

# Gladly Customer Support Conversations

Generated on 2025-09-22 11:48:39

## Conversation: vhGOxHmTRtmKJg1lk0lpYQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 00:00:00 UTC to 2025-09-16 02:00:58 UTC

**Customer (U6348-Q7...)** | 2025-09-16 00:00:00 UTC | halocollar.com

the dog collar is not where it says it is

**System/AI** | 2025-09-16 00:00:48 UTC | halocollar.com

Hi there! If your Halo Collar isn't showing the correct location, it might need a GPS initialization. Please take it outside to an open area, away from buildings and trees, to get a clear view of the sky. Hold it still until the GPS light blinks green (for Halo 4) or blue (for older models). Make sure the collar is charged and connected to Wi-Fi or cellular for the best performance. If the issue continues, check the Halo app for any notifications or troubleshooting steps. Let me know if you need more help!

**STATUS CHANGE** | Unknown | 2025-09-16 02:00:58 UTC | Status: CLOSED

## Conversation: cksmMJtUSq-Bi-kQW2xWRg

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:00:04 UTC to 2025-09-16 00:00:04 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:00:04 UTC | Status: CLOSED

## Conversation: XYYjBCtuQoadsITX9k\_P9w

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:00:04 UTC to 2025-09-16 00:00:04 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:00:04 UTC | Status: CLOSED

## Conversation: AK8l4zHATiia4lPQFjBBA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 00:00:55 UTC to 2025-09-16 12:24:52 UTC

**EMAIL | Customer (KsAnxMMA...) | 2025-09-16 00:00:55 UTC**

**From:** creneetucker@gmail.com

**To:** info@halocollar.com

**Subject:** Re: Your Halo replacement collar shipped - RMA #AW-20250907-44407

Hello, I had talked to Hannah on the support team on September 9th (6:30pm EST) about my concerns with the quality and safety of this halo collar and she said I had to wait until the replacement came in to pursue my concerns. We bought the Halo collar in February 2025 and have already had to have 2 replacement collars shipped because of malfunctions that make them unsafe. I don't feel safe using this on my dog anymore (I have zero intentions of opening and activating this replacement collar) which is really unfortunate since a gps fence option was great for living in a rural area. I would like to pursue a refund - I don't think there's any good reason for needing to be sent 2 replacement collars in the span of 6 months for an over \$600 product. Having lost any trust in the quality of this product I don't see any other option but to be refunded, regardless of whatever existing refund policy given the circumstances. I'm hoping we will be able to resolve this issue swiftly and amicably. I look forward to hearing from your team. Thanks, Renee On Sep 10, 2025, at 9:59 PM, The Halo Team wrote: ([http://clicks.halocollar.com/f/a/UNJ3KnLwizEemOS4iWBJHQ~~/AAQRxRA~/y28XKrCyZfQ1x1TW09GcYRXTtb\\_9gfFGuYKMKa0vWHw6E-HvgCVMRL9W3fg\\_9YvLV8cXw4DG6qyV7JoxR6Sa\\_mQ76AAdsvl-RyBSjbmXg0\\_e8F61I3iQPGrSnALXTQEK](http://clicks.halocollar.com/f/a/UNJ3KnLwizEemOS4iWBJHQ~~/AAQRxRA~/y28XKrCyZfQ1x1TW09GcYRXTtb_9gfFGuYKMKa0vWHw6E-HvgCVMRL9W3fg_9YvLV8cXw4DG6qyV7JoxR6Sa_mQ76AAdsvl-RyBSjbmXg0_e8F61I3iQPGrSnALXTQEK)) Christina T. Bronze Member since 2025 Hi Christina, Good news! Your replacement Halo Collar for RMA #AW-20250907-44407 shipped. Here are your tracking details: Tracking Number:

1001908781370002061100393028950063 Carrier: FedEx For your dog's safety, please do not use Halo Collar 25h4161308rt. If you have any questions, visit the Halo Dog Park. ([http://clicks.halocollar.com/f/a/B5chvv46Qivo6VRMI0IGSQ~~/AAQRxRA~/t7xL3KOTZJCz3oGY\\_k7EEyiEBIhz7kNkLphnjM9wjdaXviaRY6ZzHluSM1WsgRYzkWhlXFYdF9ONlels-ILIPGRugGj6Wt4huMRBWejN4EluAKt-LvyxCLi72tY6rd9gplpLw6USJpts5zKGuDDDeBwvhRGKVVLLvlz7VFSCZtnCTvXC604gXf6nxjrUCC5r8](http://clicks.halocollar.com/f/a/B5chvv46Qivo6VRMI0IGSQ~~/AAQRxRA~/t7xL3KOTZJCz3oGY_k7EEyiEBIhz7kNkLphnjM9wjdaXviaRY6ZzHluSM1WsgRYzkWhlXFYdF9ONlels-ILIPGRugGj6Wt4huMRBWejN4EluAKt-LvyxCLi72tY6rd9gplpLw6USJpts5zKGuDDDeBwvhRGKVVLLvlz7VFSCZtnCTvXC604gXf6nxjrUCC5r8)) — The Halo Team ([http://clicks.halocollar.com/f/a/CnzE4dXfVW9fcAR1-Zu57w~~/AAQRxRA~/OJZIQZ9KUrwlCke3t3\\_hE2RzptZERtkh1XYA9XAtYt-b0vtfB4LI1\\_cVyye\\_6XAQEtfCgNDzvY2UraRn6aZBI\\_QJ858WtvJtYR3OBRhxEjEVvnmDS4H8nTJJJwl4L0u](http://clicks.halocollar.com/f/a/CnzE4dXfVW9fcAR1-Zu57w~~/AAQRxRA~/OJZIQZ9KUrwlCke3t3_hE2RzptZERtkh1XYA9XAtYt-b0vtfB4LI1_cVyye_6XAQEtfCgNDzvY2UraRn6aZBI_QJ858WtvJtYR3OBRhxEjEVvnmDS4H8nTJJJwl4L0u)) ([http://clicks.halocollar.com/f/a/i6hHtyzAmUL0yABsV0\\_P-Q~~/AAQRxRA~/ymBJbLRk3i91dvGqFloRN8xe2SfzweT6Ltt4sGN\\_FX9iGRZpJMMJikdUBcpLvb60XkDwhHsTvzlestD81QFVivhDyKjRXJQSKUPLy\\_L9H2T\\_oUNHvt7e9jiKV CJaypSQ](http://clicks.halocollar.com/f/a/i6hHtyzAmUL0yABsV0_P-Q~~/AAQRxRA~/ymBJbLRk3i91dvGqFloRN8xe2SfzweT6Ltt4sGN_FX9iGRZpJMMJikdUBcpLvb60XkDwhHsTvzlestD81QFVivhDyKjRXJQSKUPLy_L9H2T_oUNHvt7e9jiKV CJaypSQ)) ([http://clicks.halocollar.com/f/a/DNImQMIFXzhtSdrRQxs7BA~~/AAQRxRA~/OJZIQZ9KUrwlCke3t3\\_hE5EOOHrifqv3BJYnNrZsI0T\\_GyBf-dujrJM95cK9ate-gBUxOwQ1ZeRDSwxOFeub-Xb\\_i0sUVtqEzObfv0dLy6PQPmNQzb9eP-t6kTUiYlaL](http://clicks.halocollar.com/f/a/DNImQMIFXzhtSdrRQxs7BA~~/AAQRxRA~/OJZIQZ9KUrwlCke3t3_hE5EOOHrifqv3BJYnNrZsI0T_GyBf-dujrJM95cK9ate-gBUxOwQ1ZeRDSwxOFeub-Xb_i0sUVtqEzObfv0dLy6PQPmNQzb9eP-t6kTUiYlaL)) ([http://clicks.halocollar.com/f/a/HYaTNhYhCeDDk3NqwtwA2Q~~/AAQRxRA~/OJZIQZ9KUrwlCke3t3\\_hE7npzEk98AUhbX9OZIF\\_GmTgJpIWKp6todiNPGFoyMd77TOYqXSUWA\\_pzIME5Q7qx6R7LwGN\\_Ryl2zVZlk8NSHk0P\\_xWJ-PmAki1gJB9BHO0](http://clicks.halocollar.com/f/a/HYaTNhYhCeDDk3NqwtwA2Q~~/AAQRxRA~/OJZIQZ9KUrwlCke3t3_hE7npzEk98AUhbX9OZIF_GmTgJpIWKp6todiNPGFoyMd77TOYqXSUWA_pzIME5Q7qx6R7LwGN_Ryl2zVZlk8NSHk0P_xWJ-PmAki1gJB9BHO0)) Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 No longer want to receive these emails? Unsubscribe. ([http://clicks.halocollar.com/f/a/8y5KYtblrPmk8Ldk0u8Zow~~/AAQRxRA~/hRPxRQMK0856jTNC\\_-F-q9yLeTej8zMyswWTqASr1te-binOF0NKREYybVBqCFNWWGEUYUF\\_2JiB3TmrLu7IHIMERF2mMKP4Ps-sHOSFdTfDsjeK5yUgex8RaiQd1xuAZ44JFoQQZqKYkla44j3sz6Y\\_ESQ95cmYlfmDIX3Vw8wHbjbRDDltoHuUe31aBCZ9qoTfjO1ITfRvVXW9dL2p347Dka6GTiPq1UFPxICQ\\_NrDRmIAuLXJuxqw81y96PtMKfVSas9hCndPWEY5EgPU4e4\\_KLPWzQQdkVd7D4YlujeTz8mfoo7B2sapv\\_ElsVI9Vv93Bpl76beZusGwiTGgvCnDIXbhq783Ux66FNoybTG5UdOGM9PJiRWZYElIG1ivfzj4Leav3QFxnCJiccontOPdHp2MW20fklISLu2Xiu\\_n6-wwMH4Ku5ADed8kQKi9n4txoOrSd1KxXrBfRgmPdPxavto-q96\\_3JsduOQWkF2SVAIkUtiAg4-DwyZVrOuT-\\_gFdmSjOvLmysSJrFXK029xOjTGM5y3PDVSu0nZZvwnm0tAOLO8xD3D3y-DykrPw7AkhI\\_19hGYMIhPp5fbtivPmkj7e9uwc4ggofdM1Ot\\_04G0ltlw9ZY\\_6zq1eO2rSiPMvoLxG4QQJ0bapznxAE3Px9d1QYFNu8J1e8hQQ~](http://clicks.halocollar.com/f/a/8y5KYtblrPmk8Ldk0u8Zow~~/AAQRxRA~/hRPxRQMK0856jTNC_-F-q9yLeTej8zMyswWTqASr1te-binOF0NKREYybVBqCFNWWGEUYUF_2JiB3TmrLu7IHIMERF2mMKP4Ps-sHOSFdTfDsjeK5yUgex8RaiQd1xuAZ44JFoQQZqKYkla44j3sz6Y_ESQ95cmYlfmDIX3Vw8wHbjbRDDltoHuUe31aBCZ9qoTfjO1ITfRvVXW9dL2p347Dka6GTiPq1UFPxICQ_NrDRmIAuLXJuxqw81y96PtMKfVSas9hCndPWEY5EgPU4e4_KLPWzQQdkVd7D4YlujeTz8mfoo7B2sapv_ElsVI9Vv93Bpl76beZusGwiTGgvCnDIXbhq783Ux66FNoybTG5UdOGM9PJiRWZYElIG1ivfzj4Leav3QFxnCJiccontOPdHp2MW20fklISLu2Xiu_n6-wwMH4Ku5ADed8kQKi9n4txoOrSd1KxXrBfRgmPdPxavto-q96_3JsduOQWkF2SVAIkUtiAg4-DwyZVrOuT-_gFdmSjOvLmysSJrFXK029xOjTGM5y3PDVSu0nZZvwnm0tAOLO8xD3D3y-DykrPw7AkhI_19hGYMIhPp5fbtivPmkj7e9uwc4ggofdM1Ot_04G0ltlw9ZY_6zq1eO2rSiPMvoLxG4QQJ0bapznxAE3Px9d1QYFNu8J1e8hQQ~))

**EMAIL | Agent (poWIULpl...) | 2025-09-16 12:21:49 UTC**

**From:** support@halocollar.com

[illegible]

sTvzlestD81QFVivhDyKjRXJQSKUPLy\_L9H2T\_oUNHvt7e9jiKVCJaypSQ) > > ([http://clicks.halocollar.com/f/a/DNIImQMIFXzhtSdrRQxs7BA~/AAQRxRA~/OJZIQZ9KUrwlCke3t3\\_hE5EOOHrifqv3BJYnNrZsl0T\\_GyBf-dujrJM95cK9ate-gBUxOwQ1ZeRDSwxOFeub-Xb\\_i0sUVtqEzObfv0dLy6PQpMNQzb9eP-t6kTUiYlaL](http://clicks.halocollar.com/f/a/DNIImQMIFXzhtSdrRQxs7BA~/AAQRxRA~/OJZIQZ9KUrwlCke3t3_hE5EOOHrifqv3BJYnNrZsl0T_GyBf-dujrJM95cK9ate-gBUxOwQ1ZeRDSwxOFeub-Xb_i0sUVtqEzObfv0dLy6PQpMNQzb9eP-t6kTUiYlaL)) > > ([http://clicks.halocollar.com/f/a/HYaTNhYhCeDDk3NqwtwA2Q~/AAQRxRA~/OJZIQZ9KUrwlCke3t3\\_hE7npzEk98AUhbx9OZIF\\_GmTgJpIWKp6todiNPGFoyMd77TOYqXSUWA\\_pzIME5Q7qx6R7LwGN\\_Ryl2zVZlk8NShk0P\\_xWJ-PmAki1gJB9BHOO](http://clicks.halocollar.com/f/a/HYaTNhYhCeDDk3NqwtwA2Q~/AAQRxRA~/OJZIQZ9KUrwlCke3t3_hE7npzEk98AUhbx9OZIF_GmTgJpIWKp6todiNPGFoyMd77TOYqXSUWA_pzIME5Q7qx6R7LwGN_Ryl2zVZlk8NShk0P_xWJ-PmAki1gJB9BHOO)) > > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 > > No longer want to receive these emails? Unsubscribe. ([http://clicks.halocollar.com/f/a/8y5KYtblrPmk8Ldk0u8Zow~/AAQRxRA~/hRPxRQMK0856jTNC\\_-F-q9yLeTej8zMySwWTqASr1te-binOF0NKREYybVBqCFNWwGEUYUF\\_2JiB3TmrLu7IHIMERF2mMKP4Ps-sHOfdTfDsjeK5yUgex8RaiQd1xuA44JFoQQzqKYkla44j3sz6Y\\_ESQ95cmYlfmDIX3Vw8wHbjbRDDltoHuUe31aBCZ9qoTfjO1ITFrWVXW9dL2p347Dka6GTiPq1UFPxICQ\\_NrDRmlAuLXjUqxw81y96PtMKfVSas9hCndPWEY5EgPU4e4\\_KLPWzQQdkVd7D4YlujeTz8mfoo7B2sapv\\_ElsVl9Vv93Bpl76beZusGwiTGgvCnDIXbhq783Ux66FNoybTG5UdOGM9PJiRWZYEIIg1iVfzj4Leav3QFxnCJicconOPdHp2MW20fklISLu2Xiu\\_n6-wwMH4Ku5ADed8kQKi9n4txoOrSd1KxXrBfIRgmpdPxavto-q9r6\\_3JsduOQWkF2SVAIkUtiAg4-DwyZVrOuT-\\_gFdmSjOvLmysSJrFXK029xOjTGM5y3PDVSu0nZZvwnm0tAOLO8xD3D3y-DykrPw7AkhI\\_19hGYMIhPp5fbtivPmkj7e9uwc4ggofdM1Ot\\_04G0ltlw9ZY\\_6zq1eO2rSiPMvoLxG4QQJ0bapznxAE3Px9d1QYFnU8J1e8hQQ~](http://clicks.halocollar.com/f/a/8y5KYtblrPmk8Ldk0u8Zow~/AAQRxRA~/hRPxRQMK0856jTNC_-F-q9yLeTej8zMySwWTqASr1te-binOF0NKREYybVBqCFNWwGEUYUF_2JiB3TmrLu7IHIMERF2mMKP4Ps-sHOfdTfDsjeK5yUgex8RaiQd1xuA44JFoQQzqKYkla44j3sz6Y_ESQ95cmYlfmDIX3Vw8wHbjbRDDltoHuUe31aBCZ9qoTfjO1ITFrWVXW9dL2p347Dka6GTiPq1UFPxICQ_NrDRmlAuLXjUqxw81y96PtMKfVSas9hCndPWEY5EgPU4e4_KLPWzQQdkVd7D4YlujeTz8mfoo7B2sapv_ElsVl9Vv93Bpl76beZusGwiTGgvCnDIXbhq783Ux66FNoybTG5UdOGM9PJiRWZYEIIg1iVfzj4Leav3QFxnCJicconOPdHp2MW20fklISLu2Xiu_n6-wwMH4Ku5ADed8kQKi9n4txoOrSd1KxXrBfIRgmpdPxavto-q9r6_3JsduOQWkF2SVAIkUtiAg4-DwyZVrOuT-_gFdmSjOvLmysSJrFXK029xOjTGM5y3PDVSu0nZZvwnm0tAOLO8xD3D3y-DykrPw7AkhI_19hGYMIhPp5fbtivPmkj7e9uwc4ggofdM1Ot_04G0ltlw9ZY_6zq1eO2rSiPMvoLxG4QQJ0bapznxAE3Px9d1QYFnU8J1e8hQQ~))

**AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 12:24:51 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Christina Tucker Email: [creneetucker@gmail.com](mailto:creneetucker@gmail.com) Phone Number: Collar SN: 24h4493863rt, 25h4161308rt Collar FW: Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx demanding to return the collars due to critical issues reported. Cx complaining that we're sending WRs and demanding to return the collars & get a refund. Return window closed. Email cx "Return Policy" and that they are beyond the 90 day return window. Next Steps: Resolved.

**STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 12:24:52 UTC | Status: CLOSED**

## Conversation: RZ6efshYQEu\_qnL9Q\_UTqA

Messages: 16 | Customers: 1 | Duration: 2025-09-16 00:01:41 UTC to 2025-09-16 14:51:50 UTC

**Customer (HonJi9T5...)** | 2025-09-16 00:01:41 UTC | halocollar.com

Answer the phone

**System/AI** | 2025-09-16 00:01:58 UTC | halocollar.com

Hi Amanda! I'm here to assist you with any questions or issues related to Halo Collar products. If you need information or support, feel free to ask right here.

**EMAIL | Agent (vayOmd0I...)** | 2025-09-16 00:04:23 UTC

**From:** support@halocollar.com

**To:** amanda@austinenclosures.com

**Subject:** Need More Help? We're Here for You!

Hello Amanda, Thanks for reaching out to the Halo Collar Virtual Assistant! We noticed you may need a bit more technical support to get everything working smoothly. We'd love to help you get the most out of your Halo experience! You have two great options: Visit the Dog Park – Face-to-face conversation with a live agent via Zoom. Our agents are available from 8 AM to 9 PM EST, 7 days a week. You can access the Dog Park through your Halo App Tap on Settings > Support > Dog Park You can join from a web browser by clicking the link below. Schedule a Call with a Live Agent – If you prefer to set up a specific time to speak with a live agent, you can use the link below to schedule a convenient time for you and select "Reserve a Time" here: Halo Live Support We're here to make sure you and your pup get the best from your Halo system. Let us know how we can help! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*STATUS CHANGE | Agent (vayOmd0I...) | 2025-09-16 00:04:39 UTC | Status: CLOSED*

*TOPIC CHANGE | Agent (vayOmd0I...) | 2025-09-16 00:04:42 UTC*

*Added: I2CZ0SIRTmaCMIW-4xApLQ*

*STATUS CHANGE | Customer (HonJi9T5...) | 2025-09-16 00:21:06 UTC | Status: OPEN*

**EMAIL | Customer (HonJi9T5...)** | 2025-09-16 00:21:06 UTC

**From:** amanda@austinenclosures.com

**To:** support@halocollar.com

**Subject:** Log Submission

Sent from my iPhone

*TOPIC CHANGE | Agent (nNKLv8vG...) | 2025-09-16 13:09:12 UTC*

*Removed: I2CZ0SIRTmaCMIW-4xApLQ*

**EMAIL | Agent (nNKLv8vG...)** | 2025-09-16 13:09:24 UTC

**From:** support@halocollar.com

**To:** amanda@austinenclosures.com

**Subject:** Re: Log Submission - empty zip file - need more information

Hello Amanda, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Live Support via the

Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park Via the Halo App: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 8:21 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:21 AM "Amanda Felts" wrote: > > > > Sent from my iPhone

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 13:09:25 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Email: amanda@austinenclosures.com Phone Number: 3362443511 Collar SN: 25h4321000rt (Belle) - Halo 4 from order #1653542 Halo Care program Collar FW: v.03.01.02 PRODBETA on 09/12/2025 23:47 Collar Purchased From: Halo/1653542 Resources: verified CX in AP, Gladly Recap/TS: CX sent an empty zip file - need more information Sent how to connect to the DP session to get eyes on the possible critical error in AP for the new Halo Care program order #1653542. Next Steps: email

*STATUS CHANGE | Agent (nNKLv8vG...) | 2025-09-16 13:09:27 UTC | Status: CLOSED*

**EMAIL | Customer (HonJi9T5...) | 2025-09-16 14:10:36 UTC**

**From:** amanda@austinenclosures.com

**To:** support@halocollar.com

**Subject:** Re: Log Submission - empty zip file - need more information

You should be able to check my previous calls and emails to understand the issue. The GPS does not show the collar unless it's within Bluetooth range from my phone. They continue to tell me nothing is wrong with the collar. Yet - it does not show Belle's location unless I'm close enough to see her with my eyes. Amanda Felts | Director of Sales and Marketing Austin Electrical Enclosures 2100 Hoots Rd | PO Box 2320 | Yadkinville, NC 27055 tel (800) 288-2851 | fax (336) 468-4128 [www.AustinEnclosures.com](http://www.AustinEnclosures.com) On Tue, Sep 16, 2025 at 9:09 AM Halo Collar wrote: > Hello Amanda, > > Thank you for sending in your Halo App logs. We truly appreciate you > taking the time to help us get a closer look at what's going on. > > \*To better understand the issue and get it into the right hands, please > share more info:\* > > - What specific problem are you noticing? > - When the issue started > - Any error messages or unusual behavior you've seen > > Additionally, if you need to update the satellite image on your map, > simply send us the address where the update is required, and we'll take > care of the rest. > > \*Live Support via the Virtual Halo Dog Park:\* > > Join our virtual Halo Dog Park to speak with a live agent through video > chat. Cameras are NOT required. > > \*How to Join:\* > > - \*Via Web:\* Click here to join the Dog Park > > - \*Via the Halo App:\* > > - Tap Settings > > - Tap Halo Dog Park > > - Tap Halo Support > > - Tap Join Session > > - Allow any requested permissions > > \*Dog Park Hours of Operation:\* > > 9:00 AM – 8:00 PM EST (7 days a week) > > Once we have a few more details, we'll get this over to the right team and > work on getting things sorted quickly for you and your pup. > > Thanks again for being part of the Halo Pack! > Let us know if you have any questions—we're always here to help. > > With pawsitivity, > Michele > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend ■ > > \*Need more



help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Monday, September 15, 2025, 8:21 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:21 AM "Amanda Felts" amanda@austinenclosures.com> wrote: > > >

*STATUS CHANGE | Customer (HonJi9T5...) | 2025-09-16 14:10:36 UTC | Status: OPEN*

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:51:29 UTC**

**From:** support@halocollar.com

**To:** amanda@austinenclosures.com

**Subject:** GPS Tracking

Hello Amanda, Thank you for contacting Halo Support. We apologize for the difficulty you are experiencing with your GPS tracking in the App. We understand that you are facing issues with the Halo App's live tracking feature. We want to inform you that the collar does not require cell service or Wi-Fi to provide feedback to your dog. The fence feedback relies on GPS, so if you have little to no Internet signal, the collar will still issue feedback when your dog is approaching the boundary line. The Internet connection is how the collar communicates with the app. So if you are in an area with low cellular service, there will be a delay in getting notifications and live tracking updates on the app, but the collar will still work to keep your dog in the boundary using GPS technology. See more in this article. Additional Note Through the use of innovative new technology, your Halo Collar will receive satellite position data when plugged in to charge and connected to Wi-Fi. This data will alleviate the need for you to reinitialize your collar's GPS often. Please note: You may see notifications on occasion asking you to reinitialize your GPS. Be familiar with the above procedure in the event that you need to reinitialize again. After reinitializing, please follow the hand test instructions to test your fence. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! With pawstivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:10 AM "Amanda Felts" wrote: > You should be able to check my previous calls and emails to understand the > issue. > > The GPS does not show the collar unless it's within Bluetooth range from my > phone. They continue to tell me nothing is wrong with the collar. Yet - it > does not show Belle's location unless I'm close enough to see her with my > eyes. > > > > > > > Amanda Felts | Director of Sales and Marketing > Austin Electrical Enclosures > 2100 Hoots Rd | PO Box 2320 | Yadkinville, NC 27055 > tel (800) 288-2851 | fax (336) 468-4128 > > [www.AustinEnclosures.com](http://www.AustinEnclosures.com) > > > On Tue, Sep 16, 2025 at 9:09 AM Halo Collar wrote: > > > Hello Amanda, > > > Thank you for sending in your Halo App logs. We truly appreciate you > > taking the time to help us get a closer look at what's going on. > > > \*To better understand the issue and get it into the right hands, please > > share more info.\* > > > - What specific problem are you noticing? > > - When the issue started > > - Any error messages or unusual behavior you've seen > > > Additionally, if you need to update the satellite image on your map, > > simply send us the address where the update is required, and we'll take > > care of the rest. > > > \*Live Support via the Virtual Halo Dog Park:\* > > Join our virtual Halo Dog Park to speak with a live agent through video > > chat. Cameras are NOT required. > > > \*How to Join:\* > > > - \*Via Web:\* Click here to join the Dog Park > > > > - \*Via the Halo App:\* > > > - Tap Settings > > - Tap Halo Dog Park > > - Tap Halo Support > > - Tap Join Session > > - Allow any requested permissions > > > \*Dog Park Hours of Operation:\* > > > 9:00 AM – 8:00 PM EST (7 days a week) > > > Once we have a few more details, we'll get this over to the right team and > > work on getting things sorted quickly for you and your pup. > > > Thanks again for being part of

the Halo Pack! > > Let us know if you have any questions—we're always here to help. > >  
> > With pawsitivity, > > Michele > > Halo Customer Support > > \*Halo Collar\* | Here for  
you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* |  
■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > >  
> > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the  
next available agent > > > On Monday, September 15, 2025, 8:21 PM  
support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your  
inquiry with our customer > > support team, and they will be in touch with you within the  
next 24 hours > > to assist you further. For a quicker resolution, we highly suggest  
reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings →  
> > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > >  
requested permissions. You can also join us via web using this link > >  
<https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Tuesday,  
September 16, 2025, 12:21 AM "Amanda Felts" > amanda@austinenclosures.com>  
wrote: > > > > > > >

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 14:51:31 UTC**

First and Last Name: Amanda Felts Email: amanda@austinenclosures.com Phone  
Number: 13362443511 Collar SN: 25h4321000rt Collar FW: v.03.01.02 PRODBETA  
Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The cx says the GPS  
tracking is not working. Next Steps: Email the cx the GPS Tracking TS macro. Submit as  
resolved.

***STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 14:51:50 UTC | Status: CLOSED*

## Conversation: wsrpl82KSLyGu0UhRWgZIQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 00:02:03 UTC to 2025-09-16 00:02:14 UTC

### EMAIL | Agent (vayOmd0l...) | 2025-09-16 00:02:03 UTC

**From:** support@halocollar.com

**To:** kreider031800@gmail.com

**Subject:** Halo Collar We're Sorry We Missed You!

Hello Beth, Thank you for contacting Halo Collar Support through a call request. My name is Hannah, and I'm sorry that I missed you at our scheduled time. Please feel free to contact our live support during business hours, as listed below, if you have any other questions or need further help. Dog Park (live video support) available hours: 9:00 am - 8 pm EST (7 days a week) Phone support (+1 (214) 238-9788) available hours: 8:00 am - 6:00 pm EST (M-F) 10:00 am - 4:00 pm EST (Sat-Sun) If you need any additional information on our customer support How to Contact Customer Support Help Desk Thank you for being part of our Halo Pack! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (vayOmd0l...) | 2025-09-16 00:02:06 UTC

Live Team Notes Serial Numbers: 24h3364444rt FW: 03.00.05 Issue/ Need: Cx stated, "They gray end part of the collar has broke off and is lost. How can we get a replacement part?" Troubleshooting & Actions Taken: Waited but cx never joined Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Next Steps: General-Scheduled Call Follow Up- No Answer Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 00:02:10 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 00:02:14 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

## Conversation: 2vLXACdZSeWR4JKN7T2PbQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 00:02:33 UTC to 2025-09-16 12:26:37 UTC

### EMAIL | Customer (r1nbbun4...) | 2025-09-16 00:02:33 UTC

**From:** patohara2231@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Pat O'Hara PGO Audio C: 574.850.6898 Call or Text

### EMAIL | Agent (nNKLv8vG...) | 2025-09-16 12:26:33 UTC

**From:** support@halocollar.com

**To:** patohara2231@gmail.com

**Subject:** Re: Log Submission - Empty zip file - need more information - How to connect to the Dog Park for a live session for possible Warranty Replacement issue

Hello Patrick, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started? Any error messages or unusual behavior you've seen? Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park. Via the Halo App: Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week). Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend! ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week. Join Session to speak with the next available agent. On Monday, September 15, 2025, 8:02 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:02 AM "Patrick O'Hara" wrote: > > > > Pat O'Hara > > PGO Audio > > C: 574.850.6898 > > Call or Text

### AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 12:26:36 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Patrick O'Hara Email: patohara2231@gmail.com Phone Number: 5748506898 Collar SN: 25h4270018rt (Odin) - Halo 4 for replacement order #AW-20250711-32020 (24h4440910rt) from order #1520671 Collar FW: v.03.00.05 on 08/18/2025 12:50 Collar Purchased From: Halo/1520671 Resources: Verified CX in AP, Gladly Recap/TS: CX sent an empty zip file - need more information Advised DP session for possible WR error to get eyes on the problem. Next Steps: email

**STATUS CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:26:37 UTC | Status: CLOSED

## Conversation: zCwMGvnQRhCDuc9WoFkRxw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 00:02:49 UTC to 2025-09-16 02:08:01 UTC

**Customer (zj-Lo0Dw...)** | 2025-09-16 00:02:49 UTC | [halocollar.com](#)

I need a more durable collar than the rubber one that comes with halo 3. What are my options?

**System/AI** | 2025-09-16 00:03:14 UTC | [halocollar.com](#)

If you're looking for a more durable collar than the rubber one that comes with the Halo 3, you can explore options through Halo Care and Halo Protection plans. These plans provide discounted or covered replacements, depending on your membership level. Additionally, you can purchase replacement straps and cases from the Accessory Shop on our website, which might offer the enhanced durability you need. For more details, visit the Halo Accessories Page.

**Customer (zj-Lo0Dw...)** | 2025-09-16 00:07:00 UTC | [halocollar.com](#)

No, there is only the one style of rubber straps on your website. I am looking for heavy duty nylon or leather. Any third party options?

**System/AI** | 2025-09-16 00:07:27 UTC | [halocollar.com](#)

While Halo doesn't officially recommend third-party options for collar straps due to compatibility and safety concerns, it's important that any replacement strap securely fits the Halo unit to ensure proper function and accurate feedback for your dog's safety. If you're considering third-party straps, make sure they are compatible with your Halo collar's design to avoid any potential issues. For the best results and performance, we suggest sticking with the original accessories provided by Halo.

**STATUS CHANGE** | *Unknown* | 2025-09-16 02:08:01 UTC | Status: *CLOSED*

## Conversation: 5WbTMInvTOyk0aVK4eK3CA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 00:05:58 UTC to 2025-09-16 02:07:01 UTC

**Customer (-E\_Pc\_Lh...) | 2025-09-16 00:05:58 UTC | halocollar.com**

how do I turn up yhe sound on the collar

**Customer (-E\_Pc\_Lh...) | 2025-09-16 00:06:05 UTC | halocollar.com**

for warning the dog

**System/AI | 2025-09-16 00:06:27 UTC | halocollar.com**

To increase the sound warning on your Halo Collar, open the Halo App and tap "My Map" at the bottom of the screen. Select your pet, swipe up on the Pet Card, and tap "Feedback Settings" at the bottom right. Use the drop-down menu to adjust the intensity of the warning feedback. Ensure your dog is in a quiet environment during training to maximize the effectiveness of the audible cues. You can gradually increase the sound level until your dog responds consistently. This helps in building a clear communication path with your pet.

**STATUS CHANGE** | Unknown | 2025-09-16 02:07:01 UTC | Status: CLOSED

## Conversation: 8bwjyAH8TuCDflqDgiLFqA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:06:12 UTC to 2025-09-16 00:06:12 UTC*

**EMAIL | Customer (6TYhWin8...) | 2025-09-16 00:06:12 UTC**

**From:** ckwolek@me.com

**To:** support@halocollar.com

**Subject:** [Not Virus Scanned] [HALO-APP] Login issue

Sent from my iPhone

## Conversation: hXpqqjQ4RySMY0Uv0Z19Ng

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:07:12 UTC to 2025-09-16 00:07:12 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:07:12 UTC | Status: CLOSED



## Conversation: x7yhqNY7RaebcnBV1NB89g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 00:08:10 UTC to 2025-09-16 00:14:23 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 00:08:10 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, JWS5\_xDJQ42Q-JvuVQGt7g

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 00:08:14 UTC

Live Team Notes Serial Numbers: 23h3312185rt FW: v.02.08.11 Issue/ Need: Cx wants to add old deactivated collar to her acct because she has a new puppy Troubleshooting & Actions Taken: Told cx that we cannot reactivate an old collar Told cx if she wants a new collar to purchase outright via the Halo Official app or Opt into our Halo care for new collars for her pets Tank and Kona Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (B63iEj1y...) | 2025-09-16 00:14:21 UTC

**From:** support@halocollar.com

**To:** alindahl0722@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Ann, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Unfortunately, we're unable to proceed with reactivating your old collar. To protect our customers' personal information, we maintain strict security standards, while also prioritizing the well-being of your pet. Please consider Halo Care, which offers warranty protection and upgrade opportunities. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 00:14:23 UTC | Status: CLOSED

## Conversation: bJNv955ITYCNgbNoQjILYQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 00:09:14 UTC to 2025-09-16 23:02:59 UTC

**Customer (f\_d19gOr...)** | 2025-09-16 00:09:14 UTC | halocollar.com

how do I get new battery, and collar repaired.

**System/AI** | 2025-09-16 00:09:52 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Agent (B63iEj1y...)** | 2025-09-16 23:01:55 UTC | halocollar.com

Based on your question, we recommend reaching out directly to our team for further assistance. The easiest way to connect is through your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions You can also reach us through the following options: Web: [dogpark.halocollar.com](https://dogpark.halocollar.com) Phone: (214) 712-2270 Email: [support@halocollar.com](mailto:support@halocollar.com) Our team will be happy to assist you further.

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:02:55 UTC

Added: mBJH5IIYT8e2\_OFrmPcDwA, WprjYFTuRsSIVmqirbejqg

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:02:59 UTC | Status: CLOSED

## Conversation: -blfdECyQCy6g3hZb2igjw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 00:09:17 UTC to 2025-09-16 12:33:39 UTC

**EMAIL | Customer (03fcdnQH...) | 2025-09-16 00:09:17 UTC**

**From:** kat@yellowbrickclinic.com

**To:** info@halocollar.com

**Subject:** Re: Welcome to Halo

Hello! Would you please see if I already bought the package or not? I want to do email Kat@yellowbrickclinic.com but NOT get advertisements to this email. My other email is Katjohnson\_7@yahoo.com. Thank you! Kat Kathleen Johnson, ARNP, DNP, PMHNP-BC, FNP-BC, C-PMHS \*Yellow Brick Clinic: \* \*Integrative ADHD, Autism, & Developmental-Behavioral Health\* Center of Excellence for Autism, Washington Ehlers-Danlos Society Center & Network of Excellence Clinical Professor, Pacific Lutheran University www.yellowbrickclinic.com Clinic Email: Info@yellowbrickclinic.com Dr. Kat's Cell Phone: 425-736-9609 Fax for Referral: 833-631-6941 "Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, for as long as you can," --John Wesley On Mon, Sep 15, 2025 at 3:06 PM The Halo Team wrote: > Get started by creating an account > [image: Halo®] > > [image: Create an account] > > > A life of freedom and safety > > Welcome to Halo! Soon you'll be making virtual GPS fences and tracking > your dog's location in real-time. Training requires some time and effort, > but with consistency you'll forge an incredible bond with your dog and > foster positive habits that endure. > > Get started by creating an account > > The first thing you'll need to do is create an account and choose a Pack > Membership Plan. > Create an account > > [image: Technical support] > > We're here for you! > > Have questions? Head over to our Virtual Dog Park where you can join a > live video chat session with a member of the Halo Customer Support team. > Visit the dog park > > [image: Facebook] > > [image: Instagram] > > [image: TikTok] > > [image: YouTube] > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite > 340 | Woodcliff Lake, NJ 07677 > > No longer want to receive these emails? Unsubscribe > > . >

**TOPIC CHANGE | Agent (SWltnccR...) | 2025-09-16 12:23:11 UTC**

Added: bDcJwjoMTjeffz13hM6gAA

**EMAIL | Agent (SWltnccR...) | 2025-09-16 12:33:38 UTC**

**From:** support@halocollar.com

**To:** kat@yellowbrickclinic.com

**Subject:** Re: Welcome to Halo

Hi Kat, Thank you for reaching out! We'd be happy to help you verify whether the package has already been purchased and ensure that any communication goes to the correct email address. To assist you further, one of our support representatives can review your account and confirm the purchase. We can also make sure that your email preferences are updated so that you don't receive unwanted advertisements at your preferred email address. You can contact our live support team anytime through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: support@halocollar.com We're happy to make sure everything is set up correctly for you! With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 8:09 PM "Kathleen Johnson" wrote: > Hello! Would you please see if I already bought the package or not? I want > to do email Kat@yellowbrickclinic.com but NOT get advertisements to this > email. My other email is Katjohnson\_7@yahoo.com. Thank you! Kat > > > > Kathleen Johnson, ARNP, DNP, PMHNP-BC, FNP-BC, C-PMHS > \*Yellow Brick Clinic: \* > \*Integrative ADHD, Autism, & Developmental-Behavioral Health\* > Center of Excellence for Autism, Washington >

Ehlers-Danlos Society Center & Network of Excellence > Clinical Professor, Pacific Lutheran University > [www.yellowbrickclinic.com](http://www.yellowbrickclinic.com) > Clinic Email: [Info@yellowbrickclinic.com](mailto:Info@yellowbrickclinic.com) > Dr. Kat's Cell Phone: 425-736-9609 > Fax for Referral: 833-631-6941 > > "Do all the good you can, by all the means you can, in all the ways you > can, in all the places you can, at all the times you can, to all the people > you can, for as long as you can," --John Wesley > > > On Mon, Sep 15, 2025 at 3:06 PM The Halo Team [thehaloteam@member.halocollar.com](mailto:thehaloteam@member.halocollar.com)> wrote: > > > Get started by creating an account > > [image: Halo®] > > > [image: Create an account] > > > > > A life of freedom and safety > > > > Welcome to Halo! Soon you'll be making virtual GPS fences and tracking > > your dog's location in real-time. Training requires some time and effort, > > but with consistency you'll forge an incredible bond with your dog and > > foster positive habits that endure. > > > > Get started by creating an account > > > > The first thing you'll need to do is create an account and choose a Pack > > Membership Plan. > > Create an account > > > [image: Technical support] > > > We're here for you! > > > Have questions? Head over to our Virtual Dog Park where you can join a > > live video chat session with a member of the Halo Customer Support team. > > Visit the dog park > > > > [image: Facebook] > > > > [image: Instagram] > > > > [image: TikTok] > > > > [image: YouTube] > > > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite > > 340 | Woodcliff Lake, NJ 07677 > > > No longer want to receive these emails? Unsubscribe > > > . > > >

**STATUS CHANGE** | Agent (SWlthccR...) | 2025-09-16 12:33:39 UTC | Status: CLOSED

## Conversation: q9xbdZFrQ3Csw5lF-5hI7w

Messages: 3 | Customers: 1 | Duration: 2025-09-16 00:10:34 UTC to 2025-09-16 02:11:04 UTC

**Customer (UEzCu9ab...)** | 2025-09-16 00:10:34 UTC | halocollar.com

I would like to return my collars and get a refund for the services I've paid for.

**System/AI** | 2025-09-16 00:11:03 UTC | halocollar.com

To return your Halo Collars and get a refund for services, please make sure they were purchased directly from our website and are not damaged. You need to submit a return request within 90 days of receiving them. A \$25 return fee applies, and original shipping costs are non-refundable. To start a return, visit our returns page and follow the instructions for submitting a return request. You'll receive a prepaid shipping label to send your collars back. Also, remember to cancel your subscription plan to avoid further charges.

**STATUS CHANGE** | Unknown | 2025-09-16 02:11:04 UTC | Status: CLOSED

## Conversation: 1wb9W6MPQaKu-CII8s5m1A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 00:11:03 UTC to 2025-09-16 00:11:29 UTC

### AGENT NOTE | Agent (0Hfg\_vNP...) | 2025-09-16 00:11:03 UTC

Live Team Notes Serial Numbers: 24h4464110rt FW: v.03.00.05 Issue/ Need: Tracking information needed for replacement collar Troubleshooting & Actions Taken: Verified warranty replacement status in AP. Shows created in Netsuite but no tracking number available in AP or CS Order Tracking. Advised customer should be shipping soon and she will receive an email with the tracking as soon as it's available. Customer stated will be calling back if not received by Friday. Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP/Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (0Hfg\_vNP...) | 2025-09-16 00:11:04 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### EMAIL | Agent (0Hfg\_vNP...) | 2025-09-16 00:11:28 UTC

**From:** support@halocollar.com

**To:** tiffanyndaisy@yahoo.com

**Subject:** Halo Support Warranty Request Submitted

Hello Tiffany, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Brandy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (0Hfg\_vNP...) | 2025-09-16 00:11:29 UTC | Status: CLOSED

## Conversation: s5vOTyoxSRi9SsFhwFHstA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 00:11:27 UTC to 2025-09-16 00:11:38 UTC

EMAIL | Agent (vayOmd0l...) | 2025-09-16 00:11:27 UTC

**From:** support@halocollar.com

**To:** jkgengler4@gmail.com

**Subject:** Halo Support: Wi-Fi Connection Help for Your Halo Collar

Hello Kim, My name is Hannah with the Halo Customer Support Team. I understand your collar hasn't been connecting to Wi-Fi, and I'd be happy to help you troubleshoot. Please try the following steps: Collar Not Connecting to WIFI Make sure your phone is also connected to the same Wi-Fi network. In your phone's settings, "forget" the Wi-Fi network and reconnect to confirm the network name and password are correct. (The Halo Collar will not connect to hidden works; it requires a password-protected 2.4 GHz or merged network.) Confirm you're selecting a 2.4 GHz or merged Wi-Fi network. If your network isn't showing up, please double-check your router settings. Move the collar into the same room as your router and try connecting again. Resetting your router may also help. Open the Collar Settings in your Halo App and check the diagnostics. If you see a message that the Wi-Fi module isn't working properly, please contact us right away. Important: If your collar is running firmware 01.05.89 or older, it must be updated before it can connect to Wi-Fi. Here's how to manually update your firmware. If Wi-Fi isn't available in your area, you can also connect your collar by turning your phone into a Wi-Fi hotspot. Please let me know if these steps resolve the issue, or if you need additional assistance—I'm here to help every step of the way. With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 00:11:35 UTC

Added: OeTzDXf5Qt2378nYRu\_ilw

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 00:11:38 UTC | Status: CLOSED

## Conversation: PqfZo1srQGSecEKnq8ztKQ

Messages: 16 | Customers: 1 | Duration: 2025-09-16 00:12:44 UTC to 2025-09-16 23:13:19 UTC

**Customer (kGEhx5yb...)** | 2025-09-16 00:12:44 UTC | halocollar.com

if I forgot the halo collar was on my dog and I left in a truck, would the halo collar stop feedback?

**System/AI** | 2025-09-16 00:13:09 UTC | halocollar.com

Hey there! Yes, if the Halo Collar is inside a vehicle like a truck, it might stop providing feedback because it needs a strong GPS signal to work properly. To get it back on track, just take the collar outside to regain a strong GPS signal. If it doesn't start working right away, you might need to initialize the GPS using the steps in the Halo App. Always make sure the collar is in high GPS mode for the best performance. Let me know if you have any more questions!

**Customer (kGEhx5yb...)** | 2025-09-16 00:13:52 UTC | halocollar.com

can I load the information through the app on my wife's phone to track the same dog

**System/AI** | 2025-09-16 00:14:16 UTC | halocollar.com

Yes, you can track the same dog using your wife's phone by logging into the Halo App with the same account credentials. Just make sure both phones are using the same login details, as separate user profiles or logins aren't supported. This way, you can both access tracking, manual feedback, and collar settings. Let me know if you need further help!

**Customer (kGEhx5yb...)** | 2025-09-16 00:14:32 UTC | halocollar.com

thank you

**System/AI** | 2025-09-16 00:14:48 UTC | halocollar.com

You're welcome! If you have more questions, just let me know. Have a great day!

**Customer (kGEhx5yb...)** | 2025-09-16 00:15:08 UTC | halocollar.com

thanks

**System/AI** | 2025-09-16 00:15:20 UTC | halocollar.com

You're welcome! If you need anything else, feel free to reach out. Enjoy your day!

**Customer (kGEhx5yb...)** | 2025-09-16 00:25:13 UTC | halocollar.com

why would there be a feedback warning on this pic in the middle of the fence?

**Customer (kGEhx5yb...)** | 2025-09-16 00:25:13 UTC | halocollar.com

**System/AI** | 2025-09-16 00:25:21 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Customer (kGEhx5yb...)** | 2025-09-16 00:27:33 UTC

**From:** bravesandbroncos@gmail.com

**To:** support@halocollar.com

**Subject:** Warmi.g

Why would a war inf feedback happen inside the fence unless it was manually done? All's, I have tried to manually provide feedback but cannot hear anything? Is t all at a frequency humans can't hear? If so, how do you determine if feedback is actually happening? Thanks Andrew Davis "Do or Do not, there is no try." - Yoda May the Force be with you! - Jedi Knights



**Customer (kGEhx5yb...)** | 2025-09-16 00:28:44 UTC | halocollar.com

I tried to manually provide feedback but cannot hear any of the of warning sounds. How do you know if it s actually going through?

**Agent (B63iEj1y...)** | 2025-09-16 23:13:02 UTC | halocollar.com

Hi there! To confirm if feedback is working, you can do a quick forearm test: Place the contact tips on your inner forearm (safe area). In the Halo App, open your pet's Pet Card. Tap the blue/white hand icon for Instant Feedback. Hold both contact tips against your skin to feel the output. If needed, adjust intensity under Feedback Settings > Prevention/Emergency Feedback, then slide between levels 1–15. This will let you safely check that the feedback is functioning."

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:13:17 UTC

Added: mBJH5lIYT8e2\_OFrmpcDwA, yUdj74HoRguBsTQ2B0ZktA

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:13:19 UTC | Status: CLOSED

## Conversation: BQDWAxzuQQOxjN7k18e36Q

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:13:22 UTC to 2025-09-16 00:13:22 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:13:22 UTC | Status: CLOSED

## Conversation: p5YD-8tmRdqQpVZC6KRp4A

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:16:25 UTC to 2025-09-16 00:16:25 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:16:25 UTC | Status: CLOSED

## Conversation: Ax6M1APWQdy6o8LS7ve\_CQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 00:16:25 UTC to 2025-09-16 00:16:37 UTC

### AGENT NOTE | Agent (0Hfg\_vNP...) | 2025-09-16 00:16:25 UTC

First and Last Name: Joseph Fisher Email: josefish5@aol.com Other contact info if possible: Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

**TOPIC CHANGE** | Agent (0Hfg\_vNP...) | 2025-09-16 00:16:26 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

### EMAIL | Agent (0Hfg\_vNP...) | 2025-09-16 00:16:35 UTC

**From:** support@halocollar.com

**To:** josefish5@aol.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Joseph, My name is Brandy, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Brandy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (0Hfg\_vNP...) | 2025-09-16 00:16:37 UTC | Status: CLOSED

## Conversation: yI7HjTUzTq60hdHks0QVBQ

Messages: 9 | Customers: 1 | Duration: 2025-09-16 00:18:25 UTC to 2025-09-16 23:17:17 UTC

**Customer (6EpiZtIZ...)** | 2025-09-16 00:18:25 UTC | halocollar.com

I think this collar is not going to work for our needs due to lack of connectivity out in the fields and forest. I will likely need to return it. How do I do that?

**STATUS CHANGE** | Customer (6EpiZtIZ...) | 2025-09-16 00:18:25 UTC | Status: OPEN

**System/AI** | 2025-09-16 00:18:56 UTC | halocollar.com

To return your Halo Collar, you'll need a Return Merchandise Authorization (RMA). Simply visit this link and click "Submit a Return for Refund." Make sure your return is postmarked within 90 days of receiving the collar. You'll need your order number, which is in your order confirmation email. Please note, a \$25 return fee will apply, and original shipping costs are non-refundable. If you need more help, our Live Support team is here for you and can extend your return window by 30 days.

**Customer (6EpiZtIZ...)** | 2025-09-16 00:28:05 UTC | halocollar.com

How do I get a refund for the year subscription to the app that I paid for in advance?

**System/AI** | 2025-09-16 00:28:16 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Customer (6EpiZtIZ...)** | 2025-09-16 00:32:36 UTC

**From:** mcelroyartglass@live.com

**To:** [support@halocollar.com](mailto:support@halocollar.com)

**Subject:** Refund request for app

Hello, I am returning a collar from order # 1655364. My request for a refund has been approved but only for the price of the collar. I paid \$110.86 for a year subscription to the app. How do I get a refund for that? Thanks, Claire McElroy Sent from my iPhone

**Agent (B63iEj1y...)** | 2025-09-16 23:17:04 UTC | halocollar.com

To ensure your refund for the membership plan paid in advance, we recommend contacting our support team directly. The easiest way to reach us is through your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Alternatively, you can reach us using one of the following methods: Web: [dogpark.halocollar.com](https://dogpark.halocollar.com) Phone: (214) 712-2270 Email: [support@halocollar.com](mailto:support@halocollar.com) Our team will be happy to assist you with your refund.

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:17:15 UTC

Added: mBJH5IIYT8e2\_OFrmPcDwA, BV6q0qW9QZKAbEVdca7vNQ

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:17:17 UTC | Status: CLOSED

## Conversation: rrqvFQLVS\_2GjFeJN3e6PQ

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:18:26 UTC to 2025-09-16 00:18:26 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:18:26 UTC | Status: CLOSED

## Conversation: NrQ51BA6RMa9\_uv7iObfDg

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:18:27 UTC to 2025-09-16 00:18:27 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:18:27 UTC | Status: CLOSED

**Conversation: uSc9T-4XTdiVLnfxbqvK5A**

Messages: 10 | Customers: 1 | Duration: 2025-09-16 00:19:51 UTC to 2025-09-16 22:11:08 UTC

**EMAIL | Customer (Au0TzIRZ...) | 2025-09-16 00:19:51 UTC**

**From:** marquardtseast@roadrunner.com

**To:** support@halocollar.com

**Subject:** Re: Halo Management

Yes please. How long will it be inactive for? Jeremy Sent from my iPhone > On Sep 15, 2025, at 5:00 PM, Halo Collar wrote: > > ■ > Hi Jeremy, > > My name is Marissa and I'm with Halo's Management Team. > > I'm reaching out in regards to Nala's collar. I understand that it's currently malfunctioning, but that you're outside of our 1-year warranty window. > > After some consideration, we'd like to offer you a one-time exception and go ahead and replace her collar for you. We just need your consent, as the collar will be deactivated during the replacement process. Once we have that, I'll move forward with the warranty process! > > Thank you for your patience while we looked into this, and let me know if you have any additional questions or concerns. > > Best Regards, > Marissa > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Customer (Au0TzIRZ...) | 2025-09-16 00:19:51 UTC | Status: OPEN

EMAIL | Agent (KshEi1Yy...) | 2025-09-16 13:24:52 UTC

**From:** support@halocollar.com

**To:** marquardtseast@roadrunner.com

**Subject:** Re: Halo Management

Hi Jeremy, The collar will be deactivated permanently and we'll send you a replacement collar. It should arrive quickly, within 3-5 business days. You may need to set up an alternative means of containment first. So just let me know when you're ready, and I'll go ahead and start the process! Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 7:19 PM "Jeremy And Kimberly Marquardt" wrote: > Yes please. How long will it be inactive for? > > Jeremy > > > Sent from my iPhone > > > On Sep 15, 2025, at 5:00 PM, Halo Collar wrote: > > > > ■ > > > Hi Jeremy, > > > > My name is Marissa and I'm with Halo's Management Team. > > > > I'm reaching out in regards to Nala's collar. I understand that it's currently malfunctioning, but that you're outside of our 1-year warranty window. > > > > After some consideration, we'd like to offer you a one-time exception and go ahead and replace her collar for you. We just need your consent, as the collar will be deactivated during the replacement process. Once we have that, I'll move forward with the warranty process! > > > > Thank you for your patience while we looked into this, and let me know if you have any additional questions or concerns. > > > > Best Regards, > > Marissa > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend■ >

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 13:24:55 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (Au0TzIRZ...) | 2025-09-16 22:01:09 UTC | Status: OPEN

EMAIL | Customer (Au0TzIRZ...) | 2025-09-16 22:01:09 UTC

**From:** marquardtseast@roadrunner.com

**To:** support@halocollar.com

**Subject:** Re: Halo Management

■ ■ ■ ■ ■ ■ ■ ■ ■ ■ We are ready! Thanks again! Jeremy Sent from my iPhone > On Sep 16, 2025, at 9:24 AM, Halo Collar wrote: > ■ > Hi Jeremy, > > The collar will be deactivated permanently and we'll send you a replacement collar. It should arrive quickly, within 3-5 business days. > > You may need to set up an alternative means of containment first. So just let me know when you're ready, and I'll go ahead and start the process! > > Best Regards, > Marissa > Halo Senior Customer Support > Halo Collar | Here for you and



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**EMAIL | Customer (Au0TzIRZ...) | 2025-09-16 22:01:17 UTC**

**From:** marquardtseast@roadrunner.com

**To:** support@halocollar.com

**Subject:** Re: Halo Management

■■■■■■■■■■■■■■■■■■■■■We are ready! Thanks again! Jeremy Sent from my iPhone > On Sep 16, 2025, at 9:24 AM, Halo Collar wrote: > ■ > Hi Jeremy, > > The collar will be deactivated permanently and we'll send you a replacement collar. It should arrive quickly, within 3-5 business days. > > You may need to set up an alternative means of containment first. So just let me know when you're ready, and I'll go ahead and start the process! > > Best Regards, > Marissa > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Monday, September 15, 2025, 7:19 PM "Jeremy And Kimberly Marquardt" wrote: > Yes please. How long will it be inactive for? > > Jeremy > > > Sent from my iPhone > > On Sep 15, 2025, at 5:00 PM, Halo Collar wrote: >> ■ >> Hi Jeremy, >> >> My name is Marissa and I'm with Halo's Management Team. >> >> I'm reaching out in regards to Nala's collar. I understand that it's currently malfunctioning, but that you're outside of our 1-year warranty window. >> >> After some consideration, we'd like to offer you a one-time exception and go ahead and replace her collar for you. We just need your consent, as the collar will be deactivated during the replacement process. Once we have that, I'll move forward with the warranty process! >> >> Thank you for your patience while we looked into this, and let me know if you have any additional questions or concerns. >> >> Best Regards, >> Marissa >> Halo Senior Customer Support >> Halo Collar | Here for you and your best friend■

**EMAIL | Customer (Au0TzIRZ...) | 2025-09-16 22:01:20 UTC**

**From:** marquardtseast@roadrunner.com

**To:** support@halocollar.com

**Subject:** Re: Halo Management

■■■■■■■■■■■■■■■■■■■■■We are ready! Thanks again! Jeremy Sent from my iPhone > On Sep 16, 2025, at 9:24 AM, Halo Collar wrote: > ■ > Hi Jeremy, > > The collar will be deactivated permanently and we'll send you a replacement collar. It should arrive quickly, within 3-5 business days. > > You may need to set up an alternative means of containment first. So just let me know when you're ready, and I'll go ahead and start the process! > > Best Regards, > Marissa > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Monday, September 15, 2025, 7:19 PM "Jeremy And Kimberly Marquardt" wrote: > Yes please. How long will it be inactive for? > > Jeremy > > > Sent from my iPhone > > On Sep 15, 2025, at 5:00 PM, Halo Collar wrote: >> ■ >> Hi Jeremy, >> >> My name is Marissa and I'm with Halo's Management Team. >> >> I'm reaching out in regards to Nala's collar. I understand that it's currently malfunctioning, but that you're outside of our 1-year warranty window. >> >> After some consideration, we'd like to offer you a one-time exception and go ahead and replace her collar for you. We just need your consent, as the collar will be deactivated during the replacement process. Once we have that, I'll move forward with the warranty process! >> >> Thank you for your patience while we looked into this, and let me know if you have any additional questions or concerns. >> >> Best Regards, >> Marissa >> Halo Senior Customer Support >> Halo Collar | Here for you and your best friend■

**EMAIL | Customer (Au0TzIRZ...) | 2025-09-16 22:09:13 UTC**

**From:** marquardtseast@roadrunner.com

**To:** support@halocollar.com

**Subject:** Re: Halo Management

Will I get a tracking number when it ships? Sent from my iPhone > On Sep 16, 2025, at 6:01 PM, Halo Collar wrote: > > ■ > Hi Jeremy, > > Thank you for reaching out! We're thrilled to hear you're ready. If there's anything specific you need assistance with regarding your Halo Collar, such as setup, features, or any other questions, feel free to let us know. We're here to help! > > Best regards, > > The Halo Collar Customer Experience Team > > > On Tuesday, September 16, 2025, 10:01 PM "Jeremy And Kimberly Marquardt" wrote: > ■ > ■ > ■ > ■ > ■ > ■ > ■ > ■ > ■ > ■ > ■ We are ready! > > Thanks again! > > Jeremy > > > Sent from my iPhone > >>> On Sep 16, 2025, at 9:24 AM, Halo Collar wrote: >>>> ■ >>> Hi Jeremy, >>>> The collar will be deactivated permanently and we'll send you a replacement collar. It should arrive quickly, within 3-5 business days. >>>> You may need to set up an alternative means of containment first. So just let me know when you're ready, and I'll go ahead and start the process! >>>> Best Regards, >> Marissa >> Halo Senior Customer Support >> Halo Collar | Here for you and your best friend■ >>>> On Monday, September 15, 2025, 7:19 PM "Jeremy And Kimberly Marquardt" wrote: >> Yes please. How long will it be inactive for? >>>> Jeremy >>>>>> Sent from my iPhone >>>>>> On Sep 15, 2025, at 5:00 PM, Halo Collar wrote: >>>>>> ■ >>>>>> Hi Jeremy, >>>>>> My name is Marissa and I'm with Halo's Management Team. >>>>>> I'm reaching out in regards to Nala's collar. I understand that it's currently malfunctioning, but that you're outside of our 1-year warranty window. >>>>>> After some consideration, we'd like to offer you a one-time exception and go ahead and replace her collar for you. We just need your consent, as the collar will be deactivated during the replacement process. Once we have that, I'll move forward with the warranty process! >>>>>> Thank you for your patience while we looked into this, and let me know if you have any additional questions or concerns. >>>>>> Best Regards, >>> Marissa >>> Halo Senior Customer Support >>> Halo Collar | Here for you and your best friend■ >>>>

**EMAIL | Customer (Au0TzIRZ...) | 2025-09-16 22:11:08 UTC**

**From:** marquardtseast@roadrunner.com

**To:** support@halocollar.com

**Subject:** Re: Halo Management

[illegible]

malfunctioning, but that you're outside of our 1-year warranty window. >>>> >>>> After some consideration, we'd like to offer you a one-time exception and go ahead and replace her collar for you. We just need your consent, as the collar will be deactivated during the replacement process. Once we have that, I'll move forward with the warranty process!

>>>> >>>> Thank you for your patience while we looked into this, and let me know if you have any additional questions or concerns. >>>> >>>> Best Regards, >>>> Marissa >>>> Halo Senior Customer Support >>>> Halo Collar | Here for you and your best friend■ >>>> >> >

## Conversation: pSiKhQVkSY-Wu7C72ICfLw

Messages: 19 | Customers: 1 | Duration: 2025-09-16 00:21:44 UTC to 2025-09-16 15:27:41 UTC

**Customer (JIXf8oCE...)** | 2025-09-16 00:21:44 UTC | halocollar.com

Halo not charging

**System/AI** | 2025-09-16 00:22:08 UTC | halocollar.com

Hi there! If your Halo Collar isn't charging, let's try a few things. First, make sure the power source is working. Use a USB-C cable and charging block, not a computer, and check for LED lights on the collar. Remove any protective case to ensure proper contact, and test the charger and cable with another device to confirm they work. Inspect the charging port for dirt or debris and clean it if necessary. You can also perform a hard reset by keeping the collar plugged in for 5 minutes, then holding the power button for 15 seconds. If you're still having trouble, please contact Halo support for further assistance.

**Customer (JIXf8oCE...)** | 2025-09-16 00:22:33 UTC | halocollar.com

Further support

**System/AI** | 2025-09-16 00:23:14 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Customer (23QyQ8H1...)** | 2025-09-16 00:27:07 UTC

**From:** blayrbush14@gmail.com

**To:** support@halocollar.com

**Subject:** Halo not charging

Hi, This is Blayr Bush. My wife and I purchased two Halo collars in September of last year. They are registered under her email anniedotson23@icloud.com. On Sunday night I went to plug in the halos like normal and the orchid one for my girl dog will not charge. The collar has had the protective case on it for the collars lifespan. I have also noticed rust on the charging port. I have three halos and hers is the only one with the issue. Is there any way to resolve this issue. Thanks.

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 12:27:19 UTC

Added: 76jKdDJqQKG1X52gm4kjGg

**EMAIL | Agent (poWIULpl...)** | 2025-09-16 12:27:24 UTC

**From:** support@halocollar.com

**To:** blayrbush14@gmail.com

**Subject:** Charging Issue Troubleshooting

Hello Blayr, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively: 1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before

reconnecting.5. Perform a Hard ResetPlug the collar into the power cord/adaptor and ensure no lights are turning on.Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights.If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 8:27 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:27 AM "Blayr Bush" wrote: > > Hi, > > This is Blayr Bush. My wife and I purchased two Halo collars in September of last year. They are registered under her email anniedotson23@icloud.com. > > On Sunday night I went to plug in the halos like normal and the orchid one for my girl dog will not charge. The collar has had the protective case on it for the collars lifespan. I have also noticed rust on the charging port. I have three halos and hers is the only one with the issue. Is there any way to resolve this issue. > > Thanks.

**AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 12:36:50 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Blayr Bush Email: anniedotson23@icloud.com Phone Number: Collar SN: 24h3340598rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx 's collar having collar issues. Cx did mention that their charging port has rust on once of the pins. Email cx "Charging Issue TS" Next Steps: Wait for cx to F/U.

*STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 12:36:52 UTC | Status: CLOSED*

**EMAIL | Customer (23QyQ8H1...) | 2025-09-16 14:20:29 UTC**

**From:** blayrbush14@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Charging Issue Troubleshooting

Hello, I reached out previously to the halo website and had the virtual assist help me. I have completed all of the troubleshooting even the hard reset and the collar will still not turn on or flash any of the lights. Thanks On Sep 16, 2025, at 7:27 AM, Halo Collar wrote: Hello Blayr, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively: 1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting. 5. Perform a Hard Reset Plug the collar into the power cord/adaptor and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns

on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! (<https://support.halocollar.com/hc/en-us/articles/360043976694-How-to-Contact-Customer-Support>) With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 8:27 PM [support@halocollar.com](mailto:support@halocollar.com) wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 12:27 AM "Blayr Bush" wrote:

**STATUS CHANGE** | Customer (23QyQ8H1...) | 2025-09-16 14:20:29 UTC | Status: OPEN

**AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 14:50:26 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx having charging issues with one of their collars Cx has 3 collars but did not identify which collar has issue/rusted charging port Collar 24h3340598rt has 0% battery and last heard 12 hours ago Cx has tried all troubleshooting steps to no avail Recap (When/Where/What the customer wants) Asking cx which collar is having the issue Collar is within warranty window (expires 9/28) Is This Resolved/Follow-Up Required? Once it is determined which collar has the issue a warranty can be started If Follow Up Is Required (What/When) Once confirmed, please send macro verifying collar is not in use Once verified, submit warranty Optional Additional Info: n/a

**EMAIL | Agent (sR--y62-...) | 2025-09-16 14:55:48 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [blayrbush14@gmail.com](mailto:blayrbush14@gmail.com)

**Subject:** Re: Charging Issue Troubleshooting

Hello Annie, Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. I'm sorry to hear your having an issue with one of your collars. I see that you have three collars on your account. Which collar are you having the charging issue with? From what I can see, it appears to be Marlow's collar. At your earliest convenience, please let us know which collar so we can go ahead and start the replacement process. If you have any further questions or concerns, please do not hesitate to contact us. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 10:20 AM "Blayr Bush" wrote: > Hello, I reached out previously to the halo website and had the virtual assist help me. I have completed all of the troubleshooting even the hard reset and the collar will still not turn on or flash any of the lights. > Thanks > On Sep 16, 2025, at 7:27 AM, Halo Collar wrote: > > Hello Blayr, > > Thank you for contacting us regarding the charging issue with your Halo Collar. > We understand how frustrating this can be, but we're here to assist you! > > Here are troubleshooting steps to help get your collar charging effectively: > 1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting. 5. Perform a



Hard Reset Plug the collar into the power cord/adaptor and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! > If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. > > If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! (<https://support.halocollar.com/hc/en-us/articles/360043976694-How-to-Contact-Customer-Support>) > With pawsitivity, > Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 8:27 PM [support@halocollar.com](mailto:support@halocollar.com) wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:27 AM "Blayr Bush" wrote:

*STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 14:55:49 UTC | Status: CLOSED*

**EMAIL | Customer (23QyQ8H1...) | 2025-09-16 15:25:44 UTC**

**From:** blayrbush14@gmail.com

**To:** [support@halocollar.com](mailto:support@halocollar.com)

**Subject:** Re: Charging Issue Troubleshooting

Hi Don, the collar that is having the issue is Marlow's Halo 3. On Sep 16, 2025, at 9:55 AM, Halo Collar wrote: Hello Annie, Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. I'm sorry to hear your having an issue with one of your collars. I see that you have three collars on your account. Which collar are you having the charging issue with? From what I can see, it appears to be Marlow's collar. At your earliest convenience, please let us know which collar so we can go ahead and start the replacement process. If you have any further questions or concerns, please do not hesitate to contact us. Best Regards , Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 10:20 AM "Blayr Bush" wrote: Hello, I reached out previously to the halo website and had the virtual assist help me. I have completed all of the troubleshooting even the hard reset and the collar will still not turn on or flash any of the lights. Thanks On Sep 16, 2025, at 7:27 AM, Halo Collar wrote: Hello Blayr, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively: 1. Check the Power Source Ensure the collar is connected to the power cord and charging adaptor. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting. 5. Perform a Hard Reset Plug the collar into the power cord/adaptor and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! (<https://su>

support.halocollar.com/hc/en-us/articles/360043976694-How-to-Contact-Customer-Support) With pawstivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 8:27 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 12:27 AM "Blayr Bush" wrote:

**STATUS CHANGE** | Customer (23QyQ8H1...) | 2025-09-16 15:25:44 UTC | Status: OPEN

**EMAIL | Agent (DRL3eEs5...) | 2025-09-16 15:27:26 UTC**

**From:** support@halocollar.com

**To:** blayrbush14@gmail.com

**Subject:** Re: Charging Issue Troubleshooting

Hello Annie, Thanks for reaching out to Halo Support! My name is Robinson, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 11:25 AM "Blayr Bush" wrote: > Hi Don, the collar that is having the issue is Marlow's Halo 3. > On Sep 16, 2025, at 9:55 AM, Halo Collar wrote: > > Hello Annie, > > Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. I'm sorry to hear your having an issue with one of your collars. I see that you have three collars on your account. Which collar are you having the charging issue with? From what I can see, it appears to be Marlow's collar. At your earliest convenience, please let us know which collar so we can go ahead and start the replacement process. If you have any further questions or concerns, please do not hesitate to contact us. > > Best Regards , > Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ > > On Tuesday, September 16, 2025, 10:20 AM "Blayr Bush" wrote: Hello, I reached out previously to the halo website and had the virtual assist help me. I have completed all of the troubleshooting even the hard reset and the collar will still not turn on or flash any of the lights. > Thanks > On Sep 16, 2025, at 7:27 AM, Halo Collar wrote: > > Hello Blayr, > > Thank you for contacting us regarding the charging issue with your Halo Collar. > We understand how frustrating this can be, but we're here to assist you! > > Here are troubleshooting steps to help get your collar charging effectively: > 1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting. 5. Perform a Hard Reset Plug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! > If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue.



> > If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! (<https://support.halocollar.com/hc/en-us/articles/360043976694-How-to-Contact-Customer-Support>) > With pawsitivity, > Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 8:27 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:27 AM "Blayr Bush" wrote:

**AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 15:27:40 UTC**

Cx confirmed it's 24h3340598rt, submitted WR AW-20250916-46158

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 15:27:41 UTC | Status: CLOSED

## Conversation: hD\_odDDDSC6GH5Zx6rFSIg

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 00:25:35 UTC to 2025-09-16 02:26:26 UTC*

**Customer (52JCOEUx...) | 2025-09-16 00:25:35 UTC | halocollar.com**

How do you turn off collar

**System/AI | 2025-09-16 00:26:04 UTC | halocollar.com**

The Halo Collar can't be completely turned off, but it does have a Low Power Mode to help save battery life when it's not in use. This is handy if you won't be using the collar for a while or don't have access to a charger. For the best performance, we recommend charging the collar daily. When it's not active, the collar will automatically enter Sleep Mode to conserve energy. If you have any more questions, feel free to ask!

**STATUS CHANGE** | *Unknown* | 2025-09-16 02:26:26 UTC | Status: CLOSED

## Conversation: NULwN6g7QOOInKAj6P-11w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 00:26:26 UTC to 2025-09-16 23:16:22 UTC

**Customer (6-m0Xela...)** | 2025-09-16 00:26:26 UTC | halocollar.com

I am returning a collar and want to know how I can get refunded for the year's subscription I paid in advance for the app.

**System/AI** | 2025-09-16 00:26:36 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Agent (B63iEj1y...)** | 2025-09-16 23:15:54 UTC | halocollar.com

To ensure your refund for the membership plan paid in advance, we recommend contacting our support team directly. The easiest way to reach us is through your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Alternatively, you can reach us using one of the following methods: Web: [dogpark.halocollar.com](https://dogpark.halocollar.com) Phone: (214) 712-2270 Email: [support@halocollar.com](mailto:support@halocollar.com) Our team will be happy to assist you with your refund.

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:16:20 UTC

Added: mBJH5lIYT8e2\_OFrmPcDwA, BV6q0qW9QZKAbEVdca7vNQ

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:16:22 UTC | Status: CLOSED

## Conversation: 8UI1T\_hLR4a-66Q-ktFgcA

Messages: 12 | Customers: 1 | Duration: 2025-09-16 00:26:31 UTC to 2025-09-16 12:11:34 UTC

**Customer (5AHteRuF...)** | 2025-09-16 00:26:31 UTC | halocollar.com

Hello-

**System/AI** | 2025-09-16 00:26:45 UTC | halocollar.com

Hello, Billy! How can I assist you with your Halo Collar today? Whether you have questions about setup, features, or troubleshooting, I'm here to help!

**Customer (5AHteRuF...)** | 2025-09-16 00:27:35 UTC | halocollar.com

my collar will say it's charging while on the charger, but when I take it off the charger it says it's not charged. it has been plugged in all day and still is reporting 0%.

**Customer (5AHteRuF...)** | 2025-09-16 00:27:43 UTC | halocollar.com

My collar shows a green light when plugged in but won't charge

**System/AI** | 2025-09-16 00:27:56 UTC | halocollar.com

Hi Billy, I'm sorry to hear about the charging issue with your Halo Collar. Let's try a few troubleshooting steps to get it sorted out: **Hard Reset:** Keep the collar plugged in for at least 5 minutes. Hold the power button for 15 seconds, then release. **Battery Recalibration:** Fully discharge the collar until it powers off, let it rest for 5 hours, then fully charge it uninterrupted. **Check Charger and Cable:** Test the USB-C cable and charging block on another device to ensure they work. If the issue persists, please contact Halo live support for further assistance.

**System/AI** | 2025-09-16 00:28:03 UTC | halocollar.com

Hey there! If your Halo Collar shows a green light when plugged in but isn't charging, try these steps: **Check Power Source:** Make sure you're using a USB-C cable and charging block, not a computer. **Inspect Charging Port:** Clean the charging pins with a Q-tip and rubbing alcohol. **Test Charger and Cable:** Try the cable on another device to confirm it's working. **Perform a Hard Reset:** Keep the collar plugged in for 5 minutes, then hold the power button for 15 seconds. If these steps don't help, please contact Halo support for further assistance.

**Customer (5AHteRuF...)** | 2025-09-16 00:29:01 UTC | halocollar.com

Thank you. We have tried both 1 and 3.

**System/AI** | 2025-09-16 00:29:18 UTC | halocollar.com

Let's try recalibrating the battery since you've already done a hard reset and checked the charger. **Battery Recalibration:** Let the collar fully discharge until it turns off, keep it off for at least 5 hours, and then charge it fully without interruptions. If this doesn't fix the problem, please contact our live support team for more help. They can offer further troubleshooting or discuss a warranty claim if needed. Let me know if you have any other questions!

**Customer (5AHteRuF...)** | 2025-09-16 00:30:04 UTC | halocollar.com

Thank you.

**System/AI** | 2025-09-16 00:30:16 UTC | halocollar.com

You're welcome, Billy! If you need any more assistance, feel free to reach out. Wishing you the best with your Halo Collar!

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 12:11:32 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**STATUS CHANGE** | Agent (SWItncR...) | 2025-09-16 12:11:34 UTC | Status: CLOSED

## Conversation: 2iBPJpDuS-WNdNiRfHDRbQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 00:26:36 UTC to 2025-09-16 02:28:27 UTC

**Customer (ENvJAeCl...) | 2025-09-16 00:26:36 UTC | halocollar.com**

Hello. The question I have is about my halo 4 collar. My battery life has been rapidly declining in the past week. Is there a replacement battery for the collar? My dog is out side all day and battery life hasn't ever been an issue until here recently. Outside temps were mid 70's for the high and low 60's in the evening.

