message and data rates may apply, and you can reply STOP at any time."

If you say yes, that is your agreement to receive messages under this program at the number you called from (or a number you gave the assistant). We keep a record of your yes, including the time and the part of the call transcript where you said it.

Secondary path — YES by text (not currently offered). Policy Class B missed-call follow-up texts are **disabled** and are not part of this program today (see Section 12). If that feature is later offered in a state where it is permitted, and these terms are updated first, a YES reply to that follow-up message would create

agreement for messages about that service request only. Until then, agreement under this program is obtained only on the phone as described above.

The following are **not** agreement to receive texts: continuing a call after the recording notice; visiting a website; being a past customer of the Shop; the Shop giving us your number; or a missed call alone. If you did not agree on the phone as described above, you should not receive program messages.

Agreement is not a condition of buying anything. The Shop will book your visit whether or not you agree to texts; the assistant will simply read the appointment details to you instead.

3. Opt-in confirmation

After you agree, the first message you receive will be your appointment confirmation, which also serves as the program's opt-in confirmation:

[Shop]: You're booked for [Day], [Window], at the address you gave us. Need to change it? Call [Shop phone]. Reply STOP to opt out, HELP for help. Msg & data rates may apply.

4. Message frequency

Message frequency varies with your service request. Typically you will receive **one to three messages per service visit** (a confirmation, and an update or fee reminder if needed). You will never receive more than three automated messages from a Shop in any 30-day period, not counting replies to messages you sent within the previous 24 hours.

5. When messages are sent

Automated messages are sent only between **9:00 AM and 8:00 PM in your local time zone**. A message that would fall outside that window is held until the next window opens.

6. Cost

Message and data rates may apply. Your mobile carrier's standard messaging and data charges apply to messages you send and receive under this program. LineBooked and the Shop do not charge for messages.

7. How to stop

Reply **STOP** to any message and you will be opted out of all automated messages from that Shop. We also honor **QUIT, END, REVOKE, OPT OUT, CANCEL, UNSUBSCRIBE**, or any other words that reasonably tell us you want messages to stop, whether you send them by text, say them to the assistant or to a Shop employee on the phone, or send them by email. You do not have to use a particular word or method.

When you opt out by text, you will receive **at most one** confirmation message within **five minutes**, and nothing else:

[Shop]: You're opted out and won't receive more texts from us. If you still need service, call [Shop phone].

Opting out takes effect immediately in our systems, and in every case within 10 business days. Your number stays on the Shop's do-not-text list for at least five years. If you later call the Shop and say yes to texts again,

that new agreement re-enables messages for that request only.

Opting out of texts does not cancel your service appointment. If you need to change or cancel the appointment, call the Shop.

8. How to get help

Reply **HELP** (or INFO) to any message and you will receive:

[Shop] texts: appointment confirmations and updates only. Reach a person at [Shop phone]. Reply STOP to opt out. Msg & data rates may apply.

You can also contact LineBooked directly (Section 9).

9. Program contact

LineBooked LLC 9105 E 56th St, Ste J #2035 Indianapolis, IN 46216 Email: support@linebooked.com Phone: +1 (317) 204-7798

For questions about your appointment, call the Shop at the number you called.

10. Carriers

Messages are delivered over the networks of participating U.S. wireless carriers, including AT&T, T-Mobile, Verizon, US Cellular, and other participating carriers and their affiliates and resellers. **Carriers are not liable for delayed or undelivered messages.** Delivery depends on your carrier and device; LineBooked and the Shop are not responsible for messages that are delayed or not delivered because of carrier or network conditions.

11. Privacy

Your phone number, your agreement to receive messages, and the content of your messages are used only to run this program and are handled as described in the [LineBooked Privacy Policy]. **We do not share, sell, or provide your mobile phone number or messaging consent data to third parties or affiliates for marketing or promotional purposes.**

12. Missed-call texts

If you call a Shop and the call does not connect, the Shop may call you back. **LineBooked does not currently send automated text messages or place automated calls to people who did not speak with the assistant or otherwise agree to be contacted.** If that changes in a state where it is permitted, these terms will be updated first and any such message will be a single message, will identify the Shop, will contain no marketing, and will include STOP and HELP instructions.

13. Changes

We may update these terms. The current version is always posted at linebooked.com/sms-terms. Changes take effect when posted and do not reduce your ability to stop messages at any time.

14. Eligibility

You must be 18 or older and the subscriber or customary user of the mobile number to agree to this program. By agreeing you confirm that you are. This program is available for United States mobile numbers only.

Manager adoption

LineBooked LLC adopts this document under the Manager's authority. This adoption is not counsel approval or certification.

Effective date: September 25, 2026

Manager signature: 

Printed name: Zachary K. Duke

Title: Manager, LineBooked LLC

Date: September 25, 2026

Owner-adopt note: LB-SMS-1.1 · Manager-adopted September 25, 2026 under the Manager's authority. This document is not counsel-signed. The opt-in confirmation (§3), STOP confirmation (§7), and HELP response (§8) are verbatim Appendix A2, A7, and A6 of LineBooked Policy LB-TCPA-2.0-2026-09-25 and must be registered word-for-word with the Shop's 10DLC campaign. Quiet hours (§5), frequency cap (§4), and revocation handling (§7) mirror Policy §§6 and 8. Section 2 secondary path and Section 12 describe Class B as not currently offered; both must be revised together before Class B is enabled in any state. STOP confirmation timing (§7) mirrors Policy §6 (within five minutes).