**System/AI | 2025-09-16 00:27:00 UTC | halocollar.com**

The Halo 4 collar has a non-replaceable lithium-ion battery designed to last 3-5 years. To help with the declining battery life, try recalibrating it: fully charge the collar, then discharge it completely, let it rest for 5 hours, and recharge it fully. Make sure your collar's firmware is up-to-date and that you're using a compatible USB-C cable and adapter for charging. If the issue continues after these steps, please reach out to our support team for further assistance.

**Customer (ENvJAeCl...) | 2025-09-16 00:28:02 UTC | halocollar.com**

Okay. I'll give that a try. Thanks

**System/AI | 2025-09-16 00:28:18 UTC | halocollar.com**

You're welcome, Allen! I hope this helps improve your collar's battery life. If you have any more questions or need further assistance, feel free to reach out. Have a great day!

**STATUS CHANGE** | Unknown | 2025-09-16 02:28:27 UTC | Status: CLOSED

## Conversation: GU7shewIT-2G9gYH7in6Fw

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:27:31 UTC to 2025-09-16 00:27:31 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:27:31 UTC | Status: CLOSED

## Conversation: LX04LzgWR8SjJZAPNP9tmg

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:28:31 UTC to 2025-09-16 00:28:31 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:28:31 UTC | Status: CLOSED

## Conversation: XaHqVd96QRy\_Ged1GilFeQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 00:32:35 UTC to 2025-09-16 02:33:29 UTC

**Customer (3kU8UHE3...)** | 2025-09-16 00:32:35 UTC | [halocollar.com](https://halocollar.com)

I have activated the collar how do I set a fence

**System/AI** | 2025-09-16 00:33:04 UTC | [halocollar.com](https://halocollar.com)

To set up a Halo Fence, open the Halo App and tap "My Map" in the bottom-left corner. Then, slide up the "Find & Manage Pets" card and tap "Add Fence." A map with a movable marker will appear. Drag the marker to your property or enter your home address in the search bar, then tap "Create Fence." The app will generate a unique fence around your property using public property lines. For more detailed instructions, you can visit our support page.

**STATUS CHANGE** | *Unknown* | 2025-09-16 02:33:29 UTC | Status: *CLOSED*



## Conversation: kW5QRHFoQXCoyuFgMxspag

Messages: 6 | Customers: 1 | Duration: 2025-09-16 00:34:00 UTC to 2025-09-16 13:30:45 UTC

**EMAIL | Customer (tl6ulzOF...) | 2025-09-16 00:34:00 UTC**

**From:** akvoltage@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Your Experience Matters- We Want to Help!

I tried the steps provided and we are still having the same issues. The collar also will not turn back on unless its plugged in and holding the power button down for 15 seconds. On Sat, Sep 13, 2025, 11:10 AM Halo Collar wrote: > Hello James, > > Thank you for reaching out about the battery performance of your Halo > Collar. My name is Gabriel, and I'll be assisting you. > > To get started, please follow the steps below to reset and evaluate the > battery: > > 1. \*Fully discharge the collar- \*Use the collar until the battery is > completely drained and the device powers off. > 2. \*Leave it powered off for at least 5 hours- \*This rest period helps > reset the battery behavior. > 3. \*Charge the collar fully- \*Plug it in and allow it to reach 100% > without interruption. > 4. \*Monitor over the next 48 hours- \*Use the collar as usual and keep > an eye on the battery life. > > If the issue persists after completing these steps, please reply to this > email. > We'll send your case to our Collar Evaluation Team to determine next steps. > We're here to help! > > > With pawsitivity, > Gabriel > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Saturday, September 13, 2025, 11:27 AM "James Douglas" akvoltage@gmail.com> wrote: > > Jessica > Im having issues with this replacement collar. Its constantly shutting > down with full charge. The only way to turn it back on is I have to plug it > in and hold the power button for 15 sec. Then it stays on varying 10min to > a couple hours. Usually it shuts down when we need it most like when we let > Ahna out and find her in the road wondering why and to find out the collar > is not working. > Ive checked the diagnostic and says no issues. > Push notifications are on but it only updates me of her leaving the yard > after she comes back in sometimes 1 hour later. > Ive swapped the collar so many times the band lost one of the screws that > holds it together. > > > On Tue, May 20, 2025, 12:21 PM Halo Collar wrote: > > Hey James, > > > I hope this email finds you well! My name is Jessica from the Halo Collar > Customer Success Team. It has come to our attention that your experience > > with the Halo Collar may not have met your expectations. First and > > foremost, we want to offer our sincerest apologies for any inconvenience > > you have faced. Our goal is to solve any issues you have encountered > > promptly and effectively. > > > Please either reply to this email or \*book a call with us\* > > to discuss how we > > can help. We are eager to assist you and make things right. Thank you so > > much for your time and we hope to hear back from you! > > > With pawsitivity, > Jessica > Halo Customer Support > \*Halo Collar\* | Here for you, and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > ■\*Join Session\* to speak with the next available agent > > ■\*Reserve Time\* to schedule a support session > > >

**TOPIC CHANGE | Agent (nNKLv8vG...) | 2025-09-16 13:29:24 UTC**

Added: oa5e98htSpOozRqx9wftLg

**EMAIL | Agent (nNKLv8vG...) | 2025-09-16 13:30:22 UTC**

**From:** support@halocollar.com

**To:** akvoltage@gmail.com

**Subject:** Halo 4 received a critical error in AP needs WR. RMA: AW-20250916-46139 (25h4222831rt) Warranty Replacement - Please confirm shipping address to complete the process via link within the Halo App

Hello James, Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement

collar. What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 8:34 PM "James Douglas" wrote: > I tried the steps provided and we are still having the same issues. The > collar also will not turn back on unless its plugged in and holding the > power button down for 15 seconds. > > On Sat, Sep 13, 2025, 11:10 AM Halo Collar wrote: > > > Hello James, > > > Thank you for reaching out about the battery performance of your Halo > > Collar. My name is Gabriel, and I'll be assisting you. > > > To get started, please follow the steps below to reset and evaluate the > > battery: > > > 1. \*Fully discharge the collar- \*Use the collar until the battery is > > completely drained and the device powers off. > > 2. \*Leave it powered off for at least 5 hours- \*This rest period helps > > reset the battery behavior. > > 3. \*Charge the collar fully- \*Plug it in and allow it to reach 100% > > without interruption. > > 4. \*Monitor over the next 48 hours- \*Use the collar as usual and keep > > an eye on the battery life. > > > If the issue persists after completing these steps, please reply to this > > email. > > We'll send your case to our Collar Evaluation Team to determine next steps. > > We're here to help! > > > > > > With pawsitivity, > > Gabriel > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > \*Need more help?\* > > ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center\* > > > ■ \*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Saturday, September 13, 2025, 11:27 AM "James Douglas" > akvoltage@gmail.com> wrote: > > > Jessica > > Im having issues with this replacement collar. Its constantly shutting > > down with full charge. The only way to turn it back on is I have to plug it > > in and hold the power button for 15 sec. Then it stays on varying 10min to > > a couple hours. Usually it shuts down when we need it most like when we let > > Ahna out and find her in the road wondering why and to find out the collar > > is not working. > > Ive checked the diagnostic and says no issues. > > Push notifications are on but it only updates me of her leaving the yard > > after she comes back in sometimes 1 hour later. > > Ive swapped the collar so many times the band lost one of the screws that > > holds it together. > > > > > On Tue, May 20, 2025, 12:21 PM Halo Collar wrote: > > > > Hey James, > > > > I hope this email finds you well! My name is Jessica from the Halo Collar > > Customer Success Team. It has come to our attention that your experience > > with the Halo Collar may not have met your expectations. First and > > foremost, we want to offer our sincerest apologies for any inconvenience > > you have faced. Our goal is to solve any issues you have encountered > > promptly and effectively. > > > > Please either reply to this email or \*book a call with us\* > > to discuss how we > > can help. We are eager to assist you and make things right. Thank you so > > much for your time and we hope to hear back from you! > > > > With pawsitivity, > > Jessica > > Halo Customer Support > > \*Halo Collar\* | Here for you, and your best friend ■ > > > \*Need more help?\* > > ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help > > Center\* > > > ■ \*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > ■ \*Join Session\* to speak with the next available agent > > ■ \*Reserve Time\* to schedule a support session > > > > > >

**EMAIL | Agent (nNKLv8vG...) | 2025-09-16 13:30:41 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [akvoltage@gmail.com](mailto:akvoltage@gmail.com)

**Subject:** Re: Halo 4 received a critical error in AP needs WR. RMA: AW-20250916-46139 (25h4222831rt) Warranty Replacement - Please confirm shipping address to complete the process via link within the Halo App

Hello James, My name is Michele and I want to thank you for your email. Please discontinue use of the collar immediately. Your Halo Collar will be deactivated due to a technical issue. We understand the importance of the collar in keeping your dog safe, and

this decision is made with your pet's well-being as our top priority. Here's what to expect:  
Why it's being deactivated: A technical issue was detected that could impact the collar's performance.  
Why this matters: Using a collar with a known issue could lead to inconsistent tracking or functionality. Deactivation helps prevent any false sense of security.  
If you're waiting on a replacement: Your new collar will be shipped as soon as possible, and we'll send tracking details when it's on the way.  
Order information: Order Status Dashboard  
Requirements For Replacement Collars: All replacement requests require shipping address confirmation  
Ensure the Halo App has been downloaded to your phone  
You will receive an email that you will need to open on your phone  
Click the link to confirm your shipping address  
We understand that this can be inconvenient, but safety is our top priority. We appreciate your patience. If you have any questions, please don't hesitate to reach out. We're here to help! With pawsitivity, Michele Halo Customer Support  
Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week  
Join Session to speak with the next available agent  
On Tuesday, September 16, 2025, 9:30 AM support@halocollar.com wrote: > Hello James, > > Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. > I submitted your warranty request, and we are preparing your replacement collar. > > What to expect next: > You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > > Thank you for being part of our Halo Pack! > > With pawsitivity, > Michele > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help?

> ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 8:34 PM "James Douglas" wrote: > > > I tried the steps provided and we are still having the same issues. The > > collar also will not turn back on unless its plugged in and holding the > > power button down for 15 seconds. > > > On Sat, Sep 13, 2025, 11:10 AM Halo Collar wrote: > > > > Hello James, > > > > Thank you for reaching out about the battery performance of your Halo > > > Collar. My name is Gabriel, and I'll be assisting you. > > > > To get started, please follow the steps below to reset and evaluate the > > > battery: > > > > 1. \*Fully discharge the collar- \*Use the collar until the battery is > > > completely drained and the device powers off. > > > 2. \*Leave it powered off for at least 5 hours- \*This rest period helps > > > reset the battery behavior. > > > 3. \*Charge the collar fully- \*Plug it in and allow it to reach 100% > > > without interruption. > > > 4. \*Monitor over the next 48 hours- \*Use the collar as usual and keep > > > an eye on the battery life. > > > > > If the issue persists after completing these steps, please reply to this > > > email. > > > We'll send your case to our Collar Evaluation Team to determine next steps. > > > We're here to help! > > > > > > > With pawsitivity, > > > Gabriel > > > Halo Customer Support > > > \*Halo Collar\* | Here for you and your best friend ■ > > > > > \*Need more help?\*

> > > ■support@halocollar.com\* | ■Halo Help Center\* > > > > > ■Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > > On Saturday, September 13, 2025, 11:27 AM "James Douglas" > > akvoltage@gmail.com> wrote: > > > > > Jessica > > > Im having issues with this replacement collar. Its constantly shutting > > > down with full charge. The only way to turn it back on is I have to plug it > > > in and hold the power button for 15 sec. Then it stays on varying 10min to > > > a couple hours. Usually it shuts down when we need it most like when we let > > > Ahna out and find her in the road wondering why and to find out the collar > > > is not working. > > > Ive checked the diagnostic and says no issues. > > > Push notifications are on but it only updates me of her leaving the yard > > > after she comes back in sometimes 1 hour later. > > > Ive swapped the collar so many times the band lost one of the screws that > > > holds it together. > > > > > > > On Tue, May 20, 2025, 12:21 PM Halo Collar wrote: > > > > > > Hey James, > > > > > I hope this email finds you well! My name is Jessica from the Halo Collar > > > Customer Success Team. It has come to our attention that your experience > > > with the Halo Collar may not have met your expectations. First and > > > foremost, we want to offer our sincerest apologies for any inconvenience > > > you

have faced. Our goal is to solve any issues you have encountered > > > promptly and effectively. > > > > > > Please either reply to this email or \*book a call with us\* > > > to discuss how we > > > can help. We are eager to assist you and make things right. Thank you so > > > much for your time and we hope to hear back from you! > > > > > > With pawsitivity, > > > Jessica > > > Halo Customer Support > > > \*Halo Collar\* | Here for you, and your best friend■ > > > > > > \*Need more help?\* > > > ■\*support@halocollar.com\* | ■\*Halo Help > > > Center\* > > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > > ■■\*Join Session\* to speak with the next available agent > > > ■\*Reserve Time\* to schedule a support session > > > > > > > > > > > > >

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 13:30:44 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: James Douglas Email: akvoltage@gmail.com Phone Number: 8507741283 Collar SN: 25h4222831rt (Awna) - Halo 4 for replacement order #AW-20250610-23879 (25h4151523rt) for replacement order #AW-992155 (24h4492511rt ) purchased from Amazon/AM-FBA18K6CF744 received a critical error in AP needs WR. RMA: AW-20250916-46139 - CX needs to confirm shipping address - sent link & deactivation notice. Collar FW: v.03.00.05 on 08/19/2025 07:25 Collar Purchased From: Amazon/AM-FBA18K6CF744 Resources: Verified CX in AP Recap/TS: Halo 4 received a critical error in AP needs WR. RMA: AW-20250916-46139 (25h4222831rt) Warranty Replacement - CX needs to confirm shipping address - sent link & deactivation notice. Next Steps: email

**STATUS CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:30:45 UTC | Status: CLOSED

## Conversation: L\_XaxTfjT0qfsEW4cQaA6g

Messages: 6 | Customers: 1 | Duration: 2025-09-16 00:36:45 UTC to 2025-09-16 23:23:04 UTC

**Customer (lyMRCtVg...)** | 2025-09-16 00:36:45 UTC | halocollar.com

How to change warning to vibrate

**STATUS CHANGE** | Customer (lyMRCtVg...) | 2025-09-16 00:36:45 UTC | Status: OPEN

**System/AI** | 2025-09-16 00:37:21 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Agent (B63iEj1y...)** | 2025-09-16 23:22:50 UTC | halocollar.com

Hi There ! To change your warning feedback to a vibration, please follow these steps: Tap the My Map icon at the bottom of the screen. Select the pet whose settings you would like to update. Swipe up on the Pet Card to open it fully. Tap Feedback Settings in the bottom right corner of the Pet Card. Under the menus for Prevention and Encouragement feedback, select Prevention Feedback. Choose Warning, then change the mode to Vibrate. This will update your pet's warning feedback to vibration mode.

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:23:02 UTC

Added: mBJH5IIYT8e2\_OFrmpcDwA, CF6\_882xQ3eGEtbPbwDdWQ

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:23:04 UTC | Status: CLOSED

## Conversation: uqNAZU73QS2iqCLZXFbDLQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 00:38:00 UTC to 2025-09-16 23:27:35 UTC

**Customer (NUcvJcgS...)** | 2025-09-16 00:38:00 UTC | halocollar.com

One of my callers is showing that it's in critical. What is that supposed to mean

**System/AI** | 2025-09-16 00:38:29 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Agent (B63iEj1y...)** | 2025-09-16 23:26:29 UTC | halocollar.com

Hi there ! That notification sent to you is a indication that your collar is in need of a replacement . we recommend contacting our support team directly. The easiest way to reach us is through your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Alternatively, you can reach us using one of the following methods: Web: [dogpark.halocollar.com](https://dogpark.halocollar.com) Phone: (214) 712-2270 Email: [support@halocollar.com](mailto:support@halocollar.com) Our team will be happy to assist you with your replacement

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:27:34 UTC

Added: mBJH5llyT8e2\_OFrmPCDwA, WprjYFTuRsSIVmqirbejqg

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:27:35 UTC | Status: CLOSED

## Conversation: rGaYI5y0QFuv9z1fLQmbQw

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:38:42 UTC to 2025-09-16 00:38:42 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:38:42 UTC | Status: CLOSED

## Conversation: EHfSw6xjRhuhKRgn3l95Uw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 00:39:46 UTC to 2025-09-16 23:28:33 UTC

**Customer (yFIrM0QO...)** | 2025-09-16 00:39:46 UTC | halocollar.com

Hi, I got home from work today and found Bostons collar on the ground. It appears it broke. Can you replace his collar or fix it?

**System/AI** | 2025-09-16 00:40:16 UTC | halocollar.com

I'm sorry to hear about Boston's collar! If it's under warranty, we can help with a replacement. Please contact our customer support team with your warranty details, and they'll guide you through the process. If the collar isn't under warranty, you might need to purchase replacement parts. Our team can assist in obtaining the necessary parts to fix it. Feel free to reach out for further assistance, and we'll make sure Boston has a working collar soon!

**Customer (yFIrM0QO...)** | 2025-09-16 00:45:59 UTC | halocollar.com

is there a phone number for me to call for support?

**System/AI** | 2025-09-16 00:46:29 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:28:25 UTC

Added: mBJH5lIYT8e2\_OFrmPcDwA, WprjYFTuRsSIVmqirbejqg

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:28:33 UTC | Status: CLOSED



## Conversation: pG XKZ2heSCSqena8OPYZKA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:43:46 UTC to 2025-09-16 00:43:46 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:43:46 UTC | Status: CLOSED

## Conversation: pzvgXshOTKWLulywcNZ81A

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:44:52 UTC to 2025-09-16 00:44:52 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:44:52 UTC | Status: CLOSED

## Conversation: apPIBO1eRfW0sixD5VBKmg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 00:44:56 UTC to 2025-09-16 14:02:46 UTC

EMAIL | EXTERNAL (zacruny...) | 2025-09-16 00:44:56 UTC

**From:** zacruny@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Collar SN: 25h4070716rt (Jojo) - Halo 4 purchased from Amazon/AM-FBA18V86714B - If you do not wish to join a Dog Park Session for further assistance, please follow the steps below to return for a refund to Amazon.

This is a piece of crap. Sent from my iPhone On Sep 2, 2025, at 9:00 AM, Halo Collar wrote: Hello Ali & Zach, My name is Michele, and I want to thank you for reaching out about your Halo Collar. We're sorry to hear it didn't meet expectations. As this was an Amazon purchase, it has to be returned to them. Please note your order #AM-FBA18V86714B return for refund has to be done through the seller's contact page, not directly through the Amazon Return page. Please reach out to the seller and request a return for a refund, and follow their directions. Sometimes, a quick adjustment or tip can make a significant difference, and we'd be happy to guide you through any fixes that might enhance your experience, which is what the Dog Park Session is there for. Please let us know how you'd like to proceed, whether it's continuing with the return or allowing us to assist you further. We're here for you every step of the way. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Sunday, August 31, 2025, 7:14 PM "Zach Runyon" wrote: Hi Michele, I'll provide the account details you requested, but I want to be clear: I am not interested in being redirected into another Halo Dog Park support session. The Halo 4 collar I purchased has fundamental flaws compared to the Halo 2 and Halo 3 collars I already own, and no amount of video troubleshooting is going to resolve them. Here are the details you requested: Account Owner's Full Name: Ali-Grace Massey Email Linked to That Account: aligracemassey@yahoo.com Phone Number: 901-590-6736 Serial Number of the Collar: 25-H4070716-RT Order Number: 111-6705666-9973811 (purchased on Amazon, as recommended by Halo Customer Service) Issue: See my previous email — connectivity failures, unreliable charging system, and undisclosed switch to T-Mobile service. This is not a user error issue. The Halo 4 simply does not perform at the level of previous Halo collars, and the changes made in this model were not properly disclosed prior to purchase. What I expect now is a resolution path — either a refund or a replacement with a product that actually performs as advertised. Please escalate this to the appropriate team who can authorize a real solution, not just another support call.

Sincerely, Zach Runyon Sent from my iPhone On Aug 31, 2025, at 11:22 AM, Halo Collar wrote: Hello Zach, My name is Michele, and I'd like to recommend that you contact our Live Support team for further assistance. We do not show an account with this email & name. Please provide more details to assist further. Account Owner's Full Name: Email Linked to That Account: Phone Number: Serial Number of the Collar: Order Number: Issue: Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park (<https://dogpark.halocollar.com/services/support>) Via the Halo App: \* Tap Settings \* Tap Halo Dog Park \* Tap Halo Support \* Tap Join Session \* Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Sunday, August 31, 2025, 11:58 AM "Zach Runyon" wrote: Hi Symantha, Thank you for your reply. While I appreciate the acknowledgment, I want to be clear: this is not just a matter of troubleshooting on my end. I already own multiple Halo 2 and Halo 3 collars, all of which work far better than the Halo 4. The problems I'm experiencing are not isolated user errors—they're design and performance issues with this

product. The switch to T-Mobile service and the poorly designed charging system were never disclosed prior to purchase, and both directly impact reliability. To me, this borders on misleading marketing. I did not spend this kind of money to become a beta tester for a product that underperforms compared to its predecessors. I am not looking for another support session or walkthrough; I want to know what Halo is prepared to do to make this right. At this point, I expect either a refund or a replacement with a product that actually delivers the reliability promised. Please escalate this to the appropriate team and let me know what resolution options are available. Proof of purchase attached. Sincerely, Zach Runyon. On Aug 31, 2025, at 6:33 AM, Halo Collar wrote: Hi Zach, Thank you for reaching out and sharing your concerns with us. I want to acknowledge the frustration you're experiencing with your Halo 4 Collar, including the connectivity issues, the charging design, and the transition to T-Mobile for GPS service. We truly value your feedback and understand how important transparency and reliability are when it comes to your dog's safety. We'd like to work with you directly to troubleshoot the connectivity problems and review options to improve your experience with the collar. At the same time, I'll ensure your concerns regarding the charging system and service provider are documented and escalated for further review. To assist you quickly, please join us in the Halo Dog Park through your Halo App so that we can verify your account and work on a resolution together: \* Open the Halo App. \* Tap Settings. \* Tap Halo Dog Park. \* Tap Halo Support. \* Tap Join Session. Or, if it's more convenient, you can also call us directly at +1 (214) 238-9788 during these hours: Monday – Friday: 9:00 AM – 5:00 PM EST Saturday & Sunday: 10:00 AM – 4:00 PM EST We're here to support you and will do everything we can to find the best path forward. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, August 30, 2025, 5:20 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Saturday, August 30, 2025, 9:20 PM "Zach Runyon" wrote: Sent from my iPhone Begin forwarded message: From: Zach Runyon Date: August 30, 2025 at 4:17:40 PM CDT To: info@halocollar.com, hello@halocollar.com, privacy@halocollar.com Subject: Extremely Disappointed with Halo 4 Collar Performance Dear Halo Team, I am writing to express my extreme dissatisfaction with the Halo 4 collar I recently purchased. To be direct, this collar is an absolute disappointment compared to the Halo 2 and Halo 3 collars I already own and have used successfully for years. The Halo 4 has been plagued with major connectivity issues from day one. The charging system is poorly designed and unreliable, and I strongly suspect that many of the connectivity problems stem from the switch to T-Mobile for GPS service instead of AT&T.; This was never disclosed to me before purchase, and had I known, I would not have spent the money. At a minimum, this feels like dishonest marketing. To make matters worse, the Halo 2 and Halo 3 collars I own continue to drastically outperform this so-called "upgrade." I expected improvement and reliability, but instead I've ended up with an overpriced, underperforming piece of equipment that has cost me both money and frustration. I am extremely unsatisfied with this purchase and expect Halo to address this issue. Please let me know what you plan to do to resolve this situation. Sincerely, Zach Runyon

**EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 14:00:59 UTC**

**From:** support@halocollar.com

**To:** zaclruny@gmail.com

**Subject:** Troubleshooting support

Hi Ali-Grace, We understand you are having frustrations with your app. We would be happy to help you with your issues. Please contact our customer care team at your earliest convenience. Phone Support Call us at: (214) 238-9788 Phone Support Hours: Monday–Friday: 8:00 AM – 6:00 PM EST Saturday–Sunday: 10:00 AM – 4:00 PM EST We look forward to assisting you. With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com |

■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 8:44 PM "Zach Runyon" wrote: > This is a piece of crap. > > Sent from my iPhone > On Sep 2, 2025, at 9:00 AM, Halo Collar wrote: > > Hello Ali & Zach, > My name is Michele, and I want to thank you for reaching out about your Halo Collar. > We're sorry to hear it didn't meet expectations. As this was an Amazon purchase, it has to be returned to them. Please note your order #AM-FBA18V86714B return for refund has to be done through the seller's contact page, not directly through the Amazon Return page. Please reach out to the seller and request a return for a refund, and follow their directions. > Sometimes, a quick adjustment or tip can make a significant difference, and we'd be happy to guide you through any fixes that might enhance your experience, which is what the Dog Park Session is there for. > > Please let us know how you'd like to proceed, whether it's continuing with the return or allowing us to assist you further > We're here for you every step of the way. > With pawsitivity, > Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Sunday, August 31, 2025, 7:14 PM "Zach Runyon" wrote: Hi Michele, > I'll provide the account details you requested, but I want to be clear: I am not interested in being redirected into another Halo Dog Park support session. The Halo 4 collar I purchased has fundamental flaws compared to the Halo 2 and Halo 3 collars I already own, and no amount of video troubleshooting is going to resolve them. > Here are the details you requested: > > Account Owner's Full Name: Ali-Grace Massey Email Linked to That Account: aligracemassey@yahoo.com Phone Number: 901-590-6736 Serial Number of the Collar: 25-H4070716-RT Order Number: 111-6705666-9973811 (purchased on Amazon, as recommended by Halo Customer Service) Issue: See my previous email — connectivity failures, unreliable charging system, and undisclosed switch to T-Mobile service. > This is not a user error issue. The Halo 4 simply does not perform at the level of previous Halo collars, and the changes made in this model were not properly disclosed prior to purchase. What I expect now is a resolution path — either a refund or a replacement with a product that actually performs as advertised. > Please escalate this to the appropriate team who can authorize a real solution, not just another support call. > Sincerely, Zach Runyon > > Sent from my iPhone > On Aug 31, 2025, at 11:22 AM, Halo Collar wrote: > > Hello Zach, > > My name is Michele, and I'd like to recommend that you contact our Live Support team for further assistance. > > We do not show an account with this email & name. Please provide more details to assist further. > Account Owner's Full Name: Email Linked to That Account: Phone Number: Serial Number of the Collar: Order Number: Issue: > Live Support via the Virtual Halo Dog Park: > Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. > How to Join: Via Web: Click here to join the Dog Park (<https://dogpark.halocollar.com/services/support>) Via the Halo App: > \* Tap Settings > \* Tap Halo Dog Park > \* Tap Halo Support > \* Tap Join Session > \* Allow any requested permissions Dog Park Hours of Operation: > 9:00 AM – 8:00 PM EST (7 days a week) > > We look forward to speaking with you and resolving your issue. > We want to ensure you and your pup are taken care of. > With pawsitivity, > Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Sunday, August 31, 2025, 11:58 AM "Zach Runyon" wrote: Hi Symantha, > Thank you for your reply. While I appreciate the acknowledgment, I want to be clear: this is not just a matter of troubleshooting on my end. I already own multiple Halo 2 and Halo 3 collars, all of which work far better than the Halo 4. The problems I'm experiencing are not isolated user errors—they're design and performance issues with this product. > The switch to T-Mobile service and the poorly designed charging system were never disclosed prior to purchase, and both directly impact reliability. To me, this borders on misleading marketing. I did not spend this kind of money to become a beta tester for a product that underperforms compared to its predecessors. > I am not looking for another support session or walkthrough; I want to know what Halo is prepared to do to make this right. At this point, I expect either a refund or a replacement with a product that actually delivers the reliability promised. > Please escalate this to the appropriate team and let me know what resolution options are available. Proof of purchase attached. Sincerely, Zach Runyon. > > On Aug 31, 2025, at 6:33 AM, Halo Collar wrote: > > Hi Zach, > Thank you for

reaching out and sharing your concerns with us. I want to acknowledge the frustration you're experiencing with your Halo 4 Collar, including the connectivity issues, the charging design, and the transition to T-Mobile for GPS service. We truly value your feedback and understand how important transparency and reliability are when it comes to your dog's safety. > > We'd like to work with you directly to troubleshoot the connectivity problems and review options to improve your experience with the collar. At the same time, I'll ensure your concerns regarding the charging system and service provider are documented and escalated for further review. > To assist you quickly, please join us in the Halo Dog Park through your Halo App so that we can verify your account and work on a resolution together: > \* Open the Halo App. > \* Tap Settings. > \* Tap Halo Dog Park. > \* Tap Halo Support. > \* Tap Join Session. > Or, if it's more convenient, you can also call us directly at +1 (214) 238-9788 during these hours: Monday – Friday: 9:00 AM – 5:00 PM EST Saturday & Sunday: 10:00 AM – 4:00 PM EST > We're here to support you and will do everything we can to find the best path forward. > With pawsitivity, > Symantha Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Saturday, August 30, 2025, 5:20 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Saturday, August 30, 2025, 9:20 PM "Zach Runyon" wrote: > > Sent from my iPhone > Begin forwarded message: > From: Zach Runyon > Date: August 30, 2025 at 4:17:40 PM CDT > To: info@halocollar.com, hello@halocollar.com, privacy@halocollar.com > Subject: Extremely Disappointed with Halo 4 Collar Performance > > Dear Halo Team, > I am writing to express my extreme dissatisfaction with the Halo 4 collar I recently purchased. To be direct, this collar is an absolute disappointment compared to the Halo 2 and Halo 3 collars I already own and have used successfully for years. > The Halo 4 has been plagued with major connectivity issues from day one. The charging system is poorly designed and unreliable, and I strongly suspect that many of the connectivity problems stem from the switch to T-Mobile for GPS service instead of AT&T.; This was never disclosed to me before purchase, and had I known, I would not have spent the money. At a minimum, this feels like dishonest marketing. > To make matters worse, the Halo 2 and Halo 3 collars I own continue to drastically outperform this so-called "upgrade." I expected improvement and reliability, but instead I've ended up with an overpriced, underperforming piece of equipment that has cost me both money and frustration. > I am extremely unsatisfied with this purchase and expect Halo to address this issue. Please let me know what you plan to do to resolve this situation. > Sincerely, > Zach Runyon

**AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 14:02:36 UTC**

Live Team Notes Serial Numbers:24h3212037rt 24h3201356rt 25h4070716rt Collar Serial Number 23h2185004rt FW:v.03.00.05 Issue/ Need: cx is frustrated with the app Troubleshooting & Actions Taken: cx to contact customer service to help Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE | Agent (YC\_UAXeV...) | 2025-09-16 14:02:46 UTC | Status: CLOSED**

## Conversation: Hvh5DfA4RT-wzbjQF2F4XQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 00:45:03 UTC to 2025-09-16 02:45:35 UTC

**Customer (IDBruA3W...)** | 2025-09-16 00:45:03 UTC | [halocollar.com](https://halocollar.com)

I live in an area with poor cell coverage. Will halo be effective?

**System/AI** | 2025-09-16 00:45:33 UTC | [halocollar.com](https://halocollar.com)

Hi there! The Halo Collar is designed to work even in areas with poor cell coverage. It uses GPS to maintain virtual fences and provide feedback without needing Wi-Fi or LTE. For live tracking and notifications, a connection is required. The Halo 4 and Halo 3 models can switch between multiple cellular networks to find the strongest signal, while older models rely on AT&T towers. You can check local LTE coverage using a coverage map, but rest assured, your dog's safety features will remain active thanks to GPS.

**STATUS CHANGE** | *Unknown* | 2025-09-16 02:45:35 UTC | Status: *CLOSED*

## Conversation: tuYPFNY6QlqeYzDAkCD1MQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 00:46:03 UTC to 2025-09-16 02:50:42 UTC

**Customer (SxXHui2...)** | 2025-09-16 00:46:03 UTC | halocollar.com

my collar.says its charging but will not charge

**System/AI** | 2025-09-16 00:46:37 UTC | halocollar.com

Let's try a few steps to get your Halo Collar charging properly. First, connect the collar to a USB-C cable and charging block, not a computer, to check the power source. Make sure the charging port is clean and dry. Test the USB-C cable and charging block with another device to ensure they work. If you're using a Halo Pro Case, remove it to ensure proper charging contact. If these steps don't fix the issue, perform a hard reset by holding the power button for 15 seconds while the collar is plugged in. If you need more help, please reach out to our live support team.

**Customer (SxXHui2...)** | 2025-09-16 00:49:19 UTC | halocollar.com

its showing its charging. the lights are blinking etc.... but it will not charge! We charge both dogs collars at the same time. one is showing charge, the other isn't

**System/AI** | 2025-09-16 00:50:03 UTC | halocollar.com

Let's try a few steps to get your collar charging properly. First, make sure the charging port is clean and dry. Then, test the USB-C cable and charging block with another device to ensure they're working. Next, perform a hard reset by holding the power button for 15 seconds while the collar is plugged in. If the issue continues, it might be a battery calibration problem. Fully discharge the collar and then charge it uninterrupted to 100%. If these steps don't fix the issue, please reach out to our live support for further help.

**STATUS CHANGE** | Unknown | 2025-09-16 02:50:42 UTC | Status: CLOSED



## Conversation: EwufS6VxQAGrGFPrYUULsQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 00:47:02 UTC to 2025-09-16 02:48:35 UTC

**Customer (nufNjIK2...)** | 2025-09-16 00:47:02 UTC | halocollar.com

Collar keeps vibrating and says motion sensor issue

**System/AI** | 2025-09-16 00:47:44 UTC | halocollar.com

It looks like your Halo Collar is having a diagnostic issue that needs a replacement. This process should start automatically, so please check your email for a shipping address confirmation. Once you confirm your address, the replacement will be completed. If you haven't received the email, please check your spam or junk folders. For further help, feel free to contact our live support team. They'll make sure the replacement process goes smoothly.

**STATUS CHANGE** | Unknown | 2025-09-16 02:48:35 UTC | Status: CLOSED

## Conversation: 34Y0fJpXQLChVOWIoDUdzw

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:47:55 UTC to 2025-09-16 00:47:55 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:47:55 UTC | Status: CLOSED

## Conversation: KCfYH9pVQyCM40RAFjikjA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:48:56 UTC to 2025-09-16 00:48:56 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:48:56 UTC | Status: CLOSED

## Conversation: Lrr17aAMSoOLiD-JaLMA\_w

Messages: 8 | Customers: 1 | Duration: 2025-09-16 00:49:44 UTC to 2025-09-16 02:52:42 UTC

**Customer (DsSgQSfF...)** | 2025-09-16 00:49:44 UTC | halocollar.com

I have one collar and one dog, I have the app on my phone. Is it ok to add the app to my wife's phone? And connect the collar to her phone?

**System/AI** | 2025-09-16 00:50:08 UTC | halocollar.com

Yes, you can add the Halo app to your wife's phone and connect the collar to it. To share access, use the same login credentials on both phones. This allows both devices to control the collar and access its features. Please ensure that both phones have Bluetooth enabled and the Halo app installed. This setup will allow your wife to track and manage the collar just like you do on your phone.

**Customer (DsSgQSfF...)** | 2025-09-16 00:50:34 UTC | halocollar.com

thank uou

**Customer (DsSgQSfF...)** | 2025-09-16 00:50:38 UTC | halocollar.com

you...

**System/AI** | 2025-09-16 00:51:06 UTC | halocollar.com

You're welcome! If you have any more questions or need further assistance, feel free to ask. We're here to help you and your furry friend! ■

**Customer (DsSgQSfF...)** | 2025-09-16 00:51:57 UTC | halocollar.com

Are you a person or AI?

**System/AI** | 2025-09-16 00:52:09 UTC | halocollar.com

I'm an AI designed to assist you with inquiries about Halo Collar and its features. ■ If you have any questions or need help, feel free to ask!

**STATUS CHANGE** | Unknown | 2025-09-16 02:52:42 UTC | Status: CLOSED

## Conversation: 6S\_jA\_LoRvS\_eV1byjHOeA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 00:51:57 UTC to 2025-09-16 00:51:57 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 00:51:57 UTC | Status: CLOSED

## Conversation: QveKkjmKTMyeebW\_Apyxzw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 00:52:47 UTC to 2025-09-16 02:53:46 UTC

**Customer (Lbnl1S39...)** | 2025-09-16 00:52:47 UTC | halocollar.com

Set up outdoor halo beacons

**System/AI** | 2025-09-16 00:53:14 UTC | halocollar.com

To set up your outdoor Halo Beacons, start by turning on the Beacon. Unscrew the cap and hold the white button for 5 seconds until the blue light blinks. Next, open the Halo App and navigate to Settings > My Beacons > + Add Beacon. Select your Beacon type, and the app will search for nearby Beacons. Match the serial number in the app with the one on your Beacon. Finally, name your Beacon, choose its function (Keep-Away or Ignore Zone), and adjust the radius. Make sure Beacons are enabled on your dog's Pet Card in the app for feedback to work.

**STATUS CHANGE** | Unknown | 2025-09-16 02:53:46 UTC | Status: CLOSED

## Conversation: W2QU31H0RG6-hJyj8TLmRA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 00:54:10 UTC to 2025-09-16 23:37:26 UTC

**Customer (SzMWQV\_L...)** | 2025-09-16 00:54:10 UTC | halocollar.com

Hi, how do I update my plan to add another collar? When I select My Account it just takes me to a homepage.

**System/AI** | 2025-09-16 00:54:47 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Agent (B63iEj1y...)** | 2025-09-16 23:37:09 UTC | halocollar.com

"Hi there! You don't need to update your plan to add an additional collar. Please follow these steps: Go to the Halo Collar Website, log into your Halo Account, and navigate to your My Account dashboard. Select Change Plan. Increase the number of collars on your plan, then select Agree & Pay to save the change. You will be charged a prorated amount for the additional collar. Next, use your Halo App to add your new collar. For detailed instructions, please refer to [this article](insert link) on how to add a collar using the Halo App. This will ensure your new collar is properly added to your plan.

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:37:24 UTC

Added: mBJH5lIYT8e2\_OFrmPcDwA, bDcJwjoMTjeffz13hM6gAA

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:37:26 UTC | Status: CLOSED

## Conversation: nEZmeCigT5ys633ubUrgqA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 00:55:40 UTC to 2025-09-16 11:00:47 UTC

**Customer (TJ7fyTzS...) | 2025-09-16 00:55:40 UTC | halocollar.com**

My new halo 4 seems to not be charging (was on charger all last night and used off and on today an is now dead)....also fails to connect to Bluetooth, cellular, or WiFi consistently

**System/AI | 2025-09-16 00:56:11 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Customer (TJ7fyTzS...) | 2025-09-16 00:57:02 UTC**

**From:** doublek29@gmail.com

**To:** [support@halocollar.com](mailto:support@halocollar.com)

**Subject:** Halo 4 issue

My new halo 4 seems to not be charging (was on charger all last night and used off and on today an is now dead)....also fails to connect to Bluetooth, cellular, or WiFi consistently  
Sent from my iPhone

**TOPIC CHANGE | Agent (SWItncR...) | 2025-09-16 10:59:11 UTC**

Added: bDcJwjoMTjeffz13hM6gAA

**EMAIL | Agent (SWItncR...) | 2025-09-16 11:00:45 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** doublek29@gmail.com

**Subject:** Re: Halo 4 issue

Hi Kim, Thank you for reaching out and letting us know about the issues with your new Halo 4 collar. I'm sorry to hear it's not charging properly and that you're experiencing inconsistent connections with Bluetooth, cellular, and WiFi. We definitely want to get this resolved quickly for you. To best assist, I recommend connecting with one of our support reps in real time so we can run diagnostics and walk you through troubleshooting. You can join us directly in the Halo Dog Park through your app by following these steps: Open your Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session If you'd prefer phone support, you can also reach us at (214) 238-9788 during these hours: Monday–Friday: 9:00 AM – 5:00 PM EST Saturday & Sunday: 10:00 AM – 4:00 PM EST Once connected, we'll review your collar's charging status and connection settings step by step to ensure everything is working smoothly again. We're here to help and look forward to supporting you. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 8:57 PM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:57 AM "Kim Kingery" wrote: > > My new halo 4 seems to not be charging (was on charger all last night and used off and on today an is now dead)....also fails to connect to Bluetooth, cellular, or WiFi consistently > > Sent from my iPhone

**STATUS CHANGE | Agent (SWItncR...) | 2025-09-16 11:00:47 UTC | Status: CLOSED**



## Conversation: cDHN2ADPTLm2ZjvHR898Ow

Messages: 3 | Customers: 1 | Duration: 2025-09-16 00:59:37 UTC to 2025-09-16 03:00:57 UTC

**Customer (RlwzsxQv...)** | 2025-09-16 00:59:37 UTC | halocollar.com

I am trying to connect my second halo collar and it is not connecting. I have had it on the charger and it is lighting up but it is not popping up to connect to my account

**System/AI** | 2025-09-16 01:00:05 UTC | halocollar.com

Hi there! To connect your second Halo collar, make sure it's fully charged and that Bluetooth is enabled on your phone. Open the Halo App, go to Settings, and select + Add New Collar. Follow the on-screen steps to pair and set up the collar. Ensure your phone is within 50 feet of the collar. If it still doesn't connect, check that the app has the necessary Bluetooth and location permissions. Also, verify that your membership plan supports additional collars. For more detailed guidance, you can refer to the Halo support resources or contact customer service for assistance. Let me know if you need any more help!

**STATUS CHANGE** | Unknown | 2025-09-16 03:00:57 UTC | Status: CLOSED

## Conversation: 5sY3gnhKTyWJXpmjkJNbxQ

Messages: 7 | Customers: 1 | Duration: 2025-09-16 01:03:30 UTC to 2025-09-16 23:38:34 UTC

**Customer (m9ts24VK...)** | 2025-09-16 01:03:30 UTC | halocollar.com

The strap on the collar broke off

**Customer (m9ts24VK...)** | 2025-09-16 01:03:58 UTC | halocollar.com

No clue how it was such a clean break

**Customer (m9ts24VK...)** | 2025-09-16 01:04:00 UTC | halocollar.com

**System/AI** | 2025-09-16 01:04:11 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:37:56 UTC

Added: tWVb8I74TQWoFOK-wNWbdw, mBJH5IIYT8e2\_OFrmPCDwA

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:38:23 UTC

Added: -LmskJFZShWIO0nMJuMqlA | Removed: tWVb8I74TQWoFOK-wNWbdw

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:38:34 UTC | Status: CLOSED

## Conversation: j5spg52gRii9auaWVpoqYg

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:11:12 UTC to 2025-09-16 01:11:12 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:11:12 UTC | Status: CLOSED

## Conversation: 6N\_QC2AwSjOd8fAexGDDBg

Messages: 8 | Customers: 1 | Duration: 2025-09-16 01:12:06 UTC to 2025-09-16 12:46:29 UTC

### EMAIL | Customer (ZyQUqjfk...) | 2025-09-16 01:12:06 UTC

**From:** amandajohnsen@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Amanda

### EMAIL | Customer (ZyQUqjfk...) | 2025-09-16 01:15:41 UTC

**From:** amandajohnsen@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Amanda

### EMAIL | Customer (ZyQUqjfk...) | 2025-09-16 01:15:46 UTC

**From:** amandajohnsen@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Amanda

### EMAIL | Customer (ZyQUqjfk...) | 2025-09-16 01:16:28 UTC

**From:** amandajohnsen@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Amanda

### AGENT NOTE | Agent (DBqbIO4n...) | 2025-09-16 12:42:42 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Amanda Menagh Email: amandajohnsen@gmail.com Phone Number: Collar SN: Collar FW: Collar Purchased From: Resources: Gladly Recap/TS: Cx submitted app log w/ no descrip included. Next Steps: Snt email requesting additional info.

### EMAIL | Agent (DBqbIO4n...) | 2025-09-16 12:46:10 UTC

**From:** support@halocollar.com

**To:** amandajohnsen@gmail.com

**Subject:** Halo Collar App Logs Received

Hello Amanda, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started? Any error messages or unusual behavior you've seen? Additionally, the email address you have provided does not pull up your collar. Please confirm the following so we may better assist: Email Address Phone Number Serial Number of the Collar If you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 9:16 PM "Amanda Menagh" wrote: > > Amanda

**TOPIC CHANGE** | Agent (DBqblO4n...) | 2025-09-16 12:46:24 UTC

Added: 2ne7xWQcT7SR-eLsslsIsQ

**STATUS CHANGE** | Agent (DBqblO4n...) | 2025-09-16 12:46:29 UTC | Status: CLOSED

## Conversation: f\_2BhkJUSs-ZyaUAJTKw4g

Messages: 7 | Customers: 1 | Duration: 2025-09-16 01:12:31 UTC to 2025-09-16 23:41:02 UTC

**Customer (QpmZtJ9G...) | 2025-09-16 01:12:31 UTC | halocollar.com**

our collar said it had an issue and it would send a new collar but to not use the collar we currently have

**Customer (QpmZtJ9G...) | 2025-09-16 01:12:32 UTC | halocollar.com**

**System/AI | 2025-09-16 01:12:36 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (QpmZtJ9G...) | 2025-09-16 01:13:07 UTC | halocollar.com**

how long until we receive the new collar if we aren't supposed to use thw one that malfunctioned?

**Agent (B63iEj1y...) | 2025-09-16 23:40:41 UTC | halocollar.com**

Hi there! Once you receive your tracking number via email, your replacement collar should arrive within 3–5 business days."

**TOPIC CHANGE | Agent (B63iEj1y...) | 2025-09-16 23:41:01 UTC**

Added: dG-ljZuyRaaSTewLvto6tw, mBJH5IIYT8e2\_OFrmpeDwA

**STATUS CHANGE | Agent (B63iEj1y...) | 2025-09-16 23:41:02 UTC | Status: CLOSED**

## Conversation: CONapV7uQH2s4on9iuHaAA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 01:14:07 UTC to 2025-09-16 23:43:32 UTC

**Customer (LOIUwsBP...)** | 2025-09-16 01:14:07 UTC | halocollar.com

Collar won't charge

**System/AI** | 2025-09-16 01:14:37 UTC | halocollar.com

Hi there! If your Halo Collar isn't charging, try these steps: Check Power Source: Make sure you're using a USB-C cable and a compatible charging block (not a computer). Inspect Charging Port: Clean the gold charging pins with a Q-tip and rubbing alcohol or mild soap. Let it dry fully before reconnecting. Test Charger and Cable: Verify the USB-C cable and charging block work with another device. Perform a Hard Reset: Plug the collar in for 5 minutes, then hold the power button for 15 seconds. If these steps don't resolve the issue, please contact Halo live support for further assistance.

**Customer (LOIUwsBP...)** | 2025-09-16 01:15:30 UTC | halocollar.com

I did all of these , nothing has worked

**System/AI** | 2025-09-16 01:15:46 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (LOIUwsBP...)** | 2025-09-16 01:16:37 UTC | halocollar.com

Can you help me

**Agent (B63iEj1y...)** | 2025-09-16 23:42:49 UTC | halocollar.com

Hi There ! We'll be more than happy to help you . we recommend contacting our support team directly. The easiest way to reach us is through your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Alternatively, you can reach us using one of the following methods: Web: [dogpark.halocollar.com](https://dogpark.halocollar.com) Phone: (214) 712-2270 Email: [support@halocollar.com](mailto:support@halocollar.com) Our team will be happy to assist you

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:43:18 UTC

Added: mBJH5IIYT8e2\_OFrmPcDwA

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:43:30 UTC

Added: 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:43:32 UTC | Status: CLOSED

## Conversation: VQt8elssTUed0qkztDIghw

Messages: 11 | Customers: 1 | Duration: 2025-09-16 01:14:39 UTC to 2025-09-16 03:27:22 UTC

**Customer (mM6mGP2Q...)** | 2025-09-16 01:14:39 UTC | halocollar.com

I got my replacement collar today.

**System/AI** | 2025-09-16 01:14:56 UTC | halocollar.com

That's great to hear, Raymond! If you need any help setting it up or have questions about its features, just let us know. We're here to ensure you have the best experience with your Halo Collar.

**Customer (mM6mGP2Q...)** | 2025-09-16 01:15:24 UTC | halocollar.com

The only thing in the box is a bubble wrapped collar. there are no instructions for returning the faulty one.

**System/AI** | 2025-09-16 01:15:50 UTC | halocollar.com

Oh no! It looks like the return shipping label might be missing from your package. We usually include a prepaid return label for sending back the faulty collar. If you can't find it, we can send it to you digitally via email. Please check your inbox, including your spam or junk folders. If it's still not there, just let us know, and we'll be happy to help further!

**Customer (mM6mGP2Q...)** | 2025-09-16 01:16:28 UTC | halocollar.com

I will need one sent. thank you

**System/AI** | 2025-09-16 01:16:50 UTC | halocollar.com

Hi Raymond! I've noted your request for a return shipping label to be sent to you via email. Please keep an eye on your inbox, and don't forget to check your spam or junk folders, just in case. If you need any more assistance, feel free to reach out. We're here to help!

**Customer (mM6mGP2Q...)** | 2025-09-16 01:26:25 UTC | halocollar.com

so sorry, I found it.

**System/AI** | 2025-09-16 01:26:44 UTC | halocollar.com

No worries at all, Raymond! I'm glad you found it. If you have any other questions or need further assistance with your Halo Collar, feel free to ask. Enjoy your new collar!

**Customer (mM6mGP2Q...)** | 2025-09-16 01:26:58 UTC | halocollar.com

Thank you, and thank you for your help

**System/AI** | 2025-09-16 01:27:09 UTC | halocollar.com

You're very welcome, Raymond! If you need anything else in the future, don't hesitate to reach out. Have a wonderful day!

**STATUS CHANGE** | Unknown | 2025-09-16 03:27:22 UTC | Status: CLOSED



## Conversation: fBXcl11ITj6T2fDpk9LP-w

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:15:24 UTC to 2025-09-16 01:15:24 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:15:24 UTC | Status: CLOSED

## Conversation: jLZIAi65Qk2OKpMJ3zZ5Sw

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:15:24 UTC to 2025-09-16 01:15:24 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:15:24 UTC | Status: CLOSED

## Conversation: gc1KHIPnRveijhMXsQqueA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:15:24 UTC to 2025-09-16 01:15:24 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:15:24 UTC | Status: CLOSED

## Conversation: Xi0XngwaQM6g5cSTI9vd0w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 01:20:18 UTC to 2025-09-16 12:43:23 UTC

### EMAIL | Customer (TiKyit5\_...) | 2025-09-16 01:20:18 UTC

**From:** alyssa.mund@gmail.com

**To:** support@halocollar.com

**Subject:** No Subject

Our collar had said it had a diagnostic malfunction today and it would send us a brand new one. I filled out the address confirmation thing. We got this message after saying not to use the collar we have and to wait until we receive the new one and they deleted the collar off put account. How long is the expected wait on the collar as we need to use it daily?

### EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 12:42:16 UTC

**From:** support@halocollar.com

**To:** alyssa.mund@gmail.com

**Subject:** Re:

Hello Alyssa, Thank you for reaching out to Halo Collar Support! We surely understand your concern with this, and I am more than happy to assist you. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. The estimated timeline for delivery is 3-5 business days. We put a rush shipping on it for 2-day air shipping to ensure that it arrives quickly. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 9:20 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 1:20 AM "Alyssa Mund" wrote: > > > Our collar had said it had a diagnostic malfunction today and it would send > > us a brand new one. I filled out the address confirmation thing. We got > > this message after saying not to use the collar we have and to wait until > > we receive the new one and they deleted the collar off put account. How > > long is the expected wait on the collar as we need to use it daily? > >

### AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 12:43:16 UTC

Live Team Notes Serial Numbers:25h4031282rt - the account is under a different name and email (User name Eben Rohling - User email eben.rohling@live.com) - I got SN# from screenshot FW:v.03.00.05 Issue/ Need: WISMO - WR Troubleshooting & Actions Taken: Sent Phone/ Email- Follow Up Warranty Advsd cx the estimated timeline for delivery is 3-5 business days and we put a rush shipping on it for 2-day air shipping to ensure that it arrives quickly. Checked cs order tracker and order bot but no tracking yet Resources

Used (provide details): (KB articles, Slack posts, internal docs.): Ap, gladly, cs order tracker, order bot Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 12:43:20 UTC

Added: yuytZ0lnRc2UDUrYWXc\_JQ

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 12:43:23 UTC | Status: CLOSED

## Conversation: DJWy66daRLyIsj4AUqCoRA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 01:20:26 UTC to 2025-09-16 15:18:18 UTC

**EMAIL | Customer (n7DyD5Gv...) | 2025-09-16 01:20:26 UTC**

**From:** firecrowe00@hotmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo collar parts

Hi Steven, My address is 3851 Dayton Springfield rd Springfield, OH 45502 Phone number is 937-272-8843 Thank you! Jay Crowe On Sep 13, 2025 9:20 AM, Halo Collar wrote: Hello Jay! My name is Steven, and I'm with the Halo RMA team! We would love to send out a replacement set for you! We will just need you to verify your shipping address and phone number for the order. Hope to hear from you soon! Have a wonderful day! With pawsitivity, Steven Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Friday, September 12, 2025, 9:40 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Saturday, September 13, 2025, 1:39 AM "Jay L Crowe" wrote: Hello, I just received a replacement collar and the allen barrell nuts/screws fell out. Can I order just these parts? I dont see them on the store. Thank you! Jay L Crowe

**TOPIC CHANGE | Agent (SWItncR...) | 2025-09-16 12:35:09 UTC**

Added: bDcJwjoMTjeffz13hM6gAA

**EMAIL | Agent (SWItncR...) | 2025-09-16 12:41:19 UTC**

**From:** support@halocollar.com

**To:** firecrowe00@hotmail.com

**Subject:** Re: Halo collar parts

Hi Jay, Thank you for reaching out! It looks like we don't have a complete shipping address on file. If you would still like assistance with your Halo collar parts, please reply with your full address so we can help get things moving. Alternatively, you can speak directly with one of our support representatives for immediate assistance: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session in the Halo App Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: support@halocollar.com We're happy to make sure you get the parts you need quickly and easily! With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 9:20 PM "Jay L Crowe" wrote: > Hi Steven, > My address is > 3851 Dayton Springfield rd > Springfield, OH 45502 > > Phone number is 937-272-8843 > > Thank you! > > Jay Crowe > > On Sep 13, 2025 9:20 AM, Halo Collar wrote: > > Hello Jay! > > My name is Steven, and I'm with the Halo RMA team! > > We would love to send out a replacement set for you! We will just need you to verify your shipping address and phone number for the order. > > Hope to hear from you soon! > > Have a wonderful day! > With pawsitivity, > Steven Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Friday, September 12, 2025, 9:40 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest

reaching out to our Dog Park via your Halo App: Open the Halo App→ Tap Settings→ Tap Halo Dog Park→ Tap Halo Support→ Tap Join Session→ Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Saturday, September 13, 2025, 1:39 AM "Jay L Crowe" wrote: > Hello, I just received a replacement collar and the allen barrell nuts/screws fell out. Can I order just these parts? I dont see them on the store. > Thank you! > > Jay L Crowe

**STATUS CHANGE** | Agent (SWltnccR...) | 2025-09-16 12:41:20 UTC | Status: CLOSED

**EMAIL | Customer (n7DyD5Gv...) | 2025-09-16 15:11:09 UTC**

**From:** firecrowe00@hotmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo collar parts

Hi Symantha, I sent this yesterday! I've received multiple collars from Halo, not sure why my address isnt on file: Jay Crowe 3851 Dayton Springfield rd Springfield, OH 45502 Phone number is 937-272-8843 Vr Jay Crowe On Sep 16, 2025 8:41 AM, Halo Collar wrote: Hi Jay, Thank you for reaching out! It looks like we don't have a complete shipping address on file. If you would still like assistance with your Halo collar parts, please reply with your full address so we can help get things moving. Alternatively, you can speak directly with one of our support representatives for immediate assistance: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session in the Halo App Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: support@halocollar.com We're happy to make sure you get the parts you need quickly and easily! With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 9:20 PM "Jay L Crowe" wrote: Hi Steven, My address is 3851 Dayton Springfield rd Springfield, OH 45502 Phone number is 937-272-8843 Thank you! Jay Crowe On Sep 13, 2025 9:20 AM, Halo Collar wrote: Hello Jay! My name is Steven, and I'm with the Halo RMA team! We would love to send out a replacement set for you! We will just need you to verify your shipping address and phone number for the order. Hope to hear from you soon! Have a wonderful day! With pawsitivity, Steven Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Friday, September 12, 2025, 9:40 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App→ Tap Settings→ Tap Halo Dog Park→ Tap Halo Support→ Tap Join Session→ Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Saturday, September 13, 2025, 1:39 AM "Jay L Crowe" wrote: Hello, I just received a replacement collar and the allen barrell nuts/screws fell out. Can I order just these parts? I dont see them on the store. Thank you! Jay L Crowe

**STATUS CHANGE** | Customer (n7DyD5Gv...) | 2025-09-16 15:11:09 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (sR--y62...) | 2025-09-16 15:15:59 UTC

Added: -LmskJFZShWIO0nMJuMqIA

**EMAIL | Agent (sR--y62...) | 2025-09-16 15:18:17 UTC**

**From:** support@halocollar.com

**To:** firecrowe00@hotmail.com

**Subject:** Re: Halo collar parts

Hello Jay, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a strap

adjustment kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status. If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■

■ On Tuesday, September 16, 2025, 11:11 AM "Jay L Crowe" wrote: > Hi Symantha, > I sent this yesterday! I've received multiple collars from Halo, not sure why my address isn't on file: > > Jay Crowe > 3851 Dayton Springfield rd > Springfield, OH 45502 > > Phone number is 937-272-8843 > > Vr > Jay Crowe > > On Sep 16, 2025 8:41 AM, Halo Collar wrote: > > Hi Jay, > Thank you for reaching out! It looks like we don't have a complete shipping address on file. If you would still like assistance with your Halo collar parts, please reply with your full address so we can help get things moving. > Alternatively, you can speak directly with one of our support representatives for immediate assistance: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session in the Halo App Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: support@halocollar.com > We're happy to make sure you get the parts you need quickly and easily! > With pawsitivity, > Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 9:20 PM "Jay L Crowe" wrote: > Hi Steven, > My address is > 3851 Dayton Springfield rd > Springfield, OH 45502 > > Phone number is 937-272-8843 > > Thank you! > > Jay Crowe > > On Sep 13, 2025 9:20 AM, Halo Collar wrote: > > Hello Jay! > > My name is Steven, and I'm with the Halo RMA team! > > We would love to send out a replacement set for you! We will just need you to verify your shipping address and phone number for the order. > > Hope to hear from you soon! > > Have a wonderful day! > With pawsitivity, > Steven Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Friday, September 12, 2025, 9:40 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Saturday, September 13, 2025, 1:39 AM "Jay L Crowe" wrote: > Hello, I just received a replacement collar and the allen barrell nuts/screws fell out. Can I order just these parts? I don't see them on the store. > Thank you! > > Jay L Crowe

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 15:18:18 UTC | Status: CLOSED



## Conversation: e-F6SeduT5O0SZypm3LLTA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:21:27 UTC to 2025-09-16 01:21:27 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:21:27 UTC | Status: CLOSED

## Conversation: YKiidtIYQ3GZzorwoeswzA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 01:22:03 UTC to 2025-09-16 03:27:22 UTC

**Customer (MCDSzvap...)** | 2025-09-16 01:22:03 UTC | [halocollar.com](https://halocollar.com)

How to keep my dog in his boundaries

**STATUS CHANGE** | Customer (MCDSzvap...) | 2025-09-16 01:22:03 UTC | Status: OPEN

**System/AI** | 2025-09-16 01:22:29 UTC | [halocollar.com](https://halocollar.com)

Hey there! To keep your dog safe and sound within boundaries using the Halo Collar, you can set up a virtual Halo Fence. This customizable boundary works with the collar to ensure your pup stays within a designated area. You can easily create fences using the Halo App, and they can be as large as 1,200 square miles. The collar will give feedback like sounds or vibrations if your dog gets close to the boundary, encouraging them to stay in the safe zone. For step-by-step instructions on setting up fences, check out the Halo Support Article.

**Customer (MCDSzvap...)** | 2025-09-16 01:25:54 UTC | [halocollar.com](https://halocollar.com)

After the fan set up, how do I keep the warning sound higher?

**Customer (MCDSzvap...)** | 2025-09-16 01:26:12 UTC | [halocollar.com](https://halocollar.com)

for the dog

**System/AI** | 2025-09-16 01:26:52 UTC | [halocollar.com](https://halocollar.com)

To adjust the warning sound volume on your Halo Collar, open the Halo App and tap on "My Map" at the bottom of the screen. Select your pet, then swipe up on the Pet Card. Tap "Feedback Settings" located at the bottom right. Here, you can adjust the intensity of the warning feedback by using the drop-down menus to increase the sound level. Make sure to test the new settings in a quiet environment to ensure your dog responds appropriately.

**STATUS CHANGE** | Unknown | 2025-09-16 03:27:22 UTC | Status: CLOSED

## Conversation: rGkmOtmoS1ie2PnTOviKEA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 01:23:10 UTC to 2025-09-16 03:24:16 UTC

**Customer (TVfLIqnA...)** | 2025-09-16 01:23:10 UTC | [halocollar.com](https://halocollar.com)

Hello, I have two almost 6 mo old mini Aussies, how do I know what size collar to get when they're still growing?

**System/AI** | 2025-09-16 01:23:36 UTC | [halocollar.com](https://halocollar.com)

Hi there! The Halo Collar is perfect for growing puppies like your mini Aussies. It's adjustable to fit neck sizes between 8" and 30" and is suitable for dogs weighing 10 lbs and up. You can easily resize the strap as your puppies grow, ensuring a snug fit with two fingers' space between the collar and neck. Replacement straps are available if needed. For best results, regularly check the fit to maintain comfort and effectiveness. If you need further assistance, feel free to ask!

**STATUS CHANGE** | *Unknown* | 2025-09-16 03:24:16 UTC | Status: *CLOSED*

## Conversation: 0IUXDv5zREakCjC3EqLN-Q

Messages: 5 | Customers: 1 | Duration: 2025-09-16 01:23:33 UTC to 2025-09-16 12:43:17 UTC

### EMAIL | Customer (hVksEDgU...) | 2025-09-16 01:23:33 UTC

**From:** gregorybeglin@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Takes forever to load the collar location

### EMAIL | Agent (nNKLv8vG...) | 2025-09-16 12:40:20 UTC

**From:** support@halocollar.com

**To:** gregorybeglin@gmail.com

**Subject:** Re: Log Submission - empty zip file - No account with this email & name - need more information

Hello Gregory, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started Any error messages or unusual behavior you've seen Please reply to this email with additional details to assist further. Account Owner's Full Name: Email Linked to That Account: Phone Number: Serial Number of Collar: Order Number: Issue: Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. What Is the Difference Between a Bluetooth, Wi-Fi, or LTE / Cellular Connection? (Halo Collars prior to the Halo 3 only connect to AT&T; cell service) The Halo Collar works seamlessly with Halo Fences to keep your dog contained, regardless of what type of connection your collar is using. The Halo Collar will always connect to the strongest connection available, whether it is Bluetooth, Wi-Fi, and LTE/cellular connection - it will be providing updates to your pet's location on the app every 1 second! Bluetooth Bluetooth is available when you and your phone are within approximately 100 feet (30.5 meters) of the Halo Collar. To enable a Bluetooth connection, navigate to your phone's settings app, click Bluetooth, and make sure Bluetooth is toggled to "ON." For iPhone users only, confirm that new Bluetooth connections are enabled by navigating to the Control Center and making sure that the circle containing the Bluetooth logo is toggled to ON (filled in Blue) You don't need to look for the collar in your phone's Bluetooth devices list; the collar will automatically connect to your phone if your Bluetooth is on. We strongly recommend that you always have Bluetooth on when you are using the Halo App and within 100 feet (30.5 meters) of your dog, because a Bluetooth connection gives certain benefits: Instant Commands - or 'Manual Feedback' - register immediately on your dog's Halo Collar when connected via Bluetooth. The moment you press the button in your Halo App, the collar performs the selected feedback. Without Bluetooth, the collar will perform the feedback once the request reaches the collar over the internet, which could take 1-2 seconds (or longer if you don't have good connection). Instant Commands are an important reason to use Bluetooth. Note: To access Instant Commands, press the blue and white hand icon in the top left corner of the Pet Card or the blue and white hand icon in the top right corner of the training card. Wi-Fi It is important to configure your Halo Collar to connect with your home Wi-Fi network because your collar will automatically download and apply firmware updates when it is both plugged into power and connected to Wi-Fi. We recommend configuring your collar to connect to the Wi-Fi network at home and anywhere else you frequently visit, such as a friend's house. For instructions on connecting your collar to your Wi-Fi network, check out the article "How do I manage my collar's connection to my wireless or Wi-Fi network?" LTE/Cellular If you are out of Bluetooth range and not on a Wi-Fi network, the collar will default to an LTE/Cellular connection. The above update rates are applicable to when your dog is outdoors and moving around. When resting or indoors, other Pet Card data (such as the battery level) will update periodically, but your dog's Pet Pin location will not move. When your dog is resting, its position is not changing, so the Pet Pin will not move. When your dog is indoors, GNSS signals are erratic, so the Halo stops tracking your dog's location; instead, the position of the Pet Pin should remain fixed to your dog's

last outdoor position (i.e. the spot where they re-entered your house). This indoor mode is made apparent by the 'home' icon on the Pet Pin and the 'Indoor GPS' indication on the Pet Card. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 9:23 PM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 1:23 AM "Gregory Beglin" wrote: > > Takes forever to load the collar location > >

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 12:42:55 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Gregory Beglin Email: [gregorybeglin@gmail.com](mailto:gregorybeglin@gmail.com) / No account with this email & name Phone Number: unknown Collar SN: unknown Collar FW: unknown Collar Purchased From: unknown Resources: Could NOT verify CX in AP, Gladly / No account with this name & email Recap/TS: CX sent empty zip file/NO account with this email & name - need more information Sent difference between Bluetooth, Wi-Fi, LTE macros. Next Steps: email Next Agent, please update this CX's contact information in Gladly when CX responds.

**TOPIC CHANGE | Agent (nNKLv8vG...) | 2025-09-16 12:43:15 UTC**

Added: UNYy8zJMRzuqZ0-CQlyc1Q, xuobtcPqSGuD7uwjUFZzMQ, PT5SzfGLQx6qJKX6efjzxA

**STATUS CHANGE | Agent (nNKLv8vG...) | 2025-09-16 12:43:17 UTC | Status: CLOSED**

## Conversation: 68-5Hbj8QOCuz7y43prRkA

Messages: 19 | Customers: 1 | Duration: 2025-09-16 01:29:32 UTC to 2025-09-16 20:14:12 UTC

**EMAIL | Customer (oAIQz-RD...) | 2025-09-16 01:29:32 UTC**

**From:** brian.k.baker@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Thanks for checking in. I am not too thrilled with having my Halo 4 collars being replaced on a rotating basis, leaving one of the dogs in harms way. There is a major design flaw with the Halo 4, and it seems like there is no end in sight on permanent fix. I appreciate all of the replacement collars, but it is a lot of worry in between receiving them. Do the Halo 5 collars resolve all the problems with the 4? Sincerely, Brian Sent from Yahoo Mail for iPhone On Friday, September 12, 2025, 7:11 AM, Halo Collar wrote: Hello Brian, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 13:44:33 UTC**

Added: VMJV3XpQT36TjMPwkXkCJw

**EMAIL | Agent (oXI3CnvV...) | 2025-09-16 13:44:42 UTC**

**From:** support@halocollar.com

**To:** brian.k.baker@yahoo.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Hello Brian, Thank you for sharing your concerns—we completely understand how stressful it must feel to rely on rotating replacements and worry about your dog's safety in the meantime. We truly appreciate your patience and the chance to make this right. The Halo 5 Collar was designed to address many of the challenges Halo 4 users experienced. It features upgraded hardware and firmware for improved reliability, faster performance, and longer-lasting durability. These updates were made specifically to provide a more consistent and dependable experience for both you and your dogs. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 9:29 PM "Brian Baker" wrote: > Thanks for checking in. I am not too thrilled with having my Halo 4 collars being replaced on a rotating basis, leaving one of the dogs in harms way. There is a major design flaw with the Halo 4, and it seems like there is no end in sight on permanent fix. I appreciate all of the replacement collars, but it is a lot of worry in between receiving them. > Do the Halo 5 collars resolve all the problems with the 4? > Sincerely, > Brian > > Sent from Yahoo Mail for iPhone > > > On Friday, September 12, 2025, 7:11 AM, Halo Collar wrote: > > Hello Brian, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. > I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. > Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. > You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > >

**STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 13:44:44 UTC | Status: CLOSED**

**EMAIL | Customer (oAIQz-RD...) | 2025-09-16 16:36:53 UTC**

**From:** briank.baker@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

It is good to hear that the 5 will address these concerns. Unfortunately, I am stuck in an endless loop of collar replacements. One of them failed again, a couple of days ago. This is one that has just been replaced a few months or less prior. I do not even remember how often and which collar I have, and when... Would Halo be able to send me Halo 5 collars, to help stop the endless loop? This is putting my dogs in unsafe situations, as I have to just use 1 collar at a time which the second dog has no collar on until we receive the replacement. The time between the failure and actual replacement has improved, but still ends up being about two weeks without one. ■ Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 8:44 AM, Halo Collar wrote: Hello Brian, Thank you for sharing your concerns—we completely understand how stressful it must feel to rely on rotating replacements and worry about your dog's safety in the meantime. We truly appreciate your patience and the chance to make this right. The Halo 5 Collar was designed to address many of the challenges Halo 4 users experienced. It features upgraded hardware and firmware for improved reliability, faster performance, and longer-lasting durability. These updates were made specifically to provide a more consistent and dependable experience for both you and your dogs. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 9:29 PM "Brian Baker" wrote: Thanks for checking in. I am not too thrilled with having my Halo 4 collars being replaced on a rotating basis, leaving one of the dogs in harms way. There is a major design flaw with the Halo 4, and it seems like there is no end in sight on permanent fix. I appreciate all of the replacement collars, but it is a lot of worry in between receiving them. Do the Halo 5 collars resolve all the problems with the 4? Sincerely, Brian Sent from Yahoo Mail for iPhone On Friday, September 12, 2025, 7:11 AM, Halo Collar wrote: Hello Brian, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

*STATUS CHANGE | Customer (oAIQz-RD...) | 2025-09-16 16:36:53 UTC | Status: OPEN*

**EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:46:58 UTC**

**From:** support@halocollar.com

**To:** briank.baker@yahoo.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Hello Brian, thank you for sharing your experience, and we completely understand how stressful it must be to manage replacements while trying to keep your dogs safe. We appreciate your patience throughout this process. To transition to the Halo 5 Collar, you would need to either upgrade through Halo Care or Halo Protection, or purchase the Halo 5 directly. These options provide the new hardware with the updated features designed to address the concerns you've experienced with the Halo 4, including improved reliability and performance. We'd be happy to walk you through the upgrade process and discuss which option might be best for your situation so you can avoid the ongoing replacement loop. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:36 PM "Brian Baker" wrote: > It is good to hear that the 5 will address these concerns. Unfortunately, I am stuck in an endless loop of collar replacements. One of them failed again, a couple of days ago. This is one that has just been replaced a few months or less prior. I do not even remember how often and which collar I have, and when... > Would Halo be able to send me Halo 5 collars, to help stop the endless loop? This is putting my dogs in unsafe situations, as I



have to just use 1 collar at a time which the second dog has no collar on until we receive the replacement. The time between the failure and actual replacement has improved, but still ends up being about two weeks without one. ■ > > > Sent from Yahoo Mail for iPhone > > > On Tuesday, September 16, 2025, 8:44 AM, Halo Collar wrote: > > Hello Brian, > Thank you for sharing your concerns—we completely understand how stressful it must feel to rely on rotating replacements and worry about your dog's safety in the meantime. We truly appreciate your patience and the chance to make this right. > The Halo 5 Collar was designed to address many of the challenges Halo 4 users experienced. It features upgraded hardware and firmware for improved reliability, faster performance, and longer-lasting durability. These updates were made specifically to provide a more consistent and dependable experience for both you and your dogs. > Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 15, 2025, 9:29 PM "Brian Baker" wrote: > Thanks for checking in. I am not too thrilled with having my Halo 4 collars being replaced on a rotating basis, leaving one of the dogs in harms way. There is a major design flaw with the Halo 4, and it seems like there is no end in sight on permanent fix. I appreciate all of the replacement collars, but it is a lot of worry in between receiving them. > Do the Halo 5 collars resolve all the problems with the 4? > Sincerely, > Brian > > Sent from Yahoo Mail for iPhone > > > On Friday, September 12, 2025, 7:11 AM, Halo Collar wrote: > > Hello Brian, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. > I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. > Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. > You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > > > > > > > >

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:46:59 UTC | Status: CLOSED

**EMAIL | Customer (oAIQz-RD...) | 2025-09-16 17:38:31 UTC**

**From:** briank.baker@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

This unfortunate, since I have had nothing but defective collars from the very beginning. Even my Halo 3 collars have been defective with design flaws. Is there any way to discount the replacement cost of the Halo 5 for me since I have had so many problems? At this point, I am to the point I feel the need to file a consumer complaint. I cannot be the only person experiencing these issues. With the amount of money folks have spent on the collars, including the often unreimbursed downtime on the monthly fees when one or both collars are in limbo. I have to say that you and other reps have been great to work with, but not sure what to do at this stage. I cannot possibly pay over \$1,100, not including taxes, for two more collars. I ran across the following, discussing upgrades of replacement collars, which I feel is usurious: "For Your Halo Care Program replacement Halo Collar, You will pay a discounted price based on Your Halo Collar Program membership level ("Plan Level"). You will pay \$149 if You are a qualified Gold Plan Member (signed up and maintained Gold Plan membership since Activation or have maintained your Gold Plan for 3 months or longer), \$174 if You are a qualified Silver Plan Member (signed up and maintained Silver Plan membership since activation or have maintained Your Silver Plan for 3 months or longer) or \$199 if you are a Bronze Plan Member. The cost of the Halo Collar Program replacement at each Plan Level is referred to as the "Cost". You will also pay applicable taxes and shipping charges, which You shall pay in advance at the time of requesting Your Halo Collar under the Program. Halo may change the Cost upon 30 days written notice." Is there any way you could escalate this? Thanks in advance. Brian Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 11:46 AM, Halo Collar wrote: Hello Brian, hank you for sharing your experience, and we completely understand how stressful it must be to manage replacements while trying to keep your dogs safe. We appreciate your patience throughout this process. To transition to the Halo 5 Collar, you would need to either upgrade through Halo Care or Halo Protection, or purchase the Halo



5 directly. These options provide the new hardware with the updated features designed to address the concerns you've experienced with the Halo 4, including improved reliability and performance. We'd be happy to walk you through the upgrade process and discuss which option might be best for your situation so you can avoid the ongoing replacement loop. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:36 PM "Brian Baker" wrote: It is good to hear that the 5 will address these concerns. Unfortunately, I am stuck in an endless loop of collar replacements. One of them failed again, a couple of days ago. This is one that has just been replaced a few months or less prior. I do not even remember how often and which collar I have, and when... Would Halo be able to send me Halo 5 collars, to help stop the endless loop? This is putting my dogs in unsafe situations, as I have to just use 1 collar at a time which the second dog has no collar on until we receive the replacement. The time between the failure and actual replacement has improved, but still ends up being about two weeks without one. ■ Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 8:44 AM, Halo Collar wrote: Hello Brian, Thank you for sharing your concerns—we completely understand how stressful it must feel to rely on rotating replacements and worry about your dog's safety in the meantime. We truly appreciate your patience and the chance to make this right. The Halo 5 Collar was designed to address many of the challenges Halo 4 users experienced. It features upgraded hardware and firmware for improved reliability, faster performance, and longer-lasting durability. These updates were made specifically to provide a more consistent and dependable experience for both you and your dogs. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 9:29 PM "Brian Baker" wrote: Thanks for checking in. I am not too thrilled with having my Halo 4 collars being replaced on a rotating basis, leaving one of the dogs in harms way. There is a major design flaw with the Halo 4, and it seems like there is no end in sight on permanent fix. I appreciate all of the replacement collars, but it is a lot of worry in between receiving them. Do the Halo 5 collars resolve all the problems with the 4? Sincerely, Brian Sent from Yahoo Mail for iPhone On Friday, September 12, 2025, 7:11 AM, Halo Collar wrote: Hello Brian, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

**STATUS CHANGE** | Customer (oAIQz-RD...) | 2025-09-16 17:38:31 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:02:44 UTC

Added: y5p26f9RQxiykoWrcyu6Q

**EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:02:45 UTC**

**From:** support@halocollar.com

**To:** brian.k.baker@yahoo.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Hello Brian, Thank you for your email and for sharing your experience so candidly. We completely understand your frustration, especially after encountering repeated issues with multiple collars over the years. It's clear this has been stressful and inconvenient, and we genuinely appreciate your patience and the kind words about our support team. Regarding your request to upgrade to Halo 5 collars at a discounted rate, the upgrade options are typically tied to the Halo Care Program membership level as outlined in the terms. While I don't have the ability to change those program terms directly, I can escalate your situation to our management team for review, highlighting the challenges you've faced and your long-standing loyalty to Halo. They will assess whether any additional accommodations can be made for you. We completely understand your concern about the cost and the impact of downtime while waiting for replacements. Your feedback will be shared internally as we continually work to improve both our products and our support process. Once I

escalate your case, someone from management will reach out to you directly regarding potential next steps. We truly value you as a customer and want to ensure your concerns are heard and addressed. Thank you again for your patience, and for giving us the opportunity to review your situation. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 1:38 PM "Brian Baker" wrote: > This unfortunate, since I have had nothing but defective collars from the very beginning. Even my Halo 3 collars have been defective with design flaws. Is there any way to discount the replacement cost of the Halo 5 for me since I have had so many problems? At this point, I am to the point I feel the need to file a consumer complaint. I cannot be the only person experiencing these issues. With the amount of money folks have spent on the collars, including the often unreimbursed downtime on the monthly fees when one or both collars are in limbo. > I have to say that you and other reps have been great to work with, but not sure what to do at this stage. I cannot possibly pay over \$1,100, not including taxes, for two more collars. I ran across the following, discussing upgrades of replacement collars, which I feel is usurious: > "For Your Halo Care Program replacement Halo Collar, You will pay a discounted price based on Your Halo Collar Program membership level ("Plan Level"). You will pay \$149 if You are a qualified Gold Plan Member (signed up and maintained Gold Plan membership since Activation or have maintained your Gold Plan for 3 months or longer), \$174 if You are a qualified Silver Plan Member (signed up and maintained Silver Plan membership since activation or have maintained Your Silver Plan for 3 months or longer) or \$199 if you are a Bronze Plan Member. The cost of the Halo Collar Program replacement at each Plan Level is referred to as the "Cost". You will also pay applicable taxes and shipping charges, which You shall pay in advance at the time of requesting Your Halo Collar under the Program. Halo may change the Cost upon 30 days written notice." > > Is there any way you could escalate this? Thanks in advance. > Brian > > Sent from Yahoo Mail for iPhone > > > On Tuesday, September 16, 2025, 11:46 AM, Halo Collar wrote: > > Hello Brian, > > hank you for sharing your experience, and we completely understand how stressful it must be to manage replacements while trying to keep your dogs safe. We appreciate your patience throughout this process. > To transition to the Halo 5 Collar, you would need to either upgrade through Halo Care or Halo Protection, or purchase the Halo 5 directly. These options provide the new hardware with the updated features designed to address the concerns you've experienced with the Halo 4, including improved reliability and performance. > We'd be happy to walk you through the upgrade process and discuss which option might be best for your situation so you can avoid the ongoing replacement loop. > Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > On Tuesday, September 16, 2025, 12:36 PM "Brian Baker" wrote: > It is good to hear that the 5 will address these concerns. Unfortunately, I am stuck in an endless loop of collar replacements. One of them failed again, a couple of days ago. This is one that has just been replaced a few months or less prior. I do not even remember how often and which collar I have, and when... > Would Halo be able to send me Halo 5 collars, to help stop the endless loop? This is putting my dogs in unsafe situations, as I have to just use 1 collar at a time which the second dog has no collar on until we receive the replacement. The time between the failure and actual replacement has improved, but still ends up being about two weeks without one. ■ > > > Sent from Yahoo Mail for iPhone > > > On Tuesday, September 16, 2025, 8:44 AM, Halo Collar wrote: > > Hello Brian, > Thank you for sharing your concerns—we completely understand how stressful it must feel to rely on rotating replacements and worry about your dog's safety in the meantime. We truly appreciate your patience and the chance to make this right. > The Halo 5 Collar was designed to address many of the challenges Halo 4 users experienced. It features upgraded hardware and firmware for improved reliability, faster performance, and longer-lasting durability. These updates were made specifically to provide a more consistent and dependable experience for both you and your dogs. > Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > On Monday, September 15, 2025, 9:29 PM "Brian Baker" wrote: > Thanks for checking in. I am not too thrilled with having my Halo 4 collars being replaced on a rotating basis, leaving one of the dogs in harms way. There is a major design flaw with the Halo 4, and it seems like there is no end in sight on permanent fix. I appreciate all of the replacement collars, but it is a lot of worry in between receiving them. > Do the Halo 5 collars resolve all the problems with the 4? > Sincerely, > Brian > > Sent from Yahoo Mail for iPhone > > > On Friday, September 12, 2025, 7:11 AM, Halo Collar wrote: > > Hello Brian, > > I hope

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> I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. > Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. > You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. > Thanks again for your time, and I hope we'll talk soon.  
> > > Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > > > > > > > > > >

*STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 18:02:56 UTC | Status: CLOSED*

**EMAIL | Customer (oAIQz-RD...) | 2025-09-16 18:20:43 UTC**

**From:** briank.baker@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Thanks, Bree. I truly appreciate your help. Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 1:02 PM, Halo Collar wrote: Hello Brian, Thank you for your email and for sharing your experience so candidly. We completely understand your frustration, especially after encountering repeated issues with multiple collars over the years. It's clear this has been stressful and inconvenient, and we genuinely appreciate your patience and the kind words about our support team. Regarding your request to upgrade to Halo 5 collars at a discounted rate, the upgrade options are typically tied to the Halo Care Program membership level as outlined in the terms. While I don't have the ability to change those program terms directly, I can escalate your situation to our management team for review, highlighting the challenges you've faced and your long-standing loyalty to Halo. They will assess whether any additional accommodations can be made for you. We completely understand your concern about the cost and the impact of downtime while waiting for replacements. Your feedback will be shared internally as we continually work to improve both our products and our support process. Once I escalate your case, someone from management will reach out to you directly regarding potential next steps. We truly value you as a customer and want to ensure your concerns are heard and addressed. Thank you again for your patience, and for giving us the opportunity to review your situation. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:38 PM "Brian Baker" wrote: This unfortunate, since I have had nothing but defective collars from the very beginning. Even my Halo 3 collars have been defective with design flaws. Is there any way to discount the replacement cost of the Halo 5 for me since I have had so many problems? At this point, I am to the point I feel the need to file a consumer complaint. I cannot be the only person experiencing these issues. With the amount of money folks have spent on the collars, including the often unreimbursed downtime on the monthly fees when one or both collars are in limbo. I have to say that you and other reps have been great to work with, but not sure what to do at this stage. I cannot possibly pay over \$1,100, not including taxes, for two more collars. I ran across the following, discussing upgrades of replacement collars, which I feel is usurious: "For Your Halo Care Program replacement Halo Collar, You will pay a discounted price based on Your Halo Collar Program membership level ("Plan Level"). You will pay \$149 if You are a qualified Gold Plan Member (signed up and maintained Gold Plan membership since Activation or have maintained your Gold Plan for 3 months or longer), \$174 if You are a qualified Silver Plan Member (signed up and maintained Silver Plan membership since activation or have maintained Your Silver Plan for 3 months or longer) or \$199 if you are a Bronze Plan Member. The cost of the Halo Collar Program replacement at each Plan Level is referred to as the "Cost". You will also pay applicable taxes and shipping charges, which You shall pay in advance at the time of requesting Your Halo Collar under the Program. Halo may change the Cost upon 30 days written notice." Is there any way you could escalate this? Thanks in advance. Brian Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 11:46 AM, Halo Collar wrote: Hello Brian, hank you for sharing your experience, and we completely understand how stressful it must be to manage replacements while trying to keep your dogs safe. We appreciate your patience throughout this process. To transition to the Halo 5 Collar, you would need to either upgrade through Halo Care or Halo Protection, or purchase the Halo

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*STATUS CHANGE | Customer (oAIQz-RD...) | 2025-09-16 18:20:43 UTC | Status: OPEN*

**EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:39:07 UTC**

**From:** support@halocollar.com

**To:** briank.baker@yahoo.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Hello Brian, You are very welcome—I'm glad I could assist you. I also wanted to let you know that our management team has reviewed your request. At this time, we are unable to offer a discount on the Halo 5 collars outside of the existing upgrade options. Currently, the only ways to upgrade to Halo 5 are through a Halo Care membership or by purchasing directly. I completely understand how important this is for you and your dogs, and I know this may not have been the answer you were hoping for. Please know that our team is here to support you in whichever path you choose. If you'd like, I can share more details about the Halo Care program so you can compare the options and find the best fit. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:20 PM "Brian Baker" wrote: > Thanks, Bree. I truly appreciate your help. > > > Sent from Yahoo Mail for iPhone > > > On Tuesday, September 16, 2025, 1:02 PM, Halo Collar wrote: > > Hello Brian, > Thank you for your email and for sharing your experience so candidly. We completely understand your frustration, especially after encountering repeated issues with multiple collars over the years. It's clear this has been stressful and inconvenient, and we genuinely appreciate

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**STATUS CHANGE** | Customer (oAIQz-RD...) | 2025-09-16 20:14:12 UTC | Status: OPEN



## Conversation: oqvbTGSRTICOtWPKDBH0zg

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:30:31 UTC to 2025-09-16 01:30:31 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:30:31 UTC | Status: CLOSED

## Conversation: u0N0dXt9Sz2qFCWCY1pQ2w

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:32:33 UTC to 2025-09-16 01:32:33 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:32:33 UTC | Status: CLOSED

## Conversation: z-1UXOm7SKi6wGsNc5bmPA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:33:33 UTC to 2025-09-16 01:33:33 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:33:33 UTC | Status: CLOSED

## Conversation: \_QfTV36rSeaJ\_-mNQ8gb1A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 01:34:49 UTC to 2025-09-16 03:38:28 UTC

**Customer (8l46y\_ZX...)** | 2025-09-16 01:34:49 UTC | halocollar.com

How do we set up the zone Halo

**System/AI** | 2025-09-16 01:35:19 UTC | halocollar.com

Hey there! Setting up a Halo Zone is easy. Just open the Halo App and tap 'My Map' in the bottom-left corner. Slide up the 'Find & Manage Pets' card and tap 'Add Fence.' You'll see a map with a movable marker—drag it to your property or enter your address in the search bar. Next, tap 'Create Fence,' and the app will automatically generate a unique fence around your property using public property lines and Halo's safety guidelines. You can adjust the fence posts to fit your layout, making sure the boundary is at least 15–20 feet away from roads or buildings for safety. Enjoy setting up your Halo Zone!

**Customer (8l46y\_ZX...)** | 2025-09-16 01:37:23 UTC | halocollar.com

How do we set up the zone beacon

**System/AI** | 2025-09-16 01:37:59 UTC | halocollar.com

Setting up a Zone Beacon is easy! Open the Halo App and go to Settings > My Beacons > + Add Beacon. Choose the Zone Beacon type and let the app find nearby beacons. When the beacon shows up, match its serial number with the one in the app, tap to select, and configure it. You can name the beacon, decide its function (Keep-Away or Ignore Zone), and set the zone radius. You can adjust these settings anytime in the app under Settings > Beacons. Have fun setting up your zones!

**STATUS CHANGE** | Unknown | 2025-09-16 03:38:28 UTC | Status: CLOSED

## Conversation: XbToe\_kmTCqbeCGaMCmEnA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:37:35 UTC to 2025-09-16 01:37:35 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:37:35 UTC | Status: CLOSED

## Conversation: KoSDdxsxFuHansRuXeQ2A

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:38:35 UTC to 2025-09-16 01:38:35 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:38:35 UTC | Status: CLOSED

## Conversation: 5YPIEUgTQI2zEO\_r\_ACAzBA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 01:38:59 UTC to 2025-09-16 13:40:06 UTC

**EMAIL | Customer (i-i6uATV...) | 2025-09-16 01:38:59 UTC**

**From:** abyler02@icloud.com

**To:** support@halocollar.com

**Subject:** Re: [Not Virus Scanned] Log Submission

Hello, I have charged a collar for five minutes and he'll be on button in for 15 seconds and it is still not working. The charger is working correctly as it charges my other collar just fine. I am desperate to get this thing working my dog needs it terribly bad. Alan Sent from my iPhone On Sep 10, 2025, at 10:28 AM, Halo Collar wrote: Hello Alan, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively: 1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting. 5. Perform a Hard Reset Plug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! (<https://support.halocollar.com/hc/en-us/articles/360043976694-How-to-Contact-Customer-Support>) Best Regards , Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 9, 2025, 10:21 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Wednesday, September 10, 2025, 2:21 AM "Alan Byler" wrote:

**EMAIL | Agent (nNKLv8vG...) | 2025-09-16 13:33:34 UTC**

**From:** support@halocollar.com

**To:** abyler02@icloud.com

**Subject:** Visit Dog Park for further assistance

Hello Alan, My name is Michele, and I'd like to recommend that you contact our Live Support team for further assistance. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog ParkVia the Halo App:Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join SessionAllow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. With pawssitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September

15, 2025, 9:38 PM "Alan Byler" wrote: > Hello, I have charged a collar for five minutes and he'll be on button in for 15 seconds and it is still not working. The charger is working correctly as it charges my other collar just fine. I am desperate to get this thing working my dog needs it terribly bad. > > Alan > > Sent from my iPhone > On Sep 10, 2025, at 10:28 AM, Halo Collar wrote: > Hello Alan, > > Thank you for contacting us regarding the charging issue with your Halo Collar. > We understand how frustrating this can be, but we're here to assist you! > > Here are troubleshooting steps to help get your collar charging effectively: > 1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting. 5. Perform a Hard Reset Plug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! > If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. > > If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! (<https://support.halocollar.com/hc/en-us/articles/360043976694-How-to-Contact-Customer-Support>) > > Best Regards , > Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 9, 2025, 10:21 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Wednesday, September 10, 2025, 2:21 AM "Alan Byler" wrote:

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:40:01 UTC

Added: wOOHNF34TjWK3GOxS4wVjQ

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 13:40:03 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Alan Byler Email: abyler02@icloud.com Phone Number: unknown Collar SN: 25h4110381rt (Miles) - Halo 4 for replacement order #AW-20250512-16573 purchased from Amazon/AM-FBA18JPKHJ07. Collar SN: 25h4160970rt (Oscar) - Halo 4 for replacement order #AW-20250428-11679 purchased from Amazon/AM-FBA18MTWHRTX. Collar FW: both collars: v.03.00.05 on 08/18/2025 23:12 Collar Purchased From: Amazon/AM-FBA18JPKHJ07 & Amazon/AM-FBA18MTWHRTX Resources: Verified CX in AP, Gladly. Recap/TS: CX has two Halo 4 collars showing a critical error in AP. Advised DP session to get eyes on the issue. Next Steps: email

**STATUS CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:40:06 UTC | Status: CLOSED



## Conversation: G7ev6nThQ0uTdSNma0orVQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 01:39:20 UTC to 2025-09-16 03:40:29 UTC

**Customer (DLt9Mm3B...)** | 2025-09-16 01:39:20 UTC | halocollar.com

collar keeps losing signal and goes unresponsive

**System/AI** | 2025-09-16 01:39:48 UTC | halocollar.com

Hi there! I'm sorry to hear about the signal issues with your Halo Collar. Let's try a few steps to get it back on track: **Ensure Proper Charging:** Make sure the collar is fully charged and the charging port is clean and dry. Use the original Halo charging cable. **Check Connectivity:** Ensure the collar is within range of a strong Wi-Fi or cell signal when in use. The collar uses GPS and LTE for location tracking, and poor signal can affect performance. **Firmware Updates:** Ensure your collar's firmware is up-to-date. Updates happen automatically when connected to Wi-Fi. If these steps don't resolve the issue, please reach out to our support team for further assistance.

**STATUS CHANGE** | Unknown | 2025-09-16 03:40:29 UTC | Status: CLOSED

## Conversation: PD2HeP5IQwengyGARvV3Mg

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:40:39 UTC to 2025-09-16 01:40:39 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:40:39 UTC | Status: CLOSED

## Conversation: bfiVsUv1SgCRlw1qQAYSsg

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:42:39 UTC to 2025-09-16 01:42:39 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:42:39 UTC | Status: CLOSED

## Conversation: 1k1TBL0FTSal48AfHLBx1g

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:43:42 UTC to 2025-09-16 01:43:42 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:43:42 UTC | Status: CLOSED

## Conversation: fF-nDpdbRk2x6V6Y5nDA8w

Messages: 4 | Customers: 1 | Duration: 2025-09-16 01:44:44 UTC to 2025-09-16 23:44:48 UTC

Customer (n4gPGztz...) | 2025-09-16 01:44:44 UTC | halocollar.com

Agent

System/AI | 2025-09-16 01:44:53 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:44:44 UTC

Added: mBJH5lIYT8e2\_OFrmpcDwA

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:44:48 UTC | Status: CLOSED

## Conversation: kRyBjfFGSf2OlwaY2E0pGw

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:45:42 UTC to 2025-09-16 01:45:42 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:45:42 UTC | Status: CLOSED

## Conversation: pkB3cfgXQuavIUamz0fAWg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 01:46:28 UTC to 2025-09-16 03:49:35 UTC

**Customer (nNxKWDcB...)** | 2025-09-16 01:46:28 UTC | halocollar.com

Walk

**System/AI** | 2025-09-16 01:46:48 UTC | halocollar.com

Hello Francie! It looks like you're curious about the walk feature of the Halo Collar. This feature lets you create customizable boundaries for your dog during walks, keeping them safe wherever you go. If you have any questions about setting up a walk or using this feature, just let me know, and I'll be happy to help!

**Customer (nNxKWDcB...)** | 2025-09-16 01:48:35 UTC | halocollar.com

Beacon and walk info

**System/AI** | 2025-09-16 01:48:57 UTC | halocollar.com

Halo Beacons are small Bluetooth devices that work with the Halo Collar to create safe or restricted zones for your dog. You can use Zone Beacons to set "Keep Away" or "Ignore Fence" areas, and Remote Beacons for manual feedback. For walks, the Halo Collar lets you track distance, time, and speed while your dog can cross fences without feedback. This feature is great for walks or car rides. If you need help setting up or using these features, feel free to ask!

**STATUS CHANGE** | Unknown | 2025-09-16 03:49:35 UTC | Status: CLOSED

## Conversation: \_dcEm2oVSAeX0RmKPPfTbA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 01:46:38 UTC to 2025-09-16 23:45:30 UTC

**Customer (\_wAESkNe...)** | 2025-09-16 01:46:38 UTC | halocollar.com

Hello,

**System/AI** | 2025-09-16 01:46:51 UTC | halocollar.com

Hi Bruno! Welcome to Halo Collar customer support. How can I assist you today with your Halo Collar product? ■

**Customer (\_wAESkNe...)** | 2025-09-16 01:47:19 UTC | halocollar.com

Lost one of the retaining screws for the collar. Where can I purchase a replacement?

**System/AI** | 2025-09-16 01:47:53 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:45:24 UTC

Added: mBJH5lIYT8e2\_OFrmPcDwA, -LmskJFZShWIO0nMJuMqIA

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:45:30 UTC | Status: CLOSED



Conversation: YGz1\_ze0QC-QAxULYSzHkQ

Messages: 5 / Customers: 1 / Duration: 2025-09-16 01:49:20 UTC to 2025-09-16 12:41:21 UTC

EMAIL | Customer (r4UMD8pZ...) | 2025-09-16 01:49:20 UTC

**From:** bradgouzie@gmail.com

**To:** [info@halocollar.com](mailto:info@halocollar.com)

**Subject:** Re: The perfect travel companion

[illegible]

collar.com/f/a/B7kX8i3QEv-yfhBbpyVDRQ~~/AAQRxRA~/eBMKx0DomrUqxSXUzDsMYhWa-7jpi4Yaht-w6177E97FNVkX5TBhaDnzWrJJeHJnK2hyA0GWYTO8pfUxzlXrBtOVYb15FP71c6z7nrxlZQ4CQNVZxP62ls9JDSxv-kptbFiX71DPkwfcCc96W3jciQ~~) (http://clicks.halocollar.com/f/a/PlrJJbMaw-m\_MvdHT1UXg~~/AAQRxRA~/5nzBS-\_f-DiZaaTA4Gds4ZrGgaJkG1nJRRbsldyUJc\_14t9i0pph\_URoDUTDzjOrdRaE5HP8fHqK5uOXMwnNV\_4rlXmiHcQEQGF3tzzkLRqpmSqj2Zc9U3cjFuM1SQC8vsrwcxQV\_fXAkq8PVb9hRA~~) (http://clicks.halocollar.com/f/a/IAZ0XU3kKgYUKxQ-Cs0UBQ~~/AAQRxRA~/eBMKx0DomrUqxSXUzDsMYjjVtzM8hBixNWtaDI-hlpU6mFTZ2icXJ7XVbl3L0W7wimyGGAGyaLEz9-BG\_cCbY\_TitLlgNKi0Gbxil1yP5Wj2OQAlbRxpCMB\_Cw34QLZsQl\_gOuflrtDgFu76e5hdw~~) (http://clicks.halocollar.com/f/a/KUIb9B0GXTtf3NLSHIUnjg~~/AAQRxRA~/eBMKx0DomrUqxSXUzDsMYmUwqxCrIdcubTsAp72kncWDNLHU8HD2qdp2iD718PN7\_OMrjFPLVe2FhMVkp9hbaxkJ8xuEsNf4zTMJFzWkBVDotn8VxTFzuLRP2mZkJhGZDJOXiMDf0qxVnmMUGEMKA~~) Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 No longer want to receive these emails? Unsubscribe. (http://clicks.halocollar.com/f/a/XDIhkmNEV5\_\_TnHmhEYAgg~~/AAQRxRA~/m6kc-byaJYczjWj19X\_19nxFTeQUT6doOs6RVzYPoaq4w676suc9IaUqnIroy72NqcTEFU6r4t\_EOmsHUPy5ziLJd\_yvwMxyOxgk75glfUbG3GxGlsD3mWrSinRkFya\_23J49hq4mn-vuY8TPd6VYXTlw-h3dVouWBR55JJpLTEUXPxCKSnUjg5ienGvUAmg2AC-32ugSsG9WZaTPUjT0sInw3H-2eYbH9LoXe1ErGpTlwkCoS1vepy04H2wCmm\_a1soNqJv-MQcJ47rZ18RV3PAmkknzhAe47bnyH4n6n-FaL5NGVQlrdj78wk0TXIDdtFrNWumzG0XcLzlbA8HX6U4kOdJrJdBWwXvseKmAe-pKHcb\_ThTTb5lvn7vmknAcyNK-ZBY\_H2UlaYNWrmGtx0gpuF-yhdavnz2nalsP9bCcOM5rebuBLn9mASZUE0RxeiVtJwC-gVqh7PYe\_SJ7clczblfK7\_9aA0W47o5IbSmWn4DMDHdm8FkRHYBaVvqqbXaP96OsEE3785peC1aKq07U-fG\_MmlzZ2uyb6oO9HjsLpGuFqSUEt7UgiSjHw0Ls53nukcMldrR9bMK\_2PrTtIIPZ87J0ZSmNnEZsOCdu7CF\_f66f19caOOazFNjDqpCFv6dNxBf2g3y2Ks5H81o57WYclKvKc9jYUDI1CXNuB3bn5U5YMkvZmVvPfeieVGVfFrm62z4SYmp8IHd9SWNh0origISzcQkMMYtyvrKiTG0o4ulv5SYLYIHkBLPYMX)

EMAIL | Agent (poWIULpl...) | 2025-09-16 12:40:13 UTC

**From:** support@halocollar.com

**To:** bradgouzie@gmail.com

**Subject:** Re: The perfect travel companion

Hello Brad, Thank you for contacting Halo Collar Support! We would be happy to help with replacing your collar. Here are alternative methods for replacing your collar: 1. Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. 2. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. Please let us know if you have any additional

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 12:41:21 UTC | Status: CLOSED

## Conversation: 8vbYXsinQPej1yY2RTyr0A

Messages: 14 | Customers: 1 | Duration: 2025-09-16 01:50:28 UTC to 2025-09-16 20:10:12 UTC

**Customer (yFKHYi6D...)** | 2025-09-16 01:50:28 UTC | halocollar.com

My collars are malfunctioning again....

**System/AI** | 2025-09-16 01:50:54 UTC | halocollar.com

Hi Vicki, I'm sorry to hear your collars are acting up again. Let's try these steps to fix the issue: Make sure the collars are charged with the original Halo charging cable and look for a blinking green battery light. Ensure Bluetooth is on and your phone is within 50 feet of the collar. If the problem continues, it might be a diagnostic error, and a replacement could be needed. Please check your email for a confirmation message to verify your shipping address for a replacement. If you need more help, feel free to reach out to our live support team.

**Customer (yFKHYi6D...)** | 2025-09-16 01:52:11 UTC | halocollar.com

Blinking red... it doesn't ask me to confirm shipping address

**System/AI** | 2025-09-16 01:52:43 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Agent (xJ3NOJLY...)** | 2025-09-16 19:46:28 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [jvh15@yahoo.com](mailto:jvh15@yahoo.com)

**Subject:** Halo Collar: Warranty Request/Address Confirmation

Hello Vicki, My name is Courtney, and I will be assisting you today. I will still be calling you at our scheduled call time, but I wanted to get this to you ahead of that. For your warranty request, we will need an electronic address confirmation. Please use the link below, and let me know if you have any trouble. I look forward to speaking with you soon! CONFIRM ADDRESS HERE With pawsitivity, Courtney Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*TOPIC CHANGE | Agent (xJ3NOJLY...) | 2025-09-16 19:47:08 UTC*

*Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg*

*PHONE\_CALL | Agent (xJ3NOJLY...) | 2025-09-16 20:00:38 UTC*

**EMAIL | Agent (xJ3NOJLY...)** | 2025-09-16 20:01:39 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [jvh15@yahoo.com](mailto:jvh15@yahoo.com)

**Subject:** Halo Collar: We're Sorry We Missed You!

Hello Vicki, We hope you and your pup are having a great day. My name is Courtney. I'm so sorry I missed you when I first called. I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. Looking forward to speaking with you soon! With pawsitivity, Courtney Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September

16, 2025, 3:46 PM support@halocollar.com wrote: > Hello Vicki, > > My name is Courtney, and I will be assisting you today. I will still be calling you at our scheduled call time, but I wanted to get this to you ahead of that. For your warranty request, we will need an electronic address confirmation. Please use the link below, and let me know if you have any trouble. > > I look forward to speaking with you soon! > > CONFIRM ADDRESS HERE > > With pawsitivity, > Courtney > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*PHONE\_CALL | Agent (xJ3NOJLY...) | 2025-09-16 20:06:44 UTC*

**EMAIL | Agent (xJ3NOJLY...) | 2025-09-16 20:07:54 UTC**

**From:** support@halocollar.com

**To:** jvh15@yahoo.com

**Subject:** Re: Halo Collar: We're Sorry We Missed You!

Hello Vicki, Thank you for contacting Halo Collar Support through a call request. My name is Courtney, and I'm sorry that I missed you at our scheduled time. Please feel free to contact our live support during business hours, as listed below, if you have any other questions or need further help. Dog Park (live video support) available hours: 9:00 am - 8 pm EST (7 days a week) Phone support (+1 (214) 238-9788) available hours: 8:00 am - 6:00 pm EST (M-F) 10:00 am - 4:00 pm EST (Sat-Sun) If you need any additional information on our customer support How to Contact Customer Support Help Desk Thank you for being part of our Halo Pack! With pawsitivity, Courtney Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:01 PM support@halocollar.com wrote: > Hello Vicki, > > We hope you and your pup are having a great day. My name is Courtney. > I'm so sorry I missed you when I first called. > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > Looking forward to speaking with you soon! > > With pawsitivity, > Courtney > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 3:46 PM support@halocollar.com wrote: > > > Hello Vicki, > > > My name is Courtney, and I will be assisting you today. I will still be calling you at our scheduled call time, but I wanted to get this to you ahead of that. For your warranty request, we will need an electronic address confirmation. Please use the link below, and let me know if you have any trouble. > > > > I look forward to speaking with you soon! > > > > CONFIRM ADDRESS HERE > > > > With pawsitivity, > > Courtney > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**Agent (xJ3NOJLY...) | 2025-09-16 20:08:41 UTC | halocollar.com**

Live Team Notes Serial Numbers: 25h4121835rt FW: v.03.00.05 Issue/ Need: Cx has a diagnostic issue and needs to confirm the address. The cx did not answer my call Troubleshooting & Actions Taken: Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide before escalating. Incomplete escalations will be returned for follow-up with the customer.

**AGENT NOTE | Agent (xJ3NOJLY...) | 2025-09-16 20:09:52 UTC**

Live Team Notes Serial Numbers: 25h4121835rt FW: v.03.00.05 Issue/ Need: Cx has a diagnostic issue and needs to confirm the address. The cx did not answer my call Troubleshooting & Actions Taken: I called twice, but the cx did not answer I did send the link to confirm the address and explained this in my second voicemail Resources Used

(provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide before escalating. Incomplete escalations will be returned for follow-up with the customer. CW

**TOPIC CHANGE** | Agent (xJ3NOJLY...) | 2025-09-16 20:10:10 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (xJ3NOJLY...) | 2025-09-16 20:10:12 UTC | Status: CLOSED

## Conversation: R55ena-zSEu\_b5GS7UfA4Q

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:50:54 UTC to 2025-09-16 01:50:54 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:50:54 UTC | Status: CLOSED

## Conversation: FzECRooMTCeEFKFPOcsaqw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 01:51:04 UTC to 2025-09-16 18:42:59 UTC

**Customer (C8-jOd91...)** | 2025-09-16 01:51:04 UTC | halocollar.com

One of our collars will not charge

**System/AI** | 2025-09-16 01:51:45 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Agent (vayOmd0l...)** | 2025-09-16 18:42:53 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [heyblossoms@yahoo.com](mailto:heyblossoms@yahoo.com)

**Subject:** Halo Collar Troubleshooting Steps

Hello Michael, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively:

1. Check the Power SourceEnsure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer.
2. Check the Protective CaseSometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again.
3. Test the Charging EquipmentTo verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly.
4. Inspect Charging PortCheck the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting.
5. Perform a Hard ResetPlug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend

Need more help? [support@halocollar.com](mailto:support@halocollar.com) | Halo Help Center | Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 18:42:57 UTC

Added: 76jKdDjQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 18:42:59 UTC | Status: CLOSED



## Conversation: r73jIVJ-RBSOMCge9zdOiA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 01:51:43 UTC to 2025-09-16 23:46:30 UTC

**Customer (e07jLDk2...)** | 2025-09-16 01:51:43 UTC | halocollar.com

Replacement parts for halo one

**System/AI** | 2025-09-16 01:52:03 UTC | halocollar.com

You can order replacement parts for your Halo One collar, like cases, straps, charging equipment, and contact tips, from our Online Store. We offer a variety of accessories to suit your needs. If you need screws or clips for your collar, please contact our live support team for assistance in obtaining these replacement parts. For any other specific parts or issues, feel free to reach out to our support team for further help.

**Customer (e07jLDk2...)** | 2025-09-16 01:53:32 UTC | halocollar.com

live support

**System/AI** | 2025-09-16 01:53:45 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:45:58 UTC

Added: mBJH5lIYT8e2\_OFrmpcDwA

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:46:30 UTC

Added: -LmskJFZShWIO0nMJuMqlA

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:46:30 UTC | Status: CLOSED



## Conversation: ibMSOM5jS6ekjFjhwqUIZQ

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:52:55 UTC to 2025-09-16 01:52:55 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:52:55 UTC | Status: CLOSED

## Conversation: I5bTpdKnS9Gy9atYSgEQfQ

Messages: 8 | Customers: 1 | Duration: 2025-09-16 01:57:19 UTC to 2025-09-16 12:28:29 UTC

**Customer (ycK5mWkx...)** | 2025-09-16 01:57:19 UTC | halocollar.com

There is a motion sensor issue on the app and the collar is continuously buzzing. Is there a reset I can do?

**System/AI** | 2025-09-16 01:58:01 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (ycK5mWkx...)** | 2025-09-16 02:00:24 UTC | halocollar.com

Can I speak with anyone now?

*PHONE\_CALL | Customer (ycK5mWkx...) | 2025-09-16 12:11:10 UTC*

**AGENT NOTE | Agent (R0Luxcqv...)** | 2025-09-16 12:24:39 UTC

Live Team Notes Serial Numbers: 24h4482287rt FW: n/a warranty ID: AW-20250915-46051 Issue/ Need: Yesterday, the collar was malfunctioning. When I put it on the charger and then took it off, it started buzzing. The app says there's a motion sensor issue. Dog has to be put in canal because she can't be left out. Overnight shipping? Beeping doesn't stop, turn off collar. Troubleshooting & Actions Taken: address confirmed Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, Kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rLOASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (R0Luxcqv...)** | 2025-09-16 12:25:20 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [toner.jd@gmail.com](mailto:toner.jd@gmail.com)

**Subject:** Halo Collar Power Information

Hello Jeremy, My name is Sneha, and I'm happy to assist you with information about powering your collar. While the Halo Collar cannot be fully powered off, it does offer a Low Power Mode that helps conserve battery life. This feature is ideal if you won't be using the collar for a while or don't have access to a charger. Important Information: Low Power Mode is not intended for daily use, as it may reduce the collar's performance. For best results, charge your collar daily to ensure full functionality. What Happens When the Collar Is Idle? The Halo Collar will remain powered on until the battery is fully depleted. When the collar is not moving or being used, it automatically enters Sleep Mode to conserve energy. To check if your collar is currently powered on, press the power button for 1 second. The battery light will flash to indicate it is active. Learn more about the Halo Collar light indicators. How to Enable Low Power Mode If you can connect the collar to its charger: Plug the collar into the charger. Press and hold the power button until the collar vibrates and the battery light turns red. Release the button when the red light turns off — the collar is now in Low Power Mode. If you cannot connect the collar to a charger: Place the collar upside down (charging port facing up). Press and hold the power button until the collar vibrates, then release. How to Return to Regular Power Mode To turn the collar back on: Press the power button for 1 second (can be on or off the charger). The LED lights will turn on, indicating that the collar is now active. If you have any additional questions, don't hesitate to reach out. We're here for you and your pup! With pawsitivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 12:25:30 UTC

Added: oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 12:28:29 UTC | Status: CLOSED

## Conversation: rNbxvVj8Sm2uh6Mr5vncGg

Messages: 6 | Customers: 1 | Duration: 2025-09-16 01:58:01 UTC to 2025-09-16 23:57:14 UTC

**Customer (E9jcDqMD...)** | 2025-09-16 01:58:01 UTC | halocollar.com

My dogs collar won't charge

**System/AI** | 2025-09-16 01:58:22 UTC | halocollar.com

I'm sorry to hear about the charging issue with your dog's collar. Please make sure you're using the original Halo charging cable and that the charging port is clean and dry. Look for a blinking green battery light when it's plugged in. If the collar still won't charge, try a different USB-C cable and charging block to rule out charger issues. Check the charging port for debris and clean it with a Q-tip and rubbing alcohol if needed. If these steps don't fix the problem, please reach out to Halo live support for further help.

**Customer (E9jcDqMD...)** | 2025-09-16 01:59:06 UTC | halocollar.com

none of those things work I did that already

**System/AI** | 2025-09-16 01:59:18 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:57:13 UTC

Added: mBJH5lIYT8e2\_OFrmPcDwA, 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 23:57:14 UTC | Status: CLOSED

## Conversation: H92zW-jyTQGKE9Jhz-NGoQ

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 01:58:58 UTC to 2025-09-16 01:58:58 UTC*

**STATUS CHANGE** | *Unknown* | 2025-09-16 01:58:58 UTC | Status: CLOSED

## Conversation: IT5Fg3tBSVqDpWr1QTSgAg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 02:00:53 UTC to 2025-09-16 12:42:45 UTC

### EMAIL | Customer (EAZJpt\_Y...) | 2025-09-16 02:00:53 UTC

**From:** thinkdiferent23@gmail.com

**To:** info@halocollar.com

**Subject:** Re: Your ■ payment for Halo Collar failed

I canceled my subscription and the collar is at the fed ex office on it way back . On Mon, Sep 15, 2025 at 9:25 PM Katie Wilson wrote: > Hey Tyler, > > Katie Wilson from Halo Collar here. It looks like your subscription > payment of \$9.99 didn't go through. Please update your information here > > and we'll give it another try. > > Let us know if you have any questions. > > — > Katie Wilson > Customer Success > >

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 12:42:42 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ, PIOeudXYRhqGCLwE5ykYeQ

### EMAIL | Agent (poWIULpl...) | 2025-09-16 12:42:44 UTC

**From:** support@halocollar.com

**To:** thinkdiferent23@gmail.com

**Subject:** Re: Your ■ payment for Halo Collar failed

Hello Tyler, Thank you so much for your update. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:00 PM "Tyler McCormick" wrote: > I canceled my subscription and the collar is at the fed ex office on it way > back . > > On Mon, Sep 15, 2025 at 9:25 PM Katie Wilson > wrote: > > > Hey Tyler, > > > Katie Wilson from Halo Collar here. It looks like your subscription > > payment of \$9.99 didn't go through. Please update your information here > > > and we'll give it another try. > > > Let us know if you have any questions. > > > — > > Katie Wilson > > Customer Success > > > >

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 12:42:45 UTC | Status: CLOSED

## Conversation: 02mrZ-S5TauZ83cdAk67cw

Messages: 7 | Customers: 1 | Duration: 2025-09-16 02:00:53 UTC to 2025-09-16 23:59:15 UTC

**Customer (IPcc6tMy...) | 2025-09-16 02:00:53 UTC | halocollar.com**

Hi

**System/AI | 2025-09-16 02:01:07 UTC | halocollar.com**

Hi Karissa! How can I help you with your Halo Collar today? If you have any questions or need assistance, just let me know.

**Customer (IPcc6tMy...) | 2025-09-16 02:01:32 UTC | halocollar.com**

I've been waiting for a return address sticker to return my halo. There's no co operation

**System/AI | 2025-09-16 02:02:01 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (IPcc6tMy...) | 2025-09-16 02:02:18 UTC | halocollar.com**

just send me the address I can return it to then we can deal with the refund in small claims court.

**Customer (IPcc6tMy...) | 2025-09-16 02:02:47 UTC | halocollar.com**

I've done all that 2x

**Agent (B63iEj1y...) | 2025-09-16 23:59:15 UTC | halocollar.com**

Hi There ! We understand your concern and are committed to resolving this matter. Our goal is to work with you to find a satisfactory solution without the need for legal action.

## Conversation: ClgLMXInTHefiK\_2bTg34w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 02:01:34 UTC to 2025-09-16 04:03:56 UTC

**Customer (o7Nozcmz...)** | 2025-09-16 02:01:34 UTC | halocollar.com

my collar doesn't seem to be vibrating or shocking when doing feedback

**System/AI** | 2025-09-16 02:01:58 UTC | halocollar.com

Hi there! Let's get your collar working properly. First, check the feedback settings in the Halo App. Open the app, tap My Map, select your pet, and swipe up on the Pet Card. Then, tap Feedback Settings to adjust the types and intensity of feedback. Also, ensure the collar's firmware is up to date and use the "Test on Collar" feature to test it. If the static feedback still isn't working, inspect and clean the contact tips. For more help, you can refer to the Halo training program. Let me know if you need further assistance!

**Customer (o7Nozcmz...)** | 2025-09-16 02:02:23 UTC | halocollar.com

I've done this

**System/AI** | 2025-09-16 02:02:56 UTC | halocollar.com

If you've tried adjusting the settings and updating the firmware with no success, try performing a simple test. Use the "Forearm Test" by placing the contact tips against your forearm or thigh to check if you're feeling any static feedback. If the problem persists, please ensure your contact tips are clean and properly attached. For further assistance, consider reaching out to our support team for more in-depth troubleshooting. We're here to help!

**STATUS CHANGE** | Unknown | 2025-09-16 04:03:56 UTC | Status: CLOSED



## Conversation: XCvhk1irQfqOUBDrNrSKxw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 02:04:39 UTC to 2025-09-16 02:06:15 UTC

**Customer (i\_6R7SDf...) | 2025-09-16 02:04:39 UTC | halocollar.com**

Our collar is no longer tracking

**System/AI | 2025-09-16 02:05:00 UTC | halocollar.com**

I'm sorry to hear that your collar isn't tracking. Please try reinitializing the GPS by taking the collar outside to an open area away from buildings and trees. Keep it still until the GPS light changes to blinking green (Halo 4) or blue (Halo 3/older). If the issue persists, make sure the collar is charged and connected to Wi-Fi or LTE for the best accuracy. If you still experience problems, it may require further troubleshooting or support from our team.

**Customer (i\_6R7SDf...) | 2025-09-16 02:05:40 UTC | halocollar.com**

All of that has been done

**System/AI | 2025-09-16 02:06:15 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: zIUZE9\_6S32AOBV1M-xYjA

Messages: 14 | Customers: 1 | Duration: 2025-09-16 02:16:15 UTC to 2025-09-16 15:27:49 UTC

### EMAIL | Customer (LFZS8pAu...) | 2025-09-16 02:16:15 UTC

**From:** whitneyblatt10@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Follow Up

143 Sandy lane flora ms 39071 USA 601-941-1945 Whitney Moore Sent from my iPhone On Sep 15, 2025, at 12:51 PM, Halo Collar wrote: Hello Whitney, Please confirm shipping address and phone number, so we may start the accessory request for a replacement strap kit for you. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 1:49 PM "Whitney Moore" wrote: Please let me know so I can order asap! And that you got my picture Sent from my iPhone On Sep 15, 2025, at 7:51 AM, Halo Collar wrote: Hello Whitney, Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pup Sadie. Please send a good close-up picture of the damaged area of the collar, so we can confirm what needs replacing. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Customer (LFZS8pAu...) | 2025-09-16 02:16:15 UTC | Status: OPEN

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 12:53:05 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Whitney Moore Email: whitneyblatt10@gmail.com Phone number: +16019411045 Collar SN: 25h4244170rt Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 143 Sandy Lane City: Flora State: MS Postal code: 39071 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Strap Kit - Orchid For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (poWIULpl...) | 2025-09-16 12:53:25 UTC

**From:** support@halocollar.com

**To:** whitneyblatt10@gmail.com

**Subject:** Halo Support Accessories Order

Hello Whitney, My name is Kenny, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo Collar 4 Strap Kit - Orchid shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:16 PM "Whitney

Moore" wrote: > 143 Sandy lane flora ms 39071 > USA > > 601-941-1945 > Whitney Moore > > Sent from my iPhone > On Sep 15, 2025, at 12:51 PM, Halo Collar wrote: > > Hello Whitney, > > Please confirm shipping address and phone number, so we may start the accessory request for a replacement strap kit for you. > With pawsitivity, > Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 1:49 PM "Whitney Moore" wrote: Please let me know so I can order asap! And that you got my picture > > Sent from my iPhone > On Sep 15, 2025, at 7:51 AM, Halo Collar wrote: > > Hello Whitney, > > Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pup Sadie. > Please send a good close-up picture of the damaged area of the collar, so we can confirm what needs replacing. > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > With pawsitivity, > Rob Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 12:53:28 UTC

Added: -LmskJFZShWIOOnMJUmqlA

**EMAIL** | Agent (sR--y62-...) | 2025-09-16 13:13:58 UTC

**From:** support@halocollar.com

**To:** whitneyblatt10@gmail.com

**Subject:** Re: Halo Support Accessories Order

Hello Whitney, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for an orchid strap kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 8:53 AM support@halocollar.com wrote: > Hello Whitney, > > My name is Kenny, and I'll be assisting you. > > I've gone ahead and submitted the request to have your Halo Collar 4 Strap Kit - Orchid shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 10:16 PM "Whitney Moore" wrote: > > > 143 Sandy lane flora ms 39071 > > USA > > > 601-941-1945 > > Whitney Moore > > > > Sent from my iPhone > > On Sep 15, 2025, at 12:51 PM, Halo Collar wrote: > > > > Hello Whitney, > > > > Please confirm shipping address and phone number, so we may start the accessory request for a replacement strap kit for you. > > With pawsitivity, > > > > Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ > > > > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > > > On Monday, September 15, 2025, 1:49 PM "Whitney Moore" wrote: Please let me know so I can order asap! And that you got my picture > > > > Sent from my iPhone > > On Sep 15, 2025, at 7:51 AM, Halo Collar wrote: > > > > Hello Whitney, > > > > Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pup Sadie. > > Please

send a good close-up picture of the damaged area of the collar, so we can confirm what needs replacing. > > > I hope I addressed all of your questions and provided the clarity you needed. > > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > > We're always happy to help, whether by phone, email, or through our live support options. > > Thank you for being part of our pack! > > With pawsitivity, > > Rob Halo Customer Support Halo Collar | Here for you and your best friend■ > > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent >

*STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 13:13:59 UTC | Status: CLOSED*

**EMAIL | Customer (LFZS8pAu...) | 2025-09-16 15:24:31 UTC**

**From:** whitneyblatt10@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Accessories Order

Prefect!! Thank you so much! Sent from my iPhone On Sep 16, 2025, at 8:14 AM, Halo Collar wrote: Hello Whitney, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for an orchid strap kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards , Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 8:53 AM

support@halocollar.com wrote: Hello Whitney, My name is Kenny, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo Collar 4 Strap Kit - Orchid shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:16 PM "Whitney Moore" wrote: 143 Sandy lane flora ms 39071 USA 601-941-1945 Whitney Moore Sent from my iPhone On Sep 15, 2025, at 12:51 PM, Halo Collar wrote: Hello Whitney, Please confirm shipping address and phone number, so we may start the accessory request for a replacement strap kit for you. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 1:49 PM "Whitney Moore" wrote: Please let me know so I can order asap! And that you got my picture Sent from my iPhone On Sep 15, 2025, at 7:51 AM, Halo Collar wrote: Hello Whitney, Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pup Sadie. Please send a good close-up picture of the damaged area of the collar, so we can confirm what needs replacing. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*STATUS CHANGE | Customer (LFZS8pAu...) | 2025-09-16 15:24:31 UTC | Status: OPEN*

**EMAIL | Agent (DRL3eEs5...) | 2025-09-16 15:25:39 UTC**

**From:** support@halocollar.com

**To:** whitneyblatt10@gmail.com

**Subject:** Re: Halo Support Accessories Order

Hello Whitney, It's good to hear from you again. Thank you so much for your kind note. We want you to know how much we appreciate you being part of the Halo family. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 11:24 AM "Whitney Moore" wrote: > Prefect!! Thank you so much! > > Sent from my iPhone > On Sep 16, 2025, at 8:14 AM, Halo Collar wrote: > Hello Whitney, > My name is Don, and I would like to thank you for your patience while we processed your order request. > I'm happy to let you know that your order for an orchid strap kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status > If you have any questions in the meantime, just reply to this email. We're always here to help. > > Best Regards , > Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 8:53 AM support@halocollar.com wrote: > Hello Whitney, > My name is Kenny, and I'll be assisting you. > I've gone ahead and submitted the request to have your Halo Collar 4 Strap Kit - Orchid shipped. > Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > With pawsitivity, > Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 10:16 PM "Whitney Moore" wrote: 143 Sandy lane flora ms 39071 > USA > > 601-941-1945 > Whitney Moore > > Sent from my iPhone > On Sep 15, 2025, at 12:51 PM, Halo Collar wrote: > > Hello Whitney, > > Please confirm shipping address and phone number, so we may start the accessory request for a replacement strap kit for you. > With pawsitivity, > Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 1:49 PM "Whitney Moore" wrote: Please let me know so I can order asap! And that you got my picture > > Sent from my iPhone > On Sep 15, 2025, at 7:51 AM, Halo Collar wrote: > > Hello Whitney, > > Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pup Sadie. > Please send a good close-up picture of the damaged area of the collar, so we can confirm what needs replacing. > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > With pawsitivity, > Rob Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*STATUS CHANGE | Agent (DRL3eEs5...) | 2025-09-16 15:25:40 UTC | Status: CLOSED*

**EMAIL | Customer (LFZS8pAu...) | 2025-09-16 15:27:21 UTC**

**From:** whitneyblatt10@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Accessories Order

This has been such an easy process! Thank y'all so much!! Sent from my iPhone On Sep 16, 2025, at 10:25 AM, Halo Collar wrote: Hello Whitney, It's good to hear from you again. Thank you so much for your kind note. We want you to know how much we appreciate you being part of the Halo family. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. Best Regards , Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 11:24 AM "Whitney Moore" wrote: Prefect!! Thank you so much! Sent from my iPhone On Sep 16, 2025, at 8:14 AM, Halo Collar wrote: Hello Whitney, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for an orchid strap kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards , Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 8:53 AM support@halocollar.com wrote: Hello Whitney, My name is Kenny, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo Collar 4 Strap Kit - Orchid shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:16 PM "Whitney Moore" wrote: 143 Sandy lane flora ms 39071 USA 601-941-1945 Whitney Moore Sent from my iPhone On Sep 15, 2025, at 12:51 PM, Halo Collar wrote: Hello Whitney, Please confirm shipping address and phone number, so we may start the accessory request for a replacement strap kit for you. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 1:49 PM "Whitney Moore" wrote: Please let me know so I can order asap! And that you got my picture Sent from my iPhone On Sep 15, 2025, at 7:51 AM, Halo Collar wrote: Hello Whitney, Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pup Sadie. Please send a good close-up picture of the damaged area of the collar, so we can confirm what needs replacing. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Customer (LFZS8pAu...) | 2025-09-16 15:27:21 UTC | Status: OPEN

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 15:27:49 UTC | Status: CLOSED



## Conversation: jrEAu0OaR-GpW5Vs6wxKhg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 02:19:35 UTC to 2025-09-16 04:21:05 UTC

**Customer (6Gicdwys...)** | 2025-09-16 02:19:35 UTC | halocollar.com

I need a charger for my collar

**System/AI** | 2025-09-16 02:19:57 UTC | halocollar.com

Hi there! You can purchase a charger for your Halo Collar from our Accessory Shop. Just make sure to select the correct charging adapter for your specific collar model to ensure compatibility. If your collar uses a magnetic charger, it requires the specific adapter that comes with the kit for proper charging. These adapters are sold exclusively on the Halo website and are not interchangeable with third-party products. If you need further assistance, feel free to reach out!

**Customer (6Gicdwys...)** | 2025-09-16 02:20:39 UTC | halocollar.com

What model is my charger I purchased in 2021

**System/AI** | 2025-09-16 02:21:03 UTC | halocollar.com

Hi Conner! If you purchased your Halo Collar in 2021, it's probably a Halo 2 or 2+ model, which usually uses a USB-C cable for charging. Please check the charging port on your collar to confirm, and feel free to reach out if you need any more assistance!

**STATUS CHANGE** | Unknown | 2025-09-16 04:21:05 UTC | Status: CLOSED

## Conversation: PVqeAysRQrO7oAuDAioF3g

Messages: 3 | Customers: 1 | Duration: 2025-09-16 02:23:45 UTC to 2025-09-16 04:25:09 UTC

**Customer (jjZDcEqw...)** | 2025-09-16 02:23:45 UTC | [halocollar.com](https://halocollar.com)

My collars were purchased within 90 days why isn't it giving me the option to return?

**System/AI** | 2025-09-16 02:24:09 UTC | [halocollar.com](https://halocollar.com)

Hi there! To return your Halo Collar within 90 days, please make sure it was purchased directly from our website, is undamaged, and that you have a Return Merchandise Authorization (RMA). If these conditions are met, you should be able to initiate a return. Could you double-check your order number and email to ensure there are no spaces when entering them? If the issue persists, our live support team is ready to help. For detailed steps on starting a return, you can visit this link.

**STATUS CHANGE** | *Unknown* | 2025-09-16 04:25:09 UTC | Status: *CLOSED*



## Conversation: IWquD1zzQ7esjevdyfTUDg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 02:26:45 UTC to 2025-09-16 04:27:12 UTC

**Customer (aS0mEeNE...)** | 2025-09-16 02:26:45 UTC | halocollar.com

I need to add fences and boundaroeedb

**System/AI** | 2025-09-16 02:27:08 UTC | halocollar.com

Hey there! To add fences and boundaries using your Halo Collar, just open the Halo App and tap on 'My Map' in the bottom-left corner. Slide up the 'Find & Manage Pets' card and tap 'Add Fence.' You can either drag the marker to your property or enter your address to create a fence. You can customize your fences, and with a Bronze Pack, you can create up to 5 fences, 20 with Silver, and unlimited with Gold. Just make sure your fence is at least 30 ft x 30 ft and 20 feet away from roads or your home for safety. For more detailed instructions, check out this guide.

**STATUS CHANGE** | Unknown | 2025-09-16 04:27:12 UTC | Status: CLOSED

## Conversation: VnEmJX1zQMOXtfmv-n8KGQ

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 02:26:48 UTC to 2025-09-16 02:27:07 UTC*

**Customer (7rK6435b...) | 2025-09-16 02:26:48 UTC | halocollar.com**

what size prongs should I use on my boxer dogs?

**System/AI | 2025-09-16 02:27:07 UTC | halocollar.com**

For Boxer dogs, if they have short hair, the Short Tips (9mm) are recommended for effective feedback. If your Boxer has longer fur, you might need the Long Tips (19mm). Always ensure the tips make contact with the skin for optimal functionality. Feel free to visit our Accessories page if you need to purchase additional contact tips.

## Conversation: 94botNILQE6qQeXeV-HtSA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 02:39:10 UTC to 2025-09-16 13:44:40 UTC

EMAIL | Customer (6ZBnn992...) | 2025-09-16 02:39:10 UTC

**From:** ibanezfreak4@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Foster Care Home Discount

Thanks so much Symantha! I will check that out tomorrow as I was super busy today with the family. Will check out the dog park tomorrow and get a session going! Thank you! Will Ingraham

Sent via Mobile Device On Sep 15, 2025, at 07:05, Halo Collar wrote: Hi Will, Thank you so much for reaching out and for sharing your story with us. We truly appreciate the important work you're doing as a foster care home and the role Rory plays as a therapy dog for the children you welcome into your family. It's clear how meaningful and valuable his presence is. While we don't have a public program that we can confirm through email, the best way to explore what options may be available to you is to connect directly with one of our live representatives. They'll be able to review your situation in detail and provide guidance on potential discounts or solutions that may help fit your budget. You can reach us through the Halo App: \* Tap Settings \* Tap Halo Dog Park \* Tap Halo Support \* Tap Join Session Or call us at +1 (214) 238-9788 during our support hours: \* Monday–Friday: 9 AM – 5 PM EST \* Saturday–Sunday: 10 AM – 4 PM EST Once connected, our team will work with you to make sure you have the best possible path forward for keeping Rory safe and supported in your new home. Thank you again for your kind words and for the care you provide to the children in your home. We look forward to assisting you further. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 5:19 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Monday, September 15, 2025, 9:19 AM "will ingraham" wrote: With us being a foster care home, having a therapy dog - and English retriever named Rory - we got to a place where \$10+ per month really didn't fit in the budget. We were wondering if you provide any discounts for families who take in the most vulnerable kiddos in Michigan where having a pet who they can be with helps with their handling of their lived experiences. We have been licensed for 4 years and have had 16 kiddos come through our home. One particularly whom we are adopting in the coming months. We aren't asking for charity, but asking if there are any programs which we can participate in that helps with some of our monthly budget. With us moving to a new location, an invisible fence isn't really an option with how property is setup and would like to renegade with the best GPS collar on the market to keep our pup safe around the property. Please let me know if you'd like to see any evidence of our story. In the meantime I will share a post my wife placed on Facebook for you to check out for considering. Thanks for the review! I appreciate your business and the quality product you have!

<https://www.facebook.com/share/p/19Z4YmhGKU/?mibextid=wwXlfr>  
(<https://www.facebook.com/share/p/19Z4YmhGKU/?mibextid=wwXlfr>) Sent from Yahoo Mail for iPhone ([https://mail.onelink.me/107872968?pid=nativeplacement&c;=Global\\_Acquisition\\_YMktg\\_315\\_Internal\\_EmailSignature\\_\\_sub1=Acquisition\\_\\_sub2=Global\\_YMktg\\_\\_sub3=\\_\\_sub4=100000604\\_\\_sub5=EmailSignature\\_\\_Static\\_\\_ios\\_store\\_cpp=9d3a686e-218d-4849-8298-b480188dc8ac\\_\\_android\\_url=https%3A%2F%2Fplay.google.com%2Fstore%2Fapps%2Fdetails%3Fid%3Dcom.yahoo.mobile.client.android.mail%26listing%3Demail\\_signature](https://mail.onelink.me/107872968?pid=nativeplacement&c;=Global_Acquisition_YMktg_315_Internal_EmailSignature__sub1=Acquisition__sub2=Global_YMktg__sub3=__sub4=100000604__sub5=EmailSignature__Static__ios_store_cpp=9d3a686e-218d-4849-8298-b480188dc8ac__android_url=https%3A%2F%2Fplay.google.com%2Fstore%2Fapps%2Fdetails%3Fid%3Dcom.yahoo.mobile.client.android.mail%26listing%3Demail_signature))

STATUS CHANGE | Customer (6ZBnn992...) | 2025-09-16 02:39:10 UTC | Status: OPEN

EMAIL | Agent (nNKLv8vG...) | 2025-09-16 13:44:06 UTC

**From:** support@halocollar.com

**To:** ibanezfreak4@yahoo.com

**Subject:** Re: Foster Care Home Discount

Hello Will, Thanks so much for reaching out. I'm thrilled that you're interested in becoming a Halo partner! We've included the link below to apply to our Partner Program. Just follow the steps in the application to be considered: Affiliate Marketing Program We truly appreciate your interest in helping keep more dogs safe, and we look forward to learning more about you. If you have any questions along the way, we're here and happy to help. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:39 PM "Will Ingraham" wrote: > Thanks so much Symantha! I will check that out tomorrow as I was super busy today with the family. > > Will check out the dog park tomorrow and get a session going! > > Thank you! > > Will Ingraham Sent via Mobile Device > On Sep 15, 2025, at 07:05, Halo Collar wrote: > > Hi Will, > Thank you so much for reaching out and for sharing your story with us. We truly appreciate the important work you're doing as a foster care home and the role Rory plays as a therapy dog for the children you welcome into your family. It's clear how meaningful and valuable his presence is. > > While we don't have a public program that we can confirm through email, the best way to explore what options may be available to you is to connect directly with one of our live representatives. They'll be able to review your situation in detail and provide guidance on potential discounts or solutions that may help fit your budget. > You can reach us through the Halo App: > \* Tap Settings > \* Tap Halo Dog Park > \* Tap Halo Support > \* Tap Join Session > Or call us at +1 (214) 238-9788 during our support hours: > \* Monday–Friday: 9 AM – 5 PM EST > \* Saturday–Sunday: 10 AM – 4 PM EST > Once connected, our team will work with you to make sure you have the best possible path forward for keeping Rory safe and supported in your new home. > Thank you again for your kind words and for the care you provide to the children in your home. We look forward to assisting you further. > With pawsitivity, > Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 5:19 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 9:19 AM "will ingraham" wrote: > > With us being a foster care home, having a therapy dog - and English retriever named Rory - we got to a place where \$10+ per month really didn't fit in the budget. We were wondering if you provide any discounts for families who take in the most vulnerable kiddos in Michigan where having a pet who they can be with helps with their handling of their lived experiences. We have been licensed for 4 years and have had 16 kiddos come through our home. One particularly whom we are adopting in the coming months. > > We aren't asking for charity, but asking if there are any programs which we can participate in that helps with some of our monthly budget. With us moving to a new location, an invisible fence isn't really an option with how property is setup and would like to renegade with the best GPS collar on the market to keep our pup safe around the property. > > Please let me know if you'd like to see any evidence of our story. In the meantime I will share a post my wife placed on Facebook for you to check out for considering. > > Thanks for the review! I appreciate your business and the quality product you have! > <https://www.facebook.com/share/p/19Z4YmhGKU/?mibextid=wwXlfr> (https://www.facebook.com/share/p/19Z4YmhGKU/?mibextid=wwXlfr) > Sent from Yahoo Mail for iPhone (https://mail.onelink.me/107872968?pid=nativeplacement&c;=Global\_Acquisition\_YMktg\_315\_Internal\_EmailSignature■\_sub1=Acquisition■\_sub2=Global\_YMktg■\_sub3=■\_sub4=100000604■\_sub5=EmailSignature\_\_Static\_■\_ios\_store\_cpp=9d3a686e-218d-4849-8298-b480188dc8ac■\_android\_url=https%3A%2F%2Fplay.google.com%2Fstore%2Fapps%2Fdetails%3Fid%3Dcom.yahoo.mobile.client.android.mail%26listing%3

Demail\_signature)

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 13:44:32 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Will Ingraham Email: ibanezfreak4@yahoo.com Phone Number: Collar SN: 21h2522477rt (Rory) - Halo 1 from order #1100394 was removed from account on Aug 13, 2025, 4:48 AM Collar FW: v.02.06.05 on 05/16/2025 18:23 Collar Purchased From: Halo/1100394 Resources: Verified CX in AP, Gladly Recap/TS: Affiliate macro. Next Steps:

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:44:32 UTC

Added: izbl69d5Q6CYNSAx5eu-KQ | Removed: bDcJwjoMTjeffz13hM6gAA

**STATUS CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:44:40 UTC | Status: CLOSED

## Conversation: vtlo1y\_ATXeTkcj1TAPivg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 02:45:27 UTC to 2025-09-16 20:59:50 UTC

**Customer (feBsjKDo...)** | 2025-09-16 02:45:27 UTC | halocollar.com

I did the cleaning and hard reset on collar. No lights appeared

**STATUS CHANGE** | Customer (feBsjKDo...) | 2025-09-16 02:45:27 UTC | Status: OPEN

**System/AI** | 2025-09-16 02:45:41 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 20:44:23 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 20:45:32 UTC

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 20:59:40 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [tbenbo92@gmail.com](mailto:tbenbo92@gmail.com)

**Subject:** Halo Support Warranty Request Submitted

Hello Trisha, My name is Hannah, and I want to thank you for your call. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join a Session to speak with the next available agent

**AGENT NOTE** | Agent (vayOmd0l...) | 2025-09-16 20:59:42 UTC

Serial Numbers: 24h3310622rt FW: 03.00.05 Issue/ Need: Cx stated, "Collar does not turn on, does not charge. Did the cleaning and hard reset, and still does not turn on." Troubleshooting & Actions Taken: Cx cleaned pins Performed a hard reset Tested the charger on another device — confirmed it works Tried both chargers Verified block is 20W Reported pet went into the water before the collar started to mess up Resources Used: AP Next Steps: Follow up with Phone/Email — Follow Up Warranty macro

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 20:59:48 UTC

Added: 76jKdDJqQKG1X52gm4kjGg, f5K70j-7T1qdE8RdQP8GZg

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 20:59:50 UTC | Status: CLOSED

## Conversation: -YFIgPixRCWOHUEd5v69Hg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 02:45:33 UTC to 2025-09-16 04:46:30 UTC

**Customer (4aKsN60D...)** | 2025-09-16 02:45:33 UTC | halocollar.com

replacement charger

**System/AI** | 2025-09-16 02:45:59 UTC | halocollar.com

Hi there! If you need a replacement charger for your Halo Collar, make sure to use the provided USB-C charging cable and a compatible USB-C wall charger. You can test the USB-C cable and charging block on another device to ensure they work. If you need to purchase a new charger, you can visit the Halo Collar website or contact Halo support for assistance. They'll be happy to guide you on how to obtain a replacement charger if necessary.

**STATUS CHANGE** | Unknown | 2025-09-16 04:46:30 UTC | Status: CLOSED

## Conversation: JK5Q\_yYKRZ26A8\_XzxXkfQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 02:47:10 UTC to 2025-09-16 12:51:33 UTC

**EMAIL | Customer (7hqdBNI...) | 2025-09-16 02:47:10 UTC**

**From:** caleydougan@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Request Has Been Escalated

Hello, I recently received the credit back to my credit card but then it disappeared. Does this typically happen? Thanks, Caley Sent from my iPhone On Sep 3, 2025, at 9:59 AM, Halo Collar wrote: Hello Caley Thank you for reaching out about your refund—we completely understand how important this is, and we're here to help clarify what comes next. Here's what to expect: \* Once your return arrives at our warehouse, our team will inspect the item. \* After inspection, we'll process your refund for the purchase price minus the return fee outlined in our Return Policy.

(<https://www.halocollar.com/unified-terms-and-conditions/#ReturnPolicy>) \* Please allow 7–10 business days from the date we receive your return for processing. \* Refunds typically take 1–2 billing cycles to appear on your statement, depending on your credit card company. \* You'll receive an email confirmation as soon as your refund has been issued. We truly appreciate your patience and understanding throughout this process. If you have any questions in the meantime, don't hesitate to reach out. We're always happy to help. Best Regards , Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 2, 2025, 9:27 PM "caley dougan" wrote: Thank you, when will I receive my money back? Thanks, Cakey Sent from my iPhone On Sep 2, 2025, at 1:16 PM, Halo Collar wrote: Hi Caley, Thank you so much for confirming that with me. I went ahead and submitted your collar for return. You should receive an email here shortly with details! I'm including your return label below. Please let us know if you have any additional questions or concerns, we're happy to help. Best Regards , Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 1, 2025, 11:23 AM "caley dougan" wrote: Hi Marissa, yes unfortunately the collar is not working for us at all. Sorry for not reaching out sooner. Thank you again. Caley Sent from my iPhone On Aug 31, 2025, at 5:52 PM, Halo Collar wrote: Hi Caley, My name is Marissa and I'm with Halo's Management Team. Thank you for reaching out to us. I am sad to hear your current property is not working out with the Halo collar. We understand how this can sometimes happen, and we're willing to work with you towards a solution. I can go ahead and initiate the return process for you--all I need is your confirmation that the collar is no longer in use to move forward. We are sad to see you go, but appreciate you picking Halo and giving us a shot! Best Regards , Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Saturday, August 30, 2025, 9:23 AM support@halocollar.com wrote: Hello Caley, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 12:51:14 UTC**

**From:** support@halocollar.com

**To:** caleydougan@gmail.com

**Subject:** Re: Halo Collar Your Request Has Been Escalated

Hi Caley, Thank you for reaching out to Halo Collar Support! We surely understand your concern with this, and I am more than happy to assist you. Yes, that is normal. Should you



have any further questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:47 PM "caley dougan" wrote: > Hello, I recently received the credit back to my credit card but then it disappeared. Does this typically happen? > > Thanks, > Caley > > Sent from my iPhone > On Sep 3, 2025, at 9:59 AM, Halo Collar wrote: > > Hello Caley > > Thank you for reaching out about your refund—we completely understand how important this is, and we're here to help clarify what comes next. > Here's what to expect: > \* Once your return arrives at our warehouse, our team will inspect the item. > \* After inspection, we'll process your refund for the purchase price minus the return fee outlined in our Return Policy. (https://www.halocollar.com/unified-terms-and-conditions/#ReturnPolicy) > \* Please allow 7–10 business days from the date we receive your return for processing. > \* Refunds typically take 1–2 billing cycles to appear on your statement, depending on your credit card company. > \* You'll receive an email confirmation as soon as your refund has been issued. > > We truly appreciate your patience and understanding throughout this process. > If you have any questions in the meantime, don't hesitate to reach out. > We're always happy to help. > > Best Regards , > Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 2, 2025, 9:27 PM "caley dougan" wrote: Thank you, when will I receive my money back? > > Thanks, > Caley > > Sent from my iPhone > On Sep 2, 2025, at 1:16 PM, Halo Collar wrote: > > Hi Caley, > > Thank you so much for confirming that with me. > > I went ahead and submitted your collar for return. You should receive an email here shortly with details! > > I'm including your return label below. Please let us know if you have any additional questions or concerns, we're happy to help. > > Best Regards , > Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Monday, September 1, 2025, 11:23 AM "caley dougan" wrote: Hi Marissa, yes unfortunately the collar is not working for us at all. Sorry for not reaching out sooner. Thank you again. > > Caley > > Sent from my iPhone > On Aug 31, 2025, at 5:52 PM, Halo Collar wrote: > > Hi Caley, > > My name is Marissa and I'm with Halo's Management Team. > > Thank you for reaching out to us. > > I am sad to hear your current property is not working out with the Halo collar. We understand how this can sometimes happen, and we're willing to work with you towards a solution. > > I can go ahead and initiate the return process for you--all I need is your confirmation that the collar is no longer in use to move forward. > > We are sad to see you go, but appreciate you picking Halo and giving us a shot! > > Best Regards , > Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Saturday, August 30, 2025, 9:23 AM support@halocollar.com wrote: > Hello Caley, > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > If you need anything in the meantime, we're right here and happy to help. > With pawsitivity, > Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > >

#### AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 12:51:22 UTC

Live Team Notes Serial Numbers:25h4190240rt FW:v.03.00.05 Issue/ Need: Cx says they recently received the credit back to their credit card but then it disappeared. cx asked "does this typically happen?" Troubleshooting & Actions Taken: Advsd cx "Yes, that is normal" Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, gladly Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 12:51:31 UTC

Added: IDABD6XfSDadjp6utMv7LA

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 12:51:33 UTC | Status: CLOSED

## Conversation: w0zTLAbeQRKh6BBbTEYT2g

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 02:51:05 UTC to 2025-09-16 02:51:33 UTC*

**Customer (ygvuJNnV...) | 2025-09-16 02:51:05 UTC | halocollar.com**

Replacement screw with posts

**System/AI | 2025-09-16 02:51:33 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: fKkNR5eUSmOYJcruJVckBQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 02:52:43 UTC to 2025-09-16 12:47:25 UTC

**EMAIL | Customer (PRRKG8tp...) | 2025-09-16 02:52:43 UTC**

**From:** baewhite@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Next Steps Investigation

halocollar.mp4 On Mon, Sep 15, 2025, 10:37 AM Halo Collar wrote: > Hello Brad, > > My name is Gabby, and I'm sorry your pup is having trouble with their Halo > Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. > They'll investigate the details and email you as soon as they finish their > review. > > \*What happens next:\* > > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > - Please reply to this email with a screen recording with narration of > the charging issues on your unit. > > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Gabrielle > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

**EMAIL | Agent (YYRYgGjy...) | 2025-09-16 12:47:17 UTC**

**From:** support@halocollar.com

**To:** baewhite@gmail.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hi Brad, My name is Ariel with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:52 PM "brad white" wrote: > halocollar.mp4 > > > > On Mon, Sep 15, 2025, 10:37 AM Halo Collar wrote: > > > > Hello Brad, > > > > My name is Gabby, and I'm sorry your pup is having trouble with their Halo > > Collar. I know that can be stressful. > > > > I've just escalated your case to our Collar Technical Evaluation Team. > > They'll investigate the details and email you as soon as they finish their > > review. > > > > \*What happens next:\* > > > > • Our specialists deep dive into our system > > > > • They'll email you with their findings and clear next steps > > > > • We'll stay with you until everything's working the way it should > > > > - Please reply to this email with a screen recording with narration of > > > > the charging issues on your unit. > > > > > > > > > If you have any questions in the meantime, just hit reply. > > > > > > > > > We're here for you and your pup every step of the way. > > > > > > > > > We'll be in touch as soon as possible! > > > > > > > > > With pawsitivity, > > > > Gabrielle > > > > Halo Customer Support > > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > > > > > \*Need more help?\* > > > > > > > > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > > > > > > > ■\*Speak to a live agent

face-to-face at our **\*\*Dog Park\*** > > > > - 9:00 am - 8:00 pm EST **\*7 days a week\*** > > >  
> **\*Join Session\*** to speak with the next available agent > > >

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 12:47:24 UTC

Added: 6jk7DobMRw2g1ATE6kOMjw | Removed: C601BWVnSViGn9DDMDr6WQ

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 12:47:25 UTC | Status: CLOSED

## Conversation: lqTHrXaBSKOIwdBUnFv-qA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 02:59:15 UTC to 2025-09-16 12:59:16 UTC

### EMAIL | Customer (ZWr\_vb4V...) | 2025-09-16 02:59:15 UTC

**From:** dobletony@yahoo.com

**To:** support@halocollar.com

**Subject:** Collar Strap Screw

Hello We have 3 Halo Collars and all of our straps have started to lose the screws with posts that are on the strap near the buckle. I'm not speaking of the prongs that are on the collar but the screws that have an allen wrench screw and female post that comes through the collar. I do not see these screws anywhere on the website. I'd rather not buy a \$30 collar if I can just get the replacement screws. Do you sell these separately? Any help is greatly appreciated. Thank you. Tony

### EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 12:58:42 UTC

**From:** support@halocollar.com

**To:** dobletony@yahoo.com

**Subject:** Re: Collar Strap Screw

Hi Tony, Thank you for reaching out to Halo Collar Support and providing an image. We surely understand the importance of getting this vital item, and I am more than happy to assist you with this. We would like to send you a strap adjustment kit at no cost. Could you provide the following information to ensure a correct delivery? Phone Number Full Shipping Address (Address, City, State, and Zip Code, please note we do not ship to Post Office Boxes) We look forward to getting this resolved right away. Should you have any further questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:59 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 2:59 AM "Tony Doble" wrote: > > > Hello > > > We have 3 Halo Collars and all of our straps have started to lose the screws with posts that are on the strap near the buckle. I'm not speaking of the prongs that are on the collar but the screws that have an allen wrench screw and female post that comes through the collar. I do not see these screws anywhere on the website. I'd rather not buy a \$30 collar if I can just get the replacement screws. Do you sell these separately? Any help is greatly appreciated. Thank you. > > > > > Tony

### AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 12:58:49 UTC

Live Team Notes Serial Numbers:25h4326111rt/25h4150293rt /25h4150747rt  
FW:03.00.05 Issue/ Need: Cx is asking for rivet screw replacement Troubleshooting & Actions Taken: Asked cx for ARF info for strap adjustment kit Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 12:59:15 UTC

Added: 4NylcZCDQ\_-lGn\_argWI\_w

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 12:59:16 UTC | Status: CLOSED

## Conversation: 2wLfBIIMQpmQ1VWIMkQWrA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 03:01:11 UTC to 2025-09-16 03:16:31 UTC

**Customer (\_Pa7Y44I...)** | 2025-09-16 03:01:11 UTC | halocollar.com

halo4 collar keeps giving my dog corrections when hes no where close to the geo fence

**System/AI** | 2025-09-16 03:01:22 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (\_Pa7Y44I...)** | 2025-09-16 03:16:18 UTC | halocollar.com

the app isnt working

**Customer (\_Pa7Y44I...)** | 2025-09-16 03:16:31 UTC | halocollar.com

im typing into it but it wont send

## Conversation: Ars7wS1JQuSduMuy8qhmjA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 03:04:21 UTC to 2025-09-16 13:26:49 UTC

**EMAIL | Customer (-KsyIHJW...) | 2025-09-16 03:04:21 UTC**

**From:** wirenut725@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support: Scheduled Call Follow-up

I have reset the GPS settings and it is more worthless than before I change them back. I was told by one of the dog pound people told me to change them. I have spent a lot of time trying to get it to work. There is not one thing that has helped with the problem. Every time I call the next dog pound people tell me to reverse what the earlier pound hound told me to do. It is as you people don't have a clue how to fix this As soon as Annie went outside she disappeared again last know location was at the bottom of the steps. Either give me back my money or send out another collar. I took her over to my brother's house and the collar did not work there. 113 Hazelwood road another of my fences. ----- Forwarded message ----- From: Halo Collar Date: Sat, Sep 13, 2025, 12:58 PM Subject: Halo Support: Scheduled Call Follow-up To: Hello John, Thank you for joining me on the call today! I reached out to our engineering team and they investigated the backend data of the collar. There appear to be no technical issues present; however, they do have some suggestions on how to help the situation. They would like you to move the GPS levels back to the default settings. Moving the setting back and having the Zone Beacon should help resolve the indoor feedback. I'd be more than happy to send another Zone Beacon to help cover the entire house, especially if you've been noticing the feedback is going off in the same area of the house. Below shows how to get to the GPS Levels settings. You'll see an option to revert to the default. - How to Adjust My Collar's GPS Signal Level Settings Our team continues to work on firmware updates to improve GPS drift, so things will improve with time. They suggest keeping the collar off while it is not in active use for the time being. They also noticed your fence is very close to the road and recommend moving it inward to ensure Annie gets feedback before she's in the road. Let's try these steps first and see how things go. Keep me updated on how things are over the next few days! Best Regards, Emma Halo Senior Customer Support \*Halo Collar\* | Here for you and your best friend■

**EMAIL | Customer (-KsyIHJW...) | 2025-09-16 03:19:31 UTC**

**From:** wirenut725@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support: Scheduled Call Follow-up

Right now I cannot even reset the GPS back to what I was before your suggestion to reset it to factory settings, because the collar can not be located. It is as if there is no customer service just a circular list of fixes with no change . It doesn't work here or at any of my other fences. On Mon, Sep 15, 2025, 10:05 PM JOHN A WOODSON SR wrote: > I have reset the GPS settings and it is more worthless than before I > change them back. I was told by one of the dog pound people told me to > change them. I have spent a lot of time trying to get it to work. There > is not one thing that has helped with the problem. Every time I call the > next dog pound people tell me to reverse what the earlier pound hound told > me to do. It is as you people don't have a clue how to fix this As soon > as Annie went outside she disappeared again last know location was at the > bottom of the steps. Either give me back my money or send out another > collar. I took her over to my brother's house and the collar did not work > there. 113 Hazelwood road another of my fences. > ----- Forwarded message ----- > From: Halo Collar > Date: Sat, Sep 13, 2025, 12:58 PM > Subject: Halo Support: Scheduled Call Follow-up > To: > > Hello John, > > Thank you for joining me on the call today! I reached out to our > engineering team and they investigated the backend data of the collar. > > There appear to be no technical issues present; however, they do have some > suggestions on how to help the situation. They would like you to move the > GPS levels back to the default settings. Moving the setting back and having > the Zone Beacon should help resolve the indoor feedback. I'd be more than > happy to send another Zone Beacon to help cover the entire house, > especially if



you've been noticing the feedback is going off in the same > area of the house. > > Below shows how to get to the GPS Levels settings. You'll see an option to > revert to the default. > > - How to Adjust My Collar's GPS Signal Level Settings > > > Our team continues to work on firmware updates to improve GPS drift, so > things will improve with time. They suggest keeping the collar off while it > is not in active use for the time being. > > They also noticed your fence is very close to the road and recommend > moving it inward to ensure Annie gets feedback before she's in the road. > > Let's try these steps first and see how things go. > Keep me updated on how things are over the next few days! > > Best Regards, > Emma > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

**EMAIL | Customer (-KsYlHJW...) | 2025-09-16 03:36:39 UTC**

**From:** wirenut725@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support: Scheduled Call Follow-up

This is where Annie is now. cannot get the collar to connect outside of the house. No no whistle no vibration it won't even show that it knows where the collar is Right outside the front door of the house. On Mon, Sep 15, 2025, 10:20 PM JOHN A WOODSON SR wrote:  
> Right now I cannot even reset the GPS back to what I was before your > suggestion to reset it to factory settings, because the collar can not be > located. > It is as if there is no customer service just a circular list of fixes > with no change . It doesn't work here or at any of my other fences. > > On Mon, Sep 15, 2025, 10:05 PM JOHN A WOODSON SR > wrote: > > I have reset the GPS settings and it is more worthless than before I > > change them back. I was told by one of the dog pound people told me to > > change them. I have spent a lot of time trying to get it to work. There > > is not one thing that has helped with the problem. Every time I call the > > next dog pound people tell me to reverse what the earlier pound hound told > > me to do. It is as you people don't have a clue how to fix this As soon > > as Annie went outside she disappeared again last know location was at the > > bottom of the steps. Either give me back my money or send out another > > collar. I took her over to my brother's house and the collar did not work > > there. 113 Hazelwood road another of my fences. > > ----- Forwarded message ----- > > From: Halo Collar > > Date: Sat, Sep 13, 2025, 12:58 PM > > Subject: Halo Support: Scheduled Call Follow-up > > To: > > > > Hello John, > > > Thank you for joining me on the call today! I reached out to our > > engineering team and they investigated the backend data of the collar. > > > There appear to be no technical issues present; however, they do have > > some suggestions on how to help the situation. They would like you to move > > the GPS levels back to the default settings. Moving the setting back and > > having the Zone Beacon should help resolve the indoor feedback. I'd be more > > than happy to send another Zone Beacon to help cover the entire house, > > especially if you've been noticing the feedback is going off in the same > > area of the house. > > > Below shows how to get to the GPS Levels settings. You'll see an option > > to revert to the default. > > > - How to Adjust My Collar's GPS Signal Level Settings > > > > > Our team continues to work on firmware updates to improve GPS drift, so > > things will improve with time. They suggest keeping the collar off while it > > is not in active use for the time being. > > > They also noticed your fence is very close to the road and recommend > > moving it inward to ensure Annie gets feedback before she's in the road. > > > Let's try these steps first and see how things go. > > > Keep me updated on how things are over the next few days! > > > Best Regards, > > Emma > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > >

**PHONE\_CALL | Customer (-KsYlHJW...) | 2025-09-16 13:26:49 UTC**

## Conversation: I1ur-DvaR1eS\_7b622KDOQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 03:05:52 UTC to 2025-09-16 13:02:34 UTC

**STATUS CHANGE** | Customer (c-cTvIgn...) | 2025-09-16 03:05:52 UTC | Status: OPEN

### EMAIL | Customer (c-cTvIgn...) | 2025-09-16 03:05:52 UTC

**From:** denisek6659@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Sent from my iPhone

### EMAIL | Agent (nNKLv8vG...) | 2025-09-16 12:59:28 UTC

**From:** support@halocollar.com

**To:** denisek6659@gmail.com

**Subject:** Re: Log Submission - empty zip file - NO Account with this email & no name

Hello Customer, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started? Any error messages or unusual behavior you've seen? Please reply to this email with the additional details to assist further. Account Owner's Full Name: Email Linked to That Account: Phone Number: Serial Number of Collar: Order Number: Issue: Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend! ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 11:05 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 3:05 AM wrote: > > > > Sent from my iPhone

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:02:16 UTC

Added: UNYY8zJMRzuqZ0-CQlyc1Q, xuobtcPqSGuD7uwjUFZzMQ, PT5SzfGLQx6qJKX6efjzxA | Removed: DWX7EuMeSkumrbZ8T4AUPQ

### AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 13:02:33 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: UNKNOWN Email: denisek6659@gmail.com / No account with this email & no name Phone Number: unknown Collar SN: unknown Collar FW: unknown Collar Purchased From: unknown Resources: Could NOT verify CX in AP, Gladly / No account with this email & no name Recap/TS: CX sent empty zip file log- NO account with this email & no name - need more information Next Steps: email Next agent, please update this CX's contact information in Gladly when CX responds.

**STATUS CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:02:34 UTC | Status: CLOSED

## Conversation: ejTyx-kfTcua5mNchRrokA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 03:12:23 UTC to 2025-09-16 05:16:58 UTC

**Customer (nWUp45v7...)** | 2025-09-16 03:12:23 UTC | halocollar.com

hi, do you offer a military discount?

**System/AI** | 2025-09-16 03:12:45 UTC | halocollar.com

Hi there! Currently, we don't offer a military discount, but we truly appreciate your service. Please keep an eye on our website and email newsletters for any future promotions or discounts. If you have any other questions or need further assistance, feel free to ask!

**Customer (nWUp45v7...)** | 2025-09-16 03:13:32 UTC | halocollar.com

can you please give me a full list of current promo codes I can use towards my purchase?

**System/AI** | 2025-09-16 03:14:09 UTC | halocollar.com

Hi there! Currently, all active Halo Collar promotions are listed on our website. If you don't see any, it means there aren't any active promotions right now. For multi-collar purchases, we offer automatic savings: 2 Collars – Save \$50 (Code: 2HALOS) 3 Collars – Save \$100 (Code: 3HALOS) 4 Collars – Save \$100 (Code: 4HALOS) 5 Collars – Save \$100 (Code: 5HALOS) Be sure to check our website regularly for updates on new promotions or join our mailing list to get the latest deals. Let me know if you have any other questions!

**Customer (nWUp45v7...)** | 2025-09-16 03:15:41 UTC | halocollar.com

what promo codes do you offer if buying a single collar

**System/AI** | 2025-09-16 03:16:01 UTC | halocollar.com

Hi there! At the moment, we don't have any specific promo codes for purchasing a single Halo Collar. However, you can find all active promotions on our website. I suggest checking it regularly or subscribing to our mailing list for updates on future discounts. If you have any more questions or need further assistance, just let me know!

**STATUS CHANGE** | Unknown | 2025-09-16 05:16:58 UTC | Status: CLOSED

## Conversation: qiimWmpvQmys1caWG-aG1Q

Messages: 2 | Customers: 1 | Duration: 2025-09-16 03:14:54 UTC to 2025-09-16 03:50:26 UTC

### EMAIL | Customer (1a7nHKKR...) | 2025-09-16 03:14:54 UTC

**From:** erik@metis-advisors.com

**To:** support@halocollar.com

**Subject:** [HALO-APP] Login issue

Erik McLaughlin, CEO METIS llc > Mergers & Acquisitions o: (509) 529-3925 | c: (509) 301-3043 www.metis-advisors.com erik@metis-advisors.com Metis LLC Confidentiality Notice: The information contained in this email and any attachments is intended solely for the use of the individual or entity to whom it is addressed and may contain confidential and/or privileged material. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

### EMAIL | Customer (1a7nHKKR...) | 2025-09-16 03:50:26 UTC

**From:** erik@metis-advisors.com

**To:** support@halocollar.com

**Subject:** [HALO-APP] An unexpected error

Erik McLaughlin, CEO METIS llc > Mergers & Acquisitions o: (509) 529-3925 | c: (509) 301-3043 www.metis-advisors.com erik@metis-advisors.com Metis LLC Confidentiality Notice: The information contained in this email and any attachments is intended solely for the use of the individual or entity to whom it is addressed and may contain confidential and/or privileged material. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

## Conversation: xxutnu4YRrKLrrilbA4yCw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 03:23:20 UTC to 2025-09-16 12:59:43 UTC

### EMAIL | Customer (yXeKs3oH...) | 2025-09-16 03:23:20 UTC

**From:** jsmallwssso19@gmail.com

**To:** support@halocollar.com

**Subject:** Problems with Halo4 collar

A little over a month ago we got my dog a Halo4 collar. Overall I'm disappointed in the device. Just tonight he received emergency feedback when he was at least 30 feet form the boundary. Theres numerous times it isnt warning him when hes by the geofence and then its giving him feedback at times when hes not anywhere near the line. Im not sure how to correct this. It's causing the dog to not understand why hes getting the feedback he is getting and.I question the timeliness of it. Any advice on how to get this to be more accurate? James Small

### EMAIL | Customer (yXeKs3oH...) | 2025-09-16 03:26:50 UTC

**From:** jsmallwssso19@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Problems with Halo4 collar

Hi, I would like a human being to contact me. I find it disrespectful to be sent the same things I have already read online. James Small On Mon, Sep 15, 2025 at 10:23 PM Halo Collar wrote: > We're sorry to hear about the issues you're experiencing with your Halo4 > collar. It sounds like there might be a problem with GPS accuracy or > initialization. > > To improve accuracy, please ensure the collar's GPS is initialized by > taking it outside to an open area and keeping it still until the GPS light > blinks green. Also, check that the collar is fitted snugly on your dog's > neck, as an improper fit can affect GPS performance. > > If the problem persists, consider updating the collar's firmware and using > the diagnostics feature in the Halo App to check GPS status. Let us know if > you need further assistance! > The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 3:23 AM "James Small" jsmallwssso19@gmail.com> wrote: > > A little over a month ago we got my dog a Halo4 collar. Overall I'm > disappointed in the device. > > Just tonight he received emergency feedback when he was at least 30 feet > form the boundary. Theres numerous times it isnt warning him when hes by > the geofence and then its giving him feedback at times when hes not > anywhere near the line. > > Im not sure how to correct this. It's causing the dog to not understand > why hes getting the feedback he is getting and.I question the timeliness of > it. > > Any advice on how to get this to be more accurate? > > James Small > > >

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 12:59:38 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ

### EMAIL | Agent (poWIULpl...) | 2025-09-16 12:59:39 UTC

**From:** support@halocollar.com

**To:** jsmallwssso19@gmail.com

**Subject:** Halo Collar Contact Information

Hello James, Thanks for reaching out to Halo Support! My name is Kenny, and I'm here for you and your pup! If you'd like a little extra help, we'd love to invite you to join us in the Halo Dog Park. This is our virtual support space where you can chat with one of our agents face-to-face. Please note that you don't have to have your camera on. Just use the link below to hop into a live video call when it's convenient for you: [How to Contact Customer Support](#) We're looking forward to seeing you there and are excited to help you! With pawstivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 11:27 PM

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 12:59:43 UTC | Status: CLOSED

**STATUS CHANGE** / Agent (poWIULpl...) / 2025-09-16 12:59:43 UTC / Status: CLOSED

## Conversation: QpS83--NR0yferS0PL5DaQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 03:24:47 UTC to 2025-09-16 03:24:58 UTC

**Customer (aXgGSee1...) | 2025-09-16 03:24:47 UTC | halocollar.com**

I got a notification the collar wasn't charging, I went to check it and the charger and collar was so hot to touch it burned my fingers, what do i do, I'm scared to try to keep charging it

**System/AI | 2025-09-16 03:24:58 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: yIB8YT42RDygB5ZSlta4Ew

Messages: 6 | Customers: 1 | Duration: 2025-09-16 03:27:17 UTC to 2025-09-16 13:25:52 UTC

### EMAIL | Customer (JDueG8zH...) | 2025-09-16 03:27:17 UTC

**From:** pittman.kathryn@me.com

**To:** support@halocollar.com

**Subject:** Collar and charger hot to touch

I got a notification the collar wasn't charging, I went to check it and the charger and collar was so hot to touch it burned my fingers, what do i do, I'm scared to try to keep charging it  
Sent from my iPhone

### EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 13:23:58 UTC

**From:** support@halocollar.com

**To:** pittman.kathryn@me.com

**Subject:** Re: Collar and charger hot to touch

Hi Kathryn, Thanks so much for reaching out! We would like to offer you a warranty replacement request. I'm happy to submit your replacement request. Before we can move forward, we just need a quick confirmation: Is your dog currently using the defective collar? For your pup's safety, we can't proceed until we know the collar is no longer in use. Once the request is submitted, the collar will be deactivated and will no longer function. Once we receive your confirmation: We'll send you an email to verify your shipping address. After you confirm, your replacement will be processed and shipped as soon as possible. In addition to the warranty replacement request, we would also like to send you a new charging kit. Could you provide the following information? Confirmation that the collar is no longer in use  
Name on account  
Email on account  
Phone Number  
Full Shipping Address (Address, City, State, and Zip Code, please note we do not ship to Post Office Boxes)  
Serial number of the collar affected  
Do you use a magnetic adaptor to charge your collar? We look forward to getting this resolved right away. Should you have any further questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend  
■ Need more help?  
■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week  
Join Session to speak with the next available agent  
On Monday, September 15, 2025, 11:27 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 3:27 AM "kathryn pittman" wrote: > > I got a notification the collar wasn't charging, I went to check it and the charger and collar was so hot to touch it burned my fingers, what do i do, I'm scared to try to keep charging it > > Sent from my iPhone

### AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 13:24:02 UTC

Live Team Notes  
Serial Numbers: n/a  
FW: n/a  
Issue/ Need: Cx says they got a notification the collar wasn't charging and went to check it and the charger and collar was so hot to touch it burned their fingers, cx asked what do they do saying they are scared to try to keep charging it  
Troubleshooting & Actions Taken: Offered WR and asked for ARF info for new charging kit - also asked for cx to confirm collar not in use - also asked for account info and collar type as their email is not in AP  
Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, gladly, ts t1 guide  
Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 13:24:20 UTC

Added: 76jKdDjQKG1X52gm4kjGg



**AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 13:25:45 UTC**

Next steps: When cx replies confirming collar is not in use, please submit the WR Please also submit ARF for a new charging kit (cx will let us know sn# of collar and if they use a mag)

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 13:25:52 UTC | Status: CLOSED

## Conversation: y8DQk6oGToKmW2TSg7WV8Q

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 03:56:52 UTC to 2025-09-16 05:57:39 UTC*

**Customer (wysx0X52...)** | 2025-09-16 03:56:52 UTC | halocollar.com

I need a new charger for my halo 3. It has the magnetic charger

**System/AI** | 2025-09-16 03:57:14 UTC | halocollar.com

Hi there! You can purchase a new magnetic charger for your Halo 3 at our Online Store. Just make sure to select the correct charging adapter for your specific collar model. These adapters are sold exclusively on the Halo website and are not interchangeable with third-party products. If you have any issues with ordering, feel free to reach out for further assistance. Happy shopping!

**STATUS CHANGE** | *Unknown* | 2025-09-16 05:57:39 UTC | Status: CLOSED

## Conversation: LxancUtZQi-3D3FFNrK8ow

Messages: 6 | Customers: 1 | Duration: 2025-09-16 03:57:37 UTC to 2025-09-16 04:07:10 UTC

**Customer (5O62ZLZx...)** | 2025-09-16 03:57:37 UTC | halocollar.com

how does a beacon work

**System/AI** | 2025-09-16 03:57:56 UTC | halocollar.com

Halo Beacons are small Bluetooth devices that work with the Halo Collar to create safe or restricted areas for your dog. They can be used both indoors and outdoors to set "Keep Away" or "Ignore Fence" zones. Each beacon can have a custom radius, affecting areas above or below it, and can be managed through the Halo app. Beacons are optional and not included with the Halo Collar kit, but they enhance the system by offering more control over your dog's boundaries.

**Customer (5O62ZLZx...)** | 2025-09-16 04:00:18 UTC | halocollar.com

why can't I change the mode on my beacon

**System/AI** | 2025-09-16 04:00:40 UTC | halocollar.com

Hi there! If you're having trouble changing the mode on your beacon, first make sure it's properly paired with your Halo app and that the battery is charged. You can manage the beacon settings in the app under Settings > My Beacons. If the issue continues, the beacon might be defective. Please reach out to customer support for further assistance or a possible replacement. We're here to help!

**Customer (5O62ZLZx...)** | 2025-09-16 04:06:39 UTC | halocollar.com

my beacon won't turn on after changing the battery to a new battery

**System/AI** | 2025-09-16 04:07:10 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: 7UuHyK3wQCKSr9ZBORIpCQ

Messages: 9 | Customers: 1 | Duration: 2025-09-16 04:06:36 UTC to 2025-09-16 17:04:41 UTC

### EMAIL | Customer (WFnHIWPK...) | 2025-09-16 04:06:36 UTC

**From:** followteambs@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Success Team

This is great to hear please send out the blue collar and yes the address is correct. Thanks, Blake Jonas 19207 County Road 447 Van TX 75790 United States Sent from my iPhone On Mon, Sep 15, 2025 at 8:54 AM Halo Collar wrote: > Hello Blake, > > I'm Haley with the Success team here at Halo. I'm stepping in while Emma > is away and see that she was awaiting an update on a request to send you an > additional collar. > > I'm happy to confirm we can send out a new Halo 4 kit for you as > requested. At your convenience, please advise which color you'd prefer > between yellow, pink, blue, or grey. Once I have that information, I'm > happy to initiate that shipment for you. > > > Just to confirm, the shipping address we have on file is: > 19207 County Rd 447 > Van, TX 75790 > > If you have any questions, please feel free to let me know. I'm happy to > help and look forward to getting you back on track! > > Best Regards, > Haley > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

*STATUS CHANGE | Customer (WFnHIWPK...) | 2025-09-16 04:06:36 UTC | Status: OPEN*

### EMAIL | Agent (YumuZHIE...) | 2025-09-16 13:13:56 UTC

**From:** support@halocollar.com

**To:** followteambs@gmail.com

**Subject:** Re: Halo Collar Success Team

Hello Blake, Thank you for confirming your address. I've arranged your shipment, and you'll receive a tracking update as soon as it's on its way. I'm glad Emma was able to help get everything back on track, and we're excited for you to receive your new Halo 4 kit. If you have any questions or need support once it arrives, please don't hesitate to reach out. We're happy to help! Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:06 AM "FollowTeamBS" wrote: > This is great to hear please send out the blue collar and yes the address > is correct. > > Thanks, > > Blake Jonas > 19207 County Road 447 > Van TX 75790 > United States > > Sent from my iPhone > > > On Mon, Sep 15, 2025 at 8:54 AM Halo Collar wrote: > > > Hello Blake, > > > > I'm Haley with the Success team here at Halo. I'm stepping in while Emma > > is away and see that she was awaiting an update on a request to send you an > > additional collar. > > > > I'm happy to confirm we can send out a new Halo 4 kit for you as > > requested. At your convenience, please advise which color you'd prefer > > between yellow, pink, blue, or grey. Once I have that information, I'm > > happy to initiate that shipment for you. > > > > > Just to confirm, the shipping address we have on file is: > > 19207 County Rd 447 > > Van, TX 75790 > > > > If you have any questions, please feel free to let me know. I'm happy to > > help and look forward to getting you back on track! > > > > Best Regards, > > Haley > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > >

### AGENT NOTE | Agent (YumuZHIE...) | 2025-09-16 13:20:56 UTC

Intermediate Notes Issue/ Need: New H4 kit needed Previous Steps:(previous interactions) Emma has been in communication with cx about their experience. Has been back and forth with agents and a previous issue resulted in cx being short one of their collars. One of their 6 collar was lost due to a strap failure and previous support offered an upgrade of one of their current collars rather than replacing as a courtesy. Emma confirmed all information and determined cx still needs a collar and requested to send either an H3 or H4 kit. Tasked to the team while she was OOO. Recap/TS: (current interaction) Discussed with Rachel and she confirmed we can send an H4 kit. I reached out to the cx to confirm we could send them a new H4 kit at no cost and asked they provide their color choice. Cx confirmed their address and advised they'd prefer a

blue/midnight collar. I've setup the CSA order in Woo for the Midnight H4 kit and confirmed with the cx. Resources: (Articles, Slack Threads, Docs) Woo - Setup CSA order for H4 kit (midnight) 1660274 Next Steps: Cx to receive their H4 kit soon. Nothing further needed at this time unless they reach back out with any questions or concerns.

*STATUS CHANGE | Agent (YumuZHIE...) | 2025-09-16 13:22:28 UTC | Status: CLOSED*

**EMAIL | Customer (WFnHIWPK...) | 2025-09-16 14:54:27 UTC**

**From:** followteambs@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Success Team

Hello, Thanks for the help can I get confirmation on the other collars I have only gotten your order confirmation and Emma said I would get them in my email but have not got anything in the orders? Update would be greatly appreciated Thanks, Blake Sent from my iPhone On Tue, Sep 16, 2025 at 8:13 AM Halo Collar wrote: > Hello Blake, > > Thank you for confirming your address. I've arranged your shipment, and > you'll receive a tracking update as soon as it's on its way. > > I'm glad Emma was able to help get everything back on track, and we're > excited for you to receive your new Halo 4 kit. > > If you have any questions or need support once it arrives, please don't > hesitate to reach out. We're happy to help! > > Best Regards, > Haley > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 12:06 AM "FollowTeamBS" followteambs@gmail.com> wrote: > > This is great to hear please send out the blue collar and yes the address > is correct. > > Thanks, > > Blake Jonas > 19207 County Road 447 > > Van TX 75790 > > United States > > > Sent from my iPhone > > > On Mon, Sep 15, 2025 at 8:54 AM Halo Collar > wrote: > >> Hello Blake, >> >> I'm Haley with the Success team here at Halo. I'm stepping in while Emma >> is away and see that she was awaiting an update on a request to send you an >> additional collar. >> >> I'm happy to confirm we can send out a new Halo 4 kit for you as >> requested. At your convenience, please advise which color you'd prefer >> between yellow, pink, blue, or grey. Once I have that information, I'm >> happy to initiate that shipment for you. >> >> >> Just to confirm, the shipping address we have on file is: >> 19207 County Rd 447 >> Van, TX 75790 >> >> If you have any questions, please feel free to let me know. I'm happy to >> help and look forward to getting you back on track! >> >> Best Regards, >> Haley >> Halo Senior Customer Support >> \*Halo Collar\* | Here for you and your best friend■ >> >>

*STATUS CHANGE | Customer (WFnHIWPK...) | 2025-09-16 14:54:28 UTC | Status: OPEN*

**EMAIL | Agent (YumuZHIE...) | 2025-09-16 17:04:12 UTC**

**From:** support@halocollar.com

**To:** followteambs@gmail.com

**Subject:** Re: Halo Collar Success Team

Hi Blake, I see that Emma initiated your replacements on Saturday. While we typically ship within 1–2 business days, weekend processing can sometimes affect that timeline. I'm checking in with our warehouse to make sure everything is on track, and I expect these shipments to go out very soon if FedEx hasn't already picked them up. You'll receive an automated message from FedEx as soon as the packages are scanned into their system, but I will make sure to follow-up with you as soon as I have a clear update. Thank you so much for your patience while our team reviews. We appreciate it and want to make sure everything gets resolved smoothly for you. Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 10:54 AM "FollowTeamBS" wrote: > Hello, > > Thanks for the help can I get confirmation on the other collars I have only > gotten your order confirmation and Emma said I would get them in my email > but have not got anything in the orders? > > Update would be greatly appreciated > > Thanks, > > Blake > Sent from my iPhone > > > On Tue, Sep 16, 2025 at 8:13 AM Halo Collar wrote: > > > Hello Blake, > > > > Thank you for confirming your address. I've arranged your shipment, and > > you'll receive a tracking update as soon as it's on its way. > > > > I'm glad Emma was able to help get everything back on track, and we're > > excited for you to receive your new Halo 4 kit. > > > > If you

have any questions or need support once it arrives, please don't > > hesitate to reach out. We're happy to help! > > > Best Regards, > > Haley > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > On Tuesday, September 16, 2025, 12:06 AM "FollowTeamBS" > followteambs@gmail.com> wrote: > > > This is great to hear please send out the blue collar and yes the address > > is correct. > > > Thanks, > > > Blake Jonas > > 19207 County Road 447 > > > Van TX 75790 > > > United States > > > > Sent from my iPhone > > > > On Mon, Sep 15, 2025 at 8:54 AM Halo Collar > > wrote: > > > Hello Blake, > > > I'm Haley with the Success team here at Halo. I'm stepping in while Emma > > is away and see that she was awaiting an update on a request to send you an > > additional collar. > > > I'm happy to confirm we can send out a new Halo 4 kit for you as > > requested. At your convenience, please advise which color you'd prefer > > between yellow, pink, blue, or grey. Once I have that information, I'm > > happy to initiate that shipment for you. > > > > > Just to confirm, the shipping address we have on file is: > > 19207 County Rd 447 > > Van, TX 75790 > > > > If you have any questions, please feel free to let me know. I'm happy to > > help and look forward to getting you back on track! > > > > Best Regards, > > Haley > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > > >

**STATUS CHANGE** | Agent (YumuZHIE...) | 2025-09-16 17:04:41 UTC | Status: CLOSED

## Conversation: LDQ0DCJxT52IyDoutbiYww

Messages: 2 | Customers: 1 | Duration: 2025-09-16 04:13:40 UTC to 2025-09-16 06:14:00 UTC

**EMAIL | Customer (nA1XJGFD...) | 2025-09-16 04:13:40 UTC**

**From:** katzenberger.mark@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Pack Membership Renewal

Hello, I ended up returning my halo collar. Can you make sure I do not get charged for this? Thanks \*Mark Katzenberger\* c: 763-300-3827 On Mon, Sep 15, 2025 at 6:56 PM Halo Team wrote: > [image: Halo®] > [image: Halo®] > Hi Mark, > We hope you and your pup have enjoyed the safety and freedom that your > Halo Collar provides. > As a reminder, your Pack Membership plan renews on \*September 22, 2025\*. > You will be automatically charged \*\$101.9\* for a \*Bronze\* \*1-year\* Pack > Membership Plan. > If you need to update your payment method or make any changes to your > account please visit your Account Settings > . > > Have questions? Visit us in the Halo Dog Park■■■ > . > > As always, thank you for being a member of the Pack and trusting us with > your dog's safety. > — The Halo Team > Complete Halo Subscription Plan Terms and Conditions > > > [image: Facebook] > > [image: Instagram] > > [image: TikTok] > > [image: YouTube] > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite > 340 | Woodcliff Lake, NJ 07677 > >

**STATUS CHANGE** | Unknown | 2025-09-16 06:14:00 UTC | Status: CLOSED

## Conversation: DonuwzX6RNuultufyP4rXw

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 04:24:54 UTC to 2025-09-16 06:26:05 UTC*

**Customer (t8iOgjaT...)** | 2025-09-16 04:24:54 UTC | [halocollar.com](https://halocollar.com)

Will you be shipping to Australia in the foreseeable future?

**System/AI** | 2025-09-16 04:25:14 UTC | [halocollar.com](https://halocollar.com)

Hi there! Currently, Halo Collar ships only to the United States and Canada, so we don't ship to Australia just yet. However, we're actively working on expanding our shipping regions. I recommend signing up for our mailing list to get updates on any changes to our shipping policies. Thanks for your interest in Halo Collar!

**STATUS CHANGE** | *Unknown* | 2025-09-16 06:26:05 UTC | Status: *CLOSED*



## Conversation: SlzjOsa9T5SrXe0OQmDI1w

Messages: 9 | Customers: 1 | Duration: 2025-09-16 04:34:27 UTC to 2025-09-16 04:46:42 UTC

**Customer (eP99PXjK...)** | 2025-09-16 04:34:27 UTC | halocollar.com

We got an email stating the collar had a critical issue and needed a replacement.

**Customer (eP99PXjK...)** | 2025-09-16 04:34:50 UTC | halocollar.com

And to reach out to support and not to use the collar

**System/AI** | 2025-09-16 04:34:51 UTC | halocollar.com

Hi there! If your collar has a critical issue and needs replacement, please check your email for a shipping address confirmation. Confirming your address is essential to complete the replacement process. Be sure to look in your inbox, spam, junk, or promotions folders for the email linked to your Halo account. If you can't find it, please contact our Live Support team for further assistance. Once confirmed, your replacement collar will ship within 3-5 business days. You'll also receive a prepaid return shipping label to send back the defective collar. Let us know if you have any other questions!

**System/AI** | 2025-09-16 04:35:20 UTC | halocollar.com

Hi there! If you've received an email about a critical issue with your Halo Collar needing replacement, please first check your email for a shipping address confirmation to complete the replacement process. Make sure to look in all inbox folders, including spam and junk. If you don't receive the confirmation email, please contact Live Support for assistance. Once the address is confirmed, the replacement collar will be dispatched within 3-5 business days. Please avoid using the current collar until the replacement arrives for your pet's safety. Let us know if you need further assistance!

**Customer (eP99PXjK...)** | 2025-09-16 04:36:24 UTC | halocollar.com

When will I get this email?

**System/AI** | 2025-09-16 04:36:47 UTC | halocollar.com

Hi there! The email for shipping address confirmation is usually sent shortly after we identify the diagnostic issue. If you haven't received it yet, please check all of your email folders, including spam or junk. If you still don't find it, please reach out to our Live Support team to have the email resent or for further assistance. We're here to help!

**Customer (eP99PXjK...)** | 2025-09-16 04:38:03 UTC | halocollar.com

I received the malfunction email an hour and a half ago but no new email yet

**System/AI** | 2025-09-16 04:38:40 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (eP99PXjK...)** | 2025-09-16 04:46:42 UTC | halocollar.com

Will this be covered by warranty

## Conversation: eSZ66KlxTTqMBpuhY7keDQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 05:01:57 UTC to 2025-09-16 13:03:58 UTC

EMAIL | Customer (bBrie3am...) | 2025-09-16 05:01:57 UTC

**From:** zanebailey65@gmail.com

**To:** info@halocollar.com

**Subject:** Re: Urgent: malfunction detected

Hi I was just wondering if you are able to not turn this current collar off until I get the new one because I don't have a fence. Thanks Zane Bailey On Sep 15, 2025, at 9:43 PM, The Halo Team wrote: ■ You're eligible for a free warranty replacement Halo Collar ([http://clicks.halocollar.com/f/a/WsA9CJYq3snAdwcGuHdmlQ~~/AAQRxRA~/TWx\\_ogUdPEndBZ3KYYSZUuwNLfjCGwxrnlVs7q8cFGghF9KDGhH\\_Hck3fWHYE9uRxBclevQVK6PXKvZz1P87sdtVK32MLdbVsMhJI523aDiXKLvVqgTXKKM0\\_tljUR7t](http://clicks.halocollar.com/f/a/WsA9CJYq3snAdwcGuHdmlQ~~/AAQRxRA~/TWx_ogUdPEndBZ3KYYSZUuwNLfjCGwxrnlVs7q8cFGghF9KDGhH_Hck3fWHYE9uRxBclevQVK6PXKvZz1P87sdtVK32MLdbVsMhJI523aDiXKLvVqgTXKKM0_tljUR7t)) Zane Bailey Silver Member since 2025 Hi Zane, We've detected a critical issue with your Halo Collar (Serial Number: 25h4192032rt) and would like to send you a free replacement collar. For your dog's safety, please do not use the collar. Under our warranty program, you are eligible for a free replacement. Please confirm your shipping address to receive your new collar as quickly as possible. Confirm Shipping Address Confirm Shipping Address Once your address is confirmed, we will ship your replacement collar. You will receive further instructions on how to return your original collar with the replacement. All warranty replacements are subject to our Warranty Policy. ([http://clicks.halocollar.com/f/a/91E-R1ygGTbnM14Zy0D23g~~/AAQRxRA~/OAv94eale9JR8r528Xu3\\_9zWWdBh3qoAxyTswlicJdlktQN-9wD21dpgwHGRH0oD-jToY3D5D5\\_\\_kOs7dfPGpdDYED1QfBuaU0jQmoFel\\_GcL5Azcp356TWZzSRcSKVssHMqcObqUqJhSsLsfcl24rPdN8gQY-K8jE45YRr-wN4JhRDp\\_Juwf57jXoQNit5DMPWjWrx6aVmt-Q63jdWYfo-loUo5gYhHKDVCt0e9xY~](http://clicks.halocollar.com/f/a/91E-R1ygGTbnM14Zy0D23g~~/AAQRxRA~/OAv94eale9JR8r528Xu3_9zWWdBh3qoAxyTswlicJdlktQN-9wD21dpgwHGRH0oD-jToY3D5D5__kOs7dfPGpdDYED1QfBuaU0jQmoFel_GcL5Azcp356TWZzSRcSKVssHMqcObqUqJhSsLsfcl24rPdN8gQY-K8jE45YRr-wN4JhRDp_Juwf57jXoQNit5DMPWjWrx6aVmt-Q63jdWYfo-loUo5gYhHKDVCt0e9xY~)) If you have any questions or concerns, please contact our Customer Support team in the Halo Dog Park. ([http://clicks.halocollar.com/f/a/qoMjz03hl9Lb8eC8sfuV0A~~/AAQRxRA~/Z1OsXp5viG\\_Y1Xdh5cmKKglMSZ19S7Z0Zaiv9LtJqbU3IKLuT9hVt5cDrX0AF1BUncI6H5Dw8n\\_aqyVmHwVhxR5wxaqOyPLCMclZ7BVDPh4ucd893eGwle2JwLS-Xbus-EI7w8OIkSH90PxAucW-S-f2G6\\_XPE1F\\_zZE8VWPTRCwUfBCjQWmO-T-J7fe29T-](http://clicks.halocollar.com/f/a/qoMjz03hl9Lb8eC8sfuV0A~~/AAQRxRA~/Z1OsXp5viG_Y1Xdh5cmKKglMSZ19S7Z0Zaiv9LtJqbU3IKLuT9hVt5cDrX0AF1BUncI6H5Dw8n_aqyVmHwVhxR5wxaqOyPLCMclZ7BVDPh4ucd893eGwle2JwLS-Xbus-EI7w8OIkSH90PxAucW-S-f2G6_XPE1F_zZE8VWPTRCwUfBCjQWmO-T-J7fe29T-)) — The Halo Team Note: Halo will never ask you for your password. If you suspect fraud please contact us directly for assistance. ([http://clicks.halocollar.com/f/a/QfWLPsfqVYE1pqno85kep~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HkqFnptCe1Z35JSom4v6FFnRKB0dBQISIZsZpmh5ydPq23pjzGljfdIK\\_NDc7NcliCA-2olopDFjgmmA9zBpJFy4FGHklkJHgHCZLWtC0FsQ](http://clicks.halocollar.com/f/a/QfWLPsfqVYE1pqno85kep~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HkqFnptCe1Z35JSom4v6FFnRKB0dBQISIZsZpmh5ydPq23pjzGljfdIK_NDc7NcliCA-2olopDFjgmmA9zBpJFy4FGHklkJHgHCZLWtC0FsQ)) ([http://clicks.halocollar.com/f/a/kKviTIBIRRuXTtTwrLSIIQ~~/AAQRxRA~/t2YtpAPRP3U2WC9FnIldtE7bVuFuXbEOBUrT9mQCoU8c0lfwHn8FmvhGPZqbEFHGPOOdo-X9xUq1mpV0EnhdUWWisTr3n\\_8uv8xFEiY6HNZfqicGP1kEC\\_KkkRrwy3E\\_](http://clicks.halocollar.com/f/a/kKviTIBIRRuXTtTwrLSIIQ~~/AAQRxRA~/t2YtpAPRP3U2WC9FnIldtE7bVuFuXbEOBUrT9mQCoU8c0lfwHn8FmvhGPZqbEFHGPOOdo-X9xUq1mpV0EnhdUWWisTr3n_8uv8xFEiY6HNZfqicGP1kEC_KkkRrwy3E_)) ([http://clicks.halocollar.com/f/a/2a6qGzLLeNWWwnKvQ4orYg~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HkkaPxbw6xcLvwUMMAfT7LzVULkKTE5POOa-tOTn69jWY\\_PRX6ndJ4gakGdaHUD5Wrcr9UADZT24KAd7OHupdiCWpnjkq3RAZEpssnTRFGx9L](http://clicks.halocollar.com/f/a/2a6qGzLLeNWWwnKvQ4orYg~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HkkaPxbw6xcLvwUMMAfT7LzVULkKTE5POOa-tOTn69jWY_PRX6ndJ4gakGdaHUD5Wrcr9UADZT24KAd7OHupdiCWpnjkq3RAZEpssnTRFGx9L)) ([http://clicks.halocollar.com/f/a/lulEwbU5awZRPw9Kgiib4Q~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HktTW05Wn9kRyYcDoXP1qx22lAnzhsFomRVfKW-DBt5voEAMJGJN0\\_tl-zjDUvETHY79vitlxz9flvynFDhXD8S-Dbic-BwSRtdhM0L6pNqSa](http://clicks.halocollar.com/f/a/lulEwbU5awZRPw9Kgiib4Q~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HktTW05Wn9kRyYcDoXP1qx22lAnzhsFomRVfKW-DBt5voEAMJGJN0_tl-zjDUvETHY79vitlxz9flvynFDhXD8S-Dbic-BwSRtdhM0L6pNqSa)) Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 No longer want to receive these emails? Unsubscribe. ([http://clicks.halocollar.com/f/a/HhNfwTBtE9igvuziPTak4w~~/AAQRxRA~/YAQ7x\\_g\\_v-D-S5xPWOE6bM8DwwEpMAwKPP0feeYLj62kOUAFfMtZL8s3oi9WS23lg99W5lGtWzr2V7z0q7y4xS84M6bGn2K\\_cKrc3NGw86H8TFgkqhYgfSCteNblGvuAsMg5nJ4pVnRBtXvtzvcshzGP9gDyXBousKixfvPam1-c7odz7NVQRrrPp9U0iWaFomUrxIHNYdRCWRtlnETXoAIQnCa4MtlGa4Yye38b4tbxQCNsK-berjeXpWeW6Y\\_taoVhSxDwqueCvD0YQd1leHhtPnZOqxMec8adJ-OnBDckMG\\_AdXn1L14JBTTFBJ9AF\\_LeCCobA7Xw6rO2GjzQg7IBuAARIX5b6r5MW\\_kz1b9nBQbGF\\_YidbCULUXJLhvWP\\_4AfA7\\_Vk874M\\_yhl5Tzs-v0OfIzmaZ7nH76kJFsa\\_FfR4QmPstATOoiDoZ5yMHBKhndSeuAF4hbR2\\_ATD5Zt9cDAE61pGkowlbqxtUWLkDzotebJqWR4IkLy0TYs\\_79KqQGfHc1pP1V32J7v8LQl0l8wFpr43AdtASX6WnjIFzvPDB3wOyRuNkk5Q\\_9JUVDvucEM02HjKiRml0ovsBIAf2l4aoNdiFFjBwU9Y73kKVQlWK3WKNKFOoVy\\_F5WnLA\\_ApoBjQaR4s5SnD\\_jxcHzpcGWnACcFXupdlv2Jec3TCUOFCqTjSULEdCviF\\_H6CPvtX6Jd9kPm8Yn-TyPnKMR-BleM65dvjcvv8MmMO3ftcyM5DNAfV851EKXQgl-hOC7n8WOZ35rsVi7D4spQ~~](http://clicks.halocollar.com/f/a/HhNfwTBtE9igvuziPTak4w~~/AAQRxRA~/YAQ7x_g_v-D-S5xPWOE6bM8DwwEpMAwKPP0feeYLj62kOUAFfMtZL8s3oi9WS23lg99W5lGtWzr2V7z0q7y4xS84M6bGn2K_cKrc3NGw86H8TFgkqhYgfSCteNblGvuAsMg5nJ4pVnRBtXvtzvcshzGP9gDyXBousKixfvPam1-c7odz7NVQRrrPp9U0iWaFomUrxIHNYdRCWRtlnETXoAIQnCa4MtlGa4Yye38b4tbxQCNsK-berjeXpWeW6Y_taoVhSxDwqueCvD0YQd1leHhtPnZOqxMec8adJ-OnBDckMG_AdXn1L14JBTTFBJ9AF_LeCCobA7Xw6rO2GjzQg7IBuAARIX5b6r5MW_kz1b9nBQbGF_YidbCULUXJLhvWP_4AfA7_Vk874M_yhl5Tzs-v0OfIzmaZ7nH76kJFsa_FfR4QmPstATOoiDoZ5yMHBKhndSeuAF4hbR2_ATD5Zt9cDAE61pGkowlbqxtUWLkDzotebJqWR4IkLy0TYs_79KqQGfHc1pP1V32J7v8LQl0l8wFpr43AdtASX6WnjIFzvPDB3wOyRuNkk5Q_9JUVDvucEM02HjKiRml0ovsBIAf2l4aoNdiFFjBwU9Y73kKVQlWK3WKNKFOoVy_F5WnLA_ApoBjQaR4s5SnD_jxcHzpcGWnACcFXupdlv2Jec3TCUOFCqTjSULEdCviF_H6CPvtX6Jd9kPm8Yn-TyPnKMR-BleM65dvjcvv8MmMO3ftcyM5DNAfV851EKXQgl-hOC7n8WOZ35rsVi7D4spQ~~))

TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 13:02:11 UTC

Added: zHerDDHSRyKoaFtPZdCcew

EMAIL | Agent (poWIULpl...) | 2025-09-16 13:02:20 UTC

**From:** support@halocollar.com

**To:** zanebailey65@gmail.com

**Subject:** Halo Collar Reactivation Request Update

Hello Zane, My name is Kenny, and I want to thank you for your email. Unfortunately, the collar will be deactivated due to a technical issue. We understand the importance of the collar in keeping your dog safe, and this decision is made with your pet's well-being as our top priority. Here's what to expect: Why it's being deactivated: A technical issue was detected that could impact the collar's performance. Why this matters: Using a collar with a known issue could lead to inconsistent tracking or functionality. Deactivation helps prevent any false sense of security. If you're waiting on a replacement: Your new collar will be shipped as soon as possible, and we'll send tracking details when it's on the way. Order information: Order Status Dashboard We understand that this can be inconvenient, but safety is our top priority. We appreciate your patience. If you have any questions, please don't hesitate to reach out. We're here to help. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 1:01 AM "Zane Bailey" wrote: > Hi I was just wondering if you are able to not turn this current collar off until I get the new one because I don't have a fence. Thanks > > Zane Bailey > On Sep 15, 2025, at 9:43 PM, The Halo Team wrote: > > ■ > You're eligible for a free warranty replacement Halo Collar > > > > > > > > > > (http://clicks.halocollar.com/f/a/WsA9CJYq3snAdwcGuHdmlQ~~/AAQRxRA~/TWx\_ogUdPEndBZ3KYYSZUuwNLfjCGwxrnlVs7q8cFGghF9KDGhH\_Hck3fW HYE9uRxBclevQVK6PXKvZz1P87sdtVK32MLdbVsMhJI523aDiXKLvVqgTXKKM0\_tljUR7 t) > > > Zane Bailey Silver > > Member since 2025 > > Hi Zane, > > We've detected a critical issue with your Halo Collar (Serial Number: 25h4192032rt) and would like to send you a free replacement collar. > For your dog's safety, please do not use the collar. > > Under our warranty program, you are eligible for a free replacement. Please confirm your shipping address to receive your new collar as quickly as possible. > Confirm Shipping Address > Confirm Shipping Address > > Once your address is confirmed, we will ship your replacement collar. You will receive further instructions on how to return your original collar with the replacement. > > All warranty replacements are subject to our Warranty Policy. (http://clicks.halocollar.com/f/a/91E-R1ygGTbnM14Zy0D23g~~/AAQRxRA~/OAv9 4eale9JR8r528Xu3\_9zWWdBh3qoAxyTswlicJdlktQN-9wD21dpgwHGRH0oD-jToY3D5D5 \_\_kOs7dfPGpdDYED1QfBuaU0jQmoFeL\_GcL5Azcp356TWZzSRcSKVssHMqcObqUqJh SsLsfc\_l24rPdN8gQY-K8jE45YRr-wN4JhRDP\_Juwf57jXoQNit5DMPWjWrx6aVmt-Q63jd WYfo-loUo5gYhHKDVCt0e9xY~) > > If you have any questions or concerns, please contact our Customer Support team in the Halo Dog Park. (http://clicks.halocollar.com/f/a/qoMjz03h9Lb8eC8sfuV0A~~/AAQRxRA~/Z1OsXp5viG\_Y1Xdh5cmKKgIMSZ19S7Z0Zaiv 9LtJqbU3IKLuT9hVt5cDrX0AF1BUncI6H5Dw8n\_aqyVmHwVhxR5wxaqOyPLCMclZ7BVD Ph4ucd893eGwle2JwLS-Xbus-EI7w8OIkSH90PxAucW-S-f2G6\_XPE1F\_zZE8VWPTRCw UfBCjQWmO-T-J7fe29T-) > — The Halo Team > Note: Halo will never ask you for your password. If you suspect fraud please contact us directly for assistance. > > > > > > (http://clicks.halocollar.com/f/a/QfWLPsfqVYE1pqno85kepW~~/AAQRxRA~/DvEv-5fM7qh4p WZ6in1HkqFnptCe1Z35JSom4v6FFnRKB0dBQISIZsZpmh5ydPq23pjzGlfjdIK\_NDc7Ncli CA-2olopDFjgmmA9zBpJFy4FGHkljIHgHCZLWtC0FsQ) > > (http://clicks.halocollar.com/f/a/kKviTIBIRRuXTtTwrLSIIQ~~/AAQRxRA~/t2YtpAPRP3U2WC9FnIldtE7bVuFuXbEOBUr T9mQCoU8c0lfwHn8FmvhGPZqbEFHGPOOdo-X9xUq1mpV0EnhduWWisTr3n\_8uv8xF EiY6HNZfqcGP1kEC\_KkkRrwy3E\_) > > (http://clicks.halocollar.com/f/a/2a6qGzLLeNWW wnKvQ4oryg~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HkkaPxwb6xcLvwUMMAft7LzVULk KTE5POOa-tOTn69jWY\_PRX6ndJ4gakGdaHUD5Wrcr9UADZT24KAd7OHupdiCWpnjkq3 RAZEpxsnTRFgx9L) > > (http://clicks.halocollar.com/f/a/lulEwbU5awZRPw9Kgiib4Q~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HktTW05Wn9kRyYcDoXP1qx22lAnzhsFomRVfKW-D Bt5voEAMJGJN0\_tl-zjDUvETHY79vitlxz9flvynFDhXD8S-Dbic-BwSRtdhM0L6pNqSa) > > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 |

Woodcliff Lake, NJ 07677 > > No longer want to receive these emails? Unsubscribe. ([\*\*AGENT NOTE | Agent \(poWIULpl...\) | 2025-09-16 13:03:53 UTC\*\*](http://clicks.halocollar.com/f/a/HhNfwTBtE9igvuziPTak4w~~/AAQRxRA~/YAQ7x_g-_v-D-S5xPWOE6bM8DwwEpMAwKPP0feeYLj62kOUAFfMtZL8s3oi9WS23lg99W5IGtWzr2V7z0q7y4xS84M6bGn2K_cKrc3NGw86H8TFgkqhYgfSCteNblGvuAsMg5nJ4pVnRBtXvtzvcshzGP9gDyXBousKixfvPam1-c7odz7NVQRrrPp9U0iWaFomUrxihNydrCWRtlnETXoAIQnCa4MtlGa4Yye38b4tbxQCnSk-berjeXpWeW6Y_taoVhSxDwqueCvD0YQd1leHhtPnZOqxMec8adJ-OnBDckMG_AdXn1L14JBTTFBj9AF_LeCCobA7Xw6rO2GjzQg7IBuAARIX5b6r5MW_kz1b9nBQbGF_YidbCULUXJLhvWP_4AfhA7_Vk874M_yhl5Tzs-v0OfIZmaZ7nH76kJFsa_FfR4QmPstATOoiDoZ5yMHBKhnDseuAF4hbR2_ATD5Zt9cDAE61pGkowblqxtUWLkDzotebJqWR4IkLy0TYs_79KqQGfHc1pP1V32J7v8LQl8wFpr43AdtASX6WnjlfzvPDB3wOyRuNkk5Q_9JUVDDevucEM02HjKiRml0ovsBIAf2l4aoNdiFFjBwU9Y73kKVQiWK3WNKFOoVy_F5WnLA__ApoBjQaR4s5SnD_jxcHzpcGWnACcFXupdlv2Jec3TCUOFCqTjSULEdCviF_H6CPvtx6Jd9kPm8Yn-TyPnKMR-BleM65dvjcvv8MmMO3ftcyM5DNAfV851EKXQgl-hOC7n8WOZ35rsVi7D4spQ~~~)~)</p></div><div data-bbox=)

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Halo Collar Reactivation Request Update Email: zanebailey65@gmail.com Phone Number: +15415894868 Collar SN: 25h4192032rt Collar FW: v.03.00.05 Collar Purchased From: Amazon Resources: Gladly, AP Recap/TS: Cx wants to continue using the defective collar until the replacement arrives. According to AP, cx re-added defective collar to their account. Email cx "Halo Collar Reactivation Request Update" Next Steps: Wait for cx to F/U.

**STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 13:03:58 UTC | Status: CLOSED**

## Conversation: WmIII3hNSa-rUbgJD6HNdg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 05:14:11 UTC to 2025-09-16 13:20:37 UTC

**EMAIL | Customer (UV8-1Mf1...) | 2025-09-16 05:14:11 UTC**

**From:** troysenzig@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Refund status

Would like my money now. I spoke to your dog chat park and do what she told me Todo. Where is my money?? \*Troy Senzig\*W5010 Highland Dr Shawano,WI 54166 715-584-4028 On Sat, Sep 13, 2025, 1:25 PM Troy Senzig wrote: > > > > \*Troy Senzig\*W5010 Highland Dr > > Shawano,WI 54166 > > 715-584-4028 > > On Sat, Sep 13, 2025, 9:19 AM Halo Collar wrote: > > Hello Troy, > > Thanks for reaching out to Halo Support! > > As instructed in a previous email, please send a screenshot of the collar > > being confirmed returned to Amazon. You can send the screenshot by replying > > to this email. > > If you have any questions, please do not hesitate to reach out, and we'll > > be happy to help! > > With pawsitivity, > > Kenny > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Friday, September 12, 2025, 11:59 PM support@halocollar.com wrote: > > Hi Troy, > > Thank you for reaching out. Once we receive and inspect your returned > > collar, refunds are typically processed within 7–10 days. Please note that > > it may take 1–2 billing cycles for the refund to appear on your statement, > > depending on your bank. > > If you haven't received a confirmation email about your refund, please > > check your spam or junk folder. If you need further assistance, feel free > > to reach out. > > Best regards, > > The Halo Collar Team > > The Halo Collar Virtual Assistant > > On Saturday, September 13, 2025, 3:59 AM "Troy Senzig" > troysenzig@gmail.com> wrote: > > Where is my refund? You have received your collar back already... > > > \*Troy Senzig\*W5010 Highland Dr > > Shawano,WI 54166 > > 715-584-4028 > > > >

**AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 13:18:04 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) cx not using collar at this time collar returned to Amazon Recap (When/Where/What the customer wants) cx requesting to cancel membership plan refunded \$9.99 Action Taken To Date (What has been completed) cancelled plan Customer Notified (Y/ N)? Y Is This Resolved/Follow-Up Required? n/a If Follow Up Is Required (What/When) advising of cancellation and refund Optional Additional Info: n/a Alternate Refunds Team ONLY Note Used by: Live Agent and Alternate Refunds Team When to use: Only when processing an approved alternate refund. Must complete "Live" Note

**EMAIL | Agent (sR--y62-...) | 2025-09-16 13:20:35 UTC**

**From:** support@halocollar.com

**To:** troysenzig@gmail.com

**Subject:** Re: Refund status

Hello Troy, Thanks for reaching out to Halo Support! My name is Don. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:14 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:20:37 UTC | Status: CLOSED



## Conversation: SB AoeAOZRUPomt-PbpLIQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 06:53:06 UTC to 2025-09-16 06:56:18 UTC

**Customer (hkZUzfJD...) | 2025-09-16 06:53:06 UTC | halocollar.com**

My dog's collar is connected to T-mobile but I don't know why since I do not have that. I cannot get it to pair with my bluetooth due to an incorrect pin

**System/AI | 2025-09-16 06:53:47 UTC | halocollar.com**

Hi there! The Halo Collar connects to your phone through the Halo App, not via standard Bluetooth settings. Make sure your phone's Bluetooth is on and that the Halo App has Bluetooth permissions. When you open the Halo App, it should automatically detect and connect to the collar. If you're seeing an incorrect pin error, don't worry—manual pairing isn't necessary. If the problem continues, try updating the collar's firmware and ensure the Halo App is up-to-date. These steps should help fix the connectivity issue. Let me know if you need more help!

**Customer (hkZUzfJD...) | 2025-09-16 06:54:34 UTC | halocollar.com**

I am on Verizon. Not t-mobile. So it is connecting to someone else's phone

**System/AI | 2025-09-16 06:55:08 UTC | halocollar.com**

The Halo Collar uses built-in LTE for tracking and does not connect to a specific cellular provider's plan like Verizon or T-Mobile. Instead, it uses pre-installed SIM cards to connect to the strongest network signal via your active Halo Membership Plan. Rest assured, your Halo Collar isn't sharing connections with someone else's phone. It operates independently to track your dog safely. If you're experiencing connection issues, please try power cycling the device or check the collar's Pet Card in your Halo App to verify its LTE connection status.

**Customer (hkZUzfJD...) | 2025-09-16 06:55:44 UTC | halocollar.com**

It keeps saying t-mobile but never verizon

**System/AI | 2025-09-16 06:56:18 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: RkYowUftQeSgjPa4bPUy-g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 08:37:49 UTC to 2025-09-16 13:05:07 UTC

**EMAIL | Customer (ZjkYO0-p...) | 2025-09-16 08:37:49 UTC**

**From:** nbuc@bcglassinc.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Support: Order Details

Hi! Thank you so much Jessica! You have been a pleasure to deal with! I have heard many good things about Halo and look forward to using it with my fur baby!! ■ Nancy Sent from my iPhone On Sep 14, 2025, at 4:34 PM, Halo Collar wrote: Hello Nancy, Thanks for your prompt response. I have reviewed the photo you sent over. The photo appears to be a copy of the packing slip sent over from the warehouse. The 699.84 listed on the packing slip is not a charge; that is a conversion of the cubic feet of the item and is under the weight category on the paper; apologies for the confusion. I can confirm on our end you were charged \$543.99 paid via PayPal for the purchase of your collar. You enrolled in one of our subscription plans on 9/9/25 with a total of \$9.99 with card ending in 4005. Please let me know if you have any additional questions. With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Sunday, September 14, 2025, 3:48 PM "Nancy Bucciarelli" wrote: Sent from my iPhone > On Sep 14, 2025, at 3:45 PM, Nancy Bucciarelli wrote: > > ■ > This is the information you requested regarding over billing/ charging for my Halo collar! Please advise... > > Thank you Jessica! > > Nancy Bucciarelli

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:04:56 UTC**

**From:** support@halocollar.com

**To:** nbuc@bcglassinc.com

**Subject:** Re: Halo Collar Support: Order Details

Hello Nancy, Thank you for contacting our Halo Support team! It was a pleasure for one of our agents to assist you. I apologize for any inconvenience caused during the process. Please don't hesitate to contact us with any further questions or concerns. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:37 AM "Nancy Bucciarelli" wrote: > Hi! > > Thank you so much Jessica! You have been a pleasure to deal with! I have heard many good things about Halo and look forward to using it with my fur baby!! ■ > > Nancy > > Sent from my iPhone > On Sep 14, 2025, at 4:34 PM, Halo Collar wrote: > > Hello Nancy, > > Thanks for your prompt response. I have reviewed the photo you sent over. > > The photo appears to be a copy of the packing slip sent over from the warehouse. The 699.84 listed on the packing slip is not a charge; that is a conversion of the cubic feet of the item and is under the weight category on the paper; apologies for the confusion. > > I can confirm on our end you were charged \$543.99 paid via PayPal for the purchase of your collar. You enrolled in one of our subscription plans on 9/9/25 with a total of \$9.99 with card ending in 4005. > > Please let me know if you have any additional questions. > With pawsitivity, > Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Sunday, September 14, 2025, 3:48 PM "Nancy Bucciarelli" wrote: > Sent from my iPhone > > > On Sep 14, 2025, at 3:45 PM, Nancy Bucciarelli wrote: > > > ■ > > This is the information you requested regarding over billing/ charging for my Halo collar! Please advise... > > > Thank you Jessica! > > > > Nancy Bucciarelli

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:04:57 UTC**



First and Last Name: Nancy Bucciarelli Email: Nbuc@bcglassinc.com Phone Number:  
Collar SN: 25h4306882rt Collar FW: v.02.06.05 Collar Purchased From: Halo Resources:  
AP Gladly Recap/TS: The previous agent assisted the cx with their billing issue. The cx  
says thank you. Next Steps: Send the cx a follow-up email. Submit as resolved.

**TOPIC CHANGE** | Agent (jAlUuvEy...) | 2025-09-16 13:05:05 UTC

Added: QSmWMBIfSHG2Clds37d6NQ

**STATUS CHANGE** | Agent (jAlUuvEy...) | 2025-09-16 13:05:07 UTC | Status: CLOSED

## Conversation: Do0L8P\_ZRQKYrkk5OBCB0Q

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 09:05:44 UTC to 2025-09-16 09:05:55 UTC*

**Customer (AHiulcT7...) | 2025-09-16 09:05:44 UTC | halocollar.com**

I was just charged multiple times while trying to cancel my account. I would like those charges refunded.

**System/AI | 2025-09-16 09:05:55 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: fxFWnawJQ4ya4g0Rr2kl3w

Messages: 7 | Customers: 1 | Duration: 2025-09-16 09:08:11 UTC to 2025-09-16 19:10:16 UTC

### EMAIL | Customer (5zoSDfC0...) | 2025-09-16 09:08:11 UTC

**From:** xkamronx@yahoo.com

**To:** support@halocollar.com

**Subject:** Charged to Cancel Subscription - refund please

Hello, I haven't been able to use my collar for months, so I went to cancel my account and the cancel was greyed out. I refreshed my account, and it charged me twice (\$29.84 and \$10.65), I would like both of these refunded please. Been a member for a long time, had multiple collars. Kamron

### AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 13:27:16 UTC

Live Team Notes Serial Numbers:23h3482324rt FW:v.02.08.11 Issue/ Need:I haven't been able to use my collar for months, so I went to cancel my account and the cancel was greyed out. I refreshed my account, and it charged me twice (\$29.84 and \$10.65), I would like both of these refunded please. Been a member for a long time, had multiple collars. Troubleshooting & Actions Taken: the charges were from the back charges for failed payment and the month ahead. Non-refundable. Will escalate to billing with no promises Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Billing Team Escalation Notes Affected Serial Number:23h3482324rt FW:v.02.08.11 Order ID: n/a RMA Ticket #: n/a Subscription Start Date:Dec 14, 2023 Reason for Escalation: cx wants refund of the fees that were paid when he updated the billing to cancel his plan(\$29.84 and \$10.65) Requested Action: request for refund of the fees if possible, explained it is non-refundable, but escalated to billing for final request since cx was trying to cancel

### EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 13:27:21 UTC

**From:** support@halocollar.com

**To:** xkamronx@yahoo.com

**Subject:** Halo Support: Your Request is Under Review

Hello Kamron, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. We understand you were trying to cancel your plan and you were charged the back fees that weren't paid and the month ahead. Per our policy, it is non-refundable. With that said, your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:08 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 9:08 AM "K N" wrote: > > Hello, > > I haven't been able to use my collar for months, so I went to cancel my account and the cancel was greyed out. > > I refreshed my account, and it charged me twice (\$29.84 and \$10.65), I would like both of these refunded please. Been a member for a long time, had multiple collars. > > Kamron >

>

**TOPIC CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 13:27:30 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**STATUS CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 13:27:33 UTC | Status: CLOSED

**EMAIL | Customer (5zoSDfC0...) | 2025-09-16 19:10:16 UTC**

**From:** xkamronx@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support: Your Request is Under Review

Hello, If this isn't refunded, since it's clearly against multiple current standards for how billing is required to work, including forcing payment before allowing me to cancel, I'll be filing a chargeback through AMEX. You can also see the charge history and see that I've been paying every month with no gaps. What could I possibly have back payments for except an issue in your system? Kamron On Tuesday, September 16, 2025 at 07:27:23 AM MDT, Halo Collar wrote: Hello Kamron, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. We understand you were trying to cancel your plan and you were charged the back fees that weren't paid and the month ahead. Per our policy, it is non-refundable. With that said, your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: - Our team is reviewing the details of your request and any related activity. - We're checking systems to get a complete picture. - You'll hear back from us as soon as we have an update or resolution to share. In the meantime: - Please know we're prioritizing this for you. - We truly appreciate your patience while we dig in and work on a solution. - Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Heather O  
Halo Customer Support  
Halo Collar | Here for you and your best friend  
Need more help? support@halocollar.com | Halo Help Center  
Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:08 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 9:08 AM "K N" wrote: Hello, I haven't been able to use my collar for months, so I went to cancel my account and the cancel was greyed out. I refreshed my account, and it charged me twice (\$29.84 and \$10.65), I would like both of these refunded please. Been a member for a long time, had multiple collars. Kamron

**STATUS CHANGE** | Customer (5zoSDfC0...) | 2025-09-16 19:10:16 UTC | Status: OPEN

Conversation: Pqty5MVeRcOGkDLI77c8ZQ

Messages: 11 | Customers: 1 | Duration: 2025-09-16 09:27:50 UTC to 2025-09-16 13:57:36 UTC

EMAIL | Customer (I9os6KGl...) | 2025-09-16 09:27:50 UTC

**From:** speckharts@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Your receipt from Halo Collar #2172-4614

Hello,I just received my cc. Please reactivate my account, and let me know when activated. Thank you, Ashley On Monday, September 15, 2025 at 06:56:54 PM EDT, Halo Collar wrote: | | | Your receipt from Halo Collar #2172-4614

	Halo Collar		Receipt from Halo Collar		\$9.99		Paid
September 15, 2025		Download invoice		Download receipt		Receipt	
number	2172-4614		Invoice number	732AB8A3-0014		Payment method	-
1190		Receipt #2172-4614		Aug 25 – Sep 25, 2025		Halo	
Care Subscription Plan		Qty 0		\$0.00		Basic Subscription Plan	
Qty 1		First 1		Qty 1		\$0.00	
Flat fee for first 1		Qty 0		\$9.99		Sales Tax calculated by AvaTax	
Qty 1		\$0.00		Total		\$9.99	
Amount paid		\$9.99		Questions? Visit our		support site, contact us at support@halocollar.com, or call us at +1 214-712-2270.	
Powered by		Learn more about Stripe Billing					

EMAIL | Agent (nNKLv8vG...) | 2025-09-16 13:47:02 UTC

**From:** support@halocollar.com

**To:** speckharts@yahoo.com

**Subject:** How to update billing on the Halo Collar Website Account

Hello Susan, Thank you so much for your update. We want you to know how much we appreciate you being part of the Halo family. You can update the billing information linked to your halocollar.com account through the website portal. How to Update Your Payment Method Go to the Halo Collar Account Page Log in at [www.halocollar.com](http://www.halocollar.com) Once logged in, you'll land on your main dashboard In the left-hand menu, click Billing Under Billing, click Edit to update your active payment method If you have additional questions, please contact Halo Collar Customer Support. We're happy to assist you! With pawstivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend Need more help? [support@halocollar.com](mailto:support@halocollar.com) | Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:28 AM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 9:27 AM "S. Ashley Speckhart" wrote: > > Hello, I just received my cc. Please reactivate my account, and let me know when activated. > > Thank you, > > Ashley > > > > On Monday, September 15, 2025 at 06:56:54 PM EDT, Halo Collar wrote: > > > > > | > > | > > | Your receipt from Halo Collar #2172-4614



Hello Susan, My name is Michele and I want to thank you for your email. Please discontinue use of the collar immediately. Your Halo Collar will be deactivated due to a technical issue. We understand the importance of the collar in keeping your dog safe, and this decision is made with your pet's well-being as our top priority. Here's what to expect: Why it's being deactivated: A technical issue was detected that could impact the collar's performance. Why this matters: Using a collar with a known issue could lead to inconsistent tracking or functionality. Deactivation helps prevent any false sense of security. If you're waiting on a replacement: Your new collar will be shipped as soon as possible, and we'll send tracking details when it's on the way. Order information: Order Status Dashboard Requirements For Replacement Collars: All replacement requests require shipping address confirmation. Ensure the Halo App has been downloaded to your phone. You will receive an email that you will need to open on your phone. Click the link to confirm your shipping address. We understand that this can be inconvenient, but safety is our top priority. We appreciate your patience. If you have any questions, please don't hesitate to reach out. We're here to help! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:56 AM support@halocollar.com wrote: > Hello Susan, > > Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. > I submitted your warranty request, and we are preparing your replacement collar. > > What to expect next: > You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > > Thank you for being part of our Halo Pack! > > With pawsitivity, > Michele > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:57:31 UTC

Added: oa5e98htSpOozRqx9wftLg | Removed: Yzbn8c0\_TPW-jn3czqo5bg

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 13:57:33 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Susan Speckhart Email: speckharts@yahoo.com Phone Number: unknown Collar SN: 24h3310690rt (Bo) - Halo 3 from order #1504306 received a critical error in AP, needs WR. RMA: AW-20250916-46144 - CX needs to confirm shipping address - sent link & deactivation notice. Collar FW: v.02.08.11 on 08/04/2025 09:44 Collar Purchased From: Halo/1504306 Resources: Verified CX in AP, Gladly. Recap/TS: Halo 3 collar received a critical error in AP needs WR. Still under Warranty. RMA: AW-20250916-46144 (24h3310690rt) Warranty Replacement - CX needs to confirm shipping address - sent link & deactivation notice. Next Steps: email

**STATUS CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:57:36 UTC | Status: CLOSED



## Conversation: 0ZYvDU-8Q0aqXCDGq455Kg

Messages: 10 | Customers: 1 | Duration: 2025-09-16 09:42:05 UTC to 2025-09-16 13:55:14 UTC

### EMAIL | Customer (gMdQtk-U...) | 2025-09-16 09:42:05 UTC

**From:** anahibrian002@icloud.com  
**To:** support@halocollar.com  
**Subject:** [Not Virus Scanned] Log Submission  
Sent from my iPhone

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:10:58 UTC  
Added: bDcJwjoMTjeffz13hM6gAA

### EMAIL | Agent (poWIULpl...) | 2025-09-16 13:11:02 UTC

**From:** support@halocollar.com  
**To:** anahibrian002@icloud.com  
**Subject:** Halo Collar App Logs Received

Hello Customer, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. Also, please confirm the email address that is associated with the account, as this email address is not associated with any account. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:42 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 9:42 AM wrote: > > > > Sent from my iPhone

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 13:21:17 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Email: anahibrian002@icloud.com Phone Number: Collar SN: Collar FW: Collar Purchased From: Resources: Gladly, AP Recap/TS: Cx sent empty logs. Cx's email not associated with any account. Email cx "Halo Collar App Logs Received" and to confirm email associated with the account. Next Steps: Wait for cx to F/U.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:21:18 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (gMdQtk-U...) | 2025-09-16 13:22:20 UTC | Status: OPEN

### EMAIL | Customer (gMdQtk-U...) | 2025-09-16 13:22:20 UTC

**From:** anahibrian002@icloud.com  
**To:** support@halocollar.com



**Subject:** [Not Virus Scanned] Log Submission

Sent from my iPhone

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:55:11 UTC**

**From:** support@halocollar.com

**To:** anahibrian002@icloud.com

**Subject:** Log Submission

Hello, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:22 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 1:22 PM wrote: > > > > Sent from my iPhone

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:55:12 UTC**

First and Last Name: NA Email: anahibrian002@icloud.com Phone Number: Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: Log submission Next Steps: Email the cx the empty log submission macro. Submit as resolved.

**STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 13:55:14 UTC | Status: CLOSED**

## Conversation: \_DxT4oSkREWGLMid1vgR0Q

Messages: 6 | Customers: 1 | Duration: 2025-09-16 09:52:32 UTC to 2025-09-16 23:00:00 UTC

**Customer (ow-8pxan...)** | 2025-09-16 09:52:32 UTC | halocollar.com

What static level should I start my 60 pound one year old puppy on

**System/AI** | 2025-09-16 09:53:02 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Agent (ne4kLbEh...)** | 2025-09-16 22:57:42 UTC | halocollar.com

Hi Michelle, thank you for waiting! My name is Chance. I see you were chatting with our virtual assistant about static levels. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**EMAIL | Agent (ne4kLbEh...)** | 2025-09-16 22:59:43 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [mickiflow@gmail.com](mailto:mickiflow@gmail.com)

**Subject:** Halo Collar Instructions on Feedback Settings

Hello Michelle, My name is Chance, and I'm happy to help you with information about Feedback settings. It's hard to say where to start as every dog is different. What I would say to do is start low and as you complete the training process you can move up as you see fit. To edit the type of feedback your collar provides: Tap the My Map icon at the bottom of the screen. Select the pet whose settings you want to change. Swipe up on the Pet Card to open it fully. Tap Feedback Settings in the bottom right corner. You'll see drop-down menus for Prevention and Encouragement feedback types. Tap each menu to view and adjust the options. From here, you can change the type and intensity of feedback your dog receives during specific situations, such as: Warning Feedback Boundary Feedback Emergency Feedback Return Whistle (Encouragement) Please note: If you plan to use the static feedback, the contact tips must be placed in the collar. If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:59:58 UTC

Added: mBJH5llyT8e2\_OFrmPcDwA, CF6\_882xQ3eGEtbPbwDdWQ

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 23:00:00 UTC | Status: CLOSED

## Conversation: 2y\_becMRQeqZ58iG2obwEQ

Messages: 13 | Customers: 1 | Duration: 2025-09-16 09:56:05 UTC to 2025-09-16 15:28:24 UTC

### EMAIL | Customer (DrTWQ7WG...) | 2025-09-16 09:56:05 UTC

**From:** jenkins17@icloud.com  
**To:** support@halocollar.com  
**Subject:** [Not Virus Scanned] Log Submission  
Sent from my iPhone

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:09:00 UTC

**From:** support@halocollar.com  
**To:** jenkins17@icloud.com  
**Subject:** Log Submission

Hello Essence, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started? Any error messages or unusual behavior you've seen? Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:56 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 9:56 AM "Essence Jenkins" wrote: > > > > Sent from my iPhone

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:09:01 UTC

First and Last Name: Essence Burks-Jenkins Email: bessence28@yahoo.com Phone Number: 14703585717 Collar SN: 25h4300049rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: Log submission Next Steps: Email the cx the empty log submission macro. Submit as resolved.

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 13:09:21 UTC | Status: CLOSED

### Customer (DrTWQ7WG...) | 2025-09-16 15:11:24 UTC | halocollar.com

I need a representative

**STATUS CHANGE** | Customer (DrTWQ7WG...) | 2025-09-16 15:11:24 UTC | Status: OPEN

### System/AI | 2025-09-16 15:11:37 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: support@halocollar.com

**PHONE\_CALL** | Customer (DrTWQ7WG...) | 2025-09-16 15:11:58 UTC

### AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 15:24:15 UTC

Live Team Notes Chelsea Serial Numbers: 25h4300049rt ; 25h4161900rt FW: 3.00.05 Issue/ Need: Collar return Troubleshooting & Actions Taken: Cx said they're done with

Halo after multiple replacements Wants to speak to management Cx said she's calling on behalf of her mom who is in a procedure right now Cx just wants to return collars Checked with RES, escalate to Management Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, gladly notes, Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 15:26:30 UTC**

Manager Request Notes Customer Information Serial Number: 25h4300049rt ; 25h4161900rt Firmware Version: 3.00.05 ; 2.06.05 Order Number: AW-20250428-11627 ; AW-20250812-39159 Why is this being escalated? (What happened?) Cx had multiple replacement collars and is done with Halo, wants to return collars and get refunded What is the customer requesting? Cx wants to return collars and get refund but they're past return window What has already been done with the customer? (Previous steps taken?) Had been escalated to management before Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) email Phone number:+14703585717 Email address: chtburks@gmail.com Please do not promise a time frame for a response.

**EMAIL | Agent (wIA9Uacl...) | 2025-09-16 15:28:07 UTC**

**From:** support@halocollar.com

**To:** chtburks@gmail.com, bessence28@yahoo.com

**Subject:** Halo Collar Your Request Has Been Escalated

Hello Chelsea & Essence, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:09 AM support@halocollar.com wrote: > Hello Essence, > > Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. > > To better understand the issue and get it into the right hands, please share more info: > What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen > Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. > > > With pawsitivity, > Rabindra > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 5:56 AM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Tuesday, September 16, 2025, 9:56 AM "Essence Jenkins" wrote: > > > > > Sent from my iPhone >

**TOPIC CHANGE | Agent (wIA9Uacl...) | 2025-09-16 15:28:21 UTC**

Added: fyFFNohUSm2oIvCfe9HM0A

**STATUS CHANGE | Agent (wIA9Uacl...) | 2025-09-16 15:28:24 UTC | Status: CLOSED**

## Conversation: 9BzGPVBfRW2l2rWUPcQLXg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 09:59:53 UTC to 2025-09-16 12:01:52 UTC

**Customer (Wrqa7BJx...)** | 2025-09-16 09:59:53 UTC | halocollar.com

Can I have multiple logins for the same pet? I have a Log in, but my partner also helps with the dog.

**System/AI** | 2025-09-16 10:00:14 UTC | halocollar.com

Hi there! Currently, the Halo Collar app doesn't support separate user profiles or logins for the same pet. However, you and your partner can use the same login credentials on multiple devices. This way, both of you can manage settings and features, including tracking and collar settings. Just make sure everyone using the app completes the User Training for safe handling. If you have any more questions, feel free to ask!

**Customer (Wrqa7BJx...)** | 2025-09-16 10:01:32 UTC | halocollar.com

Thanks

**System/AI** | 2025-09-16 10:01:50 UTC | halocollar.com

You're welcome! If you have any more questions or need further assistance, feel free to reach out. Have a great day!

**STATUS CHANGE** | Unknown | 2025-09-16 12:01:52 UTC | Status: CLOSED

## Conversation: eB7nVI1OR\_KjZaH3gHIjqA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 10:06:48 UTC to 2025-09-16 12:07:55 UTC

**Customer (PFX6nHYV...)** | 2025-09-16 10:06:48 UTC | halocollar.com

I got an email about a malfunctioning collae

**System/AI** | 2025-09-16 10:07:12 UTC | halocollar.com

Hi there! If you received an email about a malfunctioning collar, it likely indicates a diagnostic error. The replacement process usually starts automatically. Please check your email for a message to confirm your shipping address to complete the replacement. If you haven't received this email, please check your spam or junk folders. If you need further assistance, our live support team is here to help with the replacement process. Let me know if you need more details!

**STATUS CHANGE** | Unknown | 2025-09-16 12:07:55 UTC | Status: CLOSED

## Conversation: Sw2GOcAUTsCFb6YPUcH85g

Messages: 3 | Customers: 1 | Duration: 2025-09-16 10:08:13 UTC to 2025-09-16 12:09:57 UTC

**Customer (S1jWQ5lu...)** | 2025-09-16 10:08:13 UTC | halocollar.com

My collar has a critical issue detected for the battery

**System/AI** | 2025-09-16 10:09:01 UTC | halocollar.com

Oh no! It sounds like your collar might need a battery replacement. Please check your email for a shipping address confirmation to start the process. If you haven't received an email or need more help, feel free to reach out to our live support team. You can also try recalibrating the battery by fully discharging and recharging it, as explained in our battery troubleshooting steps. Let me know if there's anything else I can do for you!

**STATUS CHANGE** | Unknown | 2025-09-16 12:09:57 UTC | Status: CLOSED

## Conversation: ZgSj7\_TV RPmjZX11laHh8g

Messages: 8 | Customers: 1 | Duration: 2025-09-16 10:08:59 UTC to 2025-09-16 16:09:54 UTC

EMAIL | Customer (7uQSkqrS...) | 2025-09-16 10:08:59 UTC

**From:** spindivacindi@gmail.com

**To:** support@halocollar.com

**Subject:** Re: How to link your Halo 4 collar #25h4246620rt to your Halo Collar Website Account in order to start a Warranty Replacement.

I'm responding with video links to an open support ticket. Please confirm these videos are being received and the ticket is open and being actively reviewed. On Mon, Sep 15, 2025 at 9:29 AM Halo Collar wrote: > Hello Cindi, > > Thank you for reaching you, my name is Michele. I'm happy to assist you. > > \*How to Link a Halo Collar to Your Account:\* > > - If you received a Halo Collar kit but haven't yet linked it to your > account, you can do so from your Halo Dashboard. > > \*This may be necessary if:\* > > - You're planning to return the collar > - You had trouble linking it in the Halo App > - You need a replacement under warranty, Halo Care, or Halo Protection > > \*Steps to Link Your Collar:\* > > - Visit the Halo Collar Website and log in to your account. > - Go to My Account Details. > - Click "Link a Collar to your account." > - A pop-up will appear asking for: > - Your Halo order number (found in your confirmation email) > - Your collar's serial number (located on the box or the device > itself) > - Note: If you purchased your collar through a retailer (like > Amazon or Chewy), the order number from that site may not match your > official Halo order number. If you're having trouble, please contact Halo > Customer Support through the Halo Dog Park for help. > - Click "Link Collar." > - Back on your dashboard, click "Refresh Collars / Account" under > Returns and Replacements to update your view. > > \*A Few Things to Keep in Mind:\* > > - Allow about 90 seconds for the system to process your update. > - If you don't see your collar right away, try refreshing your web > browser. > - The collar must not be linked to another account in order to be > added to yours. > > If you have any additional questions, please don't hesitate to reach out! > We're here for you and your pup! > > With pawsitivity, > Michele > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Monday, September 15, 2025, 6:15 AM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 10:15 AM "Cindi" > wrote: > > <https://photos.app.goo.gl/WqCRXuGioQ1vJMo18> > > Here is a link to the video that was requested to show where the breaks > are in the collar location and where it shows in the app. I was holding it > the entire time. > > On Sat, Sep 13, 2025 at 1:11 PM Halo Collar > wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Saturday, September 13, 2025, 5:10 PM "Cindi" > > wrote: > > > > >

STATUS CHANGE | Customer (7uQSkqrS...) | 2025-09-16 10:08:59 UTC | Status: OPEN

EMAIL | Agent (chgMWdgT...) | 2025-09-16 13:55:08 UTC

**From:** support@halocollar.com

**To:** spindivacindi@gmail.com



**Subject:** Re: How to link your Halo 4 collar #25h4246620rt to your Halo Collar Website Account in order to start a Warranty Replacement.

Hello Cindi, Thank you for sending the screen recordings. I'd like to recommend that you contact our Live Support team for further assistance. They will be able to better go over some things with you on a live video call. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog ParkVia the Halo App:Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join SessionAllow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 6:08 AM "Cindi" wrote: > I'm responding with video links to an open support ticket. >> Please confirm these videos are being received and the ticket is open and > being actively reviewed. >> On Mon, Sep 15, 2025 at 9:29 AM Halo Collar wrote: >>> Hello Cindi, >>> Thank you for reaching you, my name is Michele. I'm happy to assist you. >>>> \*How to Link a Halo Collar to Your Account:\* >>>> - If you received a Halo Collar kit but haven't yet linked it to your >> account, you can do so from your Halo Dashboard. >>>> \*This may be necessary if:\* >>>> - You're planning to return the collar >> - You had trouble linking it in the Halo App >> - You need a replacement under warranty, Halo Care, or Halo Protection >>>> \*Steps to Link Your Collar:\* >>>> - Visit the Halo Collar Website and log in to your account. >> - Go to My Account Details. >> - Click "Link a Collar to your account." >> - A pop-up will appear asking for: >> - Your Halo order number (found in your confirmation email) >> - Your collar's serial number (located on the box or the device >> itself) >> - Note: If you purchased your collar through a retailer (like >> Amazon or Chewy), the order number from that site may not match your >> official Halo order number. If you're having trouble, please contact Halo >> Customer Support through the Halo Dog Park for help. >> - Click "Link Collar." >> - Back on your dashboard, click "Refresh Collars / Account" under >> Returns and Replacements to update your view. >>>> \*A Few Things to Keep in Mind:\* >>>> - Allow about 90 seconds for the system to process your update. >> - If you don't see your collar right away, try refreshing your web >> browser. >> - The collar must not be linked to another account in order to be >> added to yours. >>>> If you have any additional questions, please don't hesitate to reach out! >> We're here for you and your pup! >>>> With pawsitivity, >> Michele >> Halo Customer Support >> \*Halo Collar\* | Here for you and your best friend■ >>>> \*Need more help?\* >> ■\*support@halocollar.com\* | ■\*Halo Help Center\* >>>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\*\* >>>>>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>>> \*Join Session\* to speak with the next available agent >>>> On Monday, September 15, 2025, 6:15 AM support@halocollar.com wrote: >>>> Thank you for reaching out! I've shared your inquiry with our customer >> support team, and they will be in touch with you within the next 24 hours >> to assist you further. For a quicker resolution, we highly suggest reaching >> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → >> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any >> requested permissions. You can also join us via web using this link >> https://dogpark.halocollar.com, or give us a call at (214) 712-2270 >>>> On Monday, September 15, 2025, 10:15 AM "Cindi" >>>> wrote: >>>> https://photos.app.goo.gl/WqCRXuGioQ1vJMo18 >>>> Here is a link to the video that was requested to show where the breaks >> are in the collar location and where it shows in the app. I was holding it >> the entire time. >>>> On Sat, Sep 13, 2025 at 1:11 PM Halo Collar >> wrote: >>>>> Thank you for reaching out! I've shared your inquiry with our customer >>> support team, and they will be in touch with you within the next 24 hours >>> to assist you further. For a quicker resolution, we highly suggest reaching >>> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → >>> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any >>> requested permissions. You can also join us via web using this link >>> https://dogpark.halocollar.com, or give us a call at (214) 712-2270 >>>>>> On Saturday, September 13, 2025, 5:10 PM "Cindi" >>>>>> wrote: >>>>>>>>>>>>>>>>>

EMAIL | Customer (7uQSkqrS...) | 2025-09-16 15:54:13 UTC

**From:** spindivacindi@gmail.com

**To:** support@halocollar.com

**Subject:** Re: How to link your Halo 4 collar #25h4246620rt to your Halo Collar Website Account in order to start a Warranty Replacement.

We are just going to return the collar. We don't trust this device and it's been extremely frustrating and difficult to understand whether it's going to work or not. I will be disconnecting it from the app. Cindi Campbell On Tue, Sep 16, 2025 at 9:55 AM Halo Collar wrote: > Hello Cindi, > > Thank you for sending the screen recordings. I'd like to recommend that > you contact our Live Support team for further assistance. They will be able > to better go over some things with you on a live video call. > > \*Live Support via the Virtual Halo Dog Park:\* > Join our virtual Halo Dog Park to speak with a live agent through video > chat. Cameras are NOT required. > > \*How to Join:\* > > - \*Via Web:\* Click here to join the Dog Park > > - \*Via the Halo App:\* > - Tap Settings > - Tap Halo Dog Park > - Tap Halo Support > - Tap Join Session > - Allow any requested permissions > > \*Dog Park Hours of Operation:\* > 9:00 AM – 8:00 PM EST (7 days a week) > > We look forward to speaking with you and resolving your issue. > We want to ensure you and your pup are taken care of. > > > Best Regards, > Brandon > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 6:08 AM "Cindi" > wrote: > > I'm responding with video links to an open support ticket. > > Please confirm these videos are being received and the ticket is open and > being actively reviewed. > > On Mon, Sep 15, 2025 at 9:29 AM Halo Collar > wrote: > > > Hello Cindi, > > > Thank you for reaching you, my name is Michele. I'm happy to assist you. > > > \*How to Link a Halo Collar to Your Account:\* > > > - If you received a Halo Collar kit but haven't yet linked it to your > > account, you can do so from your Halo Dashboard. > > > \*This may be necessary if:\* > > > - You're planning to return the collar > > - You had trouble linking it in the Halo App > > - You need a replacement under warranty, Halo Care, or Halo Protection > > > \*Steps to Link Your Collar:\* > > > - Visit the Halo Collar Website and log in to your account. > > - Go to My Account Details. > > - Click "Link a Collar to your account." > > - A pop-up will appear asking for: > > - Your Halo order number (found in your confirmation email) > > - Your collar's serial number (located on the box or the device > > itself) > > - Note: If you purchased your collar through a retailer (like > > Amazon or Chewy), the order number from that site may not match your > > official Halo order number. If you're having trouble, please contact Halo > > Customer Support through the Halo Dog Park for help. > > - Click "Link Collar." > > - Back on your dashboard, click "Refresh Collars / Account" under > > Returns and Replacements to update your view. > > > \*A Few Things to Keep in Mind:\* > > > - Allow about 90 seconds for the system to process your update. > > - If you don't see your collar right away, try refreshing your web > > browser. > > - The collar must not be linked to another account in order to be > > added to yours. > > > If you have any additional questions, please don't hesitate to reach out! > > We're here for you and your pup! > > > With pawsitivity, > > Michele > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Monday, September 15, 2025, 6:15 AM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Monday, September 15, 2025, 10:15 AM "Cindi" > > wrote: > > > > > <https://photos.app.goo.gl/WqCRXuGioQ1vJMo18> > > > Here is a link to the video that was requested to show where the breaks > > are in the collar location and where it shows in the app. I was holding it > > the entire time. > > > On Sat, Sep 13, 2025 at 1:11 PM Halo Collar > > wrote: > > > > > Thank you for reaching out! I've shared your inquiry with our customer > > > support team, and they will be in touch with you within the next 24 hours > > > to assist you further. For a quicker resolution, we highly suggest reaching > > > out to

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*STATUS CHANGE | Customer (7uQSkqrS...) | 2025-09-16 15:54:13 UTC | Status: OPEN*

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 16:09:29 UTC**

**From:** support@halocollar.com

**To:** spindivacindi@gmail.com

**Subject:** Re: How to link your Halo 4 collar #25h4246620rt to your Halo Collar Website Account in order to start a Warranty Replacement.

Subject: We're Here to Help! Hello Cindi, I'm sorry to hear that you're considering returning your collar. I want to assure you that our collar works wonderfully, and we have over 100,000 happy users who rely on Halo every day. Just a little tip—the collar has a motion sensor designed to detect movement similar to a dog's. If it's not moving as you walk with it, it might not work as intended. I recommend reaching out to the Dog Park, as they can provide more detailed insight on this. Please don't hesitate to contact them, and let us know if there's anything else we can do to assist you with your collar! Warm regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■.

On Tuesday, September 16, 2025, 11:54 AM "Cindi" wrote: > We are just going to return the collar. We don't trust this device and > it's been extremely frustrating and difficult to understand whether it's > going to work or not. I will be disconnecting it from the app. > > Cindi Campbell > > On Tue, Sep 16, 2025 at 9:55 AM Halo Collar wrote: > > > Hello Cindi, > > > Thank you for sending the screen recordings. I'd like to recommend that > > you contact our Live Support team for further assistance. They will be able > > to better go over some things with you on a live video call. > > > \*Live Support via the Virtual Halo Dog Park:\* > > Join our virtual Halo Dog Park to speak with a live agent through video > > chat. Cameras are NOT required. > > > \*How to Join:\* > > > - \*Via Web:\* Click here to join the Dog Park > > > - \*Via the Halo App:\* > > > - Tap Settings > > - Tap Halo Dog Park > > - Tap Halo Support > > - Tap Join Session > > - Allow any requested permissions > > > \*Dog Park Hours of Operation:\* > > 9:00 AM – 8:00 PM EST (7 days a week) > > > We look forward to speaking with you and resolving your issue. > > We want to ensure you and your pup are taken care of. > > > > > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > >

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**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 16:09:54 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 16:09:54 UTC | Status: CLOSED

## Conversation: qUVjvWGoRQWzRwKCoKST0w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 10:17:52 UTC to 2025-09-16 12:20:01 UTC

**Customer (lhuKEcg5...)** | 2025-09-16 10:17:52 UTC | halocollar.com

Critical warnings

**System/AI** | 2025-09-16 10:18:18 UTC | halocollar.com

If you receive a critical warning about not using your Halo Collar, it indicates a diagnostic issue, and the collar needs replacement. The replacement process should begin automatically, so check your email for an address confirmation to complete the replacement. If you're not receiving notifications, ensure your phone's Do Not Disturb mode is off, notifications are enabled for the Halo App, and you're using the latest app version. For further assistance, please let me know!

**Customer (lhuKEcg5...)** | 2025-09-16 10:19:06 UTC | halocollar.com

I am receiving critical battery warnings that are inaccurate

**System/AI** | 2025-09-16 10:19:30 UTC | halocollar.com

Hey there! To fix those inaccurate critical battery warnings, try recalibrating the battery. Here's how: plug the collar into the charger, hold the power button for 15 seconds, then release it. Let the collar fully discharge and rest for at least 5 hours. After that, charge it uninterrupted to 100% and keep an eye on the battery life for 48 hours. If the issue continues, feel free to reach out for more help. Also, make sure your collar's firmware is up-to-date, as outdated firmware can affect battery performance.

**STATUS CHANGE** | Unknown | 2025-09-16 12:20:01 UTC | Status: CLOSED

## Conversation: kzXR3WywTvCntLQ1JeEEfA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 10:25:30 UTC to 2025-09-16 20:57:16 UTC

**Customer (LkCiUrWX...)** | 2025-09-16 10:25:30 UTC | halocollar.com

My halo collar suddenly won't take a charge.

**System/AI** | 2025-09-16 10:26:03 UTC | halocollar.com

I'm sorry to hear about your collar not charging. Let's try these steps to fix it: Check Power Source: Use a USB-C cable and charging block, not a computer. Make sure the LED lights appear. Inspect Charging Port: Clean the gold charging pins with a Q-tip and rubbing alcohol. Perform a Hard Reset: Keep the collar plugged in for 5 minutes, hold the power button for 15 seconds, then release. If these steps don't help, please contact our live support for further assistance. Let me know if you need anything else!

**Customer (LkCiUrWX...)** | 2025-09-16 10:26:24 UTC | halocollar.com

Live support

**System/AI** | 2025-09-16 10:26:58 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**AGENT NOTE | Agent (CCEwld9i...)** | 2025-09-16 20:56:49 UTC

Live Team Notes Serial Numbers: 24h3341761rt FW: 24h3341761rt Issue/ Need: Customer called in regarding a dead unit collar. Went through troubleshooting steps in support article [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.pl2k7lex9kzl>]; issue not resolved. Submitted a warranty request on her behalf. Ensured customer confirmed her email address; confirmation was successful. Advised that the replacement collar will arrive within 3–5 business days Troubleshooting & Actions Taken: Tier one Resources Used (provide details): (KB articles, Slack posts, internal docs.): Dog park Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (CCEwld9i...)** | 2025-09-16 20:56:58 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [melissamurphy83@hotmail.com](mailto:melissamurphy83@hotmail.com)

**Subject:** Halo Collar: Thank you!

Hello Melissa, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE | Agent (CCEwld9i...)** | 2025-09-16 20:57:15 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, f5K70j-7T1qdE8RdQP8GZg, 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE | Agent (CCEwld9i...)** | 2025-09-16 20:57:16 UTC | Status: CLOSED

## Conversation: 2QLQLvu2S42ijF5ceS2-Ug

Messages: 8 | Customers: 1 | Duration: 2025-09-16 10:29:14 UTC to 2025-09-16 13:21:50 UTC

### EMAIL | Customer (CI43XGIh...) | 2025-09-16 10:29:14 UTC

**From:** msscott611@yahoo.com

**To:** support@halocollar.com

**Subject:** Password

How do I get to change my password on this account. I have received a notification mine has been compromised and I need to change the password. Thank you Peggy Scott Sent from my iPhone

### EMAIL | Agent (nNKLv8vG...) | 2025-09-16 13:11:35 UTC

**From:** support@halocollar.com

**To:** msscott611@yahoo.com

**Subject:** How to reset password

Hello Peggy, Thank you so much for your update. We want you to know how much we appreciate you being part of the Halo family. Resetting Your Password in the Halo App  
Open the Halo App and tap Log In  
Tap Forgot Password? on the login screen  
Enter your email address and request the recovery link  
Open the link sent to your email  
Create a new password and tap Submit  
You can now log into the Halo App using your new password  
Need additional help? Contact Halo Customer Service. We're happy to assist you! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend  
Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent  
On Tuesday, September 16, 2025, 6:29 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 10:29 AM "Peggy Scott" wrote: > > How do I get to change my password on this account. I have received a notification mine has been compromised and I need to change the password. > > Thank you > > Peggy Scott > > Sent from my iPhone > >

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:18:23 UTC

Added: L9jaUhpTSjKkls\_YzLOtDg

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:20:12 UTC

Added: oa5e98htSpOozRqx9wftLg

### EMAIL | Agent (nNKLv8vG...) | 2025-09-16 13:21:12 UTC

**From:** support@halocollar.com

**To:** msscott611@yahoo.com

**Subject:** Halo 3 collar needs WR, still under warranty.RMA: AW-20250916-46138 (25h3111295rt) Warranty Replacement - Please confirm shipping address to complete the process via link in Halo App

Hello Peggy, Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar



immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:11 AM support@halocollar.com wrote: > Hello Peggy■, > > Thank you so much for your update. > We want you to know how much we appreciate you being part of the Halo family. > > Resetting Your Password in the Halo App > Open the Halo App > tap Log InTap Forgot Password? on the login screenEnter your email address and request the recovery linkOpen the link sent to your emailCreate a new password and tap SubmitYou can now log into the Halo App using your new password > Need additional help? Contact Halo Customer Service. We're happy to assist you! > > With pawsitivity, > Michele > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 6:29 AM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Tuesday, September 16, 2025, 10:29 AM "Peggy Scott" wrote: > > > > > How do I get to change my password on this account. I have received a notification mine has been compromised and I need to change the password. > > > Thank you > > > Peggy Scott > > > Sent from my iPhone > > >

**EMAIL | Agent (nNKLv8vG...) | 2025-09-16 13:21:30 UTC**

**From:** support@halocollar.com

**To:** msscott611@yahoo.com

**Subject:** Re: Halo 3 collar needs WR, still under warranty.RMA: AW-20250916-46138 (25h3111295rt) Warranty Replacement - Please confirm shipping address to complete the process via link in Halo App

Hello Peggy, My name is Michele and I want to thank you for your email. Please discontinue use of the collar immediately. Your Halo Collar will be deactivated due to a technical issue. We understand the importance of the collar in keeping your dog safe, and this decision is made with your pet's well-being as our top priority. Here's what to expect: Why it's being deactivated: A technical issue was detected that could impact the collar's performance. Why this matters: Using a collar with a known issue could lead to inconsistent tracking or functionality. Deactivation helps prevent any false sense of security. If you're waiting on a replacement: Your new collar will be shipped as soon as possible, and we'll send tracking details when it's on the way. Order information: Order Status Dashboard Requirements For Replacement Collars: All replacement requests require shipping address confirmation Ensure the Halo App has been downloaded to your phone You will receive an email that you will need to open on your phone Click the link to confirm your shipping address We understand that this can be inconvenient, but safety is our top priority. We appreciate your patience. If you have any questions, please don't hesitate to reach out. We're here to help! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:21 AM support@halocollar.com wrote: > Hello Peggy, > > Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. > I submitted your warranty request, and we are preparing your replacement collar. > > What to expect next: > You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > >



Thank you for being part of our Halo Pack! > > With pawsitivity, > Michele > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 9:11 AM support@halocollar.com wrote: > > > Hello Peggy■, > > > Thank you so much for your update. > > We want you to know how much we appreciate you being part of the Halo family. > > > Resetting Your Password in the Halo App > > Open the Halo App and tap Log InTap Forgot Password? on the login screenEnter your email address and request the recovery linkOpen the link sent to your emailCreate a new password and tap SubmitYou can now log into the Halo App using your new password > > Need additional help? Contact Halo Customer Service. We're happy to assist you! > > > With pawsitivity, > > Michele > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Tuesday, September 16, 2025, 6:29 AM support@halocollar.com wrote: > > > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 10:29 AM "Peggy Scott" wrote: > > > > > How do I get to change my password on this account. I have received a notification mine has been compromised and I need to change the password. > > > Thank you > > > Peggy Scott > > > Sent from my iPhone > > > > >

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 13:21:49 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Peggy Scott Email: msscott611@yahoo.com Phone Number: unknown Collar SN: 25h3111295rt (Rocky) - Halo 3 purchased from Amazon/AM-FBA18YB3HZJM received a critical error (DIAGREQ) needs WR. RMA: AW-20250916-46138 - CX needs to confirm shipping address - sent link & deactivation notice. Collar FW: v.02.08.11 on 09/13/2025 16:18 (FW update pushed) Collar Purchased From: Amazon/AM-FBA18YB3HZJM Resources: Verified CX in AP, Gladly Recap/TS: CX requests PW reset. Halo 3 collar needs WR, still under warranty. RMA: AW-20250916-46138 (25h3111295rt) Warranty Replacement - CX needs to confirm shipping address - sent link & deactivation notice. Next Steps: email

**STATUS CHANGE | Agent (nNKLv8vG...) | 2025-09-16 13:21:50 UTC | Status: CLOSED**

## Conversation: SDzD8uWZRZmyVw2D-mlbTg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 10:35:22 UTC to 2025-09-16 10:49:06 UTC

**TOPIC CHANGE** | Agent (SWltnccR...) | 2025-09-16 10:35:22 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**EMAIL | Agent (SWltnccR...) | 2025-09-16 10:49:04 UTC**

**From:** support@halocollar.com

**To:** fdenight@comcast.net

**Subject:** Re: Log Submission

Hi Fred, Thank you for your email and for submitting your log (LRB 1214). We'd like to review this with you in real time to get everything resolved as quickly as possible. You can join one of our support reps directly in the Halo Dog Park by following these steps: Open your Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session If you prefer, you can also reach us by phone at (214) 238-9788 during the following hours: Monday–Friday: 9:00 AM – 5:00 PM EST Saturday & Sunday: 10:00 AM – 4:00 PM EST Once connected, one of our reps will go over your log submission and provide next steps to get your collar back on track. We look forward to helping you! With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:25 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 10:25 PM "Fred" wrote: > > > > LRB 1214

**STATUS CHANGE** | Agent (SWltnccR...) | 2025-09-16 10:49:06 UTC | Status: CLOSED

## Conversation: XYw91KSITQWwID6TfjwiqA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 10:46:44 UTC to 2025-09-16 13:15:47 UTC

### EMAIL | Customer (uZKzJ679...) | 2025-09-16 10:46:44 UTC

**From:** james.andrews21@protonmail.com

**To:** info@halocollar.com

**Subject:** Re: Your ■ payment for Halo Collar failed

Katie, There was fraud found and had to get a new card. I will update as soon as possible. James On Mon, Sep 15, 2025 at 1:43 PM, Katie Wilson wrote: Hey James, Katie Wilson from Halo Collar here. It looks like your subscription payment of \$32.38 didn't go through. Please update your information here and we'll give it another try. Let us know if you have any questions. — Katie Wilson Customer Success

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:15:37 UTC

**From:** support@halocollar.com

**To:** james.andrews21@protonmail.com

**Subject:** Re: Your ■ payment for Halo Collar failed

Hello James, Thank you so much for your update. We want you to know how much we appreciate you being part of the Halo family. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 6:46 AM "James Andrews" wrote: > Katie, > There was fraud found and had to get a new card. I will update as soon as possible. > James > On Mon, Sep 15, 2025 at 1:43 PM, Katie Wilson wrote: Hey James, Katie Wilson from Halo Collar here. It looks like your subscription payment of \$32.38 didn't go through. Please update your information here and we'll give it another try. Let us know if you have any questions. — > Katie Wilson Customer Success >

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:15:39 UTC

First and Last Name: James Andrews Email: james.andrews21@protonmail.com Phone Number: 15188150265 Collar SN: 25h4264833rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The cx says they are waiting on a new card to update their account. Next Steps: Email the cx thanking them for the update. Submit as resolved.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 13:15:42 UTC

Added: Yzbn8c0\_TPW-jn3czqo5bg

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 13:15:47 UTC | Status: CLOSED

## Conversation: DWzQE4FoTQ6sHYWY2VrOxA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 10:48:54 UTC to 2025-09-16 12:49:33 UTC

**Customer (Zg8wg2e8...)** | 2025-09-16 10:48:54 UTC | halocollar.com

I need to return a collar that will not charge

**System/AI** | 2025-09-16 10:49:18 UTC | halocollar.com

I'm sorry to hear your collar won't charge. To return it, please ensure it was purchased from our website and is within 90 days of receiving it. You'll need a Return Merchandise Authorization (RMA) before sending it back. To start the return process, visit our returns page and follow the instructions. A \$25 return fee applies, and original shipping costs are non-refundable. If you need further assistance, feel free to reach out to our support team for help with the return or troubleshooting the charging issue.

**STATUS CHANGE** | Unknown | 2025-09-16 12:49:33 UTC | Status: CLOSED

## Conversation: hwcDeJi-SUu2hosopTGgMA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 10:49:07 UTC to 2025-09-16 12:49:33 UTC

**Customer (wyxxnPbf...)** | 2025-09-16 10:49:07 UTC | halocollar.com

My halo collar is not charging.

**System/AI** | 2025-09-16 10:49:30 UTC | halocollar.com

Hi there! I'm sorry to hear about the charging issue with your Halo Collar. Let's try a few steps to get it working again: Make sure you're using the original USB-C cable and charging block, not a computer. Check if any LED lights appear when it's plugged in. If not, try a hard reset by holding the power button for 15 seconds while the collar is plugged in. Inspect the charging port for any dirt or debris and clean it gently with a Q-tip. If the problem persists, please reach out to Halo live support for further assistance. Good luck!

**STATUS CHANGE** | Unknown | 2025-09-16 12:49:33 UTC | Status: CLOSED

## Conversation: HP1G5biDRT-SMVgisu97dw

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 10:59:32 UTC to 2025-09-16 12:59:52 UTC*

**Customer (zQ1bUyjh...)** | 2025-09-16 10:59:32 UTC | halocollar.com

I q

**System/AI** | 2025-09-16 10:59:49 UTC | halocollar.com

It looks like your message got cut off. Could you share more details or let me know how I can help with your Halo Collar questions? I'm here to assist!

**STATUS CHANGE** | *Unknown* | 2025-09-16 12:59:52 UTC | Status: CLOSED

## Conversation: ySZPd634SMiEvNZTk3g2mA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 11:03:54 UTC to 2025-09-16 13:12:00 UTC

**Customer (bJYyTNIx...)** | 2025-09-16 11:03:54 UTC | halocollar.com

dobby's collar will not connect. keeps saying he's out of wifi , Bluetooth and satellite range. the other collar is working just fine

**System/AI** | 2025-09-16 11:04:32 UTC | halocollar.com

Hi there! It sounds like Dobby's collar might need some troubleshooting with its connectivity. Please ensure the collar is charged and try the following steps: Wi-Fi Connection: Make sure your phone is on the same Wi-Fi network during setup. Move the collar closer to the router and restart both the collar and router if necessary. Bluetooth: Ensure Bluetooth is enabled on your phone and the Halo app has the necessary permissions. The app should automatically connect to the collar. LTE: Check if LTE is active by going to My Map in the Halo app and tapping the Pet Card. If issues persist, try using a different phone or tablet to see if the collar connects successfully. Let me know if you need further assistance!

**Customer (bJYyTNIx...)** | 2025-09-16 11:10:13 UTC | halocollar.com

only 1 phone here so another item isn't viable. the second collar on the account is working fine

**System/AI** | 2025-09-16 11:10:37 UTC | halocollar.com

No worries! Let's try a few more steps to help resolve the issue with Dobby's collar: Power Cycle the Collar: Plug the collar into the charger. Hold the power button until it vibrates (about 5–7 seconds). Quickly press the power button again to turn it back on. Reinitialize GPS: Take the collar outside to an open area. Wait until the GPS light blinks green or blue. If you're still having connectivity issues, you can contact support for a detailed diagnosis. It's great to hear the second collar is working, so we know it's not a broad account or network issue. Let me know how it goes, or if you need further help!

**Customer (bJYyTNIx...)** | 2025-09-16 11:11:28 UTC | halocollar.com

the collar was on the charger overnight. the dog is outside with me right now.

**System/AI** | 2025-09-16 11:11:51 UTC | halocollar.com

Hi there! Thanks for the update. Since Dobby's collar was charged overnight and is outside, let's try a couple more steps to get it connected: GPS Initialization: Make sure the collar is in an open area with a clear view of the sky. Wait for the GPS light to blink green (Halo 4) or blue (Halo 3/older), which means GPS is active. Check Collar Status: Press the power button for one second to see if the collar is powered on (look for the battery light flash). If these steps don't help, please reach out to our support team for further assistance. We're here to help!

**STATUS CHANGE** | Unknown | 2025-09-16 13:12:00 UTC | Status: CLOSED

## Conversation: UehGTTxxSX-6z\_TUbZjIMA

Messages: 14 | Customers: 1 | Duration: 2025-09-16 11:06:24 UTC to 2025-09-16 17:33:13 UTC

EMAIL | Agent (SWItncR...) | 2025-09-16 11:06:24 UTC

**From:** support@halocollar.com

**To:** ultraexcllc@gmail.com

**Subject:** Re: How to Take and Share a Screen Recording

Hi Megan & Josh, Thank you for sending over the screen recording, we've received the attachment successfully. I also want to acknowledge the troubleshooting you've already done with the previous rep, including the power cycle and hard reset. We'll be escalating this information, along with your recording, to our Customer Experience Team (CET) for further review. Once they've had a chance to analyze the details, we'll follow up with the next steps to get your collar's location updates working properly. In the meantime, if you'd like real-time support, you can connect with us in the Halo Dog Park: Open your Halo AppTap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session Or reach us by phone at (214) 238-9788 during these hours: Monday–Friday: 9:00 AM – 5:00 PM ESTSaturday & Sunday: 10:00 AM – 4:00 PM EST We'll stay on top of this and keep you updated as soon as we hear back from CET. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:25 PM "Support Ultra Excavating" wrote: > Attached is my screen record > > On Mon, Sep 15, 2025 at 4:14 PM Halo Collar wrote: > > > Hello Megan, > > > Here are steps to do a screen recording and send it to us. You can send it > > by replying to this email. > > > \*Here's How to Capture and Share a Screen Recording\* > > If you run into an issue while using the Halo App, a screen recording can > > help our Customer Support team better understand and resolve the problem. > > > \*What to Record\* > > > - If you're experiencing GPS issues, please record your screen while > > the My Map tab is open and your Pet Card is visible. > > - While recording, test the collar along your fence line by following > > the steps in this article: How to Hand Test The Collar Accuracy > > > > \*How to Screen Record (iOS)\* > > > - Open the Control Center > > - Swipe from the very top or bottom of your screen (depending on your > > iPhone model) to access the Control Center. > > - Find the Screen Record Button > > - Look for the circular icon (a solid dot inside a ring). > > - If you don't see it, follow these instructions to add screen > > recording to your Control Center. > > - Start the Recording > > - Tap and hold the Screen Record icon. > > - Turn the microphone ON (it should appear red). > > - Tap Photos (if listed) to save the recording to your Camera Roll. > > - Begin the Test > > - Swipe the Control Center away and open the Halo App. > > - Start your GPS test with the Pet Card open. > > - You can switch to your Camera app during the recording to show where > > you or your dog are in real life vs. the app view. > > - Stop the Recording > > - Swipe to open the Control Center again and tap the record button to > > stop. > > - You'll see a confirmation that your video has been saved. > > > \*How to Screen Record (Android)\* > > > - Android 11 and Later: > > - Follow these instructions to start a screen recording. > > - Be sure to enable both Media Sounds and Microphone so we can hear > > what you're experiencing. > > > \*Android 10 and Earlier:\* > > > - Download AZ Screen Recorder from the Google Play Store. > > - Open the app and tap the camera icon. > > - Grant microphone and file access. > > - Start recording and walk through your issue in the Halo App. > > - Use the microphone to describe what you're seeing/hearing in real > > time. > > > \*Submitting Your Recording\* > > > - Once your video is recorded: > > - Email attachment: > > - Open your email app > > - Reply to your support thread > > - Attach the video from your Photos or Camera Roll. > > - Then hit Send. > > > \*If the file is too large:\* > > > - Upload it to your preferred cloud service and share the link: > > - How to share a file via iCloud > > > - How to share a file via Google Drive > > > - How to share a file via Dropbox > > > > While recording, you can switch between apps, like Halo and your camera, > > to help us see the whole picture. > > > Do you need additional help? Please contact Halo Collar Customer Service > > . We're happy to assist > > you! > > > With pawsitivity, > > Kenny > > Halo



Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > >

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 11:09:23 UTC

Added: x0Byfm8uSk-LcaCBw4qPTQ

**AGENT NOTE | Agent (SWItncR...) | 2025-09-16 11:09:39 UTC**

Collar Evaluation Notes Issue Details Collar with Issue's SN: 25h4290347rt Issue Type: GPS Date & Time of Occurrence: 09/15/2025 – ongoing Is the Issue Reproducible? Yes – pet pin remains stuck on map after collar is powered on and active. Additional notes about the issue: Customer reports the collar is not updating location; pet pin remains frozen despite activity. Troubleshooting Summary Tier 1 TSing Steps Completed: Power cycle – Yes, issue persists Hard reset – Yes, issue persists Confirmed collar fully charged – Yes, issue persists Instructions sent for screen recording – Yes, completed and received Required Attachments (Check if Included) Screen Recording with narration: Yes (RPRplay\_Final1757974750) attached from the email above. Screenshots: No System Logs (Bluetooth, Wi-Fi, Cellular): No App Logs (App issues): No

**AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 13:26:12 UTC**

AW-20250915-46040 25h4290347rt unit already submitted for a wr Diagreq was triggered by the automated system

**AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 13:30:12 UTC**

My previous note is wrong, I messed up the SN, ignore information above\*

**AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 13:50:09 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Leo's (25h4290347rt) Recap (When/Where/What the customer wants) Stuck pet pin Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) yes Optional Additional Info: Unit has excessive gas initiation fails The battery was unable to start/connect 255 gas\_init\_fails yesterday and 200+ multiple days in a row prior Unit needs to be replaced

**EMAIL | Agent (Rh0xdCH1...) | 2025-09-16 13:51:20 UTC**

**From:** support@halocollar.com

**To:** ultraexcllc@gmail.com

**Subject:** Re: How to Take and Share a Screen Recording

Hello Megan, My name is Quinn, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing stuck pet pin issues with Leo's Halo Collar (25h4290347rt). Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agentAll hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations.The agent will require your verbal authorization for the replacement and confirm details with you.Cameras aren't required for this callYou can also join the Dog Park through the Halo App.Here are the instructions:Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join SessionAllow any permissions requestedYou will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Quinn Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:06 AM support@halocollar.com wrote: > Hi Megan & Josh, > Thank you for sending over the screen recording, we've received the attachment successfully. I also want to acknowledge the troubleshooting you've already done with the previous rep, including the power cycle

and hard reset. > We'll be escalating this information, along with your recording, to our Customer Experience Team (CET) for further review. Once they've had a chance to analyze the details, we'll follow up with the next steps to get your collar's location updates working properly. > In the meantime, if you'd like real-time support, you can connect with us in the Halo Dog Park: > Open your Halo AppTap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session > Or reach us by phone at (214) 238-9788 during these hours: > Monday–Friday: 9:00 AM – 5:00 PM ESTSaturday & Sunday: 10:00 AM – 4:00 PM EST > We'll stay on top of this and keep you updated as soon as we hear back from CET. > > With pawsitivity, > Symantha > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 6:25 PM "Support Ultra Excavating" wrote: > > > Attached is my screen record > > > On Mon, Sep 15, 2025 at 4:14 PM Halo Collar wrote: > > > > Hello Megan, > > > > Here are steps to do a screen recording and send it to us. You can send it > > > by replying to this email. > > > > \*Here's How to Capture and Share a Screen Recording\* > > > If you run into an issue while using the Halo App, a screen recording can > > > help our Customer Support team better understand and resolve the problem. > > > > \*What to Record\* > > > > - If you're experiencing GPS issues, please record your screen while > > > the My Map tab is open and your Pet Card is visible. > > > - While recording, test the collar along your fence line by following > > > the steps in this article: How to Hand Test The Collar Accuracy > > > > > > \*How to Screen Record (iOS)\* > > > > > - Open the Control Center > > > - Swipe from the very top or bottom of your screen (depending on your > > > iPhone model) to access the Control Center. > > > - Find the Screen Record Button > > > - Look for the circular icon (a solid dot inside a ring). > > > - If you don't see it, follow these instructions to add screen > > > recording to your Control Center. > > > - Start the Recording > > > - Tap and hold the Screen Record icon. > > > - Turn the microphone ON (it should appear red). > > > - Tap Photos (if listed) to save the recording to your Camera Roll. > > > - Begin the Test > > > - Swipe the Control Center away and open the Halo App. > > > - Start your GPS test with the Pet Card open. > > > - You can switch to your Camera app during the recording to show where > > > you or your dog are in real life vs. the app view. > > > - Stop the Recording > > > - Swipe to open the Control Center again and tap the record button to > > > stop. > > > - You'll see a confirmation that your video has been saved. > > > > \*How to Screen Record (Android)\* > > > > > - Android 11 and Later: > > > - Follow these instructions to start a screen recording. > > > - Be sure to enable both Media Sounds and Microphone so we can hear > > > what you're experiencing. > > > > \*Android 10 and Earlier:\* > > > > > - Download AZ Screen Recorder from the Google Play Store. > > > - Open the app and tap the camera icon. > > > - Grant microphone and file access. > > > - Start recording and walk through your issue in the Halo App. > > > - Use the microphone to describe what you're seeing/hearing in real > > > time. > > > > \*Submitting Your Recording\* > > > > > - Once your video is recorded: > > > - Email attachment: > > > - Open your email app > > > - Reply to your support thread > > > - Attach the video from your Photos or Camera Roll. > > > - Then hit Send. > > > > \*If the file is too large:\* > > > > > - Upload it to your preferred cloud service and share the link: > > > - How to share a file via iCloud > > > > > - How to share a file via Google Drive > > > > > - How to share a file via Dropbox > > > > > > While recording, you can switch between apps, like Halo and your camera, > > > to help us see the whole picture. > > > > Do you need additional help? Please contact Halo Collar Customer Service > > > . We're happy to assist > > > you! > > > > > With pawsitivity, > > > Kenny > > > Halo Customer Support > > > \*Halo Collar\* | Here for you and your best friend■ > > > > \*Need more help?\* > > > ■support@halocollar.com\* | ■\*Halo Help Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > >

**STATUS CHANGE** | Agent (Rh0xdCH1...) | 2025-09-16 13:51:26 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (HgSdSa4i...) | 2025-09-16 17:25:26 UTC | Status: OPEN

**PHONE\_CALL** | Customer (HgSdSa4i...) | 2025-09-16 17:25:26 UTC

**AGENT NOTE** | Agent (gJyogQbb...) | 2025-09-16 17:30:48 UTC

Live Team Notes Serial Numbers:25h4290347rt FW:v.03.00.05 Issue/ Need: cx has been confirmed by cet to submit wr AW-20250916-46175 Troubleshooting & Actions Taken: confirmed the address, informed delivery in 3-5 business days Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehHzEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (gJyogQbb...) | 2025-09-16 17:31:18 UTC**

**From:** support@halocollar.com

**To:** ultraexcllc@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Megan, My name is Wisha, and I want to thank you for your call. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:51 AM support@halocollar.com wrote: > Hello Megan, > > My name is Quinn, and I'm with the Collar Evaluation Technical Team. > I understand you are experiencing stuck pet pin issues with Leo's Halo Collar (25h4290347rt). > > Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. > > To proceed with the replacement, follow these steps: > Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent > We're committed to making this right for you and ensuring your pup stays safe and protected. > Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. > > This is a requirement and can't be bypassed. > If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. > > With pawsitivity, > Quinn > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 7:06 AM support@halocollar.com wrote: > > > Hi Megan & Josh, > > Thank you for sending over the screen recording, we've received the attachment successfully. I also want to acknowledge the troubleshooting you've already done with the previous rep, including the power cycle and hard reset. > > We'll be escalating this information, along with your recording, to our Customer Experience Team (CET) for further review. Once they've had a chance to analyze the details, we'll follow up with the next steps to get your collar's location updates working properly. > > In the meantime, if you'd like real-time support, you can connect with us in the Halo Dog Park: > > Open your Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session > > Or reach us by phone at (214) 238-9788 during these hours: > > Monday–Friday: 9:00 AM – 5:00 PM EST Saturday & Sunday:

**STATUS CHANGE** | Agent (qJyoqQbb...) | 2025-09-16 17:33:13 UTC | Status: CLOSED

## Conversation: pZbLhLkBQ12rzlpjIWg0Zw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:07:27 UTC to 2025-09-16 13:07:58 UTC

**Customer (sNcz9UwC...)** | 2025-09-16 11:07:27 UTC | halocollar.com

Hi. I was under the impression that even if my phone doesn't have service the collar still works and my dog will receive feedback is that correct ?

**System/AI** | 2025-09-16 11:07:50 UTC | halocollar.com

Hi there! Yes, you're correct. The Halo Collar will still provide feedback to your dog even if your phone doesn't have service. It uses GPS technology to maintain boundaries and deliver feedback without needing Wi-Fi or cellular connectivity. Just a heads-up, though—features like real-time tracking and notifications on the app do need an internet connection. But don't worry, once your phone is back online, any missed updates will sync to your app.

**STATUS CHANGE** | Unknown | 2025-09-16 13:07:58 UTC | Status: CLOSED

## Conversation: M4ud1t6KRCiF3PyMwEIKfg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 11:09:53 UTC to 2025-09-16 13:52:20 UTC

EMAIL | Customer (zZaQEdLq...) | 2025-09-16 11:09:53 UTC

**From:** thanxmk@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Accessories Order

Hello Maria, I received the charger yesterday and unfortunately that was not the fix. I left the collar plugged in for 5+ hours and checked it. No lights when I press the power button, no vibrate, it's just dead. What is our next step? Thanks so much for all your help... Norma Newland On Wed, Sep 10, 2025 at 12:08 PM Halo Collar wrote: > Hello Norma, > > My name is Maria, and I'll be assisting you. > > I've gone ahead and submitted the request to have your Halo 3 mag charger, > cable and block shipped. > > \*Here's an update: \* > > - Our Orders Team is working diligently to expedite the shipment of > your accessory order as soon as possible. > - You will receive an email confirmation when it ships. > - We understand the importance of having a fully functioning product, > and we're committed to resolving any issues to your complete satisfaction. > > > If you have any questions or need further assistance in the meantime, > don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Maria > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Wednesday, September 10, 2025, 10:43 AM "Norma Newland" thanxmk@gmail.com> wrote: > > Thank YOU! My mailing address is 148 Plante Rd. Caribou Me 04736 and my > phone number is 2074982770 or 2072273770. > > Halos customer service is top notch! > > > > On Wed, Sep 10, 2025 at 11:21 AM Halo Collar > wrote: > > > Hello Norma, > > > Thanks for reaching out to Halo Support! > > > We're going to send you a new Halo Collar 3 Charging Kit, to see if that > > works with your charging issue (the magnetic charging adaptor may be the > > culprit). > > Please confirm your shipping address and phone number. > > > If you have any questions, please do not hesitate to reach out, and we'll > > be happy to help! > > > With pawsitivity, > > Kenny > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Wednesday, September 10, 2025, 5:40 AM "Norma Newland" > thanxmk@gmail.com> wrote: > > > Hello Halo, > > > Sorry I am just getting back to you, I have been out of town. I tried > > your tips, cleaned the connection, tried another charging cord/plug, did > > the hard shut down and no luck. It just seems dead, no lights, no > > vibrate. What should I do next? > > > Thanks Norma Newland > > > On Tue, Sep 2, 2025 at 2:08 PM Halo Collar > > wrote: > > > > Hello Norma, > > > > Thank you for reaching out to Halo Collar Support. We understand that > > > your Halo collar is experiencing issues with charging. We apologize for any > > > inconvenience caused, but rest assured, we are here to assist you. We will > > > include some preliminary steps below to resolve the software issue. > > > > > Our first few steps will help rule out some basic accessory issues. > > > ■ > > > > > 1. Check the charging cable to make sure it is securely connected to > > > the collar and charging adapter. > > > 2. Confirm that the power block/cord is working by using a USB-C > > > cellular phone or other device; make sure the alternate device can charge > > > successfully with the same cord/block > > > 3. Please ensure the charging block meets the following > > > specifications: > > > > > Charging Block Specifications: > > > ■Input: 100-240V 0.7A Max > > > ■Output: 5.0V—3.0A, 9.0V—2.22A, 12V—1.67A 20W maximum > > > > > 4. Check the 5 gold pins on the power port on the collar to see if there > > > is dirt/debris. They should appear like 5 shiny, gold circles. If there is > > > dirt present or a cloudy appearance, wipe the pins clean with a soft cloth. > > > Then try charging again. > > > > > Please remove the protective case covering the collar by undoing its > > > Velcro fasteners and put it aside, and try charging the collar again. > > > > > Should all of these things be true, and your collar still isn't > > > charging, please see the steps below to attempt a hard reset: > > > Please plug the collar into the power cord/ charging adapter; if no > > > lights



**To:** thanxmk@gmail.com

**Subject:** Dead UNit

Hello Norma, My name is Rabindra, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:09 AM "Norma Newland" wrote: > Hello Maria, > > I received the charger yesterday and unfortunately that was not the fix. I > left the collar plugged in for 5+ hours and checked it. No lights when I > press the power button, no vibrate, it's just dead. 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We're here and happy to help! > > > > With pawsitivity, > > Maria > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > \*Need more help?\* > > ■support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Wednesday, September 10, 2025, 10:43 AM "Norma Newland" > thanxmk@gmail.com> wrote: > > > > Thank YOU! My mailing address is 148 Plante Rd. 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Confirm that the power block/cord is working by using a USB-C > > > > cellular phone or other device; make sure the alternate device can charge > > > > successfully with the same cord/block > > > > 3. Please ensure the charging block meets the following > > > > specifications: > > > > > > > > > > > Charging Block Specifications: > > > > ■Input: 100-240V 0.7A Max > > > > ■Output: 5.0V—3.0A, 9.0V—2.22A, 12V—1.67A 20W maximum > > > > > > > > > 4. Check the 5 gold pins on the power port on the collar to see if there > > > > is dirt/debris. They should appear like 5 shiny, gold circles. If there is > > > > dirt present or a cloudy appearance, wipe the



pins clean with a soft cloth. > >>> Then try charging again. > >>> > >>> Please remove the protective case covering the collar by undoing its > >>> Velcro fasteners and put it aside, and try charging the collar again. > >>> > >>> Should all of these things be true, and your collar still isn't > >>> charging, please see the steps below to attempt a hard reset: > >>> Please plug the collar into the power cord/ charging adapter; if no > >>> lights turn on, please wait 5 minutes. > >>> > >>> If there are still no lights or the collar isn't charging, please keep > >>> the collar plugged in and press the ON button on the collar firmly, and > >>> hold it for 15 seconds before releasing the button. > >>> > >>> Then, check for any LED lights to turn on. > >>> > >>> If you have any further questions or need additional assistance, please > >>> do not hesitate to contact our customer support. We are here to help! > >>> > >>> Thank you for choosing Halo! > >>> > >>> With Pawsitivity, > >>> Peggy > >>> Halo Customer Support > >>> \*Halo Collar\* | Here for you and your best friend■ > >>> > >>> \*Need more help?\* > >>> ■\*support@halocollar.com\* | ■\*Halo Help > >>> Center\* > >>> > >>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > >>> > >>> > >>> - 9:00 am - 8:00 pm EST \*7 days a week\* > >>> > >>> \*Join Session\* to speak with the next available agent > >>> > >>> On Tuesday, September 2, 2025, 4:32 AM "Norma Newland" >>> thanxmk@gmail.com> wrote: > >>> > >>> Good morning Halo Collar, > >>> > >>> The collar seems dead, no lights. I have tried to charge it numerous > >>> times, making sure the connection is good, trying it on different outlets > >>> etc... I tried taking it apart, cleaning the hair out of it. Still not > >>> working... > >>> > >>> On Sat, Aug 30, 2025 at 11:03 AM Halo Collar > >>> wrote: > >>> > >>>> Hello Norma, > >>>> > >>>> Thank you for sending in your Halo App logs. We truly appreciate you > >>>> taking the time to help us get a closer look at what's going on. > >>>> > >>>> \*To better understand the issue and get it into the right hands, please > >>>> share more info.\* > >>>> > >>>> - What specific problem are you noticing > >>>> - When the issue started > >>>> - Any error messages or unusual behavior you've seen > >>>> > >>>> > >>>> Additionally, if you need to update the satellite image on your map, > >>>> simply send us the address where the update is required, and we'll take > >>>> care of the rest. > >>>> > >>>> Once we have a few more details, we'll get this over to the right team > >>>> and work on getting things sorted quickly for you and your pup. > >>>> > >>>> Thanks again for being part of the Halo Pack! > >>>> Let us know if you have any questions—we're always here to help. > >>>> > >>>> > >>>> With pawsitivity, > >>>> Thelma > >>>> Halo Customer Support > >>>> \*Halo Collar\* | Here for you and your best friend■ > >>>> > >>>> \*Need more help?\* > >>>> ■\*support@halocollar.com\* | ■\*Halo Help > >>>> Center\* > >>>> > >>>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > >>>> > >>>> > >>>> - 9:00 am - 8:00 pm EST \*7 days a week\* > >>>> > >>>> \*Join Session\* to speak with the next available agent > >>>> > >>>> On Saturday, August 30, 2025, 8:59 AM support@halocollar.com wrote: > >>>> > >>>> Hello Norma, > >>>> > >>>> Thank you for sending in your Halo App logs. 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I've shared your inquiry with our customer > >>>> support team, and they will be in touch with you within the next 24 hours > >>>> to assist you further. For a quicker resolution, we highly suggest reaching > >>>> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > >>>> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > >>>> requested permissions. You can also join us via web using this link > >>>> <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > >>>> > >>>>

Hello Norma, My name is Les, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing charging issues with Willy's Halo Collar. Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:21 AM support@halocollar.com

wrote: > Hello Norma, > > My name is Rabindra, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Rabindra > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 7:09 AM "Norma Newland" wrote: > > > Hello Maria, > > > I received the charger yesterday and unfortunately that was not the fix. I > > left the collar plugged in for 5+ hours and checked it. No lights when I > > press the power button, no vibrate, it's just dead. What is our next step? > > > Thanks so much for all your help... > > Norma Newland > > > On Wed, Sep 10, 2025 at 12:08 PM Halo Collar wrote: > > > > Hello Norma, > > > > My name is Maria, and I'll be assisting you. > > > > I've gone ahead and submitted the request to have your Halo 3 mag charger, > > > cable and block shipped. > > > > \*Here's an update: \* > > > > - Our Orders Team is working diligently to expedite the shipment of > > > your accessory order as soon as possible. > > > - You will receive an email confirmation when it ships. > > > - We understand the importance of having a fully functioning product, > > > and we're committed to resolving any issues to your complete satisfaction. > > > > > If you have any questions or need further assistance in the meantime, > > > don't hesitate to reach out. We're here and happy to help! > > > > > With pawsitivity, > > > Maria > > > Halo Customer Support > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > \*Need more help?\* > > > ■support@halocollar.com\* | ■\*Halo Help Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > > On Wednesday, September 10, 2025, 10:43 AM "Norma Newland" > > > thanxmk@gmail.com> wrote: > > > > > Thank YOU! My mailing address is 148 Plante Rd. Caribou Me 04736 and my > > > phone number is 2074982770 or 2072273770. > > > > > Halos customer service is top notch! > > > > > > > > > > > > On Wed, Sep 10, 2025 at 11:21 AM Halo Collar > > > wrote: > > > > > Hello Norma, > > > > > Thanks for reaching out to Halo Support! > > > > > We're going to send you a new Halo Collar 3 Charging Kit, to see if that > > > works with your charging issue (the magnetic charging adaptor may be the > > > culprit). > > > Please confirm your shipping address and phone number. > > > > > If you have any questions, please do not hesitate to reach out, and we'll > > > be happy to help! > > > > > With pawsitivity, > > > Kenny > > > Halo Customer Support > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > \*Need more help?\* > > > ■support@halocollar.com\* | ■\*Halo Help > > > Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > > On Wednesday, September 10, 2025, 5:40 AM "Norma Newland" > > > thanxmk@gmail.com> wrote: > > > > > Hello Halo, > > > > > Sorry I am just getting back to you, I have been out of town. I tried > > > your tips, cleaned the connection, tried another charging cord/plug, did > > > the hard shut down and no luck. It just seems dead, no lights, no > > > vibrate. What should I do next? > > > > > Thanks Norma Newland > > > > > On Tue, Sep 2, 2025 at 2:08 PM Halo Collar > > > wrote: > > > > > Hello Norma, > > > > > Thank you for reaching out to Halo Collar Support. We understand that > > > your Halo collar is experiencing issues with charging. We apologize for any > > > inconvenience caused, but rest assured, we are here to assist you. We will > > > include some preliminary steps below to resolve the software issue. > > > > > Our first few steps will help rule out some basic accessory issues. > > > ■ > > > > > 1. Check the charging cable to make sure it is securely connected to > > > the collar and charging adaptor. > > > 2. Confirm that the power block/cord is working by using a USB-C > > > cellular phone or other device; make sure the alternate device can charge > > > successfully with the same cord/block > > > 3. Please ensure the charging block meets the following > > > specifications: > > > > > > > Charging Block Specifications: > > > ■Input: 100-240V 0.7A Max > > > ■Output: 5.0V—3.0A,

9.0V—2.22A, 12V—1.67A 20W maximum > > >> > > >> 4. Check the 5 gold pins on the power port on the collar to see if there > > >> is dirt/debris. They should appear like 5 shiny, gold circles. If there is > > >> dirt present or a cloudy appearance, wipe the pins clean with a soft cloth. > > >> Then try charging again. > > >> > > >> Please remove the protective case covering the collar by undoing its > > >> Velcro fasteners and put it aside, and try charging the collar again. > > >> > > >> Should all of these things be true, and your collar still isn't > > >> charging, please see the steps below to attempt a hard reset: > > >> Please plug the collar into the power cord/ charging adapter; if no > > >> lights turn on, please wait 5 minutes. > > >> > > >> If there are still no lights or the collar isn't charging, please keep > > >> the collar plugged in and press the ON button on the collar firmly, and > > >> hold it for 15 seconds before releasing the button. > > >> > > >> Then, check for any LED lights to turn on. > > >> > > >> If you have any further questions or need additional assistance, please > > >> do not hesitate to contact our customer support. We are here to help! > > >> > > >> Thank you for choosing Halo! > > >> > > >> With Pawsitivity, > > >> Peggy > > >> Halo Customer Support > > >> \*Halo Collar\* | Here for you and your best friend■ > > >> > > >> \*Need more help?\* > > >> > > >> ■\*support@halocollar.com\* | ■\*Halo Help > > >> Center\* > > >> > > >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > >> > > >> > > >> - 9:00 am - 8:00 pm EST \*7 days a week\* > > >> > > >> \*Join Session\* to speak with the next available agent > > >> > > >> On Tuesday, September 2, 2025, 4:32 AM "Norma Newland" > > >> thanxmk@gmail.com> wrote: > > >> > > >> Good morning Halo Collar, > > >> > > >> The collar seems dead, no lights. I have tried to charge it numerous > > >> times, making sure the connection is good, trying it on different outlets > > >> etc... I tried taking it apart, cleaning the hair out of it. Still not > > >> working... > > >> > > >> On Sat, Aug 30, 2025 at 11:03 AM Halo Collar > > >> wrote: > > >> > > >> Hello Norma, > > >> > > >> > > >> Thank you for sending in your Halo App logs. We truly appreciate you > > >> > > >> taking the time to help us get a closer look at what's going on. > > >> > > >> \*To better understand the issue and get it into the right hands, please > > >> share more info.\* > > >> > > >> - What specific problem are you noticing > > >> - When the issue started > > >> - Any error messages or unusual behavior you've seen > > >> > > >> > > >> Additionally, if you need to update the satellite image on your map, > > >> > > >> simply send us the address where the update is required, and we'll take > > >> care of the rest. > > >> > > >> Once we have a few more details, we'll get this over to the right team > > >> and work on getting things sorted quickly for you and your pup. > > >> > > >> Thanks again for being part of the Halo Pack! > > >> Let us know if you have any questions—we're always here to help. > > >> > > >> > > >> With pawsitivity, > > >> Thelma > > >> Halo Customer Support > > >> \*Halo Collar\* | Here for you and your best friend■ > > >> > > >> \*Need more help?\* > > >> > > >> ■\*support@halocollar.com\* | ■\*Halo Help > > >> Center\* > > >> > > >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > >> > > >> > > >> - 9:00 am - 8:00 pm EST \*7 days a week\* > > >> > > >> \*Join Session\* to speak with the next available agent > > >> > > >> On Saturday, August 30, 2025, 8:59 AM support@halocollar.com wrote: > > >> > > >> Hello Norma, > > >> > > >> > > >> Thank you for sending in your Halo App logs. We truly appreciate you > > >> > > >> taking the time to help us get a closer look at what's going on. > > >> > > >> \*To better understand the issue and get it into the right hands, please > > >> share more info.\* > > >> > > >> - What specific problem are you noticing > > >> - When the issue started > > >> - Any error messages or unusual behavior you've seen > > >> > > >> > > >> Additionally, if you need to update the satellite image on your map, > > >> > > >> simply send us the address where the update is required, and we'll take > > >> care of the rest. > > >> > > >> Once we have a few more details, we'll get this over to the right team > > >> and work on getting things sorted quickly for you and your pup. > > >> > > >> Thanks again for being part of the Halo Pack! > > >> Let us know if you have any questions—we're always here to help. > > >> > > >> > > >> With pawsitivity, > > >> Thelma > > >> Halo Customer Support > > >> \*Halo Collar\* | Here for you and your best friend■ > > >> > > >> \*Need more help?\* > > >> > > >> ■\*support@halocollar.com\* | ■\*Halo Help > > >> Center\* > > >> > > >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > >> > > >> > > >> - 9:00 am - 8:00 pm EST \*7 days a week\* > > >> > > >> \*Join Session\* to speak with the next available agent > > >> > > >> On Saturday, August 30, 2025, 7:33 AM support@halocollar.com wrote: > > >> > > >> Thank you for reaching out! I've shared

**STATUS CHANGE** | Agent (-LDMLkjl...) | 2025-09-16 13:52:20 UTC | Status: CLOSED

## Conversation: BLEDP6b6QOGFuGfZ7UQklg

Messages: 8 | Customers: 1 | Duration: 2025-09-16 11:18:53 UTC to 2025-09-16 16:28:24 UTC

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 11:18:53 UTC

Added: -LmskJFZShWIO0nMJuMqlA

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 11:18:56 UTC

Removed: -LmskJFZShWIO0nMJuMqlA

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 11:18:59 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 11:19:13 UTC

Added: 76jKdDJqKKG1X52gm4kjGg

**EMAIL | Agent (SWItncR...) | 2025-09-16 11:19:27 UTC**

**From:** support@halocollar.com

**To:** ryanfargey@icloud.com

**Subject:** Re: Halo Collar Troubleshooting Steps

Hi Ryan, Thank you for your reply and for taking the time to go through the troubleshooting steps we provided. We completely understand how frustrating it can be when your collar isn't charging properly, and we truly appreciate your patience as we work through this together. If you've already tried the steps and your collar still isn't responding, please let us know so we can guide you through the next steps to get this resolved quickly. In the meantime, if you'd like to speak with a live support agent for immediate assistance, you can join a session at our Dog Park or reach us via phone/email using the links below: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session in the Halo App Phone Support: +1 (214) 238-9788 (9:00 am – 5:00 pm EST Mon-Fri; 10:00 am – 4:00 pm EST Sat-Sun) Email Support: support@halocollar.com We're here to make sure your Halo Collar is working perfectly again, and we'll do everything we can to get you back on track quickly. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:31 PM "Ryan Fargey" wrote: > Sent from my iPhone > On Sep 12, 2025, at 7:56 AM, Halo Collar wrote: > > Hi Ryan, > Thank you for reaching out! I'm sorry to hear that your collar still isn't turning on despite all your troubleshooting efforts. We want to make sure you have a working collar before your upcoming vacation.. > > Our support team can work with you one-on-one to determine whether your collar needs further diagnostics or a replacement. You can connect with a rep in the Halo Dog Park through the Halo App: > \* Tap Settings > \* Tap Halo Dog Park > \* Tap Halo Support > \* Tap Join Session > Or, call us directly at +1 (214) 238-9788 during support hours: > \* Monday–Friday: 9:00 AM – 5:00 PM EST > \* Saturday–Sunday: 10:00 AM – 4:00 PM EST > We'll make sure your collar is ready and working properly so you can enjoy peace of mind during your trip. > With pawsitivity, > Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Thursday, September 11, 2025, 6:13 PM "Ryan Fargey" wrote: I have tried everything to make the collar work . It still does not turn on . I'm leaving for a vacation in three weeks by the way . > > Sent from my iPhone > On Sep 8, 2025, at 1:08 PM, Halo Collar wrote: > Hello Ryan, > > Thank you for contacting us regarding the charging issue with your Halo Collar. > We understand how frustrating this can be, but we're here to assist you! > > Here are troubleshooting steps to help get your collar charging effectively: > 1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective Case Sometimes, the

protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting. 5. Perform a Hard Reset Plug the collar into the power cord/adaptor and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! > If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. > > If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! (<https://support.halocollar.com/hc/en-us/articles/360043976694-How-to-Contact-Customer-Support>) > With pawsitivity, > Ronald Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*STATUS CHANGE | Agent (SWlthccR...) | 2025-09-16 11:19:29 UTC | Status: CLOSED*

**EMAIL | Customer (rgLPrEfx...) | 2025-09-16 16:28:23 UTC**

**From:** ryanfargey@icloud.com

**To:** [support@halocollar.com](mailto:support@halocollar.com)

**Subject:** Re: Halo Collar Troubleshooting Steps

I just need a new charging cord . Asap if possible Sent from my iPhone On Sep 16, 2025, at 7:19 AM, Halo Collar wrote: Hi Ryan, Thank you for your reply and for taking the time to go through the troubleshooting steps we provided. We completely understand how frustrating it can be when your collar isn't charging properly, and we truly appreciate your patience as we work through this together. If you've already tried the steps and your collar still isn't responding, please let us know so we can guide you through the next steps to get this resolved quickly. In the meantime, if you'd like to speak with a live support agent for immediate assistance, you can join a session at our Dog Park or reach us via phone/email using the links below: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session in the Halo App Phone Support: +1 (214) 238-9788 (9:00 am – 5:00 pm EST Mon-Fri; 10:00 am – 4:00 pm EST Sat-Sun) Email Support: [support@halocollar.com](mailto:support@halocollar.com) We're here to make sure your Halo Collar is working perfectly again, and we'll do everything we can to get you back on track quickly. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:31 PM "Ryan Fargey" wrote: Sent from my iPhone On Sep 12, 2025, at 7:56 AM, Halo Collar wrote: Hi Ryan, Thank you for reaching out! I'm sorry to hear that your collar still isn't turning on despite all your troubleshooting efforts. We want to make sure you have a working collar before your upcoming vacation.. Our support team can work with you one-on-one to determine whether your collar needs further diagnostics or a replacement. You can connect with a rep in the Halo Dog Park through the Halo App: \* Tap Settings \* Tap Halo Dog Park \* Tap Halo Support \* Tap Join Session Or, call us directly at +1 (214) 238-9788 during support hours: \* Monday–Friday: 9:00 AM – 5:00 PM EST \* Saturday–Sunday: 10:00 AM – 4:00 PM EST We'll make sure your collar is ready and working properly so you can enjoy peace of mind during your trip. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Thursday, September 11, 2025, 6:13 PM "Ryan Fargey" wrote: I have tried everything to make the collar work . It still does not turn on . I'm leaving for a vacation in three weeks by the way . Sent from my iPhone On Sep 8, 2025, at 1:08 PM, Halo Collar wrote: Hello Ryan, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help

get your collar charging effectively: 1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting. 5. Perform a Hard Reset Plug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](https://support.halocollar.com/hc/en-us/articles/360043976694-How-to-Contact-Customer-Support) and we'll be happy to help! (https://support.halocollar.com/hc/en-us/articles/360043976694-How-to-Contact-Customer-Support) With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Customer (rgLPrEfx...) | 2025-09-16 16:28:24 UTC | Status: OPEN



## Conversation: v24eR3oGTh2uwrnzGiknQw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:20:00 UTC to 2025-09-16 11:34:35 UTC

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 11:20:00 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**EMAIL | Agent (SWItncR...) | 2025-09-16 11:34:34 UTC**

**From:** support@halocollar.com

**To:** emcagnon@gmail.com

**Subject:** Re: Order 1656351

Hi Elizabeth, Thank you for reaching out and providing the details about your order. I'm sorry to hear that the magnetic attachment was missing from your replacement charger—we completely understand how important it is to have your Halo Collar charging properly. We'll get a replacement magnetic attachment shipped to you as quickly as possible so you can continue using your Halo Three Collar without interruption. You should receive a shipping confirmation with tracking information shortly once it's on its way. In the meantime, if you have any questions or need further assistance, you can always reach our live support team through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session in the Halo AppPhone Support: +1 (214) 238-9788 (9:00 am – 5:00 pm EST Mon-Fri; 10:00 am – 4:00 pm EST Sat-Sun)Email Support: support@halocollar.com We appreciate your patience, and we're committed to getting this resolved quickly for you. With pawstivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:35 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 10:35 PM "Elizabeth Labossiere" wrote: > > Good evening, > > I ordered a replacement magnetic charging for the halo three collar for my dogs. The new charger arrived, and it was missing the magnetic piece which is needed to charge the collar. I tested the old cord with the magnetic piece from the other charger And it is in fact, the magnetic piece that is failing. I need a replacement magnetic attachment for the charger shipped to me as soon as possible please. > > Thank you. > > Best, > > Liz LaBossiere > > > >

**STATUS CHANGE** | Agent (SWItncR...) | 2025-09-16 11:34:35 UTC | Status: CLOSED

## Conversation: VhYS8ff2Sq-gKFrhb7zdSw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:21:31 UTC to 2025-09-16 13:56:11 UTC

**EMAIL | Customer (SbDhtUDq...) | 2025-09-16 11:21:31 UTC**

**From:** meghan.morrow@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hello - I wanted to check back in for an update? I'm paying for the subscription and can't use it due to system or app errors that I believe are on your end. I ordered the collar because my dog needs it, so if Halo can't fix this issue, I will plan to return it. Please let me know. Thank you for your help! Meghan Sent from my iPhone On Sep 13, 2025, at 11:05 AM, Halo Collar wrote: Hello Meghan, My name is Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 11:00 AM "Meghan Morrow" wrote: Sent from my iPhone On Sep 13, 2025, at 10:33 AM, Halo Collar wrote: Hello Meghan, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 8:52 AM "Meghan Morrow" wrote: Sent from my iPhone

**EMAIL | Agent (-LDMikjl...) | 2025-09-16 13:56:01 UTC**

**From:** support@halocollar.com

**To:** meghan.morrow@gmail.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hello Meghan, I apologize for the delay. We discovered that the addresses in your area are causing the error and it is currently being investigated. As a temporary workaround, could you create a fence for the McDonald's nearby and then adjust the fence to cover your property? We have tested this on our end and it appears to be an effective short-term solution. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:21 AM "Meghan Morrow" wrote: > Hello - > > I wanted to check back in for an update? > > I'm paying for the subscription and can't use it due to system or app errors that I believe are on your end. > > I ordered the collar because my dog needs it, so if Halo can't fix this issue, I will plan to return it. > > Please let me know. > Thank you for your help! > Meghan > > Sent from my iPhone > On Sep 13, 2025, at 11:05 AM, Halo Collar wrote: > > Hello Meghan, > > My name is Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > What happens next: > • Our specialists deep dive into our system > •

They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > With pawsitivity, > Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 11:00 AM "Meghan Morrow" wrote: > > > Sent from my iPhone > On Sep 13, 2025, at 10:33 AM, Halo Collar wrote: > > Hello Meghan, > Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. > To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen > Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. > Thanks again for being part of the Halo Pack! > Let us know if you have any questions—we're always here to help. > With pawsitivity, > Psyche Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 8:52 AM "Meghan Morrow" wrote: > Sent from my iPhone

**STATUS CHANGE** | Agent (-LDMIkjl...) | 2025-09-16 13:56:11 UTC | Status: CLOSED

## Conversation: WQqr912TSuuZ4fM5uNgQZw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 11:27:01 UTC to 2025-09-16 13:29:12 UTC

**Customer (I3ZVoHGM...) | 2025-09-16 11:27:01 UTC | halocollar.com**

my collar keeps saying it's dangerously or critically low on battery even though it's been charging overnight. it also only charges to about 45% as per the app and then the the collar itself flashes red

**System/AI | 2025-09-16 11:27:30 UTC | halocollar.com**

Hi there! It sounds like your collar might need a battery recalibration. Please try these steps: Plug the collar into the charger and hold the power button for 15 seconds. Remove it from the charger and let it fully discharge until it powers off. Leave it off for at least 5 hours to recalibrate the battery. Fully charge the collar without interruptions to 100%. If the issue persists, please contact our support team for further assistance. Also, ensure your charging setup is working correctly and the charging port is clean.

**Customer (I3ZVoHGM...) | 2025-09-16 11:28:11 UTC | halocollar.com**

thank you very much. I'll go ahead and try that today

**System/AI | 2025-09-16 11:28:31 UTC | halocollar.com**

You're welcome, Holly! I'm happy to help. If you need any more assistance, feel free to reach out. Best of luck with your collar, and I hope it resolves the issue. Have a great day!

**STATUS CHANGE** | Unknown | 2025-09-16 13:29:12 UTC | Status: CLOSED

## Conversation: qJ5bKRkyQGiQzm9l0koXaw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 11:27:21 UTC to 2025-09-16 13:50:17 UTC

**EMAIL | Customer (nRIj2Y5V...) | 2025-09-16 11:27:21 UTC**

**From:** lhuempfner@gmail.com

**To:** support@halocollar.com

**Subject:** Re: A Halo Collar Was Unlinked From Your Account

I believe the unlinking had to do with the malfunctioning of my dog's collar and your sending a replacement, but your message was very misleading. It sounded like you were cutting us off for lack of payment. As far as I know, we have not missed any payments. I think you need to work on your messages so that they don't cause confusion for your customers. Thanks, Lisa On Mon, Sep 15, 2025 at 5:48 PM Halo Collar wrote: > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 10:47 PM "Lisa Huempfner" lhuempfner@gmail.com> wrote: > > Hi, > I don't understand this message. We only have one Halo collar. Why was it > unlinked? > Lisa > > On Fri, Sep 12, 2025 at 3:35 AM Halo Team wrote: > > [image: Halo®] > > [image: Halo®] > > A Halo Collar Was Unlinked From Your Account > > Halo Collar (serial number 25-H4111157-RT) was unlinked from your > > account. You now have 0 collar(s) linked to your account. As a reminder, > > your Halo Subscription Plan covers 1 collars. > > If you don't intend to replace this collar, you might consider reducing > > the number of collars on your Plan to avoid paying for any extra collar(s). > > To reduce the number of collars on your Plan, please visit the My Account > > > page on our website. > > Thanks for being a part of the Halo Pack! > > — The Halo Team > > Complete Halo Subscription Plan Terms and Conditions > > > [image: Facebook] > > [image: Instagram] > > [image: TikTok] > > [image: YouTube] > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite > > 340 | Woodcliff Lake, NJ 07677 > > > > -- > Lisa Huempfner, Ed.D. (she/her) > Associate Professor of Spanish > Department of Languages & Literatures > University of Wisconsin-Whitewater > Whitewater Unified School District Board Member > Whitewater, WI 53190 > 262-379-0103 > lhuempfner@gmail.com > > > -- Lisa Huempfner, Ed.D. (she/her) Associate Professor of Spanish Department of Languages & Literatures University of Wisconsin-Whitewater Whitewater Unified School District Board Member Whitewater, WI 53190 262-379-0103 lhuempfner@gmail.com

**TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 13:49:12 UTC**

Added: 161qN1d9QVGaaHtAY3Spsw

**EMAIL | Agent (oXI3CnvV...) | 2025-09-16 13:49:20 UTC**

**From:** support@halocollar.com

**To:** lhuempfner@gmail.com

**Subject:** Re: A Halo Collar Was Unlinked From Your Account

Hello Lisa, Thank you for sharing this feedback with us. I'm sorry for the confusion our message caused—that certainly wasn't our intent. You're absolutely correct: the unlinking you experienced was related to the malfunctioning collar and replacement process, not to any missed payments. Your account is in good standing. We really appreciate you pointing out how the wording came across. I'll be passing this along to our team so we can improve the clarity of our communications and avoid misunderstandings like this in the future. Thank you again for your patience, and please don't hesitate to reach out if you have any further questions—we're here to help. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 7:27 AM "Lisa Huempfner" wrote: > I believe the unlinking had to do with the malfunctioning of my dog's > collar and your sending a replacement, but your message was very > misleading. It sounded like you were cutting us off for lack of payment. As > far as I know,

we have not missed any payments. I think you need to work on > your messages so that they don't cause confusion for your customers. > Thanks, > Lisa > > On Mon, Sep 15, 2025 at 5:48 PM Halo Collar wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Monday, September 15, 2025, 10:47 PM "Lisa Huempfer" > lhuempfer@gmail.com> wrote: > > > Hi, > > I don't understand this message. We only have one Halo collar. Why was it > > unlinked? > > Lisa > > > > On Fri, Sep 12, 2025 at 3:35 AM Halo Team wrote: > > > > [image: Halo®] > > [image: Halo®] > > A Halo Collar Was Unlinked From Your Account > > Halo Collar (serial number 25-H4111157-RT) was unlinked from your > > account. You now have 0 collar(s) linked to your account. As a reminder, > > your Halo Subscription Plan covers 1 collars. > > If you don't intend to replace this collar, you might consider reducing > > the number of collars on your Plan to avoid paying for any extra collar(s). > > To reduce the number of collars on your Plan, please visit the My Account > > > > page on our website. > > Thanks for being a part of the Halo Pack! > > — The Halo Team > > Complete Halo Subscription Plan Terms and Conditions > > > > > [image: Facebook] > > > > [image: Instagram] > > > > [image: TikTok] > > > > [image: YouTube] > > > > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite > > 340 | Woodcliff Lake, NJ 07677 > > > > > > > -- > > Lisa Huempfer, Ed.D. (she/her) > > Associate Professor of Spanish > > Department of Languages & Literatures > > University of Wisconsin-Whitewater > > Whitewater Unified School District Board Member > > Whitewater, WI 53190 > > 262-379-0103 > > lhuempfer@gmail.com > > > > > > > -- > Lisa Huempfer, Ed.D. (she/her) > Associate Professor of Spanish > Department of Languages & Literatures > University of Wisconsin-Whitewater > Whitewater Unified School District Board Member > Whitewater, WI 53190 > 262-379-0103 > lhuempfer@gmail.com >

**STATUS CHANGE** | Agent (oXl3CnvV...) | 2025-09-16 13:50:17 UTC | Status: CLOSED

## Conversation: KRBnSB\_PSoC6KLS5mfFRww

Messages: 13 | Customers: 1 | Duration: 2025-09-16 11:27:40 UTC to 2025-09-16 15:05:03 UTC

**Customer (3A0LWc0Q...)** | 2025-09-16 11:27:40 UTC | halocollar.com

I received the replacement collar. However, I don't know how to swap this out. Based on the way this is put together. It does not look like I can undo the rubber part of the color from the piece that needs replaced

**System/AI** | 2025-09-16 11:27:59 UTC | halocollar.com

Hi there! Swapping out your Halo Collar is usually straightforward. You don't need to remove the rubber part. If you're just replacing the Halo Unit, you can keep the original strap, charger, and protective case. Just attach the new Halo Unit to the existing strap. If you run into any trouble, make sure everything is aligned and fastened properly. And if you need more help, feel free to reach out to our customer support for detailed guidance. We're here to help!

**Customer (3A0LWc0Q...)** | 2025-09-16 11:28:50 UTC | halocollar.com

The rubber part is riveted to the part that needs replaced. I will ruin it.

**System/AI** | 2025-09-16 11:29:25 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Customer (3A0LWc0Q...)** | 2025-09-16 11:31:30 UTC

**From:** beslinger921@gmail.com

**To:** support@halocollar.com

**Subject:** Replacement collar

Hello, I received the replacement color, but cannot swap it out because the rubber part of the color is riveted to the piece that needs replaced. See photos.

*TOPIC CHANGE | Agent (SWItncR...) | 2025-09-16 11:35:04 UTC*

*Added: bDcJwjoMTjeffz13hM6gAA*

*TOPIC CHANGE | Agent (SWItncR...) | 2025-09-16 11:35:37 UTC*

*Added: w4-N2LKvQhW0agGKylANbg*

**EMAIL | Agent (SWItncR...)** | 2025-09-16 11:47:44 UTC

**From:** support@halocollar.com

**To:** beslinger921@gmail.com

**Subject:** Re: Replacement collar

Hi Brittany, Thank you for reaching out and sharing the photos. I understand the difficulty you're experiencing with swapping the replacement color, especially since the rubber part is riveted to the piece that needs to be replaced. We're here to help! To resolve this, we can guide you through the next steps or provide a replacement part if needed. Please let us know a convenient way for you to proceed, or if you'd like to speak with one of our live support agents for step-by-step assistance. You can reach us anytime through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: [support@halocollar.com](mailto:support@halocollar.com) We'll make sure your replacement collar works perfectly for your dog as quickly as possible. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7



days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:31 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:31 AM wrote: > > Hello, > > I received the replacement color, but cannot swap it out because the rubber part of the color is riveted to the piece that needs replaced. See photos. > > >

*STATUS CHANGE | Agent (SWltnccR...) | 2025-09-16 11:47:46 UTC | Status: CLOSED*

**EMAIL | Customer (3A0LWc0Q...) | 2025-09-16 11:49:16 UTC**

**From:** beslanger921@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Replacement collar

If it's easy to explain, feel free to tell me how to do it here. On Tue, Sep 16, 2025 at 5:47 AM Halo Collar wrote: > Hi Brittany, > Thank you for reaching out and sharing the photos. I understand the > difficulty you're experiencing with swapping the replacement color, > especially since the rubber part is riveted to the piece that needs to be > replaced. > We're here to help! To resolve this, we can guide you through the next > steps or provide a replacement part if needed. Please let us know a > convenient way for you to proceed, or if you'd like to speak with one of > our live support agents for step-by-step assistance. > You can reach us anytime through the \*Dog Park\* in the Halo App or by > phone/email: > > - \*Dog Park Live Support:\* Tap \*Settings → Halo Dog Park → Halo > Support → Join Session\* > - \*Phone Support:\* +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; > Sat-Sun 10:00 am – 4:00 pm EST) > - \*Email Support:\* support@halocollar.com > > We'll make sure your replacement collar works perfectly for your dog as > quickly as possible. > > With pawstivity, > Symantha > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Tuesday, September 16, 2025, 7:31 AM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:31 AM wrote: > > >

*STATUS CHANGE | Customer (3A0LWc0Q...) | 2025-09-16 11:49:16 UTC | Status: OPEN*

**EMAIL | Agent (sR--y62-...) | 2025-09-16 15:05:01 UTC**

**From:** support@halocollar.com

**To:** beslanger921@gmail.com

**Subject:** Re: Replacement collar

Brittany, Thank you for sharing that with us. Based on the information you've provided, it sounds like we need to proceed with some help visually. Please join us in our virtual Dog Park for assistance. Dog Park: Here's how to reach our live video support team via the app: - Open the Halo App - Tap Settings - Tap Halo Dog Park - Tap Halo Support - Tap Join Session - Allow any requested permissions Agents available 9 am - 8 pm EST, 7 days a week Phone: Call us at (214) 238-9788 - 8 am - 6 pm EST (M-F) - 10 am - 4 pm EST (Sat-Sun) Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 7:49 AM "Brittany Eslinger" wrote: > If it's easy to explain, feel free to tell me how to do it here. > > On Tue, Sep 16, 2025 at 5:47 AM Halo Collar wrote: > > > Hi Brittany, > > Thank you for reaching out and sharing the photos. I understand the > > difficulty you're experiencing with swapping the





## Conversation: 5mA54astTmaw0XMCtf8eWQ

Messages: 13 | Customers: 1 | Duration: 2025-09-16 11:28:39 UTC to 2025-09-16 18:23:06 UTC

### EMAIL | Customer (Njn69-0c...) | 2025-09-16 11:28:39 UTC

**From:** coryshivers@icloud.com

**To:** support@halocollar.com

**Subject:** missing screw

How can I order a missing screw for my halo collar 3 Cory T. Shivers Sent from my iPhone

### EMAIL | Agent (chgMWdgT...) | 2025-09-16 13:20:09 UTC

**From:** support@halocollar.com

**To:** coryshivers@icloud.com

**Subject:** Re: missing screw

Hello Cory, This is Brandon with Halo Support. Thank you for sending the pictures. I'd be happy to assist you with the part you need. It looks like you need a replacement carabiner kit. I can help get that process started. Can you please confirm the following information: Street Address: City: State: Postal code: Country: Phone Number: Once I have your shipping information, I can get your accessories order for you. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 7:28 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:28 AM "Cory Shivers" wrote: > > > How can I order a missing screw for my halo collar 3 > > > Cory T. Shivers > > Sent from my iPhone

### EMAIL | Customer (Njn69-0c...) | 2025-09-16 13:40:43 UTC

**From:** coryshivers@icloud.com

**To:** support@halocollar.com

**Subject:** Re: missing screw

5031 Pointe Dr East China MI 48054 8103053456 Cory T. Shivers Sent from my iPhone On Sep 16, 2025, at 9:20 AM, Halo Collar wrote: ■ Hello Cory, This is Brandon with Halo Support. Thank you for sending the pictures. I'd be happy to assist you with the part you need. It looks like you need a replacement carabiner kit. I can help get that process started. Can you please confirm the following information: Street Address: City: State: Postal code: Country: Phone Number: Once I have your shipping information, I can get your accessories order for you. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 7:28 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 11:28 AM "Cory Shivers" wrote:

### EMAIL | Agent (chgMWdgT...) | 2025-09-16 13:45:14 UTC

**From:** support@halocollar.com

**To:** coryshivers@icloud.com

**Subject:** Re: missing screw

Hello Cory, My name is Brandon, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a carabiner kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 9:40 AM "Cory Shivers" wrote: > 5031 Pointe Dr East China MI 48054 > 8103053456 > > Cory T. Shivers > Sent from my iPhone > > On Sep 16, 2025, at 9:20 AM, Halo Collar wrote: > > ■ > Hello Cory, > > This is Brandon with Halo Support. Thank you for sending the pictures. I'd be happy to assist you with the part you need. > > It looks like you need a replacement carabiner kit. I can help get that process started. Can you please confirm the following information: > > Street Address: > City: > State: > Postal code: > Country: > Phone Number: > > Once I have your shipping information, I can get your accessories order for you. > > Best Regards, > Brandon > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 7:28 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:28 AM "Cory Shivers" wrote: > > >

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 13:46:56 UTC**

Accessory Order Number-1660309 Carabiner kit

*TOPIC CHANGE | Agent (chgMWdgT...) | 2025-09-16 13:47:06 UTC*

*Added: -LmskJFZShWIO0nMJuMqlA, w4-N2LKvQhW0agGKylANbg*

*STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 13:47:11 UTC | Status: CLOSED*

**EMAIL | Customer (Njn69-0c...) | 2025-09-16 17:57:57 UTC**

**From:** coryshivers@icloud.com

**To:** support@halocollar.com

**Subject:** Re: missing screw

hey Brandon I just noticed my other collar has a broken carabiner can you make the order 2 Cory T. Shivers Sent from my iPhone On Sep 16, 2025, at 9:45 AM, Halo Collar wrote: Hello Cory, My name is Brandon, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a carabiner kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 9:40 AM "Cory Shivers" wrote: 5031 Pointe Dr East China MI 48054 8103053456 Cory T. Shivers Sent from my iPhone On Sep 16, 2025, at 9:20 AM, Halo Collar wrote: Hello Cory, This is Brandon with Halo Support. Thank you for sending the pictures. I'd be happy to assist you with the part you need. It looks like you need a replacement carabiner kit. I can help get that process started. Can you please confirm the following information: Street Address: City: State: Postal code: Country: Phone Number: Once I have your shipping information, I can get your accessories order for you. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 7:28 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join

us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 11:28 AM "Cory Shivers" wrote:

*STATUS CHANGE | Customer (Njn69-0c...) | 2025-09-16 17:57:57 UTC | Status: OPEN*

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 18:05:15 UTC**

**From:** support@halocollar.com

**To:** coryshivers@icloud.com

**Subject:** Re: missing screw

Hello Cory, The carabiner kit will have 2 in the package. Let me know if this isn't going to work for you. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:57 PM "Cory Shivers" wrote: > hey Brandon I just noticed my other collar has a broken carabiner can you make the order 2 > > Cory T. Shivers > > Sent from my iPhone > On Sep 16, 2025, at 9:45 AM, Halo Collar wrote: > Hello Cory, > My name is Brandon, and I would like to thank you for your patience while we processed your order request. > I'm happy to let you know that your order for a carabiner kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 9:40 AM "Cory Shivers" wrote: 5031 Pointe Dr East China MI 48054 > 8103053456 > > Cory T. Shivers > > Sent from my iPhone > On Sep 16, 2025, at 9:20 AM, Halo Collar wrote: > > Hello Cory, > > This is Brandon with Halo Support. Thank you for sending the pictures. I'd be happy to assist you with the part you need. > > It looks like you need a replacement carabiner kit. I can help get that process started. Can you please confirm the following information: > > Street Address: > City: > State: > Postal code: > Country: > Phone Number: > > Once I have your shipping information, I can get your accessories order for you. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 7:28 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:28 AM "Cory Shivers" wrote:

**EMAIL | Customer (Njn69-0c...) | 2025-09-16 18:07:22 UTC**

**From:** coryshivers@icloud.com

**To:** support@halocollar.com

**Subject:** Re: missing screw

That should work thank you so much Cory T. Shivers Sent from my iPhone On Sep 16, 2025, at 2:05 PM, Halo Collar wrote: Hello Cory, The carabiner kit will have 2 in the package. Let me know if this isn't going to work for you. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:57 PM "Cory Shivers" wrote: hey Brandon I just noticed my other collar has a broken carabiner can you make the order 2 Cory T. Shivers Sent from my iPhone On Sep 16, 2025, at 9:45 AM, Halo Collar wrote: Hello Cory, My name is Brandon, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a carabiner kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 9:40 AM "Cory Shivers" wrote: 5031 Pointe Dr East China MI 48054

8103053456 Cory T. Shivers Sent from my iPhone On Sep 16, 2025, at 9:20 AM, Halo Collar wrote: Hello Cory, This is Brandon with Halo Support. Thank you for sending the pictures. I'd be happy to assist you with the part you need. It looks like you need a replacement carabiner kit. I can help get that process started. Can you please confirm the following information: Street Address: City: State: Postal code: Country: Phone Number: Once I have your shipping information, I can get your accessories order for you. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 7:28 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 11:28 AM "Cory Shivers" wrote:

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 18:23:03 UTC**

**From:** support@halocollar.com

**To:** coryshivers@icloud.com

**Subject:** Re: missing screw

Hello Cory, Ok, great. We appreciate you being a part of the pack. Let us know if you need any other assistance. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:07 PM "Cory Shivers" wrote: > That should work thank you so much > > Cory T. Shivers > > Sent from my iPhone > On Sep 16, 2025, at 2:05 PM, Halo Collar wrote: > > Hello Cory, > > The carabiner kit will have 2 in the package. Let me know if this isn't going to work for you. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 1:57 PM "Cory Shivers" wrote: hey Brandon I just noticed my other collar has a broken carabiner can you make the order 2 > > Cory T. Shivers > > Sent from my iPhone > On Sep 16, 2025, at 9:45 AM, Halo Collar wrote: > Hello Cory, > My name is Brandon, and I would like to thank you for your patience while we processed your order request. > I'm happy to let you know that your order for a carabiner kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 9:40 AM "Cory Shivers" wrote: 5031 Pointe Dr East China MI 48054 > 8103053456 > > Cory T. Shivers > > Sent from my iPhone > On Sep 16, 2025, at 9:20 AM, Halo Collar wrote: > > Hello Cory, > > This is Brandon with Halo Support. Thank you for sending the pictures. I'd be happy to assist you with the part you need. > > It looks like you need a replacement carabiner kit. I can help get that process started. Can you please confirm the following information: > > Street Address: > City: > State: > Postal code: > Country: > Phone Number: > > Once I have your shipping information, I can get your accessories order for you. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 7:28 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:28 AM "Cory Shivers" wrote:

**STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 18:23:06 UTC | Status: CLOSED**

## Conversation: nL3sHFfMT0-MtOxj-xBSfA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:30:45 UTC to 2025-09-16 13:31:16 UTC

**Customer (DonA8WEF...)** | 2025-09-16 11:30:45 UTC | halocollar.com

refund my purchase

**System/AI** | 2025-09-16 11:31:14 UTC | halocollar.com

Hi there! To get a refund, please make sure your Halo Collar was bought directly from our website and is in good condition. You'll need a Return Merchandise Authorization (RMA) and must return the collar within 90 days of receiving it. You can start the return process [here](#). Once approved, we'll issue the refund to your original payment method, minus a \$25 return fee. It usually takes 7–10 days to process after we receive your return. If you need more help, feel free to reach out to our support team!

**STATUS CHANGE** | Unknown | 2025-09-16 13:31:16 UTC | Status: CLOSED

## Conversation: 86AVF7UITmiwrvCptPQeKQ

Messages: 7 | Customers: 1 | Duration: 2025-09-16 11:31:02 UTC to 2025-09-16 13:36:26 UTC

**Customer (HjXY9vim...)** | 2025-09-16 11:31:02 UTC | halocollar.com

My app told me that there is an issue with the battery on one of my collars. I need to know what to do.

**System/AI** | 2025-09-16 11:31:28 UTC | halocollar.com

Hi there! If your app is showing a battery issue with your collar, it might need a replacement. The process should start automatically, so please check your email for a shipping address confirmation to complete the replacement. If the collar isn't holding a charge, you can try recalibrating the battery: plug it into the charger, hold the power button for 15 seconds, then discharge it completely. Let it rest for 5 hours, then recharge it fully. If you still have issues, feel free to reach out to our live support for more help. ■

**Customer (HjXY9vim...)** | 2025-09-16 11:33:36 UTC | halocollar.com

I got the shipping address confirmation but when I click on the email to confirm it does nothing

**System/AI** | 2025-09-16 11:34:12 UTC | halocollar.com

Oh no! If the confirmation link in your email isn't working, try these steps: Make sure your Halo App is downloaded and updated to the latest version before clicking the link. Check if the email is in your spam or junk folder and try accessing it from there. If the issue persists, consider using a different device or browser to open the email. If none of these solutions work, please reach out to our live support for further assistance. ■

**Customer (HjXY9vim...)** | 2025-09-16 11:35:18 UTC | halocollar.com

Sounds good thanks I will try those

**System/AI** | 2025-09-16 11:35:34 UTC | halocollar.com

You're welcome! If you need any further assistance, feel free to reach out. Have a great day! ■

**STATUS CHANGE** | Unknown | 2025-09-16 13:36:26 UTC | Status: CLOSED



## Conversation: 55i\_4-gTSwe7Nkd\_thZ6jQ

Messages: 17 | Customers: 1 | Duration: 2025-09-16 11:32:54 UTC to 2025-09-16 15:10:59 UTC

EMAIL | Customer (hyna02N9...) | 2025-09-16 11:32:54 UTC

**From:** wesleyburbank07@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Collar Not Working

Hello, I am reaching out again as I have not gotten a response. Please update me on where we are at with this. On Fri, Sep 12, 2025 at 8:49 AM Wesley Burbank wrote: > Hello, I've now tried all of these things and they did not work. What is > the next step? > > On Thu, Sep 11, 2025 at 6:44 AM Halo Collar > wrote: > > Hello Wesley, > > Thank you for contacting us regarding the charging issue with your Halo > Collar. > > We understand how frustrating this can be, but we're here to assist you! > > Here are troubleshooting steps to help get your collar charging > effectively: > > \*1. Check the Power Source\* > > - Ensure the collar is connected to the power cord and charging > adapter. > > - Confirm that no lights turn on when the device is plugged in. > > - Verify that the power block is properly plugged into the wall, and > ensure that any switches controlling the outlet are turned on. > > - We recommend charging your collar using a wall adapter rather than > a computer. > > \*2. Check the Protective Case\* > > - Sometimes, the protective case can interfere with the charging > connection. > > - Please remove the case by undoing the Velcro fasteners and try > charging the collar again. > > \*3. Test the Charging Equipment\* > > - To verify that the power block and charging cord are functioning > properly, try using them with another device, such as a USB-C phone. Make > sure the alternate device charges correctly. > > \*4. Inspect Charging Port\* > > - Check the gold pins for debris. > > - Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry > fully before reconnecting. > > \*5. Perform a Hard Reset\* > > - Plug the collar into the power cord/adapter and ensure no lights > are turning on. > > - Wait 5 minutes, then press and hold the \*ON\* button on the collar > for 15 seconds. Release the button and check for any LED lights. > > - If the LED turns on, your collar should be good to go! > > > If the LED lights on your collar do not turn on after this reset, please > reach back out so we can assist with the next steps to resolve this issue. > > If you have any further questions and would like to speak to our live > support team, please feel free to reach out using the following article: How > to Contact Customer Support > and > we'll be happy to help! > > With pawsitivity, > Joy > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend! > > \*Need more help?\* > > \*support@halocollar.com\* | \*Halo Help > Center\* > > \*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Wednesday, September 10, 2025, 6:09 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Thursday, September 11, 2025, 12:09 AM "Wesley Burbank" > wesleyburbank07@gmail.com> wrote: > > Hello, I am reaching out because as of yesterday my Halo 3 collar stopped > charging. This is the 2nd or 3rd time this has happened now and I would > like a new one shipped to me ASAP. Please let me know what you need from me > to get this process started. > > Thank you, > > Wesley Burbank > > > >

EMAIL | Customer (hyna02N9...) | 2025-09-16 11:34:23 UTC

**From:** wesleyburbank07@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Collar Not Working



It is already in this thread. The collar will not charge. I went through the list of things that was sent to me and it did not fix it. On Tue, Sep 16, 2025 at 7:33 AM Halo Collar wrote: > Hello Wesley, > > Thank you for reaching out again. We apologize for the delay. Could you > please provide more details about your request or the issue you're > experiencing? This will help us address your concerns more effectively. > > We appreciate your patience and look forward to resolving this for you > soon. > > Best regards, > > Halo Collar Customer Experience Team > The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 11:32 AM "Wesley Burbank" wesleyburbank07@gmail.com> wrote: > > Hello, I am reaching out again as I have not gotten a response. Please > update me on where we are at with this. > > On Fri, Sep 12, 2025 at 8:49 AM Wesley Burbank > wrote: > >> Hello, I've now tried all of these things and they did not work. What is >> the next step? >> >> On Thu, Sep 11, 2025 at 6:44 AM Halo Collar >> wrote: >> >>> Hello Wesley, >>> >>> Thank you for contacting us regarding the charging issue with your Halo >>> Collar. >>> We understand how frustrating this can be, but we're here to assist you! >>> >>> Here are troubleshooting steps to help get your collar charging >>> effectively: >>> >>> \*1. Check the Power Source\* >>> >>> - Ensure the collar is connected to the power cord and charging >>> adapter. >>> - Confirm that no lights turn on when the device is plugged in. >>> - Verify that the power block is properly plugged into the wall, and >>> ensure that any switches controlling the outlet are turned on. >>> - We recommend charging your collar using a wall adapter rather than >>> a computer. >>> >>> \*2. Check the Protective Case\* >>> >>> - Sometimes, the protective case can interfere with the charging >>> connection. >>> - Please remove the case by undoing the Velcro fasteners and try >>> charging the collar again. >>> >>> \*3. Test the Charging Equipment\* >>> >>> - To verify that the power block and charging cord are functioning >>> properly, try using them with another device, such as a USB-C phone. Make >>> sure the alternate device charges correctly. >>> >>> \*4. Inspect Charging Port\* >>> >>> - Check the gold pins for debris. >>> - Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry >>> fully before reconnecting. >>> >>> \*5. Perform a Hard Reset\* >>> >>> - Plug the collar into the power cord/adapter and ensure no lights >>> are turning on. >>> - Wait 5 minutes, then press and hold the \*ON\* button on the collar >>> for 15 seconds. Release the button and check for any LED lights. >>> - If the LED turns on, your collar should be good to go! >>> >>> >>> If the LED lights on your collar do not turn on after this reset, please >>> reach back out so we can assist with the next steps to resolve this issue. >>> >>> If you have any further questions and would like to speak to our live >>> support team, please feel free to reach out using the following article: How >>> to Contact Customer Support >>> and >>> we'll be happy to help! >>> >>> With pawsitivity, >>> Joy >>> Halo Customer Support >>> \*Halo Collar\* | Here for you and your best friend■ >>> >>> \*Need more help?\* >>> ■\*support@halocollar.com\* | ■\*Halo Help >>> Center\* >>> >>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >>> >>> >>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>> >>> \*Join Session\* to speak with the next available agent >>> >>> On Wednesday, September 10, 2025, 6:09 PM support@halocollar.com wrote: >>> >>> Thank you for reaching out! I've shared your inquiry with our customer >>> support team, and they will be in touch with you within the next 24 hours >>> to assist you further. For a quicker resolution, we highly suggest reaching >>> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → >>> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any >>> requested permissions. You can also join us via web using this link >>> <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 >>> >>> On Thursday, September 11, 2025, 12:09 AM "Wesley Burbank" >> wesleyburbank07@gmail.com> wrote: >>> >>> Hello, I am reaching out because as of yesterday my Halo 3 collar >>> stopped charging. This is the 2nd or 3rd time this has happened now and I >>> would like a new one shipped to me ASAP. Please let me know what you need >>> from me to get this process started. >>> >>> Thank you, >>> >>> Wesley Burbank >>> >>> >>> >>>

**EMAIL | Agent (6ow\_I6yX...) | 2025-09-16 13:31:02 UTC**

**From:** support@halocollar.com

**To:** wesleyburbank07@gmail.com

**Subject:** Re: Collar Not Working

Hello Wesley, Thank you for calling Halo Support today. I'm truly sorry you're having trouble with your collar. I know how important it is to you that the collar is protecting Luna.

Please reply with your phone number and current shipping address. Once received, we will send you a replacement charging kit. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:34 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. 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**TOPIC CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:31:07 UTC

Added: 76jKdDjQKKG1X52gm4kjGg

**AGENT NOTE | Agent (6ow\_I6yX...) | 2025-09-16 13:31:16 UTC**

First and Last Name: Wesley Burbank Email: wesleyburbank07@gmail.com Collar SN: 24h3122630rt Collar FW: v.03.00.05 Resources: Gladly AP Recap/TS: CX states the collar will not charge. CX sent the dead unit twice. CX says the dead unit ts did not help. Next Steps: AP shows last heard Sep 10, 2025 11:09 AM @ 0% battery 135 days OOW REQ ARF info for charging kit

**STATUS CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:31:17 UTC | Status: CLOSED

**EMAIL | Customer (hyna02N9...) | 2025-09-16 14:01:06 UTC**

**From:** wesleyburbank07@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Collar Not Working

I already have a brand new charger and adapter. I do not think that the kit is the problem. I would like a warrantied collar. This issue has happened multiple times and it is getting ridiculous. Please send me a new collar so that this can be resolved. On Tue, Sep 16, 2025 at 9:31 AM Halo Collar wrote: > Hello Wesley, > > Thank you for calling Halo Support today. I'm truly sorry you're having > trouble with your collar. I know how important it is to you that the collar > is protecting Luna. Please reply with your phone number and current > shipping address. Once received, we will send you a replacement charging > kit. > > I hope I addressed all of your questions and provided the clarity you > needed. > If anything remains unclear or if new questions arise, please don't > hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live > support options. > Thank you for being part of our pack! > With pawsitivity, > Coswayne > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Tuesday, September 16, 2025, 7:34 AM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:34 AM "Wesley Burbank" wesleyburbank07@gmail.com> wrote: > > It is already in this thread. The collar will not charge. I went through > the list of things that was sent to me and it did not fix it. > > On Tue, Sep 16, 2025 at 7:33 AM Halo Collar > wrote: > > Hello Wesley, > > > Thank you for reaching out again. We apologize for the delay. Could you > > please provide more details about your request or the issue you're > > experiencing? This will help us address your concerns more effectively. > > > We appreciate your patience and look forward to resolving this for you > > soon. > > > Best regards, > > > Halo Collar Customer Experience Team > > The Halo Collar Virtual Assistant > > > On Tuesday, September 16,

**STATUS CHANGE** | Customer (hyna02N9...) | 2025-09-16 14:01:06 UTC | Status: OPEN

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx is having charging issue with collar 24h3122630t Last heard 9/10 Recap (When/Where/What the customer wants) Cx has already tried troubleshooting steps Collar still will not charge Collar is outside warranty window by 136 days Is This Resolved/Follow-Up Required? Advising cx can replace collar using HC or HPP If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

EMAIL | Agent (sR--y62-...) | 2025-09-16 14:41:00 UTC

**From:** support@halocollar.com

**To:** wesleyburbank07@gmail.com

**Subject:** Re: Collar Not Working

Hi Wesley, My name is Don with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit:

Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 10:01 AM "Wesley Burbank" wrote: > I already have a brand new charger and adapter. I do not think that the kit > is the problem. I would like a warrantied collar. This issue has happened > multiple times and it is getting ridiculous. Please send me a new collar so > that this can be resolved. > > On Tue, Sep 16, 2025 at 9:31 AM Halo Collar wrote: > > > Hello Wesley, > > > Thank you for calling Halo Support today. I'm truly sorry you're having > > trouble with your collar. I know how important it is to you that the collar > > is protecting Luna. Please reply with your phone number and current > > shipping address. Once received, we will send you a replacement charging > > kit. > > > I hope I addressed all of your questions and provided the clarity you > > needed. > > If anything remains unclear or if new questions arise, please don't > > hesitate to reach out. > > > We're always happy to help, whether by phone, email, or through our live > > support options. > > Thank you for being part of our pack! > > With pawsitivity, > > Coswayne > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > > On Tuesday, September 16, 2025, 7:34 AM support@halocollar.com wrote: > > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 11:34 AM "Wesley Burbank" > wesleyburbank07@gmail.com> wrote: > > > > It is already in this thread. The collar will not charge. I went through > > the list of things that was sent to me and it did not fix it. > > > > On Tue, Sep 16, 2025 at 7:33 AM Halo Collar > > wrote: > > > > Hello Wesley, > > > > Thank you for reaching out again. We apologize for the delay. Could you > > please provide more details about your request or the issue you're > > experiencing? This will help us address your concerns more effectively. > > > > We appreciate your patience and look forward to resolving this for you > > soon. > > > > Best regards, > > > > Halo Collar Customer Experience Team > > > > The Halo Collar Virtual Assistant > > > > On Tuesday, September 16, 2025, 11:32 AM "Wesley Burbank" > wesleyburbank07@gmail.com> wrote: > > > > Hello, I am reaching out again as I have not gotten a response. Please > > update me on where we are at with this. > > > > On Fri, Sep 12, 2025 at 8:49 AM Wesley Burbank > > wrote: > > > > Hello, I've now tried all of these things and they did not work. What is > > the next step? > > > > On Thu, Sep 11, 2025 at 6:44 AM Halo Collar > > wrote: > > > > > Hello Wesley, > > > > > Thank you for contacting us regarding the charging issue with your Halo > > > > Collar. > > > > We understand how frustrating this can be, but we're here to assist > > > > you! > > > > > Here are troubleshooting steps to help get your collar charging > > > > effectively: > > > > > \*1. Check the Power Source\* > > > > > - Ensure the collar is connected to the power cord and charging > > > > adapter. > > > > - Confirm that no lights turn on when the device is plugged in. > > > > - Verify that the power block is properly plugged into the wall, > > > >



and ensure that any switches controlling the outlet are turned on. > >>>> - We recommend charging your collar using a wall adapter rather > >>>> than a computer. > >>>> > >>>>

\*2. Check the Protective Case\* > >>>> > >>>> - Sometimes, the protective case can interfere with the charging > >>>> connection. > >>>> - Please remove the case by undoing the Velcro fasteners and try > >>>> charging the collar again. > >>>> > >>>>

\*3. Test the Charging Equipment\* > >>>> > >>>> - To verify that the power block and charging cord are functioning > >>>> properly, try using them with another device, such as a USB-C phone. Make > >>>> sure the alternate device charges correctly. > >>>> > >>>>

\*4. Inspect Charging Port\* > >>>> > >>>> - Check the gold pins for debris. > >>>> - Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry > >>>> fully before reconnecting. > >>>> > >>>>

\*5. Perform a Hard Reset\* > >>>> > >>>> - Plug the collar into the power cord/adaptor and ensure no lights > >>>> are turning on. > >>>> - Wait 5 minutes, then press and hold the \*ON\* button on the collar > >>>> for 15 seconds. Release the button and check for any LED lights. > >>>> - If the LED turns on, your collar should be good to go! > >>>> > >>>> > >>>>

If the LED lights on your collar do not turn on after this reset, > >>>> please reach back out so we can assist with the next steps to resolve this > >>>> issue. > >>>> > >>>> If you have any further questions and would like to speak to our live > >>>> support team, please feel free to reach out using the following article: How > >>>> to Contact Customer Support > >>>> and > >>>> we'll be happy to help! > >>>> > >>>>

With pawsitivity, > >>>> Joy > >>>> Halo Customer Support > >>>> \*Halo Collar\* | Here for you and your best friend■ > >>>> > >>>> \*Need more help?\* > >>>>

■\*support@halocollar.com\* | ■\*Halo Help > >>>> Center\* > >>>> > >>>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > >>>> > >>>> > >>>> - 9:00 am - 8:00 pm EST \*7 days a week\* > >>>> > >>>> \*Join Session\* to speak with the next available agent > >>>> > >>>>

On Wednesday, September 10, 2025, 6:09 PM support@halocollar.com wrote: > >>>> > >>>> Thank you for reaching out! I've shared your inquiry with our customer > >>>> support team, and they will be in touch with you within the next 24 hours > >>>> to assist you further. For a quicker resolution, we highly suggest reaching > >>>> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > >>>> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > >>>> requested permissions. You can also join us via web using this link > >>>>

<https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > >>>> > >>>> On Thursday, September 11, 2025, 12:09 AM "Wesley Burbank" >>>>

wesleyburbank07@gmail.com> wrote: > >>>> > >>>> Hello, I am reaching out because as of yesterday my Halo 3 collar > >>>> stopped charging. This is the 2nd or 3rd time this has happened now and I > >>>> would like a new one shipped to me ASAP. Please let me know what you need > >>>> from me to get this process started. > >>>> > >>>> Thank you, > >>>> > >>>> Wesley Burbank > >>>> > >>>> > >>>> > >>>> > >>>>

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 14:41:02 UTC | Status: CLOSED

**EMAIL | Customer (hyna02N9...) | 2025-09-16 14:53:19 UTC**

**From:** wesleyburbank07@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Collar Not Working

I have the bronze membership. What is the price to replace? On Tue, Sep 16, 2025 at 10:41 AM Halo Collar wrote: > Hi Wesley, > > My name is Don with the Halo Support Team. After a thorough review, we've > determined that your collar requires replacement. > > Looking at your account, your device is outside the 12-month warranty > period. Knowing this, it is no longer eligible for a complimentary > replacement. However, we want to ensure your pet remains safe and > protected, so we're happy to offer you options to receive a brand new Halo > Collar kit: > > \*Replacement Options:\* > > - Halo Care > > is a device replacement program that allows you to replace your eligible > Halo Collar in the event that your collar is damaged, stolen, or lost, or > for any other reason, such as wanting a new device or upgrading your > current model to a newer model. > - Halo Protection > > is a collar replacement option that is included with all Halo Membership > Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. > > > Here are the steps on How to Upgrade to the Latest Halo Model. > > > Please note that the redemption price for Halo Care or Halo Protection > depends on your membership plan. > > You can review our warranty policy > > here. > > Please let us know if you have any additional

questions! We're here to > help! > > If you have any questions, please do not hesitate to reach out, and we'll > be happy to help! > > Best Regards, > Don > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 10:01 AM "Wesley Burbank" wesleyburbank07@gmail.com> wrote: > > I already have a brand new charger and adapter. I do not think that the > kit is the problem. I would like a warrantied collar. This issue has > happened multiple times and it is getting ridiculous. Please send me a new > collar so that this can be resolved. > > On Tue, Sep 16, 2025 at 9:31 AM Halo Collar > wrote: > >> Hello Wesley, >> >> Thank you for calling Halo Support today. I'm truly sorry you're having >> trouble with your collar. I know how important it is to you that the collar >> is protecting Luna. Please reply with your phone number and current >> shipping address. Once received, we will send you a replacement charging >> kit. >> >> I hope I addressed all of your questions and provided the clarity you >> needed. >> If anything remains unclear or if new questions arise, please don't >> hesitate to reach out. >> >> We're always happy to help, whether by phone, email, or through our live >> support options. >> Thank you for being part of our pack! >> With pawsitivity, >> Coswayne >> Halo Customer Support >> \*Halo Collar\* | Here for you and your best friend■ >> >> \*Need more help?\* >> ■\*support@halocollar.com\* | ■\*Halo Help >> Center\* >> >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >> >> >> - 9:00 am - 8:00 pm EST \*7 days a week\* >> >> \*Join Session\* to speak with the next available agent >> >> On Tuesday, September 16, 2025, 7:34 AM support@halocollar.com wrote: >> >> Thank you for reaching out! I've shared your inquiry with our customer >> support team, and they will be in touch with you within the next 24 hours >> to assist you further. For a quicker resolution, we highly suggest reaching >> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → >> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any >> requested permissions. You can also join us via web using this link >> <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 >> >> On Tuesday, September 16, 2025, 11:34 AM "Wesley Burbank" > wesleyburbank07@gmail.com> wrote: >> >> It is already in this thread. The collar will not charge. I went through >> the list of things that was sent to me and it did not fix it. >> >> On Tue, Sep 16, 2025 at 7:33 AM Halo Collar >> wrote: >> >>> Hello Wesley, >>> >>> Thank you for reaching out again. We apologize for the delay. Could you >>> please provide more details about your request or the issue you're >>> experiencing? This will help us address your concerns more effectively. >>> >>> We appreciate your patience and look forward to resolving this for you >>> soon. >>> >>> Best regards, >>> >>> Halo Collar Customer Experience Team >>> The Halo Collar Virtual Assistant >>> >>> On Tuesday, September 16, 2025, 11:32 AM "Wesley Burbank" >> wesleyburbank07@gmail.com> wrote: >>> >>> Hello, I am reaching out again as I have not gotten a response. Please >>> update me on where we are at with this. >>> >>> On Fri, Sep 12, 2025 at 8:49 AM Wesley Burbank >> wesleyburbank07@gmail.com> wrote: >>> >>>> Hello, I've now tried all of these things and they did not work. What >>>> is the next step? >>>> >>>> On Thu, Sep 11, 2025 at 6:44 AM Halo Collar >>>> wrote: >>>> >>>> Hello Wesley, >>>> >>>> Thank you for contacting us regarding the charging issue with your >>>> Halo Collar. >>>> We understand how frustrating this can be, but we're here to assist >>>> you! >>>> >>>> Here are troubleshooting steps to help get your collar charging >>>> effectively: >>>> >>>> \*1. Check the Power Source\* >>>> >>>> - Ensure the collar is connected to the power cord and charging >>>> adapter. >>>> - Confirm that no lights turn on when the device is plugged in. >>>> - Verify that the power block is properly plugged into the wall, >>>> and ensure that any switches controlling the outlet are turned on. >>>> - We recommend charging your collar using a wall adapter rather >>>> than a computer. >>>> >>>> \*2. Check the Protective Case\* >>>> >>>> >>>> - Sometimes, the protective case can interfere with the charging >>>> connection. >>>> - Please remove the case by undoing the Velcro fasteners and try >>>> charging the collar again. >>>> >>>> \*3. Test the Charging Equipment\* >>>> >>>> - To verify that the power block and charging cord are functioning >>>> properly, try using them with another device, such as a USB-C phone. Make >>>> sure the alternate device charges correctly. >>>> >>>> \*4. Inspect Charging Port\* >>>> >>>> >>>> - Check the gold pins for debris. >>>> - Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry >>>> fully before reconnecting. >>>> >>>> \*5. Perform a Hard Reset\* >>>> >>>> >>>> - Plug the collar into the power cord/adapter and ensure no lights >>>> are turning on. >>>> - Wait 5 minutes, then press and hold the \*ON\* button on the >>>> collar for 15 seconds. Release the button and check for any LED lights. >>>> - If the LED





replacement. However, we want to ensure your pet remains safe and > > protected, so we're happy to offer you options to receive a brand new Halo > > Collar kit: > > >

\*Replacement Options:\* > > > - Halo Care > > > is a device replacement program that allows you to replace your eligible > > Halo Collar in the event that your collar is damaged, stolen, or lost, or > > for any other reason, such as wanting a new device or upgrading your > > current model to a newer model. > > - Halo Protection > > > is a collar replacement option that is included with all Halo Membership > > Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. > > > > > Here are the steps on How to Upgrade to the Latest Halo Model. > > > > > Please note that the redemption price for Halo Care or Halo Protection > > depends on your membership plan. > > > You can review our warranty policy > > > here. > > > Please let us know if you have any additional questions! We're here to > > help! > > > If you have any questions, please do not hesitate to reach out, and we'll > > be happy to help! > > > Best Regards, > > Don > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > >

> > On Tuesday, September 16, 2025, 10:01 AM "Wesley Burbank" > wesleyburbank07@gmail.com> wrote: > > > I already have a brand new charger and adapter. I do not think that the > > kit is the problem. I would like a warrantied collar. This issue has > > happened multiple times and it is getting ridiculous. Please send me a new > > collar so that this can be resolved. > > > On Tue, Sep 16, 2025 at 9:31 AM Halo Collar > > wrote: > > > > Hello Wesley, > > > > Thank you for calling Halo Support today. I'm truly sorry you're having > > trouble with your collar. I know how important it is to you that the collar > > is protecting Luna. Please reply with your phone number and current > > shipping address. Once received, we will send you a replacement charging > > kit. > > > > I hope I addressed all of your questions and provided the clarity you > > needed. > > > If anything remains unclear or if new questions arise, please don't > > hesitate to reach out. > > > > We're always happy to help, whether by phone, email, or through our live > > support options. > > Thank you for being part of our pack! > > > With pawsitivity, > > Coswayne > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > \*Need more help?\* > > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > > On Tuesday, September 16, 2025, 7:34 AM support@halocollar.com wrote: > > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > > https://dogpark.halocollar.com, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 11:34 AM "Wesley Burbank" > wesleyburbank07@gmail.com> wrote: > > > > It is already in this thread. The collar will not charge. I went through > > the list of things that was sent to me and it did not fix it. > > > > On Tue, Sep 16, 2025 at 7:33 AM Halo Collar > > wrote: > > > > > Hello Wesley, > > > > > Thank you for reaching out again. We apologize for the delay. Could you > > > please provide more details about your request or the issue you're > > > experiencing? This will help us address your concerns more effectively. > > > > > We appreciate your patience and look forward to resolving this for you > > > soon. > > > > > Best regards, > > > > > Halo Collar Customer Experience Team > > > The Halo Collar Virtual Assistant > > > > > On Tuesday, September 16, 2025, 11:32 AM "Wesley Burbank" > > > wesleyburbank07@gmail.com> wrote: > > > > > Hello, I am reaching out again as I have not gotten a response. Please > > > update me on where we are at with this. > > > > > On Fri, Sep 12, 2025 at 8:49 AM Wesley Burbank > > > wesleyburbank07@gmail.com> wrote: > > > > > > Hello, I've now tried all of these things and they did not work. What > > > is the next step? > > > > > > On Thu, Sep 11, 2025 at 6:44 AM Halo Collar > > > wrote: > > > > > > Hello Wesley, > > > > > > > Thank you for contacting us regarding the charging issue with your > > > > Halo Collar. > > > > We understand how frustrating this can be, but we're here to assist > > > > you! > > > > > > Here are troubleshooting steps to help get your collar charging > > > > effectively: > > > > > > \*1. Check the Power Source\* > > > > > > > - Ensure the collar is connected to the power cord and charging > > > > adapter. > > > > > > - Confirm that no lights turn on when the device is plugged in. > > > > > > - Verify that



## Conversation: xddVMwgETjm8E946h7s8ig

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:33:06 UTC to 2025-09-16 11:33:11 UTC

EMAIL | Agent (FaDnBtgn...) | 2025-09-16 11:33:06 UTC

**From:** support@halocollar.com

**To:** daniellejoyfoley@gmail.com

**Subject:** Halo Collar Return

Hello Danielle and Stephen, You're welcome! I did check, and I do see your subscription is set to cancel July 4th, 2026. If you need anything else, please don't hesitate to reach back out! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 5:43 PM "Danielle Joy Foley" wrote: > Hi Tiff, > Thank you for this return confirmation. I believe already canceled the > subscription. > > Thanks for your help! > > Danielle > > On Sat, Sep 13, 2025 at 11:56 AM Halo Collar wrote: > > Hello Danielle and Stephen, > > > My name is Tiff, and I'm with the Billing Team here at Halo. I hope you > > are doing well today! > > > I have opened your return, and your RMA number is AAZWUQ5Q. I have > > attached the return label in this email to send the collar back to us. > > > Would you like me to cancel your subscription as well? Keep in mind, as > > soon as it's canceled the collar will no longer work. > > > I look forward to hearing from you! > > > Best Regards, > > Tiff > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > >

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 11:33:10 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 11:33:11 UTC

Added: rxfklGaTXGCpjC7oGEfPg

## Conversation: ryvR6-yvRdKdd-4gSmrWjA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 11:35:23 UTC to 2025-09-16 13:39:02 UTC

### EMAIL | Customer (OviyKsRj...) | 2025-09-16 11:35:23 UTC

**From:** halo\_reverse\_h4@icloud.com

**To:** support@halocollar.com

**Subject:** F Grade 24h3363599rt

24h3363599rt has been received and checked in at the warehouse with an F grade. RMA: AW-20250828-42559. Sent from my iPhone

### EMAIL | Customer (OviyKsRj...) | 2025-09-16 11:48:35 UTC

**From:** halo\_reverse\_h4@icloud.com

**To:** support@halocollar.com

**Subject:** F Grade 24h3200083rt

24h3200083rt has been received and checked in at the warehouse with an F grade. RMA: AW-20250801-36826. Sent from my iPhone

### EMAIL | Customer (OviyKsRj...) | 2025-09-16 12:50:29 UTC

**From:** halo\_reverse\_h4@icloud.com

**To:** support@halocollar.com

**Subject:** INM 24h4401594rt

24h4401594rt has been received at the warehouse and checked in as INM (Information Not Matching). RMA: 129606166. Reason: Unknown RMA number. Sent from my iPhone

### EMAIL | Customer (OviyKsRj...) | 2025-09-16 13:39:02 UTC

**From:** halo\_reverse\_h4@icloud.com

**To:** support@halocollar.com

**Subject:** F Grade 24h3434348rt

24h3434348rt has been received and checked in at the warehouse with an F grade. RMA: AW-20250903-43680. Sent from my iPhone

## Conversation: xRF2Hk-JTm-DedRqIpZ8JQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:38:17 UTC to 2025-09-16 11:38:23 UTC

EMAIL | Agent (FaDnBtgn...) | 2025-09-16 11:38:17 UTC

**From:** support@halocollar.com

**To:** braderic2002@gmail.com

**Subject:** Subscription Cancellation

Hello Brad, Thank you for the confirmation of your Amazon return! I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge of \$203.78. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 3:36 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 8:36 PM "Brad David" wrote: > > > > Sent from my iPhone

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 11:38:22 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 11:38:23 UTC

Added: OfTt8viJQcq6OAbjGHi0iQ

## Conversation: N3qCzqSGS1K9\_sQjjSAFEA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 11:41:14 UTC to 2025-09-16 11:41:18 UTC

EMAIL | Agent (FaDnBtgn...) | 2025-09-16 11:41:14 UTC

**From:** support@halocollar.com

**To:** jrwalker86@icloud.com

**Subject:** Halo Collar Subscription

Hello Justin, Thank you for the confirmation! I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Saturday, September 13, 2025, 5:39 PM "Justin Walker" wrote: > No, the collar is not in use. > On Sep 13, 2025, at 12:27 PM, Halo Collar wrote: > > Hello Justin, > > My name is Tiff, and I'm with the Billing Team here at Halo. I hope you are doing well today! > > I understand you'd like to cancel your subscription. Currently, our system shows Piper's collar is still in use. Before we can proceed with the cancellation, we'll need confirmation that the collar is no longer in use, as it will stop working once the subscription is cancelled. > > Could you please confirm Piper's collar is not in use? Once we have that, we'll be able to complete the cancellation for you. > > I look forward to hearing from you! > > Best Regards , > Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend

> > On Saturday, September 13, 2025, 2:05 PM support@halocollar.com wrote: > Hello Justin, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request to cancel has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > Here's what you can expect: > \* Our team is reviewing the details of your request and any related activity. > \* We're checking systems to get a complete picture. > \* You'll hear back from us as soon as we have an update or resolution to share. In the meantime: > \* Please know we're prioritizing this for you. > \* We truly appreciate your patience while we dig in and work on a solution. > \* Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > With pawsitivity, > Paisley Halo Customer Support Halo Collar | Here for you and your best friend

> Need more help? support@halocollar.com | Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 11:56 AM "Justin Walker" wrote: 152919 > > Sent from my iPhone > On Sep 13, 2025, at 9:03 AM, Halo Collar wrote: > Hello Justin, > Thank you for reaching out to Halo Support! My name is Mustafa, and I'll be assisting you. We've just sent you a separate email with a 24-hour access code that allows us to securely view your account. > Next Steps: Locate the email from the Halo Team Reply to this message with the access code. I can check your account and see if I am able to cancel it for you. We look forward to hearing from you! Please do not hesitate to let us know if you have any questions. We are here to help! > With pawsitivity, > Mustafa Halo Customer Support Halo Collar | Here for you and your best friend

> Need more help? support@halocollar.com | Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 10:12 AM "Justin Walker" wrote: Please cancel my plan, I tried in my account and it wouldn't let me > On Sep 12, 2025, at 8:07 PM, Katie Wilson wrote: > > Hey Justin, > Katie Wilson from Halo Collar here. It looks like your subscription payment of \$10.83 didn't go through. Please update your information here and we'll give it another try. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3Da493cf21-70a5-4812-b7e3-288a430305e8%26at%3D1/e08F/3AjHAQ/AQ/e62dc563-fb60-4328-9fb8-a2423329c095/1/2fNF4g44Ka](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3Da493cf21-70a5-4812-b7e3-288a430305e8%26at%3D1/e08F/3AjHAQ/AQ/e62dc563-fb60-4328-9fb8-a2423329c095/1/2fNF4g44Ka)) > Let us know if you have any questions. > — > Katie Wilson > Customer Success

STATUS CHANGE | Agent (FaDnBtgn...) | 2025-09-16 11:41:18 UTC | Status: CLOSED

## Conversation: 2j\_aJTOXSCu5bW3MaEMbXA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 11:43:18 UTC to 2025-09-16 13:07:20 UTC

**Customer (APrq4wra...)** | 2025-09-16 11:43:18 UTC | halocollar.com

Lost charger adapter

**System/AI** | 2025-09-16 11:43:44 UTC | halocollar.com

Hey there! You can grab a replacement charger adapter for your Halo Collar from our Accessory Shop on the Halo website. Just make sure to pick the right adapter for your collar model to ensure it works perfectly. If you're a Silver or Gold Pack member, don't forget to log into your Halo Account to enjoy extra discounts. Need more help? Just let us know!

**Customer (APrq4wra...)** | 2025-09-16 12:01:29 UTC | halocollar.com

Can we get emergency shipping? We have no way to charge the collaar

**System/AI** | 2025-09-16 12:02:15 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Agent (YYRYgGjy...)** | 2025-09-16 13:07:08 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [mlawsonmom359@gmail.com](mailto:mlawsonmom359@gmail.com)

**Subject:** Halo Collar Shipping Details

Hello Maria, Thanks so much for reaching out. My name is Ariel, and I'll be assisting you. I know how exciting it is to get started with Halo! Here's what to expect with your order: Collars typically ship within 3-5 Business Days of your order. You'll receive an email with tracking details as soon as your items have shipped. It's normal for tracking updates to pause for more than 24 hours while your package is in transit, especially during long-distance travel. If your order includes multiple items, they may arrive in separate shipments. For more info: View My Order Shipping FAQs. If you have any questions or need help along the way, reply to this email. We're always happy to assist! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend. Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 13:07:18 UTC

Added: J6SkFGXlQuSCNs7po8eoOQ, 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 13:07:20 UTC | Status: CLOSED

## Conversation: 6lyGAe3wTq6T5TzuDKT9ZQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:46:43 UTC to 2025-09-16 13:47:31 UTC

**Customer (S5lf9kLL...)** | 2025-09-16 11:46:43 UTC | halocollar.com

Has my replacement collar shipped

**System/AI** | 2025-09-16 11:47:08 UTC | halocollar.com

Hi there! To check if your replacement collar has shipped, please visit our Order Status Dashboard using your order number and email. Once shipped, you should receive a tracking number via email, and delivery usually takes 3–5 business days. Don't forget to check your spam or junk folders for any shipping confirmations or tracking updates. If you need more help, feel free to reach out to our support team. Have a great day!

**STATUS CHANGE** | Unknown | 2025-09-16 13:47:31 UTC | Status: CLOSED



## Conversation: y-zRfnbjQWKQQayfo-8kZQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:48:18 UTC to 2025-09-16 13:49:33 UTC

**Customer (twwlin5R...)** | 2025-09-16 11:48:18 UTC | halocollar.com

Is there a subscription fee for using the collar?

**System/AI** | 2025-09-16 11:48:48 UTC | halocollar.com

Yes, there is a subscription fee for using the Halo Collar. You can choose from three membership plans: Bronze (\$9.99/month), Silver (\$14.99/month), and Gold (\$19.99/month). Each plan offers different features, such as the number of fences you can create and access to advanced tracking and training content. For more details on each plan, you can visit the Halo Collar plans page. Let me know if you have any more questions!

**STATUS CHANGE** | Unknown | 2025-09-16 13:49:33 UTC | Status: CLOSED

## Conversation: VRIOVXv2RmC-J7jXlgbfuQ

Messages: 13 | Customers: 1 | Duration: 2025-09-16 11:49:04 UTC to 2025-09-16 16:19:08 UTC

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 11:49:04 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**EMAIL | Agent (SWItncR...) | 2025-09-16 11:59:41 UTC**

**From:** support@halocollar.com

**To:** stacy.berg179@gmail.com

**Subject:** Re: dog collar connectors

Hi Stacy, Thank you for reaching out about Gracie's collar. I understand how important it is to have her collar fully secure, and I appreciate you letting us know about the missing rivets. Unfortunately, we don't have a way to send replacement rivets separately. However, we can send a replacement collar that comes with all the rivets already attached, so you'll have everything you need to secure Gracie's collar properly. If you'd like, one of our support representatives can assist you directly with this process and make sure the replacement gets to you as quickly as possible. You can connect with a live agent anytime through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: support@halocollar.com We're happy to make sure Gracie's collar is safe and fully functional for her walks and adventures! With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:35 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 10:35 PM "stacy berg" wrote: > > Hello, > > > Our dog Gracie has a collar and she seems to have lost the little rivet > > looking things that hold the collar together. I have temporarily used a > > blank connector to hold it together but I was wondering if there was a way > > to get a couple more connectors? I appreciate your help very much. > > > Most sincerely, > > > Stacy Berg > >

**STATUS CHANGE** | Agent (SWItncR...) | 2025-09-16 11:59:42 UTC | Status: CLOSED

**EMAIL | Customer (\_pCscYmZ...) | 2025-09-16 13:08:02 UTC**

**From:** stacy.berg179@gmail.com

**To:** support@halocollar.com

**Subject:** Re: dog collar connectors

When you say a new collar can be sent out, do you mean I would need to buy a new collar? What would the cost be? Thanks, Stacy Sent from my iPhone On Sep 16, 2025, at 4:59 AM, Halo Collar wrote: Hi Stacy, Thank you for reaching out about Gracie's collar. I understand how important it is to have her collar fully secure, and I appreciate you letting us know about the missing rivets. Unfortunately, we don't have a way to send replacement rivets separately. However, we can send a replacement collar that comes with all the rivets already attached, so you'll have everything you need to secure Gracie's collar properly. If you'd like, one of our support representatives can assist you directly with this process and make sure the replacement gets to you as quickly as possible. You can connect with a live agent anytime through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST)

Email Support: support@halocollar.com We're happy to make sure Gracie's collar is safe and fully functional for her walks and adventures! With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:35 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Monday, September 15, 2025, 10:35 PM "stacy berg" wrote: Hello, Our dog Gracie has a collar and she seems to have lost the little rivet looking things that hold the collar together. I have temporarily used a blank connector to hold it together but I was wondering if there was a way to get a couple more connectors? I appreciate your help very much. Most sincerely, Stacy Berg

**STATUS CHANGE** | Customer (\_pCscYmZ...) | 2025-09-16 13:08:02 UTC | Status: OPEN

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:45:45 UTC**

**From:** support@halocollar.com

**To:** stacy.berg179@gmail.com

**Subject:** Re: dog collar connectors

Hello Stacy, Thank you for reaching out to our Halo Support team! I understand that you need the replacement rivets. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. Please confirm the following information, and we will send you the screws. Shipping address Phone number The email address on the account. The collar serial number. ■ With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:08 AM "stacy berg" wrote: > When you say a new collar can be sent out, do you mean I would need to buy a new collar? What would the cost be? > > Thanks, > > Stacy > > Sent from my iPhone > On Sep 16, 2025, at 4:59 AM, Halo Collar wrote: > > Hi Stacy, > Thank you for reaching out about Gracie's collar. I understand how important it is to have her collar fully secure, and I appreciate you letting us know about the missing rivets. > > Unfortunately, we don't have a way to send replacement rivets separately. However, we can send a replacement collar that comes with all the rivets already attached, so you'll have everything you need to secure Gracie's collar properly. > > If you'd like, one of our support representatives can assist you directly with this process and make sure the replacement gets to you as quickly as possible. You can connect with a live agent anytime through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: support@halocollar.com > We're happy to make sure Gracie's collar is safe and fully functional for her walks and adventures! > With pawsitivity, > Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 6:35 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 10:35 PM "stacy berg" wrote: > Hello, > > Our dog Gracie has a collar and she seems to have lost the little rivet looking things that hold the collar together.

I have temporarily used a blank connector to hold it together but I was wondering if there was a way to get a couple more connectors? I appreciate your help very much. > > Most sincerely, > > Stacy Berg

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:45:46 UTC**

First and Last Name: stacy berg Email: stacy.berg179@gmail.com Phone Number: Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: The cx needs replacement screws. Next Steps: Email the cx to confirm the following information, and we will send them the screws. Shipping address Phone number The email address on the account. The collar serial number. Submit as resolved.

*STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 13:45:48 UTC | Status: CLOSED*

**EMAIL | Customer (\_pCscYmZ...) | 2025-09-16 15:48:57 UTC**

**From:** stacy.berg179@gmail.com

**To:** support@halocollar.com

**Subject:** Re: dog collar connectors

Thank you so much! I really appreciate that. My info: Stacy Berg 2214 W Dry Creek Rd Ellensburg, WA 98926 skippy179@hotmail.com 509-929-2745 25-H4070918-RT On Tue, Sep 16, 2025 at 6:45 AM Halo Collar wrote: > Hello Stacy, > > Thank you for reaching out to our Halo Support team! I understand that you > need the replacement rivets. I apologize for any inconvenience this may > have caused. Please rest assured that I am here to assist you. > > Please confirm the following information, and we will send you the screws. > Shipping address > Phone number > The email address on the account. > The collar serial number.■ > > > With pawstivity, > Rabindra > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Tuesday, September 16, 2025, 9:08 AM "stacy berg" stacy.berg179@gmail.com> wrote: > > When you say a new collar can be sent out, do you mean I would need to buy > a new collar? What would the cost be? > > Thanks, > > Stacy > Sent from my iPhone > > On Sep 16, 2025, at 4:59 AM, Halo Collar wrote: > > ■ > Hi Stacy, > Thank you for reaching out about Gracie's collar. I understand how > important it is to have her collar fully secure, and I appreciate you > letting us know about the missing rivets. > > Unfortunately, we don't have a way to send replacement rivets separately. > However, we can send a replacement collar that comes with all the rivets > already attached, so you'll have everything you need to secure Gracie's > collar properly. > > If you'd like, one of our support representatives can assist you directly > with this process and make sure the replacement gets to you as quickly as > possible. You can connect with a live agent anytime through the \*Dog Park\* > in the Halo App or by phone/email: > > - \*Dog Park Live Support:\* Tap \*Settings → Halo Dog Park → Halo > Support → Join Session\* > - \*Phone Support:\* +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; > Sat-Sun 10:00 am – 4:00 pm EST) > - \*Email Support:\* support@halocollar.com > > We're happy to make sure Gracie's collar is safe and fully functional for > her walks and adventures! > > With pawstivity, > Symantha > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Monday, September 15, 2025, 6:35 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 10:35 PM "stacy berg" stacy.berg179@gmail.com> wrote: > > Hello, > > Our dog Gracie has a collar and she seems to have lost the little rivet > looking things that hold the collar together. I have temporarily used a > blank connector to hold it together but I was wondering if there was a way > to get a couple more connectors? I appreciate your help very much. > > Most

sincerely, > > Stacy Berg > > > >

**STATUS CHANGE** | Customer (\_pCscYmZ...) | 2025-09-16 15:48:57 UTC | Status: OPEN

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 16:18:38 UTC**

**From:** support@halocollar.com

**To:** stacy.berg179@gmail.com

**Subject:** Re: dog collar connectors

Hello stacy, You're very welcome. Thank you for sending your address. I'm happy to let you know that your order for a strap adjustment kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status. If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■

On Tuesday, September 16, 2025, 11:48 AM "stacy berg" wrote: > Thank you so much! I really appreciate that. > > My info: > > Stacy Berg > 2214 W Dry Creek Rd > Ellensburg, WA 98926 > skippy179@hotmail.com > 509-929-2745 > 25-H4070918-RT > > On Tue, Sep 16, 2025 at 6:45 AM Halo Collar wrote: > > > Hello Stacy, > > > Thank you for reaching out to our Halo Support team! I understand that you > > need the replacement rivets. I apologize for any inconvenience this may > > have caused. Please rest assured that I am here to assist you. > > > Please confirm the following information, and we will send you the screws. > > Shipping address > > Phone number > > The email address on the account. > > The collar serial number. ■ > > > > With pawsitivity, > > Rabindra > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > > On Tuesday, September 16, 2025, 9:08 AM "stacy berg" > stacy.berg179@gmail.com > wrote: > > > > When you say a new collar can be sent out, do you mean I would need to buy > > a new collar? What would the cost be? > > > > Thanks, > > > > Stacy > > Sent from my iPhone > > > > On Sep 16, 2025, at 4:59 AM, Halo Collar wrote: > > > > ■ > > > Hi Stacy, > > Thank you for reaching out about Gracie's collar. I understand how > > important it is to have her collar fully secure, and I appreciate you > > letting us know about the missing rivets. > > > > Unfortunately, we don't have a way to send replacement rivets separately. > > However, we can send a replacement collar that comes with all the rivets > > already attached, so you'll have everything you need to secure Gracie's > > collar properly. > > > > If you'd like, one of our support representatives can assist you directly > > with this process and make sure the replacement gets to you as quickly as > > possible. You can connect with a live agent anytime through the \*Dog Park\* > > in the Halo App or by phone/email: > > > > - \*Dog Park Live Support:\* Tap \*Settings → Halo Dog Park → Halo > > Support → Join Session\* > > - \*Phone Support:\* +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; > > Sat-Sun 10:00 am – 4:00 pm EST) > > - \*Email Support:\* support@halocollar.com > > > > We're happy to make sure Gracie's collar is safe and fully functional for > > her walks and adventures! > > > > With pawsitivity, > > Symantha > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > > \*Need more help?\* > > > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > On Monday, September 15, 2025, 6:35 PM support@halocollar.com wrote: > > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Monday, September 15, 2025, 10:35 PM "stacy berg" > stacy.berg179@gmail.com > wrote: > > > > Hello, > > > > Our dog Gracie has a collar and she seems to have lost the little rivet > > looking things that hold the collar together. I have temporarily used a > > blank connector to hold it together but I was wondering if there was a way > > to get a couple more

connectors? I appreciate your help very much. > > > Most sincerely, > > > Stacy Berg  
> > > > > > > > >

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 16:19:04 UTC**

Accessory Order Number-1660370 Strap adj. kit

***STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 16:19:08 UTC | Status: CLOSED*

## Conversation: eaDmqtp1QfKnV1R45d\_ZLw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:50:11 UTC to 2025-09-16 13:51:35 UTC

**Customer (UP23lQg\_...)** | 2025-09-16 11:50:11 UTC | halocollar.com

How do I turn the collar off?

**System/AI** | 2025-09-16 11:50:41 UTC | halocollar.com

The Halo Collar can't be completely turned off, but it does have a Low Power Mode to save battery life when not in use. This is handy if you won't be using the collar for a while or don't have access to a charger. For the best performance, try to charge the collar daily. It will automatically enter Sleep Mode when idle to conserve energy. If you have any more questions, just let me know!

**STATUS CHANGE** | Unknown | 2025-09-16 13:51:35 UTC | Status: CLOSED

## Conversation: UuScSL-fSiqqhIEmwWIOEA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:54:51 UTC to 2025-09-16 13:55:42 UTC

**Customer (fuB-fg77...)** | 2025-09-16 11:54:51 UTC | halocollar.com

Collar not charging

**System/AI** | 2025-09-16 11:55:14 UTC | halocollar.com

Hi there! If your Halo Collar isn't charging, try these steps: Check Power Source: Use a USB-C cable and charging block, not a computer. Inspect Charging Port: Ensure the port is clean and dry. Use canned air if needed. Test Charger and Cable: Try them on another device to ensure they work. Perform a Hard Reset: Plug in the collar for 5 minutes, hold the power button for 15 seconds, then release. If these steps don't help, please contact our live support for further assistance.

**STATUS CHANGE** | Unknown | 2025-09-16 13:55:42 UTC | Status: CLOSED



## Conversation: XvEx7PsuQJmsgKm6p55Sow

Messages: 4 | Customers: 1 | Duration: 2025-09-16 11:56:09 UTC to 2025-09-16 11:59:32 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 11:56:09 UTC

CAD Return AW-20250915-46059 Tracking I.D 791941743272  
[<https://www.fedex.com/apps/fedextrack/?action=track&tracknumbers;=791941743272>]

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 11:57:41 UTC

**From:** support@halocollar.com

**To:** jennifermlester12@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Jennifer, My name is Tiff, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 09/30/2025, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 11:59:32 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 11:59:32 UTC

Added: rxfklGaTXGCpjC7oGEfPg

## Conversation: mytoJ-xEQm6YvHsAMuh5xg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:58:18 UTC to 2025-09-16 13:58:42 UTC

**Customer (KPcaik6Z...)** | 2025-09-16 11:58:18 UTC | halocollar.com

Turn off fence

**System/AI** | 2025-09-16 11:58:39 UTC | halocollar.com

To turn off a fence in the Halo app, open the app and tap the My Map icon. Then, tap your pet's icon, swipe up on the Pet Card, and tap the Fences button. The button will turn gray, and the label will change to Ignore, indicating that fences are now off. If you need further assistance, feel free to ask!

**STATUS CHANGE** | Unknown | 2025-09-16 13:58:42 UTC | Status: CLOSED

## Conversation: uw5tZMIGRyeyORQXltr5eg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:00:43 UTC to 2025-09-16 12:11:21 UTC

**TOPIC CHANGE** | Agent (SWltnccR...) | 2025-09-16 12:00:43 UTC

Added: bDcJwjoMTjeffz13hM6gAA, Of8t8viJQcq6OAbjGHI0iQ

**EMAIL | Agent (SWltnccR...) | 2025-09-16 12:11:20 UTC**

**From:** support@halocollar.com

**To:** wayneandpeyton@gmail.com

**Subject:** Re: 2nd notice: Another unsuccessful payment for your Halo Collar account

Hi Sherry, Thank you for reaching out. I understand that you'd like to cancel your Halo Collar subscription, and we completely respect your decision. Before we proceed, we'd love the opportunity to see if there's anything we can do to keep you as a valued member of the Halo family. If there's an issue or concern that we can assist with, we're happy to help and explore solutions that might work better for you. If you still wish to go ahead with canceling your subscription, we can guide you through the process quickly and make it as easy as possible. You can contact our live support team through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: support@halocollar.com Please let us know how you'd like to proceed—we're here to help either way. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:06 PM "Sherry Basham" wrote: > I'm was wanting to cancel my subscription any ways > > On Sun, Sep 14, 2025, 1:59 AM Katie Wilson > wrote: > > Hey Sherry, > > > Just tried to process again the \$9.99 subscription payment, but > > unfortunately it didn't go through. To keep your account active please > > update your information here > > ! > > > > Let us know if you have any questions. > > > — > > Katie Wilson > > Customer Success > > > >

**STATUS CHANGE** | Agent (SWltnccR...) | 2025-09-16 12:11:21 UTC | Status: CLOSED

## Conversation: gnmlbFEpTEiLi9CKgUvPhw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 12:01:05 UTC to 2025-09-16 13:05:40 UTC

**PHONE\_CALL** | Customer (aLcha-hl...) | 2025-09-16 12:01:05 UTC

### AGENT NOTE | Agent (OVaCilev...) | 2025-09-16 12:16:43 UTC

First and Last Name: Katie Church Email: jj@churchsflooring.com , coachchurch01@gmail.com Collar SN: 25h4140148th [Deke] Collar FW: v.03.00.05 Resources: AP, Gladly Recap/TS: Both screws fell out of collar CX suggested Halo do something thoughtful if a pup in the Halo Pack passes away like Chewy did for them (they sent a small bunch of flowers w/ condolences) Verified Phone/Address for ARF Next Steps Follow-up? Emailed T1 ARF guidance Escalated to Accessories Request Full Name: Katie Church Email: coachchurch01@gmail.com Phone number: 3152095642 Collar SN: 25h4140148th [Deke] Collar Model: HC4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 4879 State Route 364 City: Rushville State: NY Postal code: 14544 Country: US What are we sending the customer? (specify which model and color) If sending more than 1 of an item please specify: Halo 4 Strap Adjustment Kit For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why". N/A

### EMAIL | Agent (OVaCilev...) | 2025-09-16 12:16:53 UTC

**From:** support@halocollar.com

**To:** jj@churchsflooring.com

**Subject:** Halo Support Accessories Order

Hello Katie, My name is Rob, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo4 Strap Adjustment Kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (OVaCilev...) | 2025-09-16 12:17:03 UTC

Added: 9J6\_cepqS5yGgLK5NOsVwww, -LmskJFZShWIO0nMJuMqlA

**STATUS CHANGE** | Agent (OVaCilev...) | 2025-09-16 12:17:12 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:00:56 UTC | Status: OPEN

### EMAIL | Agent (sR--y62-...) | 2025-09-16 13:05:39 UTC

**From:** support@halocollar.com

**To:** jj@churchsflooring.com

**Subject:** Re: Halo Support Accessories Order

Hello Katie, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a strap adjustment kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 8:16 AM support@halocollar.com wrote: > Hello Katie, > > My name is Rob, and I'll be assisting you. > > I've gone ahead and submitted the request to have your Halo4 Strap Adjustment Kit shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your

accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Rob > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:05:40 UTC | Status: CLOSED

## Conversation: xc4yPW\_6RA25Lb77u6ooxA

Messages: 13 | Customers: 1 | Duration: 2025-09-16 12:02:03 UTC to 2025-09-16 17:11:14 UTC

**Customer (q3La7ILS...) | 2025-09-16 12:02:03 UTC | halocollar.com**

My collar for Wilson still isn't fully charging to 30+ hours. Can I return and exchange it.

**Customer (q3La7ILS...) | 2025-09-16 12:02:25 UTC | halocollar.com**

I have no issues with Mollys collar, but Wilson's is not functioning correctly

**System/AI | 2025-09-16 12:03:00 UTC | halocollar.com**

I'm sorry to hear about the charging issue with Wilson's collar. Before proceeding with a return or exchange, try performing a hard reset: plug the collar into the charger, hold the power button for 15 seconds, then discharge and recharge it fully. If the issue persists, you can initiate a return or exchange within 90 days of purchase if bought from our website. Please ensure you have a Return Merchandise Authorization (RMA) before sending it back. If you need further assistance, feel free to reach out to our live support team.

**Customer (q3La7ILS...) | 2025-09-16 12:04:14 UTC | halocollar.com**

I will try this one more time. I've done it twice already.

**System/AI | 2025-09-16 12:04:44 UTC | halocollar.com**

Sure thing! Please try the hard reset once more. If it still doesn't fix the issue, our support team is ready to assist you with a return or exchange. Just have your purchase information handy, and don't forget to get a Return Merchandise Authorization (RMA). We want everything to be perfect for Wilson!

*STATUS CHANGE | Unknown | 2025-09-16 14:04:55 UTC | Status: CLOSED*

**Customer (q3La7ILS...) | 2025-09-16 17:05:31 UTC | halocollar.com**

Ok, did what you guys said. And charged it 100%, I took it off the charger and it says 22hrs

*STATUS CHANGE | Customer (q3La7ILS...) | 2025-09-16 17:05:31 UTC | Status: OPEN*

**System/AI | 2025-09-16 17:06:01 UTC | halocollar.com**

Hi there! It sounds like your Halo Collar might not be holding a charge as expected. Just to recap, the battery life can vary by model: Halo 4 typically lasts up to 30 hours, while Halo 3 and 2+ last around 20 hours. To try recalibrating the battery, plug in the collar and hold the power button for 15 seconds, then release. Fully discharge the collar, let it rest for 5 hours, and then fully charge it again. Keep an eye on the battery life for the next 48 hours. If you're still having trouble, please reach out to our support team for more help. We're here for you!

**Customer (q3La7ILS...) | 2025-09-16 17:09:43 UTC | halocollar.com**

Oh, good to know. Did you guys replace my halo 4, with an older version??? Bc I had originally bought two halo 4's, Molly and Wilson. And Wilson's battery got switched out a couple weeks ago and since then won't hold a charge like Mollys. Please check.

**System/AI | 2025-09-16 17:10:25 UTC | halocollar.com**

I understand your concern. If Wilson's collar was replaced, it should still be a Halo 4 model, as we currently only sell Halo 4 and Halo 3 models. If Wilson's collar isn't holding a charge like Molly's, it might be due to a specific issue with that unit. Please check if the firmware is updated and follow the recalibration steps provided earlier. If the problem persists, contact our customer support to verify the model and address any warranty or replacement concerns. We're here to help ensure both collars are working correctly.

**Customer (q3La7ILS...) | 2025-09-16 17:11:00 UTC | halocollar.com**

I did the recalibration 3 times already

**System/AI | 2025-09-16 17:11:14 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team.  
Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo  
Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other  
ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270  
Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: 16BrUTXoRGCrWUlv8VNW1g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:04:35 UTC to 2025-09-16 12:04:40 UTC

**EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 12:04:35 UTC**

**From:** support@halocollar.com

**To:** clchaplin33@yahoo.com

**Subject:** Re: Log Submission

Hello Cassandra, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started? Any error messages or unusual behavior you've seen? Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Lacey  
Halo Customer Support Halo Collar | Here for you and your best friend  
■ Need more help?  
■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:10 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 11:10 PM "Cassandra Chaplin" wrote: > > > > Sent from my iPhone

**AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 12:04:36 UTC**

Live Team Notes Serial Numbers: na FW: na Issue/ Need: Log Submission  
Troubleshooting & Actions Taken: Sent Troubleshooting- App Logs Empty macro  
Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, gladly  
Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 12:04:38 UTC**

Added: 2ne7xWQcT7SR-eLsslslsQ

**STATUS CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 12:04:40 UTC | Status: CLOSED**



## Conversation: LPHyFhG5TuiZCLynHaZNJQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 12:05:09 UTC to 2025-09-16 12:52:35 UTC

**PHONE\_CALL** | Customer (XKCpjS01...) | 2025-09-16 12:05:09 UTC

### AGENT NOTE | Agent (aENgd0M-...) | 2025-09-16 12:12:08 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Brian Ommen Email: Brianommen@hotmail.com Phone number: +116128495027 Collar SN: 25h4160439rt Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 22196 174th street northwest City: Big Lake State: Minnesota Postal code: 55309 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Strap Adjustment Kit (JUST the tools to attach & adjust size) For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (aENgd0M-...) | 2025-09-16 12:13:43 UTC

**From:** support@halocollar.com

**To:** brianommen@hotmail.com

**Subject:** Halo Collar Order Update

Hello Brian, My name is Gabriel, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for Halo 4 strap adjustment kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 3-5 business days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. With pawsitivity, Gabriel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (aENgd0M-...) | 2025-09-16 12:14:03 UTC

Added: -LmskJFZShWIO0nMJuMqlA

### AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 12:52:33 UTC

Accessory Order Number-1660265 Strap Adj. Kit

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 12:52:35 UTC | Status: CLOSED

## Conversation: TfaJ\_NHRQAaH8dzxaRC8FA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 12:06:28 UTC to 2025-09-16 14:34:09 UTC

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:06:28 UTC

Added: Yzbn8c0\_TPW-jn3czqo5bg

**EMAIL | Agent (nNKLv8vG...) | 2025-09-16 12:10:08 UTC**

**From:** support@halocollar.com

**To:** shaundurkee14@gmail.com

**Subject:** Re: Your ■ payment for Halo Collar failed - Monthly Bronze plan active as of Sep 15, 2025 5:54 PM

Hello Shaun, Thank you so much for your update. We want you to know how much we appreciate you being part of the Halo family. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:10 PM "Shaun Durkee" wrote: > I'm sorry about that! I had to get a new card, due to fraudulent charges on it and I totally forgot to update you guys! > > Sent from my iPhone > On Sep 14, 2025, at 6:04 PM, Katie Wilson wrote: > > ■ > > Hey Shaun, > Katie Wilson from Halo Collar here. It looks like your subscription payment of \$9.99 didn't go through. Please update your information here and we'll give it another try. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3D4f9f491b-ff8a-4631-9b4f-cb24655b2ff1%26at%3D1/e08F/7RLHAQ/AQ/5b36493f-ebc6-4a97-b3d6-98190275e256/1/vYa4h6ZOIk](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3D4f9f491b-ff8a-4631-9b4f-cb24655b2ff1%26at%3D1/e08F/7RLHAQ/AQ/5b36493f-ebc6-4a97-b3d6-98190275e256/1/vYa4h6ZOIk)) > Let us know if you have any questions. > — > Katie Wilson > Customer Success

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 12:10:10 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Shaun Paul Email: shaundurkee14@gmail.com Phone Number: unknown Collar SN: 25h4140029rt (Poppy Jane) - Halo 4 from order #1579603 Collar FW: v.03.00.05 on 08/22/2025 20:31 Collar Purchased From: Halo/1579603 Resources: Verified CX in AP, Gladly Recap/TS: CX updated cc in the account and has an active Monthly Bronze Plan. Next Steps: email

**STATUS CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:10:12 UTC | Status: CLOSED

**EMAIL | Customer (yqomEHBi...) | 2025-09-16 14:03:38 UTC**

**From:** shaundurkee14@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Your ■ payment for Halo Collar failed - Monthly Bronze plan active as of Sep 15, 2025 5:54 PM

Thank you!! ■ Sent from my iPhone On Sep 16, 2025, at 8:10 AM, Halo Collar wrote: Hello Shaun, Thank you so much for your update. We want you to know how much we appreciate you being part of the Halo family. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:10 PM "Shaun Durkee" wrote: I'm sorry about that! I had to get a new card, due to fraudulent charges on it and I totally forgot to update you guys! Sent from my iPhone On Sep 14, 2025, at 6:04 PM, Katie Wilson wrote: ■ Hey Shaun, Katie Wilson from Halo Collar here. It looks like your subscription payment of \$9.99 didn't go through. Please update your information here and we'll give it another try. (<https://track.pstmrk.it/3s/www.h>

alocollar.com%2F%3F\_\_pw\_iic%3D4f9f491b-ff8a-4631-9b4f-cb24655b2ff1%26at%3D1/e08F/7RLHAQ/AQ/5b36493f-ebc6-4a97-b3d6-98190275e256/1/vYa4h6ZOIk) Let us know if you have any questions. — Katie Wilson Customer Success

**STATUS CHANGE** | Customer (yqomEHBi...) | 2025-09-16 14:03:38 UTC | Status: OPEN

**EMAIL | Agent (poWIULpl...) | 2025-09-16 14:34:07 UTC**

**From:** support@halocollar.com

**To:** shaundurkee14@gmail.com

**Subject:** Re: Your ■ payment for Halo Collar failed - Monthly Bronze plan active as of Sep 15, 2025 5:54 PM

Hello Shaun, You're welcome! We want you to know how much we appreciate you being part of the Halo family. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■  
Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:03 AM "Shaun Durkee" wrote: > Thank you!! ■ > > Sent from my iPhone > On Sep 16, 2025, at 8:10 AM, Halo Collar wrote: > > Hello Shaun, > > Thank you so much for your update. > We want you to know how much we appreciate you being part of the Halo family. > > If we can help you in any way in the future, please don't hesitate to let me know. > We wish you and your pup all the best on your adventures together. > With pawsitivity, > Michele Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 7:10 PM "Shaun Durkee" wrote: I'm sorry about that! I had to get a new card, due to fraudulent charges on it and I totally forgot to update you guys! > > Sent from my iPhone > On Sep 14, 2025, at 6:04 PM, Katie Wilson wrote: > > ■ > > Hey Shaun, > Katie Wilson from Halo Collar here. It looks like your subscription payment of \$9.99 didn't go through. Please update your information here and we'll give it another try. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3D4f9f491b-ff8a-4631-9b4f-cb24655b2ff1%26at%3D1/e08F/7RLHAQ/AQ/5b36493f-ebc6-4a97-b3d6-98190275e256/1/vYa4h6ZOIk](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3D4f9f491b-ff8a-4631-9b4f-cb24655b2ff1%26at%3D1/e08F/7RLHAQ/AQ/5b36493f-ebc6-4a97-b3d6-98190275e256/1/vYa4h6ZOIk)) > Let us know if you have any questions. > — > Katie Wilson > Customer Success

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 14:34:09 UTC | Status: CLOSED

## Conversation: EhgdSxeIT0Cp41B2JWoYJQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:07:02 UTC to 2025-09-16 14:07:57 UTC

Customer ([\\_Z\\_g1OHQ...](#)) | 2025-09-16 12:07:02 UTC | [halocollar.com](#)

I'm wondering if there is an estimated date for my replacement collar

System/AI | 2025-09-16 12:07:31 UTC | [halocollar.com](#)

Hi there! Your replacement collar should arrive within 3-5 business days after it ships. You'll receive an email to confirm your shipping address, so please keep an eye on your inbox, including spam or junk folders. You can track your order status anytime using your order number and email on the Order Status Dashboard. If you haven't received the confirmation email, feel free to reach out to our live support team for assistance.

**STATUS CHANGE** | *Unknown* | 2025-09-16 14:07:57 UTC | Status: *CLOSED*

## Conversation: JFtHLU8oSVqRb-wk7GmQpw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:08:33 UTC to 2025-09-16 12:11:07 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 12:08:33 UTC

CAD Return AW-20250915-45917 Tracking I.D 791941760047  
[<https://www.fedex.com/apps/fedextrack/?action=track&tracknumbers;=791941760047>]

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 12:11:01 UTC

**From:** support@halocollar.com

**To:** ffurrttop.k@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Kendall, My name is Tiff, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 09/30/2025, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 12:11:07 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 12:11:07 UTC

Added: WprjYFTuRsSIVmqirbejqg, rxefklGaTXGCpjC7oGEfPg

## Conversation: HHbZVOjXTOamQDIDF5gEbQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:08:38 UTC to 2025-09-16 12:13:48 UTC

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 12:08:38 UTC

Added: OfTt8viJQc60AbjGHI0iQ

**EMAIL | Agent (poWIULpl...) | 2025-09-16 12:08:39 UTC**

**From:** support@halocollar.com

**To:** tjdejong04@gmail.com

**Subject:** Halo Collar Subscription Cancellation Information

Hello Tyler, I'm happy to help! Here are the steps to cancel your membership plan: Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" Important Information: Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed Let us know if you need any help along the way — we're always here for you and your pup! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:47 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 11:46 PM "Tyler DeJong" wrote: > > Hello, unfortunately I no longer am the owner of this halo collar but my > > card is still being charged monthly. Can you remove the payment method > > ending in 9317 from the account please? > >

**AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 12:13:47 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Tyler DeJong Email: [tjdejong04@gmail.com](mailto:tjdejong04@gmail.com) Phone Number: Collar SN: 23h3422758rt Collar FW: v.02.08.11 Collar Purchased From: Amazon Resources: Gladly, AP Recap/TS: Cx says they don't own the collar anymore and want to cancel sub. Email cx "Halo Collar Subscription Cancellation Information" Next Steps: Resolved.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 12:13:48 UTC | Status: CLOSED

## Conversation: 3RjtH1-DTrCcl2woIZ5CDQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:09:08 UTC to 2025-09-16 14:09:58 UTC

**Customer (UQNHFfKH...)** | 2025-09-16 12:09:08 UTC | [halocollar.com](https://halocollar.com)

I'd like to cancel my membership but the option to do so is grayed out

**System/AI** | 2025-09-16 12:09:30 UTC | [halocollar.com](https://halocollar.com)

Hi there! To cancel your Halo membership, please log into your account on the Halo website. Once you're logged in, head over to your My Account dashboard and click on 'Cancel Plan.' If the option is grayed out, it might be due to account restrictions or technical issues. Make sure your account information is up-to-date and give it another try. If you're still having trouble, feel free to reach out to our customer support for help. Remember, your plan will stay active until the end of the billing cycle, and you can cancel or restore it anytime. Let us know if you need anything else!

**STATUS CHANGE** | *Unknown* | 2025-09-16 14:09:58 UTC | Status: *CLOSED*

## Conversation: 23RWebxMQvuRg2XuZdz45A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:11:40 UTC to 2025-09-16 12:23:04 UTC

**PHONE\_CALL** | Customer (OvHe8TsP...) | 2025-09-16 12:11:40 UTC

### AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 12:22:35 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Gabriel DAnnunzio Email: dannunz@yahoo.com Phone Number: +17742783541 Collar SN: 25h4288383rt Collar FW: Collar Purchased From: Halo Resources: Gladly, a/p Recap/TS: Cx wants to return collar, but says info entered is incorrect. Advsd cx in to initiate return. Next Steps: Snding phn f/u p/r

### EMAIL | Agent (DBqblO4n...) | 2025-09-16 12:22:53 UTC

**From:** support@halocollar.com

**To:** dannunz@yahoo.com

**Subject:** Halo Support Follow Up

Hello Gabriel, Thank you for calling Halo Support today. This is Aljerome. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (DBqblO4n...) | 2025-09-16 12:23:02 UTC

Added: rxefklGaTXGCpjC7oGEfPg

**STATUS CHANGE** | Agent (DBqblO4n...) | 2025-09-16 12:23:04 UTC | Status: CLOSED



## Conversation: 7FEHCjyGT72bd22EIIU-kw

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 12:11:41 UTC to 2025-09-16 12:11:41 UTC*

**STATUS CHANGE** | Agent (fjgXI6FE...) | 2025-09-16 12:11:41 UTC | Status: CLOSED

## Conversation: LwMmgtdtSoav27UbVm\_Q-g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:12:22 UTC to 2025-09-16 23:39:27 UTC

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 12:12:22 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**EMAIL | Agent (SWItncR...) | 2025-09-16 12:21:37 UTC**

**From:** support@halocollar.com

**To:** mckee.ash@gmail.com

**Subject:** Re: Halo Collar Tracking Information

Hi Ashley, Thank you for reaching out. I'm sorry to hear that your package hasn't arrived yet, and I understand how frustrating this must be. We'd like to assist you in tracking down your Halo Collar and ensuring it gets to you as soon as possible. To do so, one of our support representatives can review your order and coordinate with FedEx on your behalf if needed. You can reach our live support team anytime through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: support@halocollar.com We're here to make sure your Halo Collar reaches you safely and quickly. Please let us know if you'd like us to assist directly. With pawsitivity, With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:56 PM "Ashley Nichols" wrote: > Hello. I have not yet received my package. I have also reached out to FED > EX to let them know my package is missing. > > On Sun, Sep 7, 2025, 8:32 AM Halo Collar wrote: > > > Hello Ashley, > > > Great news! Your Halo Collar for Bluey is on its way! > > > \*It's scheduled to arrive:\* Tuesday, 09/09/25 > > \*FedEx Tracking Number:\* 392896719656 > > > > You can also monitor it here: Halo Collar Order Status > > > > We've packed your items with care, and they'll arrive shortly! > > > If you have any further questions, please don't hesitate to contact us. > > > > > > > > With pawsitivity, > > Jen! > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > >

**STATUS CHANGE** | Agent (SWItncR...) | 2025-09-16 12:21:38 UTC | Status: CLOSED

**EMAIL | Customer (YWqvPf5M...) | 2025-09-16 23:39:27 UTC**

**From:** mckee.ash@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Tracking Information

I found my package today! Thank you so much! On Tue, Sep 16, 2025, 7:21 AM Halo Collar wrote: > Hi Ashley, > Thank you for reaching out. I'm sorry to hear that your package hasn't > arrived yet, and I understand how frustrating this must be. > We'd like to assist you in tracking down your Halo Collar and ensuring it > gets to you as soon as possible. To do so, one of our support > representatives can review your order and coordinate with FedEx on your > behalf if needed. > You can reach our live support team anytime through the \*Dog Park\* in the > Halo App or by phone/email: > > - \*Dog Park Live Support:\* Tap \*Settings → Halo Dog Park → Halo > Support → Join Session\* > - \*Phone Support:\* +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; > Sat-Sun 10:00 am – 4:00 pm EST) > - \*Email Support:\* support@halocollar.com > > We're here to make sure your Halo Collar reaches you safely and quickly. > Please let us know if you'd like us to assist directly. > With pawsitivity, > > With pawsitivity, > Symantha > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend ■ > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join

Session\* to speak with the next available agent > > On Monday, September 15, 2025, 7:56 PM "Ashley Nichols" mckee.ash@gmail.com> wrote: > > Hello. I have not yet received my package. I have also reached out to FED > EX to let them know my package is missing. > > On Sun, Sep 7, 2025, 8:32 AM Halo Collar wrote: > >> Hello Ashley, >> >> Great news! Your Halo Collar for Bluey is on its way! >> >> \*It's scheduled to arrive:\* Tuesday, 09/09/25 >> \*FedEx Tracking Number:\* 392896719656 >> >> >> You can also monitor it here: Halo Collar Order Status >> >> >> We've packed your items with care, and they'll arrive shortly! >> >> If you have any further questions, please don't hesitate to contact us. >> >> >> >> >> With pawsitivity, >> Jen! >> Halo Customer Support >> \*Halo Collar\* | Here for you and your best friend■ >> >> \*Need more help?\* >> ■\*support@halocollar.com\* | ■\*Halo Help >> Center\* >> >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >> >> >> - 9:00 am - 8:00 pm EST \*7 days a week\* >> >> \*Join Session\* to speak with the next available agent >> > >

**STATUS CHANGE** | Customer (YWqvPf5M...) | 2025-09-16 23:39:27 UTC | Status: OPEN

## Conversation: T82ISNGPSRiU1zq-vnw0rQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:13:45 UTC to 2025-09-16 12:15:53 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 12:13:45 UTC

CAD Return AW-20250915-45939 Tracking I.D 791941768232

[<https://www.fedex.com/apps/fedextrack/?action=track&tracknumbers;=791941768232>]

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 12:15:46 UTC

**From:** support@halocollar.com

**To:** alexander\_j@live.ca

**Subject:** Halo Collar Shipping Label

Hello Jon, My name is Tiff, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 09/30/2025, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 12:15:52 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 12:15:53 UTC

Added: WprjYFTuRsSlVmqirbejqg, rxefklGaTXGCpjC7oGEfPg

## Conversation: 2MWp64ECQrSmJvv9CFPKSg

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 12:14:29 UTC to 2025-09-16 12:16:10 UTC*

**PHONE\_CALL** | Customer (r6YfMrS1...) | 2025-09-16 12:14:29 UTC

**STATUS CHANGE** | Unknown | 2025-09-16 12:16:10 UTC | Status: CLOSED

## Conversation: k6MH0ZUVTgWAgX2gb5P7rQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:15:08 UTC to 2025-09-16 13:21:39 UTC

### EMAIL | Customer (za3viWyQ...) | 2025-09-16 12:15:08 UTC

**From:** bryannoshoes@gmail.com

**To:** info@halocollar.com

**Subject:** Re: Final notice: Need updated Halo Collar billing information

Hi there. I was until recently unemployed. I'll be putting money on the card Thursday. -B  
On Mon, Sep 15, 2025, 9:25 PM Katie Wilson wrote: > Hey Bryan, > > We just tried to process the \$9.99 subscription payment for the fourth > time, but unfortunately it failed once again. > > You can update your billing information here. > > If the next charge fails, your account will be cancelled automatically. > > Let us know if you have any questions, > > — > Katie Wilson > Customer Success > >

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:21:33 UTC

Added: Yzbn8c0\_TPW-jn3czqo5bg

### EMAIL | Agent (poWIULpl...) | 2025-09-16 13:21:38 UTC

**From:** support@halocollar.com

**To:** bryannoshoes@gmail.com

**Subject:** Halo Collar Thank You For Your Update

Hello Bryan, Thank you so much for your update. We want you to know how much we appreciate you being part of the Halo family. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:15 AM "Bryan Moore" wrote: > Hi there. I was until recently unemployed. I'll be putting money on the > card Thursday. > > -B > > On Mon, Sep 15, 2025, 9:25 PM Katie Wilson > wrote: > > > Hey Bryan, > > > > We just tried to process the \$9.99 subscription payment for the fourth > > time, but unfortunately it failed once again. > > > You can update your billing information here. > > > > If the next charge fails, your account will be cancelled automatically. > > > > Let us know if you have any questions, > > > > — > > > Katie Wilson > > Customer Success > > > >

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:21:39 UTC | Status: CLOSED

## Conversation: D8VWr8oPQvCkqsCU8nFVFg

Messages: 16 | Customers: 1 | Duration: 2025-09-16 12:15:17 UTC to 2025-09-16 20:57:31 UTC

**Customer (q7AFvTyB...)** | 2025-09-16 12:15:17 UTC | halocollar.com

Annie's collar is not working

**System/AI** | 2025-09-16 12:15:53 UTC | halocollar.com

Hi there! I'm sorry to hear that Annie's collar isn't working. Let's try a few steps to troubleshoot: Charge the Collar: Make sure the collar is charged using the original Halo charging cable. Look for a blinking green battery light. Bluetooth Connection: Ensure Bluetooth is enabled on your phone and that it's within 50 feet of the collar. App Setup: Open the Halo App and follow the steps to ensure the collar is paired and connected. If these steps don't fix the issue, please reach out for further assistance. We're here to help!

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 13:14:32 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, majmLeKgR.JekuZZECNBxAQ

**AGENT NOTE** | Agent (1LZgqfXS...) | 2025-09-16 13:14:32 UTC

Live Team Notes Serial Numbers: 25h4291672rt FW: v.03.00.05 Issue/ Need: Cx says that the collar for Annie is stuck in another location and has been for a day  
Troubleshooting & Actions Taken: Conducted Reset on the collar Took collar out to hand test/ pet pin working as it should Fw update pushed for all 3 collars Survey mentioned  
Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Tier 1 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL** | Agent (1LZgqfXS...) | 2025-09-16 13:14:43 UTC

**From:** support@halocollar.com  
**To:** marianne8ate68@gmail.com  
**Subject:** Halo Collar: Thank you!

Hello Marianne, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 13:15:02 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 13:23:45 UTC | Status: OPEN

**EMAIL** | Agent (1LZgqfXS...) | 2025-09-16 13:23:46 UTC

**From:** support@halocollar.com  
**To:** marianne8ate68@gmail.com  
**Subject:** Halo Collar: Thank you!

Hello Marianne, I hope you're doing well! I wanted to let you know that the firmware updates for all three of your Halo Collars have been successfully completed. Each collar is now running the latest version, ensuring optimal performance and access to the newest features and improvements. Wishing you and your pup many safe, happy adventures

ahead! Please do not hesitate to contact our customer support. We are here to help! With pawstivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 13:24:06 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (wAn6p-ZP...) | 2025-09-16 20:50:18 UTC | Status: OPEN

**EMAIL | Customer (wAn6p-ZP...) | 2025-09-16 20:50:18 UTC**

**From:** marianne8ate68@gmail.com

**To:** support@halocollar.com

**Subject:** Re: A Halo Collar Was Unlinked From Your Account

hi , could I please receive a rebate for having only 2 working collars on my account, and the major inconvenience every time one of my collars malfunctions, I've lost count but this is the tenth time i've needed to replace one of my dogs collars. thanks, and any insight as to why this is happening every month would be appreciated Sent from my iPhone On Sep 16, 2025, at 2:10 PM, Halo Team wrote: Halo A Halo Collar Was Unlinked From Your Account Halo Collar (serial number 25-H4291672-RT) was unlinked from your account. You now have 2 collar(s) linked to your account. As a reminder, your Halo Subscription Plan covers 3 collars. If you don't intend to replace this collar, you might consider reducing the number of collars on your Plan to avoid paying for any extra collar(s). To reduce the number of collars on your Plan, please visit the My Account page on our website. ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg2b3cLW8-2FIExpCWWTyjsELs3864-2B0p4mMcndvi1c-2FYMX12-\\_d2mloWmaHN9uEIWsaXGXS-2Bc-2FtpGIXq8W8HrM69q2uxV2RoHMQ-2BBDrUJ-2FzkVCYOW-2B8bDN-2BHaJEbobJ-2F-2BYESFrI96bcQ5R6dkZ0-2FP4iYYjVAc3NPuxEkQvVS66-2F-2FCASS6rdJzAVkWwYMtVBqU-2B7ero-2BQeEj08nL0Q2BK2ZZLY1wC3njYvMb8nF8bdGY4kOzbMcK4gzBzV0JlgX4rL3lmKzeg-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg2b3cLW8-2FIExpCWWTyjsELs3864-2B0p4mMcndvi1c-2FYMX12-_d2mloWmaHN9uEIWsaXGXS-2Bc-2FtpGIXq8W8HrM69q2uxV2RoHMQ-2BBDrUJ-2FzkVCYOW-2B8bDN-2BHaJEbobJ-2F-2BYESFrI96bcQ5R6dkZ0-2FP4iYYjVAc3NPuxEkQvVS66-2F-2FCASS6rdJzAVkWwYMtVBqU-2B7ero-2BQeEj08nL0Q2BK2ZZLY1wC3njYvMb8nF8bdGY4kOzbMcK4gzBzV0JlgX4rL3lmKzeg-3D-3D)) Thanks for being a part of the Halo Pack! — The Halo Team Complete Halo Subscription Plan Terms and Conditions ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEV151dbXcLSXrVAL0QS M0BUWlpW2qpBLcVgpihYDNDdijRgk7vs1XeRYWBWk-2BEfrX1gkNEZ5tPQg-3DNIXV\\_d2mloWmaHN9uEIWsaXGXS-2Bc-2FtpGIXq8W8HrM69q2uxV2RoHMQ-2BBDrUJ-2FzkVCYOW-2B8bDN-2BHaJEbobJ-2F-2BYESFrI-2BD1Zgrq7W2CGv7-2BKEyZWMiJUi0hE02k6pbVm-2BcFx7QShd0lIMpJAZaP1yPUMHbY3jULChkrvxAtlPSWQdhw5Rwg1avP4aApGy0vTyloCRhNL-2BjnKLuVhDUAdpGs3KnCBQ-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEV151dbXcLSXrVAL0QS M0BUWlpW2qpBLcVgpihYDNDdijRgk7vs1XeRYWBWk-2BEfrX1gkNEZ5tPQg-3DNIXV_d2mloWmaHN9uEIWsaXGXS-2Bc-2FtpGIXq8W8HrM69q2uxV2RoHMQ-2BBDrUJ-2FzkVCYOW-2B8bDN-2BHaJEbobJ-2F-2BYESFrI-2BD1Zgrq7W2CGv7-2BKEyZWMiJUi0hE02k6pbVm-2BcFx7QShd0lIMpJAZaP1yPUMHbY3jULChkrvxAtlPSWQdhw5Rwg1avP4aApGy0vTyloCRhNL-2BjnKLuVhDUAdpGs3KnCBQ-3D-3D)) Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677

**EMAIL | Customer (wAn6p-ZP...) | 2025-09-16 20:53:51 UTC**

**From:** marianne8ate68@gmail.com

**To:** support@halocollar.com

**Subject:** rebate request

hi , could I please receive a rebate for having only 2 working collars on my account, and the major inconvenience every time one of my collars malfunctions, I've lost count but this is the tenth time i've needed to replace one of my dogs collars. thanks, and any insight as to why this is happening every month would be appreciated marianne smith Sent from my iPhone

**AGENT NOTE | Agent (5Xverlxv...) | 2025-09-16 20:57:17 UTC**

First and Last Name: Marianne Smith Email: marianne8ate68@gmail.com Other contact info if possible:6137940091 Sidekick Handoff (Y\*N) Already with another agent If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

**EMAIL | Agent (5Xverlxv...) | 2025-09-16 20:57:24 UTC**

**From:** support@halocollar.com

**To:** marianne8ate68@gmail.com

**Subject:** Re: rebate request



Hello Marianne, My name is Renee, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawstivity, Renee Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:54 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:53 PM "marianne smith" wrote: > > > hi , > > could I please receive a rebate for having only 2 working collars on my account, and the major inconvenience every time one of my collars malfunctions, I've lost count but this is the tenth time i've needed to replace one of my dogs collars. > > thanks, > > and any insight as to why this is happening every month would be appreciated > > marianne smith > > > > > Sent from my iPhone

**TOPIC CHANGE** | Agent (5Xverlxv...) | 2025-09-16 20:57:31 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw | Removed: 5PPI2RS4TSeSg5z-6z7TAQ, majmLeKgRJekuZZECNBxAQ

**STATUS CHANGE** | Agent (5Xverlxv...) | 2025-09-16 20:57:31 UTC | Status: CLOSED

## Conversation: -Hy13iAkSfaV0hdrOeVWQg

Messages: 6 | Customers: 1 | Duration: 2025-09-16 12:15:50 UTC to 2025-09-16 14:44:55 UTC

**EMAIL | Customer (HrjJ61-o...) | 2025-09-16 12:15:50 UTC**

**From:** chaysherman@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Collar?

What are my other options for getting this to work? Sent from Yahoo Mail for iPhone On Friday, September 12, 2025, 8:42 AM, Rachel Sherman wrote: I tried adding collar and pressed the button to add while the app was open, it said that collar is linked to a different account.... Sent from Yahoo Mail for iPhone On Thursday, September 11, 2025, 10:03 AM, Halo Collar wrote: Hi Rachel, It sounds like there might be a syncing issue with your Halo Collar account. This can often refresh the connection and resolve the issue. If the problem persists, please let us know, and we can explore further troubleshooting steps. Thank you for your patience! The Halo Collar Virtual Assistant On Thursday, September 11, 2025, 2:03 PM "Rachel Sherman" wrote: I had a hard time getting into my account, finally got in and it's saying I have no fence or collar attached. Susie has had her halo callor for a few years not sure why it's saying this?Any idea what's going on? Thank youRachel Sherman Sent from Yahoo Mail for iPhone

**EMAIL | Customer (HrjJ61-o...) | 2025-09-16 13:25:57 UTC**

**From:** chaysherman@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Collar?

My callar seems to be working for my dog Susie, but when I open my app it doesn't show up, I have tried adding collar and press the button to do that on the collar and it says "collar is linked to another account." This makes no sense to me. I need to adjust my fence but can't because the caller and app are not synced. Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 8:16 AM, Halo Collar wrote: Hi Rachel, Thank you for reaching out! To better assist you, could you please provide more details about the issue you're experiencing? This will help us offer the best possible solution tailored to your needs. Looking forward to your response! Best regards, Halo Collar Customer Experience Team The Halo Collar Virtual Assistant On Tuesday, September 16, 2025, 12:15 PM "Rachel Sherman" wrote: What are my other options for getting this to work? Sent from Yahoo Mail for iPhone On Friday, September 12, 2025, 8:42 AM, Rachel Sherman wrote: I tried adding collar and pressed the button to add while the app was open, it said that collar is linked to a different account.... Sent from Yahoo Mail for iPhone On Thursday, September 11, 2025, 10:03 AM, Halo Collar wrote: Hi Rachel, It sounds like there might be a syncing issue with your Halo Collar account. This can often refresh the connection and resolve the issue. If the problem persists, please let us know, and we can explore further troubleshooting steps. Thank you for your patience! The Halo Collar Virtual Assistant On Thursday, September 11, 2025, 2:03 PM "Rachel Sherman" wrote: I had a hard time getting into my account, finally got in and it's saying I have no fence or collar attached. Susie has had her halo callor for a few years not sure why it's saying this?Any idea what's going on? Thank youRachel Sherman Sent from Yahoo Mail for iPhone

**TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 14:39:33 UTC**

Added: 2ne7xWQcT7SR-eLsslslsQ

**EMAIL | Agent (poWIULpl...) | 2025-09-16 14:40:07 UTC**

**From:** support@halocollar.com

**To:** chaysherman@yahoo.com

**Subject:** Re: Collar?

Hello Rachel, Thanks for reaching out Halo Support! According to our system, it shows your collar on your account and it shows you have a fence (last updated Sept 3, 2025). We

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 14:44:55 UTC | Status: CLOSED

## Conversation: QlawtaVrTkq2Ltbv46XCeg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:16:25 UTC to 2025-09-16 14:17:01 UTC

**Customer (X9lBr7uq...)** | 2025-09-16 12:16:25 UTC | halocollar.com

My collar is not charging

**System/AI** | 2025-09-16 12:16:56 UTC | halocollar.com

Hi there! If your Halo Collar isn't charging, try these steps: Check Power Source: Use a USB-C cable and charging block, not a computer. Ensure LED lights appear. Remove Case: If using a Halo Pro Case, remove it for proper charging contact. Test Charger and Cable: Ensure they work with another device. Inspect Charging Port: Clean the gold pins with a Q-tip and rubbing alcohol. Allow to dry fully. Perform a Hard Reset: Keep the collar plugged in for 5 minutes, hold the power button for 15 seconds, then release. If issues persist, please contact Halo live support for further assistance.

**STATUS CHANGE** | Unknown | 2025-09-16 14:17:01 UTC | Status: CLOSED

## Conversation: TltBymWbQ4iitcR2eQyjTg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:16:26 UTC to 2025-09-16 13:30:16 UTC

**EMAIL | Customer (flsdbLnE...) | 2025-09-16 12:16:26 UTC**

**From:** carolyncoxbarne@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Warranty replacement

Good morning. Thank you for your help. I guess after you sent the email a prompt popped up on my app to confirm my address. I completed that. I need to know if a new collar has been sent? I also got notice that the current collar has been automatically unlinked for my account. I am now stuck with no collar, which is fine because the other one would not quit beeping. beeping. Please update me as to where this case is? I have been through the app and I cannot find any info on if the new collar has been processed and sent thank you Sent from my iPhone. Please excuse all typos. Carolyn Barnes [O] 770-530-0674 On Sep 13, 2025, at 2:05 PM, Halo Collar wrote: Hello Carolyn, I have sent a new link to you via email (separate from this one). If that does not work, please visit us in the Dog Park or call us at (214) 238-9788 for assistance. With pawsitivity, Paisley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 10:46 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Saturday, September 13, 2025, 5:46 PM "Carolyn Barnes" wrote: Was told diagnostic for collar showed it was bad and needed address to send. Link does not work. Please help. This is the 3rd time you guys have had to send me a new collar!!! Sent from my iPhone. Please excuse all typos. Carolyn Barnes [O] 770-530-0674

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:30:07 UTC**

**From:** support@halocollar.com

**To:** carolyncoxbarne@gmail.com

**Subject:** Re: Warranty replacement

Hello Carolyn, Thank you for reaching out to our Halo Support team! I understand that you are checking on the status of your replacement collar. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. As soon as the order is shipped, you will receive an email with the tracking number. Please don't hesitate to contact us with any further questions or concerns. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:16 AM "Carolyn Barnes" wrote: > Good morning. Thank you for your help. I guess after you sent the email a prompt popped up on my app to confirm my address. I completed that. I need to know if a new collar has been sent? I also got notice that the current collar has been automatically unlinked for my account. I am now stuck with no collar, which is fine because the other one would not quit beeping. beeping. Please update me as to where this case is? I have been through the app and I cannot find any info on if the new collar has been processed and sent thank you > Sent from my iPhone. Please excuse all typos. > Carolyn Barnes > [O] > 770-530-0674 > On Sep 13, 2025, at 2:05 PM, Halo Collar wrote: > > Hello Carolyn, > > I have sent a new link to you via email (separate from this one). If that does not work, please visit us in the Dog Park or call us at (214) 238-9788 for assistance. > With pawsitivity, > Paisley Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our

Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 10:46 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Saturday, September 13, 2025, 5:46 PM "Carolyn Barnes" wrote: Was told diagnostic for collar showed it was bad and needed address to send. Link does not work. Please help. This is the 3rd time you guys have had to send me a new collar!!! > Sent from my iPhone. Please excuse all typos. > Carolyn Barnes > [O] > 770-530-0674

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:30:08 UTC**

First and Last Name: Carolyn Barnes Email: carolyncoxbarnes@gmail.com Phone Number: 17705300674 Collar SN: 25h4193396rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The cx is checking on the status of their replacement collar. Next Steps: Email the cx letting them know that they will receive an email with the tracking number as soon as the order is shipped. Submit as resolved.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 13:30:14 UTC

Added: yuytZ0InRc2UDUrYWXc\_JQ

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 13:30:16 UTC | Status: CLOSED

## Conversation: SfUP3ujnRXGgbZCM0ldOcw

Messages: 2 | Customers: 1 | Duration: 2025-09-16 12:16:52 UTC to 2025-09-16 14:18:01 UTC

**EMAIL | Customer (W1TFeBc1...) | 2025-09-16 12:16:52 UTC**

**From:** janicemstrong@gmail.com

**To:** support@halocollar.com

**Subject:** Cancel order of charger

Hi is it too late to cancel the order #1016-0166? I found mine! Thanks Janice strong Sent from my iPhone

**STATUS CHANGE** | Unknown | 2025-09-16 14:18:01 UTC | Status: CLOSED

## Conversation: VJAT5Lz0RpS4Md52e65B2w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:17:06 UTC to 2025-09-16 13:37:05 UTC

### EMAIL | Customer (aSULOakx...) | 2025-09-16 12:17:06 UTC

**From:** j77mzx@gmail.com

**To:** support@halocollar.com

**Subject:** Package not coming

Hey there, I'm hoping you guys can get this package moving along on FedEx's end. I spoke with someone on the live chat the other day and they told me to give it a couple days. I have attached a screenshot with the tracking number for my order. The package has been in the same location for 11 days. Thank you

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:34:00 UTC

Added: yuytZ0lnRc2UDUrYWXc\_JQ

### EMAIL | Agent (poWIULpl...) | 2025-09-16 13:34:01 UTC

**From:** support@halocollar.com

**To:** j77mzx@gmail.com

**Subject:** Re: Package not coming

Hello Justin, Thanks for reaching out to Halo Support! Since FedEx does not deliver to P.O Boxes, they handed over your order to USPS (via FedEx SmartPost) on Sept 5, 2025, for delivery to you. Hence FedEx tracking will end on that date due to the hand off to USPS. Please be patient as Halo Collar nor FedEx can track your order after USPS takes it. If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:17 AM

support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:17 PM "Justin Murphy" wrote: > > Hey there, > > > I'm hoping you guys can get this package moving along on FedEx's end. I > > spoke with someone on the live chat the other day and they told me to give > > it a couple days. I have attached a screenshot with the tracking number for > > my order. The package has been in the same location for 11 days. > > > Thank you > >

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 13:37:04 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Justin Murphy Email: j77mzx@gmail.com Phone Number: Collar SN: Collar FW: Collar Purchased From: Halo Resources: Gladly, AP, FedEx Recap/TS: Cx is WISMO replacements. According to previous notes, shipping address was a PO Box. According to FedEx, order was handed over to USPS via FedEx SmartPost on Sept 5, 2025. Email cx the info and to be patient. Next Steps: Resolved.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:37:05 UTC | Status: CLOSED



## Conversation: 7q0BXe5SThyYwKEXvCYLUg

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 12:17:34 UTC to 2025-09-16 12:17:34 UTC*

**STATUS CHANGE** | Agent (fjgXI6FE...) | 2025-09-16 12:17:34 UTC | Status: CLOSED

## Conversation: v3ly14-4QwCiK\_wGRgeYWA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:18:24 UTC to 2025-09-16 12:19:54 UTC

EMAIL | Agent (nNKLv8vG...) | 2025-09-16 12:18:24 UTC

**From:** support@halocollar.com

**To:** courtneyirene15@gmail.com

**Subject:** Halo 3 collar needs a firmware update - Firmware can only update when charging and connected to your Wi-Fi

Hello Courtney, Thank you so much for your update. We want you to know how much we appreciate you being part of the Halo family. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:51 PM "Courtney Osbakken" wrote: > I bought the collar in May 2024 and we didn't start regularly using it until September 2024. So essentially the collars only last 12-16 months? I will pass on buying a new collar. > > Thanks for the information. > > Sent from my iPhone > On Sep 15, 2025, at 3:20 PM, Halo Collar wrote: > > Hi Courtney, > > My name is Robinson with the Collar Evaluation Technical Team. Thank you for your patience while we completed the evaluation of your Halo Collar. After a thorough review, we've determined that your collar requires replacement. > > Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: > Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. (<https://support.halocollar.com/hc/en-us/articles/4407672236055-What-is-Halo-Care>) > Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. (<https://support.halocollar.com/hc/en-us/articles/5729323187991-What-is-Halo-Protection>) > > Here are the steps on How to Upgrade to the Latest Halo Model. (<https://support.halocollar.com/hc/en-us/articles/16928320022167-How-to-Upgrade-to-a-Halo-Collar-3>) > Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. > > You can review our warranty policy here. (<https://www.halocollar.com/unified-terms-and-conditions/#LimitedWarranty>) > > Please let us know if you have any additional questions! > We're here to help! > > If you have any questions, please do not hesitate to reach out, and we'll be happy to help! > > Best Regards , > Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ > > On Monday, September 15, 2025, 2:51 PM "Courtney Osbakken" wrote: The email address on file is courtneyirene15@gmail.com > Thanks! > > Sent from my iPhone > On Sep 15, 2025, at 12:33 PM, Halo Collar wrote: > > Hello Courtney, > > Before we can proceed to assist you further, please confirm the email address associated with the account, as this email address is not associated with any account. > With pawsitivity, > Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent

face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 1:30 PM "Courtney Osbakken" wrote: Starting this morning at like 6am I got a notification that the collar was dying every minute. I understand needing to know that the collar is going to die but the notifications were very excessive to the point of turning them off and now hoping Payton doesn't go through the boundary because I won't get a notification if she does. I'll attach a video of the amount of notifications I received. > > Sent from my iPhone > On Sep 15, 2025, at 8:28 AM, Halo Collar wrote: > > Hi Courtney, > I know the mobile app can be frustrating, but I am here to lend a hand. I am reaching out today because you initiated a troubleshooting ticket from your mobile app. I need some additional information concerning the error message you received. Could you please provide any screenshots of the error alongside a detailed description of the effects this error had on the collar or its performance? If you have already solved the issue or if this troubleshooting ticket was made in error disregard this message. Otherwise, you may reply to this message and we will be happy to begin the troubleshooting process with you. Or you can reach us by phone at (214) 238-9788 our phone hours are 8:00 am to 6:00 pm EST (Monday through Friday) and 10:00 am to 4:00 pm EST (Saturday and Sunday). You can schedule additional support by visiting our Halo Dog Park here. ([https://dogpark.halocollar.com/services/support?\\_gl=1\\*1ybmgee\\*\\_gcl\\_au\\*MTc5ODExODIwMC4xNzAwMjYyMzU2\\*FPAU\\*MTc5ODExODIwMC4xNzAwMjYyMzU2\\*\\_ga\\*MTM5NjcyOTA5LjE3MDAyNjIzNTc.\\*\\_ga\\_FJCH89P7CZ\\*MTcwMTE4MDE5MC40LjEuMTcwMTE4MDM2Ni4wLjAuMA..\\*\\_fplc\\*WWpzZzBXRIFCV3FjRjNkY0IEMIR1WmpPM09NakxxdCUyQmpHd3ZQM2c0UkEwaWtjcE9HeklvYjZGeE5xc3laV1kyT2sIMki0UkJvakMxeEtmTVRZeVB5RHZCRzB3bXFJQ2c1VURiejJjZ2lIdmNFMXVtZ2JvYjdjYkpmFNZeUR0dyUzRCUzRA..](https://dogpark.halocollar.com/services/support?_gl=1*1ybmgee*_gcl_au*MTc5ODExODIwMC4xNzAwMjYyMzU2*FPAU*MTc5ODExODIwMC4xNzAwMjYyMzU2*_ga*MTM5NjcyOTA5LjE3MDAyNjIzNTc.*_ga_FJCH89P7CZ*MTcwMTE4MDE5MC40LjEuMTcwMTE4MDM2Ni4wLjAuMA..*_fplc*WWpzZzBXRIFCV3FjRjNkY0IEMIR1WmpPM09NakxxdCUyQmpHd3ZQM2c0UkEwaWtjcE9HeklvYjZGeE5xc3laV1kyT2sIMki0UkJvakMxeEtmTVRZeVB5RHZCRzB3bXFJQ2c1VURiejJjZ2lIdmNFMXVtZ2JvYjdjYkpmFNZeUR0dyUzRCUzRA..)) > With pawsitivity, > Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 7:38 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 11:38 AM "Courtney Osbakken" wrote:

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:19:30 UTC

Removed: bDcJwjoMTjeffz13hM6gAA

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:19:51 UTC

Added: PT5SzfGLQx6qJKX6efjzxA

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 12:19:52 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Courtney Hendrickson Email: courtneyirene15@gmail.com Phone Number: unknown Collar SN: 24h3132724rt (Payton) - Halo 3 purchased from Scheels/18353213 / OWW by 127 days. Collar FW: v.02.08.11 on 07/29/2025 15:02 (pushed FW update) Collar Purchased From: Scheels/18353213 Resources: Verified CX in AP, Gladly. Recap/TS: Halo 3 collar / OWW by 127 days needs FW update - CX sent OWW upgrade options Next Steps: email

**STATUS CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:19:54 UTC | Status: CLOSED

## Conversation: 0n6TX1RISX6oQuhf\_ik-Ww

Messages: 2 | Customers: 1 | Duration: 2025-09-16 12:23:20 UTC to 2025-09-16 12:23:24 UTC

EMAIL | Agent (FaDnBtgn...) | 2025-09-16 12:23:20 UTC

**From:** support@halocollar.com

**To:** lgreenlund@verizon.net

**Subject:** Refund

Hello Lisa, I have gone ahead and issued you a \$50 gift card for the difference. If you need anything else, please don't hesitate to reach back out. Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Friday, September 12, 2025, 3:49 PM "lisa greenlund" wrote: > Hi Tiff, at no point did i return a collar so shiping/restocking fee does not apply here. Please advise. Thank you! > Lisa > > Yahoo Mail: Search, Organize, Conquer > > On Fri, Sep 12, 2025 at 3:26 PM, Halo Collar wrote: Hello Lisa, > We hope you and your pup are doing well today. > We're here to help with your Halo Collar refund and wanted to share a quick update. > We're having a little trouble processing the refund through our automated system, so we'd like to send it another way using a "Tremendous" gift card in the amount of \$574.00. > Here's how it works: > - The card functions like a VISA > - You can use it almost anywhere, or even deposit it into your bank account > - It will be emailed to you by Tremendous within the next couple of days > - If you don't see it, check your junk or spam folder > We want to make this as smooth as possible for you. > As outlined in the policy, the following amounts were withheld: > - \$25 for return shipping and restocking > - The original shipping cost (plus sales tax, where applicable) > > You can find full details here: Return Policy Details > If you have any questions at all, we're just a message away and happy to help. > > Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■

> On Friday, September 12, 2025, 1:00 PM "lisa greenlund" wrote: > Hi Tiff, im emailing you to let you know that I still have not received a refund for my October purchase of the defective collar that I replaced through Amazon after getting a bit of a run around with Halo. Can you provide me with an update as it has been two or three weeks now since the refund was approved. Thank you! Lisa Greenlund > > Yahoo Mail: Search, Organize, Conquer > > On Sat, Aug 23, 2025 at 1:24 PM, Halo Collar wrote: Its completely okay that you missed my call! I just wanted to call you with the good news! > It was our pleasure! Glad to hear you will be a continued happy customer. We appreciate you being part of the Halo pack. > I hope you and Tobey have a great weekend! > Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■

> On Saturday, August 23, 2025, 12:18 PM "lisa greenlund" wrote: > Thank you Tiff! I'm sorry that I missed your call. I appreciate the refund and I will continue to be a happy customer. Thank you and please extend a Thank you to Jamie also. > > Lisa Greenlund and Tobey > > Yahoo Mail: Search, Organize, Conquer > > On Sat, Aug 23, 2025 at 12:04 PM, Halo Collar wrote: Hello Lisa, > My name is Tiff, and I'm with the Management team here at Halo. I hope you and Tobey are doing well! > I have reviewed your case and details on wanting to get a refund on your collar. I want to say I am truly sorry for any inconvenience this may have caused you and Tobey and this is not the experience we want you too have! > I have gone ahead and started a refund for you and you should see it return to your original payment method in about a week, depending on your bank. > I also went ahead and deactivated collar SN 25h4280727. This was the dead unit collar that you called in to trouble shoot. You will need to dispose of it according to your local guidelines on disposal of lithium batteries. > If you need anything else I will place my call scheduling link below, or you could follow up to this email at any time if none of those times work for you! > Tiff's call schedule link. > I look forward to hearing from you! > Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > > > >

STATUS CHANGE | Agent (FaDnBtgn...) | 2025-09-16 12:23:24 UTC | Status: CLOSED

## Conversation: 0poDeOFzTR2PW4qu5o\_nVA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:23:32 UTC to 2025-09-16 13:02:45 UTC

**PHONE\_CALL** | Customer (46RXm7YJ...) | 2025-09-16 12:23:32 UTC

### **AGENT NOTE | Agent (aENgd0M-...) | 2025-09-16 13:02:07 UTC**

Live Team Notes Serial Numbers: FW: Issue/ Need: WISMO replacement Troubleshooting & Actions Taken: No tracking information yet, advised cx it will be sent as soon as its available. Resources Used (provide details): (KB articles, Slack posts, internal docs.):kb, gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **EMAIL | Agent (aENgd0M-...) | 2025-09-16 13:02:36 UTC**

**From:** support@halocollar.com

**To:** herbert.raymor@gmail.com

**Subject:** Halo Support Follow Up

Hello Herb, Thank you for calling Halo Support today. This is Gabriel. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Gabriel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (aENgd0M-...) | 2025-09-16 13:02:41 UTC

Added: yuytZ0InRc2UDUrYWXc\_JQ

**STATUS CHANGE** | Agent (aENgd0M-...) | 2025-09-16 13:02:45 UTC | Status: CLOSED

## Conversation: PlrOiQIPQSGINAlj-A21mA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 12:26:52 UTC to 2025-09-16 13:46:12 UTC

EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 12:26:52 UTC

**From:** support@halocollar.com

**To:** twowheelsforpaws@gmail.com

**Subject:** Re: Halo Collar Replacement Request

Hi Todd, Thank you for reaching out to Halo Collar Support! We surely understand your concern with this, and I am more than happy to assist you. Although we do put 2-day air shipping on all of our warranty replacement deliveries, the estimated timeline for delivery is still 3-5 business days. The estimated delivery day you received of Wednesday, 9/17/25, will be the third business day. Should you have any further questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:20 PM "Todd Palmer" wrote: > "Marissa > Halo Senior Customer Support" had a conversation that covered this topic > in detail, she told me delivery by Wednesday via Fed-x 2 day. Please share > this message with her. > Thank you > Todd Palmer > > On Mon, Sep 15, 2025 at 4:22 PM Halo Collar wrote: > > > Hello Todd, > > > They are usually delivered in 3-5 business days. Today is the first > > business day since the address was confirmed. You will receive an email > > once it ships. > > > Please let us know if you need any other assistance. > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > On Monday, September 15, 2025, 4:35 PM "Todd Palmer" > twowheelsforpaws@gmail.com> wrote: > > > > When will they ship?? > > > > On Mon, Sep 15, 2025 at 3:02 PM Halo Collar > > wrote: > > > > Hello Todd, > > > > My name is Brandon, and I'm happy to assist you! > > > Here is the latest information on your replacement request. > > > > - As soon as your order ships, you'll receive an email with your > > > tracking details, allowing you to monitor the delivery. > > > - You track your order here: \* Halo Collar Order Tracking\* > > > > > If you have any more questions, please don't hesitate to let us know. > > > Thank you for being part of the Halo Family! > > > > > > > > > Best Regards, > > > Brandon > > > Halo Senior Customer Support > > > \*Halo Collar\* | Here for you and your best friend ■ > > > > > On Monday, September 15, 2025, 3:48 PM "Todd Palmer" > twowheelsforpaws@gmail.com> wrote: > > > > I have no tracking information for the two warranty collars, where do I > > > find them? > > > > On Sun, Sep 14, 2025 at 12:19 PM Halo Collar > > wrote: > > > > > Hi Todd, > > > > > Thank you so much for speaking with me today. > > > > > As discussed, we'll be issuing a refund of your annualized plan and a > > > > > refund for your collars purchased in April. As soon as you receive your > > > > > replacement collars, please send me an email so I can go ahead and set up > > > > > the return authorization and get a label sent. > > > > > Let me know if you have any additional questions or concerns, in the > > > > > meantime. > > > > > > > > > Best Regards, > > > > > Marissa > > > > > Halo Senior Customer Support > > > > > \*Halo Collar\* | Here for you and your best friend ■ > > > > > > > > > On Saturday, September 13, 2025, 11:28 AM support@halocollar.com wrote: > > > > > > > > > Hello Todd, > > > > > > > > > Thank you for reaching out and sharing your concern. We're genuinely > > > > > > > > > sorry for the trouble you've experienced. > > > > > > > > > We understand how important this is to you, and we want you to know that > > > > > > > > > your voice matters deeply to us. We've escalated your case to the right > > > > > > > > > person on our \*Management Team\* who is best equipped to help. > > > > > > > > > They'll be reaching out as soon as possible to support you directly and > > > > > > > > > work toward the best solution. We're committed to making this right for you > > > > > > > > > and your pup, and we truly appreciate your patience while we resolve the > > > > > > > > > issue. > > > > > > > > > If you need anything in the meantime, we're right here and happy to help. > > > > > > > > > > > > > With pawsitivity, > > > > > > > > > Able > > > > > > > > > Halo Customer Support > > > > > > > > > \*Halo Collar\* | Here for you and your best friend ■ > > > > > > > > > \*Need more help?\* > > > > > > > > > ■\*support@halocollar.com\* | ■\*Halo Help > > > > > > > > > Center\* > > > > > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > > > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > > > > > \*Join Session\* to speak with the next available agent > > > > > > > > >



AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 12:27:11 UTC

**TOPIC CHANGE** | Agent (Rxxv4SeJw...) | 2025-09-16 12:27:19 UTC

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 12:27:20 UTC | Status: CLOSED

Just another over-promised and under delivered situation with Halo. On Tue, Sep 16, 2025 at 7:26 AM Halo Collar wrote: > Hi Todd, > > Thank you for reaching out to Halo Collar Support! We surely understand > your concern with this, and I am more than happy to assist you. > > Although we do put 2-day air shipping on all of our warranty replacement > deliveries, the estimated timeline for delivery is still 3-5 business days. > The estimated delivery day you received of Wednesday, 9/17/25, will be the > third business day. > > Should you have any further questions or concerns, please don't hesitate > to ask us! > > With pawsitivity, > Lacey > Halo Customer Support > \*Halo Collar\* | Here for you and your

best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\*  
> > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST  
\*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Monday,  
September 15, 2025, 7:20 PM "Todd Palmer" twowheelsforpaws@gmail.com> wrote: > >  
"Marissa > Halo Senior Customer Support" had a conversation that covered this topic > in  
detail, she told me delivery by Wednesday via Fed-x 2 day. Please > share this message  
with her. > Thank you > Todd Palmer > > On Mon, Sep 15, 2025 at 4:22 PM Halo Collar >  
wrote: > >> Hello Todd, > >> They are usually delivered in 3-5 business days. Today is  
the first >> business day since the address was confirmed. You will receive an email >>  
once it ships. >> >> Please let us know if you need any other assistance. >> >> Best  
Regards, >> Brandon >> Halo Senior Customer Support >> \*Halo Collar\* | Here for you  
and your best friend■ >> >> On Monday, September 15, 2025, 4:35 PM "Todd Palmer" >  
twowheelsforpaws@gmail.com> wrote: >> >> When will they ship?? >> >> On Mon, Sep  
15, 2025 at 3:02 PM Halo Collar >> wrote: >> >>> Hello Todd, >>> >>> My name is  
Brandon, and I'm happy to assist you! >>> Here is the latest information on your  
replacement request. >>> >>> - As soon as your order ships, you'll receive an email with  
your >>> tracking details, allowing you to monitor the delivery. >>> - You track your order  
here:\* Halo Collar Order Tracking\* >>> >>> >>> If you have any more questions, please  
don't hesitate to let us know. >>> Thank you for being part of the Halo Family! >>> >>>  
>>> >>> Best Regards, >>> Brandon >>> Halo Senior Customer Support >>> \*Halo  
Collar\* | Here for you and your best friend■ >>> >>> On Monday, September 15, 2025,  
3:48 PM "Todd Palmer" >> twowheelsforpaws@gmail.com> wrote: >>> >>> I have no  
tracking information for the two warranty collars, where do I >>> find them? >>> >>> On  
Sun, Sep 14, 2025 at 12:19 PM Halo Collar >>> wrote: >>> >>>> Hi Todd, >>>> >>>>  
Thank you so much for speaking with me today. >>>> >>>> As discussed, we'll be issuing  
a refund of your annualized plan and a >>>> refund for your collars purchased in April. As  
soon as you receive your >>>> replacement collars, please send me an email so I can go  
ahead and set up >>>> the return authorization and get a label sent. >>>> >>>> Let me  
know if you have any additional questions or concerns, in the >>>> meantime. >>>> >>>>  
Best Regards, >>>> Marissa >>>> Halo Senior Customer Support >>>> \*Halo Collar\* |  
Here for you and your best friend■ >>>> >>>> On Saturday, September 13, 2025, 11:28  
AM support@halocollar.com wrote: >>>> >>>> Hello Todd, >>>> >>>> Thank you for  
reaching out and sharing your concern. We're genuinely >>>> sorry for the trouble you've  
experienced. >>>> We understand how important this is to you, and we want you to know  
>>>> that your voice matters deeply to us. We've escalated your case to the >>>> right  
person on our \*Management Team\* who is best equipped to help. >>>> >>>> They'll be  
reaching out as soon as possible to support you directly and >>>> work toward the best  
solution. We're committed to making this right for you >>>> and your pup, and we truly  
appreciate your patience while we resolve the >>>> issue. >>>> >>>> If you need  
anything in the meantime, we're right here and happy to >>>> help. >>>> >>>> >>>> With  
pawsitivity, >>>> Able >>>> Halo Customer Support >>>> \*Halo Collar\* | Here for you and  
your best friend■ >>>> >>>> \*Need more help?\* >>>> ■\*support@halocollar.com\* |  
■\*Halo Help >>>> Center\* >>>> >>>> ■\*Speak to a live agent face-to-face at our \*\*Dog  
Park\* >>>> >>>> >>>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>>> >>>> \*Join  
Session\* to speak with the next available agent >>>> >>>> On Saturday, September 13,  
2025, 11:04 AM support@halocollar.com wrote: >>>> >>>> Hello Todd, >>>> >>>> My  
name is Able, and I want to thank you for your call. >>>> >>>> \*Please discontinue using  
your current collar immediately, as it will >>>> be deactivated due to a technical issue.\*  
>>>> >>>> We understand the importance of your Halo Collar in keeping your pup >>>>  
safe. This step is being taken to prioritize your dog's well-being. >>>> >>>> \*Here's what  
to expect:\* >>>> >>>> - Why it's being deactivated: A technical issue was identified that  
>>>> could affect how the collar works. >>>> - Why this matters: Using a collar with a  
known issue could result >>>> in unreliable tracking or feedback. Deactivation helps  
prevent a false >>>> sense of safety. >>>> - Your new collar will ship as soon as possible.  
You'll receive >>>> tracking details once it's on the way. >>>> >>>> >>>> \*Once your  
replacement collar arrives:\* >>>> >>>> - The package should include your pre-paid return  
shipping label as >>>> well as instructions on what to send back to us. >>>> - You will  
\*ONLY\* be sending back the Halo Unit, and keep all of >>>> the accessories that came  
with your collar originally. (Strap, Case, >>>> Charging Equipment, Contact Tips, Etc.)  
>>>> - You can return your defective collar in the same packaging the >>>> replacement  
came in. >>>> - If your package is missing the return shipping label, please >>>> contact



support so we can send you a new one. >>>> >>>> >>>> We understand this may be inconvenient, and we truly appreciate your >>>> patience. >>>> Please do not hesitate to\* contact our customer support\* >>>> . >>>> We are here to help! >>>> >>>> >>>> With pawsitivity, >>>> Able >>>> Halo Customer Support >>>> \*Halo Collar\* | Here for you and your best friend■ >>>> >>>> \*Need more help?\* >>>> ■\*support@halocollar.com\* | ■\*Halo Help >>>> Center\* >>>> >>>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >>>> >>>> >>>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>>> >>>> \*Join Session\* to speak with the next available agent >>>> >>>> >>>> >>>> >>>> >>>> >>>>

**STATUS CHANGE** | Customer (S4K009Ku...) | 2025-09-16 13:06:52 UTC | Status: OPEN

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:46:12 UTC | Status: CLOSED

## Conversation: 0Zs5RM46RxmyFQ2d3RaPTA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:28:16 UTC to 2025-09-16 14:00:58 UTC

### EMAIL | Customer (SNMZVKbU...) | 2025-09-16 12:28:16 UTC

**From:** sillylucy5@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

The collar light does not work. Hasn't worked in a while. I never know if it's charged or not. Luckily he stays in the yard now, so I imagine I'll be cancelled the monthly subscription. On Fri, Sep 12, 2025, 12:42 PM Halo Collar wrote: > Hello Deidre, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar > Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar > hasn't gone as expected. Thank you for taking the time to share your > feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, > and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us > — whichever is > easier for you. I'm here and ready to help however I can. > > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, > Bree > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 13:56:47 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx having issue with collar 25h4132812rt No lights Recap (When/Where/What the customer wants) Collar has 0% battery Last heard 10 hours ago Is This Resolved/Follow-Up Required? Sending troubleshooting steps If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:56:54 UTC

Added: SMYZ9ncRSlyKFeGsLX1pew

### EMAIL | Agent (sR--y62-...) | 2025-09-16 14:00:56 UTC

**From:** support@halocollar.com

**To:** sillylucy5@gmail.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Hello Deidre, Thank you for reaching out about the battery performance of your Halo Collar. chatMy name is Don, and I'll be assisting you. To get started, please follow the steps below to reset and evaluate the battery: Fully discharge the collar- Use the collar until the battery is completely drained and the device powers off. Leave it powered off for at least 5 hours- This rest period helps reset the battery behavior. Charge the collar fully- Plug it in and allow it to reach 100% without interruption. Monitor over the next 48 hours- Use the collar as usual and keep an eye on the battery life. If the issue persists after completing these steps, please reply to this email. We'll send your case to our Collar Evaluation Team to determine next steps. We're here to help! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 8:28 AM "Dee Eichstedt" wrote: > The collar light does not work. Hasn't worked in a while. I never know if > it's charged or not. Luckily he stays in the yard now, so I imagine I'll be > cancelled the monthly subscription. > > On Fri, Sep 12, 2025, 12:42 PM Halo Collar wrote: > > > Hello Deidre, > > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar > > Customer Success Team. > > > I'm sincerely sorry to hear that your experience with the Halo Collar > > hasn't gone as expected. Thank you for taking the time to share your > > feedback. It's extremely important for us to improve. > > > Our goal is always to make sure every member of our Pack feels supported, > > and I'd love the chance to help turn things around for you. > > > You can either reply directly to this email or book a call with us > > — whichever is > > easier for you. I'm here and ready to help however I can. > > > Thanks again for your time, and I hope we'll talk soon. > > > > Best Regards, > > Bree > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > >

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 14:00:58 UTC | Status: CLOSED

## Conversation: mHGRvDPYSlqJYoaiFU4kTQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:29:00 UTC to 2025-09-16 14:31:38 UTC

### EMAIL | Customer (ZyKe5UQK...) | 2025-09-16 12:29:00 UTC

**From:** laurapownall2023@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Jaynee's collar does not fully charge and seems to have trouble connecting

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:47:32 UTC

Added: 76jKdDJqQKG1X52gm4kjGg

### EMAIL | Agent (poWIULpl...) | 2025-09-16 13:47:53 UTC

**From:** support@halocollar.com

**To:** laurapownall2023@gmail.com

**Subject:** Halo Collar Charging Issue Troubleshooting Steps

Hello Laura, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively:

1. Check the Power Source: Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer.
2. Check the Protective Case: Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again.
3. Test the Charging Equipment: To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly.
4. Inspect Charging Port: Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting.
5. Perform a Hard Reset: Plug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue.

If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend

■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:29 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:29 PM "Laura Pownall" wrote: > > Jaynee's collar does not fully charge and seems to have trouble connecting > >

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 14:31:36 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Laura Pownall Email: laurapownall2023@gmail.com Phone Number: Collar SN: 25h4280944r Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx 's collar not

fully charging and has issues with connectivity. Email cx "Halo Collar Charging Issue Troubleshooting Steps" Next Steps: Wait for cx to F/U.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 14:31:38 UTC | Status: CLOSED

## Conversation: NnhnXNlyRrGO69nPU-Wq0w

Messages: 8 | Customers: 1 | Duration: 2025-09-16 12:30:26 UTC to 2025-09-16 13:09:17 UTC

PHONE\_CALL | Customer (mPdkJ4ac...) | 2025-09-16 12:30:26 UTC

EMAIL | Agent (OVaCilev...) | 2025-09-16 12:47:53 UTC

**From:** support@halocollar.com

**To:** danhampton900@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Daniel, My name is Rob, and I want to thank you for your call this morning regarding your experience with the warranty. I'm glad we could team up to confirm what to expect next and address replacing Zeik's collar strap also. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Typically, replacement collars are delivered in 3-5 business days for most address locations. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. I've gone ahead and submitted the request to have your replacement Halo 4 Collar Strap shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (OVaCilev...) | 2025-09-16 12:51:50 UTC

First and Last Name: Daniel Hampton Email: danhampton900@gmail.com Collar SN: 25h4176517rt [Zeik] Collar FW: v.03.00.05 Resources: AP, Gladly Recap/TS: WISMO - replacement Address verified yesterday - today is BD #1 Also needs replacement Gray HC4 CX has made NUMEROUS referrals, but didn't realize we had the Refer a Friend - advised for future Verified Phone/Address for ARF Next Steps Follow-up? Emailed T1 ARF guidance Escalated to Accessories Request Full Name: Daniel Hampton Email: danhampton900@gmail.com Phone number: 8287126022 Collar SN: 25h4176517rt [Zeik] Collar Model: HC4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 190 Triple R Drive City: Canton State: NC Postal code: 28716 Country: US What are we sending the customer? (specify which model and color) If sending more than 1 of an item please specify: HC4 Collar Strap - Graphite Gray For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why". N/A

TOPIC CHANGE | Agent (OVaCilev...) | 2025-09-16 12:51:58 UTC

Added: yuytZ0InRc2UDUrYWXc\_JQ, -LmskJFZShWIO0nMJuMqlA

STATUS CHANGE | Agent (OVaCilev...) | 2025-09-16 12:52:01 UTC | Status: CLOSED

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 13:05:45 UTC | Status: OPEN

EMAIL | Agent (sR--y62-...) | 2025-09-16 13:09:16 UTC

**From:** support@halocollar.com

**To:** danhampton900@gmail.com

**Subject:** Re: Halo Support Warranty Request Submitted

Hello Daniel, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a graphite strap kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status. If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend. On Tuesday, September 16, 2025, 8:47 AM support@halocollar.com wrote: > Hello Daniel, > > My name is Rob, and I want to thank you for your call this morning regarding your experience with the warranty. I'm glad we could team up to confirm what to expect next and address replacing Zeik's collar strap also. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. > > Here's what to expect: > Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Typically, replacement collars are delivered in 3-5 business days for most address locations. > > Once your replacement collar arrives: > The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. > > I've gone ahead and submitted the request to have your replacement Halo 4 Collar Strap shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > We understand this may be inconvenient, and we truly appreciate your patience. > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Rob > Halo Customer Support > Halo Collar | Here for you and your best friend. > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:09:17 UTC | Status: CLOSED

## Conversation: g146md0sTBeYOzyJ-za\_1g

Messages: 10 | Customers: 1 | Duration: 2025-09-16 12:32:01 UTC to 2025-09-16 19:54:39 UTC

**PHONE\_CALL** | Customer (gAB5E1Tj...) | 2025-09-16 12:32:01 UTC

### AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 12:37:20 UTC

First and Last Name: Suzanne Brett Email: suzannejcasey@gmail.com Collar SN: 23h3310498rt Collar FW: v.03.00.05 Resources: AP Answers Recap/TS: Charging port damaged Requested pic Warranty still active Next Steps Once CX provide pic, verify charging port pulling out. Then initiate WR

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 12:37:46 UTC

Added: 4NylcZCDQ\_-IGn\_argWl\_w

### EMAIL | Agent (t75aKvM6...) | 2025-09-16 12:38:04 UTC

**From:** support@halocollar.com  
**To:** suzannejcasey@gmail.com  
**Subject:** Halo Support Follow Up

Hello Suzanne, Thank you for calling Halo Support today. This is Ronald. It was truly a pleasure speaking with you and learning more about you and Ryder. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 12:38:07 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (gAB5E1Tj...) | 2025-09-16 19:47:16 UTC | Status: OPEN

### EMAIL | Customer (gAB5E1Tj...) | 2025-09-16 19:47:16 UTC

**From:** suzannejcasey@gmail.com  
**To:** support@halocollar.com  
**Subject:** Broken charging port  
Sent from my iPhone

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 19:53:35 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx has provided photo of damaged port on collar 23h3310498rt Battery level 0% Collar is within warranty window Recap (When/Where/What the customer wants) Sending macro to confirm collar is not in use Is This Resolved/Follow-Up Required? Once confirmed collar is not in use, please submit RMA thru AP If Follow Up Is Required (What/When) Cx will then need to verify shipping address Optional Additional Info: n/a

### EMAIL | Agent (sR--y62-...) | 2025-09-16 19:54:38 UTC

**From:** support@halocollar.com  
**To:** suzannejcasey@gmail.com  
**Subject:** Re: Broken charging port

Hello Suzanne, Thanks so much for the photo! I'm happy to submit your replacement request. We want to make sure everything is handled as smoothly as possible for you. Before we can move forward, we just need a quick confirmation: Is Ryder currently using the collar? For your pup's safety, we can't proceed until we know the collar is no longer in



use. Once the request is submitted, the collar will be deactivated and will no longer function. Once we receive your confirmation: We'll send you an email to verify your shipping address. After you confirm, your replacement will be processed and shipped as soon as possible. Please note that you will receive an email confirmation when the order ships. Please keep your eyes out for it! If you have any questions in the meantime, just let me know. We're here to help! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 3:47 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 7:47 PM "Suzanne Casey" wrote: > > > > Sent from my iPhone

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 19:54:39 UTC | Status: CLOSED

## Conversation: mSXuelucTAi3KnceLrLoNA

Messages: 20 | Customers: 1 | Duration: 2025-09-16 12:32:15 UTC to 2025-09-16 17:09:15 UTC

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:32:15 UTC

Added: oa5e98htSpOozRqx9wftLg

**EMAIL | Agent (nNKLv8vG...) | 2025-09-16 12:33:50 UTC**

**From:** support@halocollar.com

**To:** ktfishpaw@yahoo.com

**Subject:** RMA: AW-20250914-45757 (24h4412037rt) Warranty Replacement - Please confirm your shipping address to complete the process via the resent link within the Halo App.

Hello Kellie, Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:25 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 11:25 PM "Kellie Fishpaw" wrote: > > > Hi Hope your day is going well so far. > > I messaged the Halo Dog Park website. The friendly bot advised I email or call a service representative. I decided to email first so I can lay out the issue in exhaustive and probably annoying level of detail. > > Problem: my dog's collar will not stop beeping when my dog is wearing it. We have a split rail fence on 2.3 acres. We need the collar for her (Winnie) to be outside unattended. > > To trouble shoot the annoying beeping, I check that it's charged. It sat on the charger all night so it should be but who knows. A green light and a red light. oooooo Tricky! I put it back on the charger. Beeping stops. To figure out this green / red light thing I check my app. I see that a notification is on my "Settings". Hmmm I see that my collar has a critical issue! But what? I keep clicking to find more / perhaps actionable information. > > - A few clicks in and the Collar Diagnostic finally tells me something. "We've detected an issue with your collar that requires a replacement. We want to correct this right away and get a replacement collar on your dog. We just need you to confirm your shipping information to start the warranty process." > > - I click on the highlighted text that says "confirm your shipping information". > > - I get an notice that says "check your email. an email with next steps was sent to ktfishpaw@yahoo.com" > > - I got to my email. The email from Halo DOES NOT HAVE NEXT STEPS. Hmmm However, it does tell me to "sign in to my account" which i didn't realize was separate from the account i was just signed in to on my app. > > - I select "sign in to my account". I am taken to a screen asking for my login. > > - I login and am presented a home page. Nowhere does it ask me for my shipping information. I think i'm kinda smart and go to to the "Account Details" link. I only see Billing Information. THERE IS NO WHERE TO ADD SHIPPING. But it does say to "Refresh Account / Collar" and "Link a Collar to your Account". I assume it can't be the second option because I clearly have a collar THAT ISN'T WORKING. lol > > - So I select "Refresh Account / Collars". Alas, nothing happens. Well, not nothing. the Screen spins for a minute then comes back to itself. So nothing of importance happens except it gave me a

tiny bit of hope. > > - I then think well maybe I'm supposed to "Replace the Collar" even though it said I just need to update shipping. I select that option anyway. Only 2 options are presented: "Submit Warranty Replacement" or "Redeem Halo Care or Protection". > > - Seems logical to select "Submit Warranty Replacement" and so I do. > > - I am met with another screen that says "Warranty Replacement: we've got you covered with Halo's Warranty and Protection Plans". See screenshot attached. The net of the screenshot is > > > > - When an issue is automatically detected someone will notify me to confirm my shipping information. Well, a) i wasn't proactively notified. I had to see that in my app because the collar didn't stop beeping. and b) see Step 4 above. > > - Manual requests. I can contact Halo Dog Park and they will help me troubleshoot. \*sigh\* And here we are. > > Its obviously not your fault that I'm experiencing this odd loop. However, its a loop that the app development / account dev teams need to figure out. > > I think the net of my problem is... I need to update my shipping address and perhaps my phone number so that y'all can confirm my shipping and get me new battery as soon as possible. :) > > MY SHIPPING ADDRESS: 413 Meadowcreek RdCoppell TX 75019 > > MY PHONE NUMBER: 972-375-2141 > > I don't know the other information that would help figure this out but the Halo Collar seems to have serial number 24-H4412037-RT. I bought the new Halo Collar 4, All New GPS Wireless Dog Fence on June 9, 2025 from Amazon. Order #114-5992682-8397803. It was delivered on June 11, 2025 to my shipping address above. > > It was almost \$600 so its a little expensive to have the battery go out after 3 months. :( I'm sure you can understand. I mean ... the satellite mapping to the collar is almost worth it but maybe the battery and app communications need some improvement. > > I hope this email provides enough detail that it can be resolved on your end. But do call if you need further clarification or more information. 972-375-2141 > > Thank you so much! Kellie Fishpaw > >

**EMAIL | Agent (nNKLv8vG...) | 2025-09-16 12:34:08 UTC**

**From:** support@halocollar.com

**To:** ktfishpaw@yahoo.com

**Subject:** Re: RMA: AW-20250914-45757 (24h4412037rt) Warranty Replacement - Please confirm your shipping address to complete the process via the resent link within the Halo App.

Hello Kellie, My name is Michele and I want to thank you for your email. Please discontinue use of the collar immediately. Your Halo Collar will be deactivated due to a technical issue. We understand the importance of the collar in keeping your dog safe, and this decision is made with your pet's well-being as our top priority. Here's what to expect: Why it's being deactivated: A technical issue was detected that could impact the collar's performance. Why this matters: Using a collar with a known issue could lead to inconsistent tracking or functionality. Deactivation helps prevent any false sense of security. If you're waiting on a replacement: Your new collar will be shipped as soon as possible, and we'll send tracking details when it's on the way. Order information: Order Status Dashboard Requirements For Replacement Collars: All replacement requests require shipping address confirmation. Ensure the Halo App has been downloaded to your phone. You will receive an email that you will need to open on your phone. Click the link to confirm your shipping address. We understand that this can be inconvenient, but safety is our top priority. We appreciate your patience. If you have any questions, please don't hesitate to reach out. We're here to help! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:33 AM support@halocollar.com wrote: > Hello Kellie, > > Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. > I submitted your warranty request, and we are preparing your replacement collar. > > What to expect next: > You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > > Thank you for being part of our Halo Pack! > > With pawsitivity, > Michele > Halo

Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help?  
> ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at  
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Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap  
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712-2270 > > > On Monday, September 15, 2025, 11:25 PM "Kellie Fishpaw" wrote: > >  
> > > Hi Hope your day is going well so far. > > > I messaged the Halo Dog Park website.  
The friendly bot advised I email or call a service representative. I decided to email first so I  
can lay out the issue in exhaustive and probably annoying level of detail. > > > Problem:  
my dog's collar will not stop beeping when my dog is wearing it. We have a split rail fence  
on 2.3 acres. We need the collar for her (Winnie) to be outside unattended. > > > To  
trouble shoot the annoying beeping, I check that it's charged. It sat on the charger all night  
so it should be but who knows. A green light and a red light. oooooo Tricky! I put it back on  
the charger. Beeping stops. To figure out this green / red light thing I check my app. I see  
that a notification is on my "Settings". Hmmm I see that my collar has a critical issue! But  
what? I keep clicking to find more / perhaps actionable information. > > > - A few clicks in  
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replacement collar on your dog. We just need you to confirm your shipping information to  
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Halo DOES NOT HAVE NEXT STEPS. Hmmm However, it does tell me to "sign in to my  
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app. > > > - I select "sign in to my account". I am taken to a screen asking for my login. > >  
> > - I login and am presented a home page. Nowhere does it ask me for my shipping  
information. I think i'm kinda smart and go to to the "Account Details" link. I only see Billing  
Information. THERE IS NO WHERE TO ADD SHIPPING. But it does say to "Refresh  
Account / Collar" and "Link a Collar to your Account". I assume it can't be the second  
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"Refresh Account / Collars". Alas, nothing happens. Well, not nothing. the Screen spins for  
a minute then comes back to itself. So nothing of importance happens except it gave me a  
tiny bit of hope. > > > - I then think well maybe I'm supposed to "Replace the Collar" even  
though it said I just need to update shipping. I select that option anyway. Only 2 options  
are presented: "Submit Warranty Replacement" or "Redeem Halo Care or Protection". > >  
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shipping information. Well, a) i wasn't proactively notified. I had to see that in my app  
because the collar didn't stop beeping. and b) see Step 4 above. > > > - Manual requests.  
I can contact Halo Dog Park and they will help me troubleshoot. \*sigh\* And here we are. >  
> > Its obviously not your fault that I'm experiencing this odd loop. However, its a loop that  
the app development / account dev teams need to figure out. > > > I think the net of my  
problem is... I need to update my shipping address and perhaps my phone number so that  
y'all can confirm my shipping and get me new battery as soon as possible. :) > > > MY  
SHIPPING ADDRESS: 413 Meadowcreek RdCoppell TX 75019 > > > MY PHONE  
NUMBER: 972-375-2141 > > > I don't know the other information that would help figure  
this out but the Halo Collar seems to have serial number 24-H4412037-RT. I bought the  
new Halo Collar 4, All New GPS Wireless Dog Fence on June 9, 2025 from Amazon.  
Order #114-5992682-8397803. It was delivered on June 11, 2025 to my shipping address  
above. > > > It was almost \$600 so its a little expensive to have the battery go out after 3  
months. :( I'm sure you can understand. I mean ... the satellite mapping to the collar is  
almost worth it but maybe the battery and app communications need some improvement.  
> > > I hope this email provides enough detail that it can be resolved on your end. But do  
call if you need further clarification or more information. 972-375-2141 > > > Thank you so

much! Kellie Fishpaw > > >

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 12:34:36 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Kellie Fishpaw Email: ktfishpaw@yahoo.com Phone Number: Collar SN: 24h4412037rt (Winnie) - Halo 4 purchased from Amazon/AM-FBA18JPK7MH7 received critical error needs WR. RMA: AW-20250914-45757 - CX still needs to confirm shipping address (2 bd) - resent link & deactivation notice. Collar FW: v.03.00.05 on 08/18/2025 23:21 Collar Purchased From: Amazon/AM-FBA18JPK7MH7 Resources: Verified CX in AP, Gladly Recap/TS: RMA: AW-20250914-45757 (24h4412037rt) Wismo/tracking # question. CX still needs to confirm shipping address (2 bd) - resent link & deactivation notice. Next Steps: email

*STATUS CHANGE | Agent (nNKLv8vG...) | 2025-09-16 12:34:37 UTC | Status: CLOSED*

**EMAIL | Customer (RN0H1vsD...) | 2025-09-16 14:42:00 UTC**

**From:** ktfishpaw@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: RMA: AW-20250914-45757 (24h4412037rt) Warranty Replacement - Please confirm your shipping address to complete the process via the resent link within the Halo App.

No surprise here. I did not receive the email asking for me to confirm my shipping address. I can't understand why yall can't figure this out. I provided my address. PLEASE UPDATE MY ACCOUNT SINCE YOIR EMAIL LOOPING SYSTEM DOESNT WORK. On Sep 16, 2025, at 7:33 AM, Halo Collar wrote: Hello Kellie, Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:25 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Monday, September 15, 2025, 11:25 PM "Kellie Fishpaw" wrote: Hi Hope your day is going well so far. I messaged the Halo Dog Park website. The friendly bot advised I email or call a service representative. I decided to email first so I can lay out the issue in exhaustive and probably annoying level of detail. Problem: my dog's collar will not stop beeping when my dog is wearing it. We have a split rail fence on 2.3 acres. We need the collar for her (Winnie) to be outside unattended. To trouble shoot the annoying beeping, I check that it's charged. It sat on the charger all night so it should be but who knows. A green light and a red light. oooooo Tricky! I put it back on the charger. Beeping stops. To figure out this green / red light thing I check my app. I see that a notification is on my "Settings". Hmmm I see that my collar has a critical issue! But what? I keep clicking to find more / perhaps actionable information. Its obviously not your fault that I'm experiencing this odd loop. However, its a loop that the app development / account dev teams need to figure out. \* A few clicks in and the Collar Diagnostic finally tells me something. "We've detected an issue with your collar that requires a replacement. We want to correct this right away and get a replacement collar on your dog. We just need you to confirm your shipping information to

start the warranty process." \* I click on the highlighted text that says "confirm your shipping information". \* I get an notice that says "check your email. an email with next steps was sent to ktfishpaw@yahoo.com" \* I got to my email. The email from Halo DOES NOT HAVE NEXT STEPS. Hmmm However, it does tell me to "sign in to my account" which i didn't realize was separate from the account i was just signed in to on my app. \* I select "sign in to my account". I am taken to a screen asking for my login. \* I login and am presented a home page. Nowhere does it ask me for my shipping information. I think i'm kinda smart and go to to the "Account Details" link. I only see Billing Information. THERE IS NO WHERE TO ADD SHIPPING. But it does say to "Refresh Account / Collar" and "Link a Collar to your Account". I assume it can't be the second option because I clearly have a collar THAT ISN'T WORKING. lol \* So I select "Refresh Account / Collars". Alas, nothing happens. Well, not nothing. the Screen spins for a minute then comes back to itself. So nothing of importance happens except it gave me a tiny bit of hope. \* I then think well maybe I'm supposed to "Replace the Collar" even though it said I just need to update shipping. I select that option anyway. Only 2 options are presented: "Submit Warranty Replacement" or "Redeem Halo Care or Protection". \* Seems logical to select "Submit Warranty Replacement" and so I do. \* I am met with another screen that says "Warranty Replacement: we've got you covered with Halo's Warranty and Protection Plans". See screenshot attached. The net of the screenshot is \* When an issue is automatically detected someone will notify me to confirm my shipping information. Well, a) i wasn't proactively notified. I had to see that in my app because the collar didn't stop beeping. and b) see Step 4 above. \* Manual requests. I can contact Halo Dog Park and they will help me troubleshoot. \*sigh\* And here we are. I think the net of my problem is... I need to update my shipping address and perhaps my phone number so that y'all can confirm my shipping and get me new battery as soon as possible. :) MY SHIPPING ADDRESS: 413 Meadowcreek Rd Coppell TX 75019 MY PHONE NUMBER: 972-375-2141 I don't know the other information that would help figure this out but the Halo Collar seems to have serial number 24-H4412037-RT. I bought the new Halo Collar 4, All New GPS Wireless Dog Fence on June 9, 2025 from Amazon. Order #114-5992682-8397803. It was delivered on June 11, 2025 to my shipping address above. It was almost \$600 so its a little expensive to have the battery go out after 3 months. :( I'm sure you can understand. I mean ... the satellite mapping to the collar is almost worth it but maybe the battery and app communications need some improvement. I hope this email provides enough detail that it can be resolved on your end. But do call if you need further clarification or more information. 972-375-2141 Thank you so much! Kellie Fishpaw

*STATUS CHANGE | Customer (RN0H1vsD...) | 2025-09-16 14:42:00 UTC | Status: OPEN*

**EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 14:54:50 UTC**

**From:** support@halocollar.com

**To:** ktfishpaw@yahoo.com

**Subject:** Re: RMA: AW-20250914-45757 (24h4412037rt) Warranty Replacement - Please confirm your shipping address to complete the process via the resent link within the Halo App.

Hi Kellie! We apologize for the inconvenience you have experienced. Here is how to confirm your address and submit the warranty: Login to your account at halocollar.com Open a new tab and click the link or copy and paste the link in the new tab: <https://haloapp.app.link/dynamic-warranty?dlref=https%3a%2f%2fhalocollar.com%2fwarranty-access%3fwarrantyID%3dAW-20250914-45757> Please let us know if you require further assistance. With pawitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:42 AM "Kellie Fishpaw" wrote: > No surprise here. I did not receive the email asking for me to confirm my shipping address. I can't understand why yall can't figure this out. I provided my address. PLEASE UPDATE MY ACCOUNT SINCE YOIR EMAIL LOOPING SYSTEM DOESNT WORK. > On Sep 16, 2025, at 7:33 AM, Halo Collar wrote: > Hello Kellie, > Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. > What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your



address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > Thank you for being part of our Halo Pack! > With pawsitivity, > Michele Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 7:25 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 11:25 PM "Kellie Fishpaw" wrote: > Hi > Hope your day is going well so far. > > I messaged the Halo Dog Park website. The friendly bot advised I email or call a service representative. I decided to email first so I can lay out the issue in exhaustive and probably annoying level of detail. > > Problem: my dog's collar will not stop beeping when my dog is wearing it. We have a split rail fence on 2.3 acres. 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We just need you to confirm your shipping information to start the warranty process." > \* I click on the highlighted text that says "confirm your shipping information". > \* I get an notice that says "check your email. an email with next steps was sent to ktfishpaw@yahoo.com" > \* I got to my email. The email from Halo DOES NOT HAVE NEXT STEPS. Hmmmm However, it does tell me to "sign in to my account" which i didn't realize was separate from the account i was just signed in to on my app. > \* I select "sign in to my account". I am taken to a screen asking for my login. > \* I login and am presented a home page. Nowhere does it ask me for my shipping information. I think i'm kinda smart and go to to the "Account Details" link. I only see Billing Information. THERE IS NO WHERE TO ADD SHIPPING. But it does say to "Refresh Account / Collar" and "Link a Collar to your Account". 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I had to see that in my app because the collar didn't stop beeping. and b) see Step 4 above. > \* Manual requests. I can contact Halo Dog Park and they will help me troubleshoot. \*sigh\* And here we are. > > I think the net of my problem is... I need to update my shipping address and perhaps my phone number so that y'all can confirm my shipping and get me new battery as soon as possible. :) > > MY SHIPPING ADDRESS: > 413 Meadowcreek Rd > Coppell TX 75019 > > MY PHONE NUMBER: > 972-375-2141 > > I don't know the other information that would help figure this out but the Halo Collar seems to have serial number 24-H4412037-RT. I bought the new Halo Collar 4, All New GPS Wireless Dog Fence on June 9, 2025 from Amazon. Order #114-5992682-8397803. It was delivered on June 11, 2025 to my shipping address

above. > > It was almost \$600 so its a little expensive to have the battery go out after 3 months. :( I'm sure you can understand. I mean ... the satellite mapping to the collar is almost worth it but maybe the battery and app communications need some improvement. > > I hope this email provides enough detail that it can be resolved on your end. But do call if you need further clarification or more information. 972-375-2141 > > Thank you so much! > Kellie Fishpaw

**AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 14:56:08 UTC**

Live Team Notes Serial Numbers:24h4412037rt FW:v.03.00.05 Issue/ Need: needs link to confirm addi Troubleshooting & Actions Taken: sent link to confirm addi Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap

*STATUS CHANGE | Agent (YC\_UAXeV...) | 2025-09-16 14:56:15 UTC | Status: CLOSED*

**EMAIL | Customer (RN0H1vsD...) | 2025-09-16 16:55:26 UTC**

**From:** ktfishpaw@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: RMA: AW-20250914-45757 (24h4412037rt) Warranty Replacement - Please confirm your shipping address to complete the process via the resent link within the Halo App.

This did not work either. No surprise. Just another series of links to nowhere. On Tuesday, September 16, 2025 at 09:54:52 AM CDT, Halo Collar wrote: Hi Kellie! We apologize for the inconvenience you have experienced. Here is how to confirm your address and submit the warranty: Login to your account at halocollar.com Open a new tab and click the link or copy and paste the link in the new tab: <https://haloapp.app.link/dynamic-warranty?dlref=https%3a%2f%2fhalocollar.com%2fwarranty-access%3fwarrantyID%3dAW-20250914-45757> Please let us know if you require further assistance. With pawsitivity, Heather OHalo Customer SupportHalo Collar | Here for you and your best friend■ Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:42 AM "Kellie Fishpaw" wrote: No surprise here. I did not receive the email asking for me to confirm my shipping address. I can't understand why yall can't figure this out. I provided my address. PLEASE UPDATE MY ACCOUNT SINCE YOIR EMAIL LOOPING SYSTEM DOESNT WORK. On Sep 16, 2025, at 7:33 AM, Halo Collar wrote: ■Hello Kellie, Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. What to expect next: - You'll receive an email shortly with a link to review and confirm (or update) your address. - Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. - Once your address is confirmed, we'll move forward with shipping your replacement. - Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Michele Halo Customer SupportHalo Collar | Here for you and your best friend■ Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:25 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further.For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App→ Tap Settings→ Tap Halo Dog Park→ Tap Halo Support→ Tap Join Session→ Allow any requested permissions.You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Monday, September 15, 2025, 11:25 PM "Kellie Fishpaw" wrote: Hi Hope your day is going well so far. I messaged the Halo Dog Park website. The friendly bot advised I email or call a service representative. I decided to email first so I can lay out the issue in exhaustive and probably annoying level of detail. Problem: my dog's collar will not stop beeping when my dog is wearing it. We have a split rail fence on 2.3 acres. We need the collar for her (Winnie) to be outside unattended. To trouble shoot the annoying beeping, I check that it's charged. It sat on the charger all night so it should be but who knows. A



green light and a red light. oooooo Tricky! I put it back on the charger. Beeping stops. To figure out this green / red light thing I check my app. I see that a notification is on my "Settings". Hmmm I see that my collar has a critical issue! But what? I keep clicking to find more / perhaps actionable information. - A few clicks in and the Collar Diagnostic finally tells me something. "We've detected an issue with your collar that requires a replacement. We want to correct this right away and get a replacement collar on your dog. We just need you to confirm your shipping information to start the warranty process." - I click on the highlighted text that says "confirm your shipping information". - I get an notice that says "check your email. an email with next steps was sent to ktfishpaw@yahoo.com" - I got to my email. The email from Halo DOES NOT HAVE NEXT STEPS. Hmmm However, it does tell me to "sign in to my account" which i didn't realize was separate from the account i was just signed in to on my app. - I select "sign in to my account". I am taken to a screen asking for my login. - I login and am presented a home page. Nowhere does it ask me for my shipping information. I think i'm kinda smart and go to to the "Account Details" link. I only see Billing Information. THERE IS NO WHERE TO ADD SHIPPING. But it does say to "Refresh Account / Collar" and "Link a Collar to your Account". I assume it can't be the second option because I clearly have a collar THAT ISN'T WORKING. lol - So I select "Refresh Account / Collars". Alas, nothing happens. Well, not nothing. the Screen spins for a minute then comes back to itself. So nothing of importance happens except it gave me a tiny bit of hope. - I then think well maybe I'm supposed to "Replace the Collar" even though it said I just need to update shipping. I select that option anyway. Only 2 options are presented: "Submit Warranty Replacement" or "Redeem Halo Care or Protection". - Seems logical to select "Submit Warranty Replacement" and so I do. - I am met with another screen that says "Warranty Replacement: we've got you covered with Halo's Warranty and Protection Plans". See screenshot attached. The net of the screenshot is - When an issue is automatically detected someone will notify me to confirm my shipping information. Well, a) i wasn't proactively notified. I had to see that in my app because the collar didn't stop beeping. and b) see Step 4 above. - Manual requests. I can contact Halo Dog Park and they will help me troubleshoot. \*sigh\* And here we are. Its obviously not your fault that I'm experiencing this odd loop. However, its a loop that the app development / account dev teams need to figure out. I think the net of my problem is... I need to update my shipping address and perhaps my phone number so that y'all can confirm my shipping and get me new battery as soon as possible. :) MY SHIPPING ADDRESS: 413 Meadowcreek RdCoppell TX 75019 MY PHONE NUMBER: 972-375-2141 I don't know the other information that would help figure this out but the Halo Collar seems to have serial number 24-H4412037-RT. I bought the new Halo Collar 4, All New GPS Wireless Dog Fence on June 9, 2025 from Amazon. Order #114-5992682-8397803. It was delivered on June 11, 2025 to my shipping address above. It was almost \$600 so its a little expensive to have the battery go out after 3 months. :( I'm sure you can understand. I mean ... the satellite mapping to the collar is almost worth it but maybe the battery and app communications need some improvement. I hope this email provides enough detail that it can be resolved on your end. But do call if you need further clarification or more information. 972-375-2141 Thank you so much! Kellie Fishpaw

**STATUS CHANGE** | Customer (RN0H1vsD...) | 2025-09-16 16:55:26 UTC | Status: OPEN

**PHONE\_CALL** | Customer (cwqm4SGe...) | 2025-09-16 16:57:19 UTC

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 16:58:52 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 16:59:09 UTC

Removed: E\_3WUdWpR2CLXta3n6vNgw

**AGENT NOTE** | Agent (chgMWdgT...) | 2025-09-16 17:01:27 UTC

<https://www.halocollar.com/warranty-access?warrantyID=AW-20250914-45757>  
[<https://www.halocollar.com/warranty-access?warrantyID=AW-20250914-45757>]

**EMAIL** | Agent (WCBmyO3-...) | 2025-09-16 17:03:20 UTC

**From:** support@halocollar.com

**To:** ktfishpaw@yahoo.com

**Subject:** Halo Collar Support: Address Confirmation Link

Hello Kellie, Thanks for reaching out to Halo Support! My name is Lindsay, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. What to expect next: Here is the link to confirm your shipping address. Address Confirmation Link Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Lindsay Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:55 PM "Kellie Fishpaw" wrote: > This did not work either. No surprise. Just another series of links to nowhere. > On Tuesday, September 16, 2025 at 09:54:52 AM CDT, Halo Collar wrote: > > Hi Kellie! > We apologize for the inconvenience you have experienced. > Here is how to confirm your address and submit the warranty: > Login to your account at halocollar.com > Open a new tab and click the link or copy and paste the link in the new tab: <https://haloapp.app.link/dynamic-warranty?dlref=https%3a%2f%2fhalocollar.com%2fwarranty-access%3fwarrantyID%3dAW-20250914-45757> > Please let us know if you require further assistance. > With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Tuesday, September 16, 2025, 10:42 AM "Kellie Fishpaw" wrote: > > No surprise here. 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I submitted your warranty request, and we are preparing your replacement collar. > What to expect next: > - You'll receive an email shortly with a link to review and confirm (or update) your address. > - Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. > - Once your address is confirmed, we'll move forward with shipping your replacement. > - Your address must be confirmed before we can proceed with the shipping process. > > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > Thank you for being part of our Halo Pack! > With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Monday, September 15, 2025, 7:25 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > On Monday, September 15, 2025, 11:25 PM "Kellie Fishpaw" wrote: > Hi Hope your day is going well so far. > I messaged the Halo Dog Park website. The friendly bot advised I email or call a service representative. I decided to email first so I can lay out the issue in exhaustive and probably annoying level of detail. > Problem: my dog's collar will not stop beeping when my dog is wearing it. We have a split rail fence on 2.3 acres. 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**EMAIL | Agent (WCBmyO3-...) | 2025-09-16 17:04:28 UTC**

**From:** support@halocollar.com

**To:** ktfishpaw@yahoo.com

**Subject:** Re: Halo Collar Support: Address Confirmation Link

Hi Kellie, Thank you for contacting Halo Collar Support. Here is the link to confirm your shipping address. Address Confirmation Link With pawsitivity, Lindsay Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 1:03 PM support@halocollar.com wrote: > Hello Kellie, > > Thanks for reaching out to Halo Support! My name is Lindsay, and I'll be assisting you. > I submitted your warranty request, and we are preparing your replacement collar. > > What to expect next: > Here is the link to confirm your shipping address. Address Confirmation LinkPlease open the email on your mobile device and ensure the Halo App is installed to access the link successfully.Once your address is confirmed, we'll move forward with shipping your replacement.Your address must be confirmed before we can proceed with the shipping process. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > > Thank you for being part of our Halo Pack! > > With pawsitivity, > Lindsay > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at

our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 12:55 PM "Kellie Fishpaw" wrote: > > > This did not work either. No surprise. Just another series of links to nowhere. > > On Tuesday, September 16, 2025 at 09:54:52 AM CDT, Halo Collar wrote: > > > > Hi Kellie! > > We apologize for the inconvenience you have experienced. > > Here is how to confirm your address and submit the warranty: > > Login to your account at [halocollar.com](https://halocollar.com) > > Open a new tab and click the link or copy and paste the link in the new tab: <https://haloapp.app.link/dynamic-warranty?dlref=https%3a%2f%2fhalocollar.com%2fwarranty-access%3fwarrantyID%3dAW-20250914-45757> > > Please let us know if you require further assistance. > > With pawsitivity, Heather OHalo Customer SupportHalo Collar | Here for you and your best friend■ > > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > > - 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 10:42 AM "Kellie Fishpaw" wrote: > > > > No surprise here. I did not receive the email asking for me to confirm my shipping address. I can't understand why yall can't figure this out. I provided my address. PLEASE UPDATE MY ACCOUNT SINCE YOIR EMAIL LOOPING SYSTEM DOESNT WORK. > > > > On Sep 16, 2025, at 7:33 AM, Halo Collar wrote: > > > > > > ■Hello Kellie, > > Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. > > What to expect next: > > - You'll receive an email shortly with a link to review and confirm (or update) your address. > > - Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. > > - Once your address is confirmed, we'll move forward with shipping your replacement. > > - Your address must be confirmed before we can proceed with the shipping process. > > > > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > > Thank you for being part of our Halo Pack! > > With pawsitivity, Michele Halo Customer SupportHalo Collar | Here for you and your best friend■ > > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > > - 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 7:25 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App→ Tap Settings→ Tap Halo Dog Park→ Tap Halo Support→ Tap Join Session→ Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 11:25 PM "Kellie Fishpaw" wrote: > > Hi Hope your day is going well so far. > > I messaged the Halo Dog Park website. The friendly bot advised I email or call a service representative. I decided to email first so I can lay out the issue in exhaustive and probably annoying level of detail. > > Problem: my dog's collar will not stop beeping when my dog is wearing it. We have a split rail fence on 2.3 acres. We need the collar for her (Winnie) to be outside unattended. > > To trouble shoot the annoying beeping, I check that it's charged. It sat on the charger all night so it should be but who knows. A green light and a red light. oooooo Tricky! I put it back on the charger. Beeping stops. To figure out this green / red light thing I check my app. I see that a notification is on my "Settings". Hmmmm I see that my collar has a critical issue! But what? I keep clicking to find more / perhaps actionable information. > > - A few clicks in and the Collar Diagnostic finally tells me something. "We've detected an issue with your collar that requires a replacement. We want to correct this right away and get a replacement collar on your dog. We just need you to confirm your shipping information to start the warranty process." > > - I click on the highlighted text that says "confirm your shipping information". > > - I get an notice that says "check your email. an email with next steps was sent to ktfishpaw@yahoo.com" > > - I got to my email. The email from Halo DOES NOT HAVE NEXT STEPS. Hmmmm However, it does tell me to "sign in to my account" which i didn't realize was separate from the account i was just signed in to on my app. > > - I select "sign in to my account". I am taken to a screen asking for my login. > > - I login and am presented a home page. Nowhere does it ask me for my shipping information. I think i'm kinda smart and go to to the "Account Details" link. I only see Billing Information. THERE IS NO WHERE TO ADD SHIPPING. But it does say to "Refresh Account / Collar" and "Link a Collar to your Account". I assume it can't be the second option because I clearly have a collar THAT

**STATUS CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 17:09:15 UTC | Status: CLOSED

## Conversation: M0OooxR4RTa6SMYszkXDRw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:33:00 UTC to 2025-09-16 12:33:51 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 12:33:00 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants to cancel sub Recap (When/Where/What the customer wants) Cx wants to cancel sub Cx doesn't want to add a card on file to do the cancellation Collar last heard from on account 21 hours ago Cancelled cx sub via stripe Is This Resolved/Follow-Up Required? Resolved - Y If Follow Up Is Required (What/When) Sending cx email that sub was cancelled Optional Additional Info:

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 12:33:45 UTC

**From:** support@halocollar.com

**To:** ramseyheather606@gmail.com

**Subject:** Subscription Cancellation

Hello Heather, Thanks for reaching out to Halo Support! My name is Tiff. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Monday, September 15, 2025, 5:04 PM support@halocollar.com wrote: > Hello Heather, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Hannah > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join a Session to speak with the next available agent

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 12:33:51 UTC | Status: CLOSED



## Conversation: QQQiL2eYRyKJlcMN987jOA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 12:34:02 UTC to 2025-09-16 13:10:57 UTC

**Customer (s73OMAI\_...)** | 2025-09-16 12:34:02 UTC | halocollar.com

One of the metal Allen clamps that hold my new collar together is missing

**System/AI** | 2025-09-16 12:34:36 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**TOPIC CHANGE** | Agent (\_mb2I5Ls...) | 2025-09-16 13:05:59 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**AGENT NOTE** | Agent (\_mb2I5Ls...) | 2025-09-16 13:10:49 UTC

Live Team Notes Serial Numbers: 25h4261148rt FW: v.03.00.05 Issue/ Need: Rivets came off on both ends of the collar Troubleshooting & Actions Taken: Sending kit over to cx Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Order #1660277 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL** | Agent (\_mb2I5Ls...) | 2025-09-16 13:10:54 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [jason.molinari290@gmail.com](mailto:jason.molinari290@gmail.com)

**Subject:** Halo Collar: Thank you!

Hello Jason, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jazmine Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (\_mb2I5Ls...) | 2025-09-16 13:10:57 UTC | Status: CLOSED

## Conversation: Bf9ecO2rTx-WSV68FYNWEg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:35:04 UTC to 2025-09-16 13:01:17 UTC

**PHONE\_CALL** | Customer (xgEdUdnC...) | 2025-09-16 12:35:04 UTC

### **AGENT NOTE | Agent (aENgd0M-...) | 2025-09-16 13:00:17 UTC**

Live Team Notes Serial Numbers: 25h4264391rt FW: v.03.01.02 Issue/ Need: Dead unit wont charge Troubleshooting & Actions Taken: Submitted WR Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly, AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **EMAIL | Agent (aENgd0M-...) | 2025-09-16 13:01:11 UTC**

**From:** support@halocollar.com

**To:** tnewton2112@hotmail.com

**Subject:** Halo Support Follow Up

Hello Tara, Thank you for calling Halo Support today. This is Gabriel. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Gabriel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (aENgd0M-...) | 2025-09-16 13:01:15 UTC

Added: f5K70j-7T1qdE8RdQP8GZg

**STATUS CHANGE** | Agent (aENgd0M-...) | 2025-09-16 13:01:17 UTC | Status: CLOSED



## Conversation: aT12Y-FhTBeRf\_eUHyDjQg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:35:41 UTC to 2025-09-16 14:36:24 UTC

**Customer (tQ2v-xob...)** | 2025-09-16 12:35:41 UTC | halocollar.com

where is my replacement collar that malfunctioned over a week ago. Halo told me it was shipped but I still haven't received it. I eliminated my previous dog management system and totally rely on Halo. This is the second replacement collar and I am pretty frustrated. please get me the new collar.

**System/AI** | 2025-09-16 12:36:07 UTC | halocollar.com

I'm sorry to hear about the delay with your replacement collar. Typically, replacement collars are delivered within 3-5 business days after shipping. Please check your email for a shipping confirmation and tracking number. You can also verify your order status using your order number and email on our Order Status Dashboard. If you haven't received a confirmation email, please check your spam or junk folders. If the issue persists, contact our live support for further assistance. We're here to help and ensure you receive your collar promptly.

**STATUS CHANGE** | Unknown | 2025-09-16 14:36:24 UTC | Status: CLOSED

## Conversation: cH2VmJ5sQnO-DDbCDcS7Rw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:37:36 UTC to 2025-09-16 12:42:32 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 12:37:36 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants refund on sub plan Recap (When/Where/What the customer wants) Cx wants refund on sub plan Cx said they returned their collar and cancelled the plan I see in AP it was an Amazon purchase Asking cx for proof of Amazon return before I can refund the sub Is This Resolved/Follow-Up Required? Unresolved - Y If Follow Up Is Required (What/When) Sending cx email asking for Amazon return Optional Additional Info:

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 12:42:15 UTC

**From:** support@halocollar.com

**To:** bruce.stolle@gmail.com

**Subject:** Halo Collar Subscription

Hello Bruce, My name is Tiff, and I'm with the Billing Team here at Halo. I hope you are doing well today! Thank you for reaching out regarding your subscription refund. Since your purchase was made through Amazon, we'll need proof of the return from Amazon before we can process the refund on our end. Please provide the following: A screenshot of your Amazon return confirmation. Once we have this documentation, we'll be happy to proceed with the refund. I look forward to hearing from you! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 4:41 PM support@halocollar.com wrote: > Hello Bruce, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Wisha > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 12:42:32 UTC | Status: CLOSED

## Conversation: 3UiKHPxSzmCH-tsTej9lw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:37:57 UTC to 2025-09-16 12:59:00 UTC

**EMAIL | Agent (YumuZHIE...) | 2025-09-16 12:37:57 UTC**

**From:** support@halocollar.com

**To:** ratcrew1@gmail.com

**Subject:** Halo Success Team Follow-Up

Hi James, Thanks so much for your patience while I followed up. I'm happy to share that after reviewing your collar, our engineering team didn't find any issues. It's possible that the feedback you noticed was caused by indoor GPS drift which can sometimes happen when satellite signals are disrupted by the roof or walls of a house. While you can always turn off your fences in the app when your dog is inside, I also suggested trying a Zone Beacon to see if it helps prevent indoor feedback. I set up the shipment for you yesterday, and you should receive a tracking email as soon as it goes out. It was great speaking with you yesterday and such a fun coincidence that we're from the same area! I'm hopeful the beacon will eliminate your concerns and keep Lily from receiving any indoor feedback from now on. Please feel free to reach out with any questions, and I'd love to hear how it works once you've had time to test it. I hope you have a great day! Best Regards, Haley Halo  
Senior Customer Support Halo Collar | Here for you and your best friend■

**AGENT NOTE | Agent (YumuZHIE...) | 2025-09-16 12:58:56 UTC**

Intermediate Notes Issue/ Need: Indoor feedback concerns Previous Steps:(previous interactions) Cx was contacted by Outreach in regard to Negative NPS feedback and scheduled a call to discuss Recap/TS: (current interaction) Cx made it clear he's overall happy with his collar and hasn't had any issues otherwise, but has recently noticed his dog Lily has been getting feedback while inside. I discussed options to eliminate the issue and cx felt it may be a good option to try a zone beacon since he keeps her collar on while inside. I did note that fences can be manually turned off but overall this may help with having to make those adjustments each time Lily goes in or out of the house. Had engineering review the collar and they were not able to identify any issues. With that, I followed-up with cx to summarize our discussion and confirm the findings along with the order I submitted for their zone beacon. Cx confirmed address while on the line with me. Resources: (Articles, Slack Threads, Docs) Admin Portal - collar info Slack - requested review by engineering Woo - setup beacon order (1659845) Next Steps: Cx will receive their zone beacon soon to see if that helps eliminate the indoor feedback. Nothing further needed at this time but can follow-up if they reach out with any questions or concerns moving forward.

**STATUS CHANGE | Agent (YumuZHIE...) | 2025-09-16 12:59:00 UTC | Status: CLOSED**

## Conversation: gELes3PQSCSFMCnYPPD1Qg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 12:38:21 UTC to 2025-09-16 12:39:00 UTC

**Customer (BHCPoC7g...)** | 2025-09-16 12:38:21 UTC | halocollar.com

What is your sales support phone number

**System/AI** | 2025-09-16 12:39:00 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: Br3LGuM5SlihIhrPDwvmrg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:38:22 UTC to 2025-09-16 12:39:22 UTC

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 12:38:22 UTC**

**From:** support@halocollar.com

**To:** anthonylopez22374@yahoo.com

**Subject:** Halo Collar Order Update

Hello Anthony, My name is Brandon, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a Halo 4 graphite strap kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status. If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend. On Monday, September 15, 2025, 7:02 PM support@halocollar.com wrote: > Hello Anthony, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Adella > Halo Customer Support > Halo Collar | Here for you and your best friend. > > Need more help? > support@halocollar.com | Halo Help Center > Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 12:39:19 UTC**

Accessory Order Number-1660248 H4 graphite strap kit

**STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 12:39:22 UTC | Status: CLOSED**

## Conversation: TBee3ZFMQg6j2BqTOHNn9w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:39:13 UTC to 2025-09-16 13:36:43 UTC

### EMAIL | Customer (TzYHqjl4...) | 2025-09-16 12:39:13 UTC

**From:** kennethksmith09@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Big delay in feedback. Kenneth K. Smith Cell Phone: 6143903090 "Persistence: Nothing in this world can take the place of Persistence." -Calvin Coolidge "Failure will never overtake me if my determination to succeed is strong enough"

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:33:18 UTC

Added: ZKYz4UsHRG6\_\_sFoccYiEA

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 13:33:20 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx states there is a big delay in feedback Cx has two collars 24h3151877rt and 24h3153804rt Unsure which collar is having an issue Recap (When/Where/What the customer wants) Sending info on managing feedback Is This Resolved/Follow-Up Required? resolved If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

### EMAIL | Agent (sR--y62-...) | 2025-09-16 13:36:41 UTC

**From:** support@halocollar.com

**To:** kennethksmith09@gmail.com

**Subject:** Re: Log Submission

Hello Kenneth, My name is Don and I'm happy to provide you with information about Prevention & Feedback. Here is an overview Learn how to set your preferences for Encouragement and Prevention feedback Choose which feedback prompts your dog will receive Adjust the volume and intensity level for each type of feedback Background Following the training program is strongly recommended The program helps evaluate how effective the Halo system is for your dog and ensures feedback settings are appropriate Important Warning: Warning feedback and encouragement are key parts of Halo Collar behavior training Complete the Behavior Training section in the Halo App before manually sending any feedback to your dog During training, you'll be guided to set warning feedback to the lowest level needed to get the right response These settings should always be used alongside the behavior training for the best results About Warning Feedback Warning feedback is delivered through audible, tactile, and static prompts During early training, static correction helps your dog learn to respond to audible or tactile warnings Over time, most dogs will respond to just the warning without needing static correction Some dogs may become too distracted to notice the warning alone In these cases, static correction can cut through distractions and may help keep your dog safe Encouragements: Encouragements are positive sounds your dog learns to associate with good behavior There are three types used in training: Good Dog – reinforces good behavior Heading Home – praise after multiple unsafe behaviors Whistle – teaches your dog to return to you How to Set or Adjust Feedback Intensity Tap the My Map icon at the bottom of the screen Select the pet whose settings you want to change Swipe up on the Pet Card to open it fully Tap Feedback Settings in the bottom right corner Use the drop-down menus for Prevention and Encouragement feedback Adjust the type and intensity of feedback for specific situations, including: Warning Feedback Boundary Feedback Emergency Feedback Good Dog Return Whistle Go Home How to Manually Send Feedback to Your Dog From the My Map screen Tap the My Map icon Select the pet you want to send feedback to Tap the blue and white Hand icon at the top left of the Pet Card You'll be taken to the Instant Feedback screen, where you can: Choose which pet(s) will receive feedback View the collar's connection status Tap the feedback you want to send Important information If connected via Bluetooth, feedback is sent instantly If using Wi-Fi or cellular, it may take a few seconds, depending on connection strength Additional Access Tip You

can also open the Instant Feedback screen by tapping the Hand icon on the right side of the My Map tab. There are two options to send an Encouragement or Prevention from the My Map screen : Click on the My Map icon at the bottom of the screen. Select the pet whom you would like to send an Encouragement or Prevention to Click the blue and white Hand icon on the top left portion of the Pet Card. Once selected, you are brought to the Instant Feedback Screen Additional Notes The Instant Feedback screen can also be opened by selecting the Hand Icon on the right side of the My Map tab If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 8:39 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:39 PM "Kenneth Smith" wrote: > > > Big delay in feedback. > > > > > Kenneth K. Smith > > Cell Phone: 6143903090 > > > "Persistence: Nothing in this world can take the place of Persistence." -Calvin Coolidge > > > "Failure will never overtake me if my determination to succeed is strong enough"

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:36:43 UTC | Status: CLOSED

## Conversation: 3sORK44eQea0jPw\_ELO79w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:39:42 UTC to 2025-09-16 13:35:20 UTC

**EMAIL | Customer (dRL3PG-U...) | 2025-09-16 12:39:42 UTC**

**From:** agress823@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar: Thank you!

Hello, The collar is not responding to the GPS boundaries again. Our dog was outside her boundaries this morning for about 40mins while we were outside doing chores, and she did not receive any feedback during this timeframe (screenshot attached). All GPS is up to date with our collar. Please advise On Sat, Sep 13, 2025, 4:27 PM Halo Collar wrote: > Hello Amanda, > > Thank you so much for joining me in the Dog Park today! It was a pleasure > connecting with you and supporting you on your Halo journey! > > - \*Collar Orientation Article\* > > > Whether you need a little training guidance, help with setup, or just some > peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check > in. We're just a click or call away. We want to make sure that any issues > you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to \*contact our customer support\* > . > We are here to help! > > With pawsitivity, > Kaitlyn > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

**AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 13:35:12 UTC**

Live Team Notes Serial Numbers:25h4153375rt FW:v.03.01.02 PRODBETA Issue/ Need: GPS not giving feedback Troubleshooting & Actions Taken: HR, reinitialize gps, then test gps levels and fences Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 13:35:14 UTC**

**From:** support@halocollar.com

**To:** agress823@gmail.com

**Subject:** Halo Collar Troubleshooting

Hi, Amanda, Thank you for contacting Halo Support. We apologize for the difficulty you are experiencing with your GPS tracking in the App. We understand that you are facing issues with the Halo App's live tracking feature. Please use the troubleshooting steps below. Steps to Perform a Hard Reset Plug the collar into the chargerPlace it on a flat surface with the charging cable facing upPress and hold the power button for 60 secondsDo not release earlyYou may feel 3 vibrations and see a red flashing battery light, but continue holding for the full 60 secondsRelease the button and wait 15–20 seconds The collar should restart automatically: The battery light will turn solid green briefly, then start flashing greenThe Paw LED will flash once when the collar turns back onWhat to Expect After a Hard ResetThis will erase all GPS location data saved on the collarYou will need to reinitialize GPS after completing the reset-take the collar outside and walk around to regain the GPS data Next step is to check your GPS for accuracy: GPS Adjustments See more in this article. Additional Note After reinitializing, please follow the hand test instructions to test your fence. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:39 AM "Gress Acres" wrote: > Hello,



> > The collar is not responding to the GPS boundaries again. Our dog was > outside her boundaries this morning for about 40mins while we were outside > doing chores, and she did not receive any feedback during this timeframe > (screenshot attached). > > > All GPS is up to date with our collar. > > Please advise > > On Sat, Sep 13, 2025, 4:27 PM Halo Collar wrote: > > > Hello Amanda, > > > Thank you so much for joining me in the Dog Park today! It was a pleasure > > connecting with you and supporting you on your Halo journey! > > > > > - \*Collar Orientation Article\* > > > > > > > Whether you need a little training guidance, help with setup, or just some > > peace of mind, we're always here to lend a paw. > > > If you have any other questions, need a refresher, or just want to check > > in. We're just a click or call away. We want to make sure that any issues > > you're experiencing are completely resolved. > > > Wishing you and your pup many safe, happy adventures ahead! > > Please do not hesitate to \*contact our customer support\* > > . > > > We are here to help! > > > With pawsitivity, > > Kaitlyn > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > >

**TOPIC CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 13:35:20 UTC

Added: DWX7EuMeSkumrbZ8T4AUPQ

**STATUS CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 13:35:20 UTC | Status: CLOSED

## Conversation: jqGajALgRLGo1KE3r6RIJw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 12:39:57 UTC to 2025-09-16 13:12:20 UTC

### AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 12:39:57 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants to cancel sub plan as says he no longer has a collar Recap (When/Where/What the customer wants) Per AP 24h3194830rt - collar last heard 8/20/25 Cx enrolled in annual bronze plan Cancelled plan immediately in stripe Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Email cx that plan has been cancelled Optional Additional Info:

**TOPIC CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 12:40:14 UTC

Added: Ofтт8viJQc6OAbjGHI0iQ, bDcJwjoMTjefz13hM6gAA

### EMAIL | Agent (K5Oem0q0...) | 2025-09-16 12:42:48 UTC

**From:** support@halocollar.com

**To:** seth.man.sko@gmail.com

**Subject:** Halo Collar Subscription Update

Hello Seth, Thanks for reaching out to Halo Support! My name is Jessica with the Billing Team. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription No further payments will be taken. If anything else comes up, we're always here for you and your pup! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Sunday, September 14, 2025, 1:48 PM support@halocollar.com wrote: > Hello Seth, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > > With pawsitivity, > Temitope > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 12:43:15 UTC | Status: CLOSED

### EMAIL | Customer (y7YWfIY0...) | 2025-09-16 13:12:20 UTC

**From:** seth.man.sko@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Subscription Update

Did you refund the yearly subscription that just processed? On Tue, Sep 16, 2025, 8:42 AM Halo Collar wrote: > Hello Seth, > > Thanks for reaching out to Halo Support! My name is Jessica with the > Billing Team. > > \*I'm reaching out with an update on your subscription:\* > > - I've gone ahead and canceled your subscription > - No further payments will be taken. > > > If anything else comes up, we're always here for you and your pup! > > > With pawsitivity, > Jessica > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend ■ > > \*Need more help?\* > ■support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Sunday, September 14, 2025, 1:48 PM support@halocollar.com

wrote: > > Hello Seth, > > Thank you for reaching out to the Halo Support Team, and for giving us the > chance to help. > > Your request has been sent to our Billing Team, and they're actively > investigating the issue to ensure we resolve it as quickly and accurately > as possible. > > \*Here's what you can expect:\* > > - Our team is reviewing the details of your request and any related > activity. > - We're checking systems to get a complete picture. > - You'll hear back from us as soon as we have an update or resolution > to share. > > \*In the meantime:\* > > - Please know we're prioritizing this for you. > - We truly appreciate your patience while we dig in and work on a > solution. > - Our goal, always, is to keep tails wagging and give you peace of > mind. > > > If you have any questions or if anything changes on your end, feel free to > reply to this message. We're here, and we're ready to help every step of > the way. > > > > With pawsitivity, > Temitope > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > >

**STATUS CHANGE** | Customer (y7YWfIY0...) | 2025-09-16 13:12:20 UTC | Status: OPEN

## Conversation: d8fLTHoIQdqPV5r\_poOJlg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:40:37 UTC to 2025-09-16 12:42:51 UTC

**Customer (PCpqupG7...) | 2025-09-16 12:40:37 UTC | halocollar.com**

Collars are slow to update position

**System/AI | 2025-09-16 12:41:05 UTC | halocollar.com**

Hi there! If your Halo Collar is slow to update its position, it might need GPS initialization. Simply take the collar outside to an open area with a clear sky view and keep it still until the GPS light blinks green (Halo 4) or blue (Halo 3/older), indicating active GPS. Make sure the collar is charged and connected to Wi-Fi for automatic satellite data downloads, which enhance GPS accuracy. If issues persist, please check that your collar's firmware is up-to-date and fitted properly on your dog. Let us know if you need further assistance!

**Customer (PCpqupG7...) | 2025-09-16 12:41:52 UTC | halocollar.com**

I have already tried this step and it did not work

**System/AI | 2025-09-16 12:42:51 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: D7N67EwNSsuyQCQ-zG8XXA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:40:43 UTC to 2025-09-16 13:26:59 UTC

PHONE\_CALL | Customer (yqiMfuVq...) | 2025-09-16 12:40:43 UTC

### AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 13:14:17 UTC

Live Team Notes Serial Numbers:24h3331012rt FW: Tracking Number: 791743251035 May 5 2025 received at warehouse Tracking Number: 797326059653 delivered May 5 2025 warranty ID: AW-20250902-43478 Issue/ Need: Customer is seeking an update on a replacement collar that was promised within 3–5 days (since Sunday). The app still shows “pending replacement” with no further updates. Verified a pending deactivation for replacement, but no new collar has been shipped. Customer unclear about previous replacement activity; does not recall a July warranty return. Order #1656146 is still under review, and billing is investigating if the collar meant to be returned was kept. CS system shows the replacement was already shipped, but status remains unclear. Customer was advised to wait for billing to complete their review. Case escalated to Billing Department due to conflicting records and unresolved replacement status. Troubleshooting & Actions Taken: Escalate to billing team to look into replacement status Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 13:18:25 UTC

Billing Team Escalation Notes Affected Serial Number: 24h3331012rt FW: v.02.08.11 Order ID: warranty ID: 20250902-43478 (RMA received) RMA Ticket #: Subscription Start Date: Feb 3 2024 Reason for Escalation: Customer is seeking an update on a replacement collar that was promised within 3–5 days (since Sunday). The app still shows “pending replacement” with no further updates. Verified a pending deactivation for replacement, but no new collar has been shipped. Customer unclear about previous replacement activity; does not recall a July warranty return. Order #1656146 is still under review, and billing is investigating if the collar meant to be returned was kept. CS system shows the replacement was already shipped, but status remains unclear. Customer was advised to wait for billing to complete their review. Case escalated to Billing Department due to conflicting records and unresolved replacement status. Requested Action: WR status for warranty ID: 20250902-43478

### EMAIL | Agent (R0Luxcqv...) | 2025-09-16 13:26:46 UTC

**From:** support@halocollar.com

**To:** andyconnor@yahoo.com

**Subject:** Halo Support Follow Up

Hello Andy, Thank you for calling Halo Support today. This is Sneha—it was a pleasure speaking with you and getting to know more about you and your pup. I understand you're looking for an update on your replacement collar, and I recognize how important it is to have clear and timely updates when it comes to your pet's safety. At this time, I can confirm that the collar is still showing as "RMA received" in our system. While our records indicate a prior shipment connected to a warranty return in July, you mentioned that you don't recall initiating that return. Our Team is actively reviewing Order #1656146, including the status of the collar that may not have been returned, which could be affecting your current request. The case has now been escalated to help clarify the status of your Warranty Replacement (ID: AW-20250902-43478) and ensure the next steps are handled accurately. If you have any further questions or need additional support in the meantime, please don't hesitate to reach out. We're here for you by phone, email, or live video support. Thank you for being part of the Halo pack! With pawsitivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 13:26:59 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

## Conversation: hqX-c8zsSVaKbZ\_tMP1Oiw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:41:06 UTC to 2025-09-16 12:42:30 UTC

**Customer (6b57QP0Y...) | 2025-09-16 12:41:06 UTC | halocollar.com**

How do I add a caretaker to my account

**System/AI | 2025-09-16 12:41:36 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (6b57QP0Y...) | 2025-09-16 12:42:30 UTC | halocollar.com**

I need to add a dog sitter to my account so she can use the collar with my dog

## Conversation: 8KR2PfMXRiSOT7MhjsTMAQ

Messages: 8 | Customers: 1 | Duration: 2025-09-16 12:41:22 UTC to 2025-09-16 17:27:05 UTC

### EMAIL | Customer (rtD\_plbn...) | 2025-09-16 12:41:22 UTC

**From:** queensabrina8118@gmail.com

**To:** info@halocollar.com

**Subject:** Re: Your payment for Halo Collar failed

I want to cancel my account. Please tell me how to do so. On Mon, Sep 15, 2025 at 2:44 PM Katie Wilson wrote: > Hey Susan, > > Katie Wilson from Halo Collar here. It looks like your subscription > payment of \$14.99 didn't go through. Please update your information here > > and we'll give it another try. > > Let us know if you have any questions. > > — > Katie Wilson > Customer Success > >

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:37:34 UTC

**From:** support@halocollar.com

**To:** queensabrina8118@gmail.com

**Subject:** Cancel Subscription

Hello Susan, Thank you for reaching out to our Halo Support team! I understand that you would like to know how to cancel your subscription. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. Here are the steps to cancel your membership plan: Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" Important Information: Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:41 AM "Susan Reuschel" wrote: > I want to cancel my account. Please tell me how to do so. > > On Mon, Sep 15, 2025 at 2:44 PM Katie Wilson > wrote: > > > Hey Susan, > > > > Katie Wilson from Halo Collar here. It looks like your subscription > > payment of \$14.99 didn't go through. Please update your information here > > > > and we'll give it another try. > > > > Let us know if you have any questions. > > > > — > > Katie Wilson > > Customer Success > > > >

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:37:35 UTC

First and Last Name: Susan Reuschel Email: queensabrina8118@gmail.com Phone Number: Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: The cx wants to know how they can cancel their subscription. Next Steps: Email the cx the instructions for them to cancel their subscription. Submit as resolved.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 13:37:38 UTC

Added: OfTt8viJQc6OAbjGHI0iQ

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 13:37:41 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (rtD\_plbn...) | 2025-09-16 15:25:59 UTC | Status: OPEN

### EMAIL | Customer (rtD\_plbn...) | 2025-09-16 15:25:59 UTC

**From:** queensabrina8118@gmail.com

**To:** support@halocollar.com

**Subject:** Cancel my plan

Hello, I want to cancel my plan. I went onto "My account" and the icon for cancel is not responding. Could you cancel my plan, please? Thank you, Susan Reuschel

**STATUS CHANGE** | Unknown | 2025-09-16 17:27:05 UTC | Status: CLOSED





## Conversation: PCzPS1bEToubLy3ctTmnLg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:41:32 UTC to 2025-09-16 12:59:11 UTC

**PHONE\_CALL** | Customer (8V\_IdkDT...) | 2025-09-16 12:41:32 UTC

### AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 12:58:36 UTC

First and Last Name: JD Hammons Email: Not Provided Collar SN: NA Collar FW: NA  
Resources: AP Answers Recap/TS: Pre-purchase Questions Next Steps Pre-Purchase  
Answers

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 12:58:43 UTC

Added: NCR2eulFTRyzoCpXePNHpw

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 12:59:11 UTC | Status: CLOSED

## Conversation: DmrK-EsIT9Cr16Z\_N0cCSA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 12:41:42 UTC to 2025-09-16 12:41:42 UTC*

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 12:41:42 UTC | Status: CLOSED

## Conversation: cfJ1H3UYR8GujbqEqAGnw

Messages: 12 | Customers: 1 | Duration: 2025-09-16 12:42:09 UTC to 2025-09-16 15:21:35 UTC

### EMAIL | Customer (aWNBD3lf...) | 2025-09-16 12:42:09 UTC

**From:** landonhhw@yahoo.com

**To:** support@halocollar.com

**Subject:** Log Submission

Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone

### EMAIL | Agent (6ow\_I6yX...) | 2025-09-16 13:33:16 UTC

**From:** support@halocollar.com

**To:** landonhhw@yahoo.com

**Subject:** Re: Log Submission

Hello Landon, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started? Any error messages or unusual behavior you've seen? Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend! ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:42 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:42 PM "landonhhw" wrote: > > Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone

**TOPIC CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:33:21 UTC

Added: mBJH5IIYT8e2\_OFrmPCDwA

**TOPIC CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:33:28 UTC

Added: tWVb8I74TQWoFOK-wNWbdw | Removed: mBJH5IIYT8e2\_OFrmPCDwA

### AGENT NOTE | Agent (6ow\_I6yX...) | 2025-09-16 13:33:34 UTC

First and Last Name: Landon Carlberg Email: landonhhw@yahoo.com Collar SN: 23h3262278rt, 24h3042278rt Collar FW: v.02.08.11 Resources: AP Gladly Recap/TS: Empty app logs Next Steps: F/u with empty app logs macro

**STATUS CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:33:35 UTC | Status: CLOSED

### EMAIL | Customer (aWNBD3lf...) | 2025-09-16 14:34:35 UTC

**From:** landonhhw@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Log Submission

Good morning Coswayne, The collar I did the submission on is not recharging. When I hold the power button for 1 minute and let go of it, it shows the green battery symbol, followed

by 2 single red battery blinks, and then it blinks red 3 times. Hopefully this information is helpful in diagnosing the issue with the collar. Thank you! Landon CarlbergCell (218)-729-0569Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone -----Original message -----From: Halo Collar Date: 9/16/25 8:33 AM (GMT-06:00) To: landonhwh@yahoo.com Subject: Re: Log Submission Hello Landon, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:42 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 12:42 PM "landonhwh" wrote: Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone

**STATUS CHANGE** | Customer (aWNBD3lf...) | 2025-09-16 14:34:35 UTC | Status: OPEN

**EMAIL | Customer (aWNBD3lf...) | 2025-09-16 14:36:05 UTC**

**From:** landonhwh@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Log Submission

Hello Coswayne, I forgot to mention, I just noticed this issue this morning as I am trying to charge the collar. Thanks, Landon CarlbergCell (218)-729-0569Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone -----Original message -----From: Halo Collar Date: 9/16/25 8:33 AM (GMT-06:00) To: landonhwh@yahoo.com Subject: Re: Log Submission Hello Landon, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:42 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 12:42 PM "landonhwh" wrote: Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone

**EMAIL | Agent (DRL3eEs5...) | 2025-09-16 15:21:04 UTC**

**From:** support@halocollar.com

**To:** landonhhw@yahoo.com

**Subject:** Re: Log Submission

Hello Landon, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively: 1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting. 5. Perform a Hard Reset Plug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 10:36 AM "landonhhw" wrote: > Hello Coswayne, I forgot to mention, I just noticed this issue this morning as I am trying to charge the collar. Thanks, Landon Carlberg Cell (218)-729-0569 Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone > ----- Original message ----- From: Halo Collar Date: 9/16/25 8:33 AM (GMT-06:00) To: landonhhw@yahoo.com Subject: Re: Log Submission Hello Landon, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:42 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 12:42 PM "landonhhw" wrote: Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone

**AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 15:21:34 UTC**

Live Team Notes Serial Numbers: 24h3042278rt FW: Issue/ Need: cx's collar is not charging Troubleshooting & Actions Taken: sent dead unit steps, WB is not reporting anything odd on our end Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 15:21:35 UTC | Status: CLOSED

## Conversation: 2yDPFKJzRrS-UE-Ek-aQVQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:42:40 UTC to 2025-09-16 12:44:09 UTC

**Customer (uhWwVYRy...) | 2025-09-16 12:42:40 UTC | halocollar.com**

Rogers Halo fell off and battery died- we cannot locate it.

**System/AI | 2025-09-16 12:42:55 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (uhWwVYRy...) | 2025-09-16 12:44:09 UTC | halocollar.com**

can we located a dead halo collar? it fell off



## Conversation: 4zUq1OOtQfeIYUAvjArGRA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 12:45:05 UTC to 2025-09-16 14:34:07 UTC

EMAIL | Customer (fmewgx6t...) | 2025-09-16 12:45:05 UTC

**From:** jalang1776@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Troubleshooting Information

Hi, I haven't heard anything back yet. I need this collar replaced. I just got a message from the halo app this morning saying the collar has not connected to let in 2 days. Jason On Mon, Sep 15, 2025, 5:25 AM Halo Collar wrote: > Hi Jason, > Thank you for sending the photo. I can confirm that we've received it and > have the serial number for your collar. > We'll use this to continue troubleshooting the LTE connection issue. > > A Halo representative will reach out if any additional information is > needed, or we'll follow up with the next steps shortly. > We appreciate your patience while we work on this! > \*To join the Dog Park through the Halo App, just follow these quick steps:\* > > - Tap Settings > - Tap Halo Dog Park > - Tap Halo Support > - Tap Join Session ■■■■ > > \*Phone support\* (+1 (214) 238-9788) available hours: > > - 9:00 AM - 5:00 PM EST (Monday-Friday) > - 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > > With pawsitivity, > Symantha > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Sunday, September 14, 2025, 6:59 PM "Jason Lang" > wrote: > > Absolutely. Thank you. Attached is a picture from the box. Not sure while > I which number you needed. > > > > Jason > > On Sun, Sep 14, 2025, 10:22 AM Halo Collar wrote: > > > Hello Jason, > > > Thank you for contacting Halo Collar Support. We need the Serial Number > > of the collar that is having issues. You have 3 collars on your account. > > Please provide the Serial number for the collar with issues. > > > Thank you, and we look forward to getting this resolved quickly. > > > With pawsitivity, > > [RES]Jamie > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Saturday, September 13, 2025, 10:13 PM "Jason Lang" > jalang1776@gmail.com> wrote: > > > The firmware is up to date. The lte in the diagnostic says it's ok. It > > will not switch or get the lte. My other two collars with just fine. > > > I need this collar warrantied out please. This needs to be fixed. Thanks > > > Jason > > > On Sat, Sep 13, 2025, 8:17 AM Halo Collar wrote: > > > > Hello Jason, > > > > Thank you for reaching out to our Halo Support. > > > > We understand that you may be experiencing some issues with LTE > > > connectivity on your collar. We apologize for any inconvenience caused but > > > rest assured, we are here to assist you. Please follow the steps below: > > > > 1. \*Firmware Check:\* It's important to regularly check the firmware > > > of your e-collar. This ensures that it is up-to-date and functioning > > > optimally. You can find instructions on how to review and update the > > > firmware in this article > > > . > > > 2. \*Collar Diagnostics:\* Check the collar diagnostics in your \*Collar > > > Settings\* and specifically view the LTE module. If you receive a > > > message stating that the LTE module is not working properly, please contact > > > our customer support team > > > . > > > 3. \*Transitioning from Wi-Fi to LTE:\* Ensure that your e-collar > > > successfully transitions from Wi-Fi to LTE whenever you walk outside and go > > > out of the Wi-Fi range. This transition is essential to maintain a seamless > > > connection. > > > \*Test on an Alternate Device:\* If possible, try using the collar's LTE > > > functionality on an alternate device. This can help determine if the issue > > > is specific to your current device or the collar. > > > > 1. Future Coverage Expansion: We understand the importance of having > > > reliable LTE coverage. We are actively working on extending our coverage to > > > other carriers in the future to provide you with even more options for > > > connectivity. > > > 2. Troubleshooting Logs and Diagnostics: If all the troubleshooting > > > steps mentioned above fail to resolve the issue, we may need to gather > > > system log files from your collar. Please reach out to our customer support > > > team, and they will guide you through the process of collecting the > > > necessary logs

and diagnostics >>> . >>> Our engineering team will then review the information to provide further >>> assistance. >>> >>> In addition, we'd like to share some additional resources about LTE >>> coverage: >>> >>> - Coverage Issues: Check if there is good cellular coverage in your >>> area. You can use the FCC Coverage Website >>> >>> to verify the coverage quality and signal strength. >>> - Environmental Factors: Sometimes, obstructions like buildings, >>> trees, or other physical barriers can affect LTE signal strength. Ensure >>> you are in an open area or test the LTE connectivity in different locations. >>> >>> >>> We apologize for any inconvenience caused. Our team is dedicated to >>> resolving this matter for you. If you have any further questions or need >>> additional assistance, please do not hesitate to contact our customer >>> support >>> . >>> >>> >>> Please also provide the email address associated with your Halo Collar >>> account and the serial number of the collar experiencing the issue. >>> >>> We are here to help! >>> >>> With pawsitivity, >>> Psyche >>> Halo Customer Support >>> \*Halo Collar\* | Here for you and your best friend■ >>> >>> \*Need more help?\* >>> ■\*support@halocollar.com\* | ■\*Halo Help >>> Center\* >>> >>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >>> >>> >>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>> >>> \*Join Session\* to speak with the next available agent >>> >>> On Friday, September 12, 2025, 10:54 AM "Jason Lang" >> jalang1776@gmail.com> wrote: >>> >>> Here are the logs for the Navy blue collar from our account. Our >>> account is under hrlang617@gmail.com. I dont have a support ticket >>> number I called in yesterday to get help. The collar is not connecting to >>> LTE. >>> >>> >>> >>> Jason >>> >>> >>> On Fri, Sep 12, 2025 at 7:20 AM Halo Collar >>> wrote: >>> >>>> Hello Jason, >>>> >>>> My name is Ronald, and I'm happy to assist you. >>>> >>>> Here is information on how to send System Logs or Diagnostic Files to >>>> Customer Support during troubleshooting. >>>> >>>> \*You'll need the following:\* >>>> >>>> - Your Halo Collar >>>> - A USB-C charging cable (the one that came with your collar or >>>> another USB-C cable) >>>> - A PC or Mac computer >>>> >>>> \*Step-by-Step Instructions:\* >>>> >>>> >>>> - Make sure the collar is turned ON >>>> - Press the power button once >>>> - The Logo light will start blinking >>>> - Recreate or observe the issue (if possible) >>>> - Try to reproduce the behavior by hand testing the collar >>>> >>>> \*Create a new diagnostic file:\* >>>> >>>> - Press the power button again (a short press) >>>> - This saves the log to the collar's internal storage >>>> - Connect the collar to your computer using the USB-C cable >>>> - Turn the collar OFF to enter low power mode >>>> - Press and hold the power button for 5 seconds >>>> - The collar will vibrate three times >>>> - Release the button when vibration ends >>>> - Open File Explorer (Windows) or Finder (Mac) on your computer >>>> - Your computer may show a notification that a new device was >>>> connected >>>> - If the collar does not appear, try a Hard Reset: >>>> - Hold the power button for 60 seconds, then try connecting again >>>> - Once connected, the collar will appear as a USB drive >>>> - On a PC: likely listed as D: or E: >>>> - On a Mac: likely listed as "noname" >>>> - Open the USB drive >>>> - You should see folders named: >>>> - log >>>> - logs >>>> - config >>>> - FW >>>> - sgee >>>> - diags >>>> - From here, follow any instructions from Customer Support on which >>>> files or folders to send. >>>> >>>> >>>> \*How to Send Log and Diag Files to Customer Support:\* >>>> >>>> - Open the collar's USB drive on your computer >>>> - Locate and copy the "log" folder >>>> - Paste or attach this folder to your email reply to Customer >>>> Support >>>> - These files are usually small, so you should be able to send >>>> the full folder >>>> - If needed, just attach the most recent log files >>>> - Next, locate and attach the "diags" folder >>>> - This folder contains several .json files >>>> - Attach it to the same email along with the log folder/files >>>> >>>> \*Where to Send the Files:\* >>>> >>>> - If you already have an open support ticket, reply to that email >>>> - If not, send a new email to: support@halocollar.com >>>> >>>> \*Important Notes:\* >>>> >>>> - If you're submitting files for more than one collar, send them in >>>> separate emails >>>> - Include the serial number of each collar in the email >>>> - Files do not indicate which collar they came from >>>> >>>> \*Once files are attached and sent:\* >>>> >>>> - Safely eject the collar from your computer >>>> - Press the ON button to turn the collar back on and resume use >>>> >>>> If you have any additional questions, please don't hesitate to reach >>>> out! We're here for you and your pup! >>>> >>>> With pawsitivity, >>>> Ronald >>>> Halo Customer Support >>>> \*Halo Collar\* | Here for you and your best friend■ >>>> >>>> \*Need more help?\* >>>> ■\*support@halocollar.com\* | ■\*Halo Help >>>> Center\* >>>> >>>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >>>> >>>> >>>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>>> >>>> \*Join Session\* to speak



## Conversation: IL39BwOKTjyHYqGUR23VyA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 12:49:02 UTC to 2025-09-16 18:44:54 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 12:49:02 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx states their package was delivered, but stolen & they would like a REP order to be sent Recap (When/Where/What the customer wants) Order: 1653859 Tracking: 392809729934 [<https://www.fedex.com/fedextrack/?trknbr=392809729934&trkqual=2460922000~392809729934~FX>]; shows delivered with claim ticket open SNs: 25h4303072rt,25h4303296rt (deactivated) Is This Resolved/Follow-Up Required? FU - having cx verify their address first before submitting new REP order If Follow Up Is Required (What/When) Create REP order for 1653859 Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 12:57:05 UTC

**From:** support@halocollar.com

**To:** thegypsie72@yahoo.com

**Subject:** Halo Support/Lost or Stolen Package

Hello Misti, Thank you for reaching out to Halo Customer Support. We appreciate your patience as we reviewed your account and request. We are saddened to hear that your order was stolen from your porch. We know that must be incredibly frustrating and disappointing. I wanted to let you know we have gone ahead and deactivated the collars from your order. Moving forward, we can refund or replace your order that was stolen. If you would like us to send you another order, can you please confirm your address with us, and we will put that order in right away for you! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Saturday, September 13, 2025, 11:03 AM support@halocollar.com wrote: > Hello Misti, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Paisley > Halo Customer Support > Halo Collar | Here for you and your best friend

> > Need more help? > support@halocollar.com | Halo Help Center > Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 9:54 AM support@halocollar.com wrote: > > > Hello Misti, > > > Here is a link to the FedEx tracking for your package: click here > > > With pawsitivity, > > Paisley > > Halo Customer Support > > Halo Collar | Here for you and your best friend

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**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 12:57:34 UTC | Status: CLOSED

### EMAIL | Customer (MQMSmZQr...) | 2025-09-16 16:32:54 UTC

**From:** thegypsie72@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support/Lost or Stolen Package

Hello. Thank you so much for the speedy reply! I would very much appreciate you sending another set of collars. My address is 608 South Canyon Road Alamogordo NM 88310 Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 6:57 AM, Halo Collar wrote: Hello Misti, Thank you for reaching out to Halo Customer Support. We appreciate your patience as we reviewed your account and request. We are saddened to hear that your order was stolen from your porch. We know that must be incredibly frustrating and disappointing. I wanted to let you know we have gone ahead and deactivated the collars from your order. Moving forward, we can refund or replace your order that was stolen. If you would like us to send you another order, can you please confirm your address with us, and we will put that order in right away for you! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Saturday, September 13, 2025, 11:03 AM support@halocollar.com wrote: Hello Misti, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: - Our team is reviewing the details of your request and any related activity. - We're checking systems to get a complete picture. - You'll hear back from us as soon as we have an update or resolution to share. In the meantime: - Please know we're prioritizing this for you. - We truly appreciate your patience while we dig in and work on a solution. - Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Paisley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 9:54 AM support@halocollar.com wrote: Hello Misti, Here is a link to the FedEx tracking for your package: click here With pawsitivity, Paisley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 9:53 AM support@halocollar.com wrote: Hello Misti, Here is a link to the FedEx tracking for your package: click here With pawsitivity, Paisley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*STATUS CHANGE | Customer (MQMSmZQr...) | 2025-09-16 16:32:54 UTC | Status: OPEN*

**AGENT NOTE | Agent (M0svworG...) | 2025-09-16 18:41:01 UTC**

Accessory Order Number- 1660423 is replacing 1653859 (lost or stolen package)

**EMAIL | Agent (M0svworG...) | 2025-09-16 18:44:45 UTC**

**From:** support@halocollar.com

**To:** thegypsie72@yahoo.com

**Subject:** Halo Support/Lost or Stolen Package

Hello Misti, Thank you so much for your quick reply and confirming your address with us! I'm happy to let you know that your order for two Halo 4 Kits in Graphite has been successfully set up and will be shipping out shortly. Your order number is 1660423 You can expect your order to arrive within roughly 3-5 business days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 10:32 AM "misti parks" wrote: > Hello. Thank you so much for the speedy reply! I would very much appreciate you sending another set of collars. My address is > 608 South Canyon Road Alamogordo NM 88310 > > > Sent from Yahoo Mail for iPhone > > > On Tuesday,

September 16, 2025, 6:57 AM, Halo Collar wrote: > > Hello Misti, > Thank you for reaching out to Halo Customer Support. We appreciate your patience as we reviewed your account and request. > We are saddened to hear that your order was stolen from your porch. We know that must be incredibly frustrating and disappointing. I wanted to let you know we have gone ahead and deactivated the collars from your order. > Moving forward, we can refund or replace your order that was stolen. If you would like us to send you another order, can you please confirm your address with us, and we will put that order in right away for you! > Best Regards, Katherine Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Saturday, September 13, 2025, 11:03 AM support@halocollar.com wrote: > Hello Misti, > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > Here's what you can expect: > - Our team is reviewing the details of your request and any related activity. > - We're checking systems to get a complete picture. > - You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > - Please know we're prioritizing this for you. > - We truly appreciate your patience while we dig in and work on a solution. > - Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > With pawsitivity, Paisley Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Saturday, September 13, 2025, 9:54 AM support@halocollar.com wrote: > Hello Misti, > Here is a link to the FedEx tracking for your package: click here > With pawsitivity, Paisley Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Saturday, September 13, 2025, 9:53 AM support@halocollar.com wrote: > Hello Misti, > Here is a link to the FedEx tracking for your package: click here > With pawsitivity, Paisley Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > > > > > >

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 18:44:54 UTC | Status: CLOSED



## Conversation: dMz0Z5I\_RLaS8GTDskKYUg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:49:16 UTC to 2025-09-16 12:50:18 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 12:49:16 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx lost the collar they needed to return Recap (When/Where/What the customer wants) Cx lost the collar they needed to return Added to the warranty collars not returning sheet Sending cx further attention macro Will get with my lead tomorrow to see what the outcome will be Is This Resolved/Follow-Up Required? Y If Follow Up Is Required (What/When) Sending cx email that we are looking into it Optional Additional Info:

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 12:49:58 UTC

**From:** support@halocollar.com

**To:** farmerddj@gmail.com

**Subject:** Halo Collar Order Update

Hello Richard, My name is Tiff, and I hope you and your pup are having a great day! Just a quick update on the status of your request. After reviewing your case, we've looped in our Management Team for a closer look. They'll make sure everything is handled with care. Here's what's happening now: Your case has been sent to the right team. They're already digging in. We'll follow up soon with your next update. We understand that your dog's safety and your peace of mind are of the utmost importance. Thanks for your patience while we get things sorted. We're always here if you need anything in the meantime. Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Monday, September 15, 2025, 4:50 PM support@halocollar.com wrote: > Hello Richard, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Taylor > Halo Customer Support > Halo Collar | Here for you and your best friend

> > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 4:49 PM support@halocollar.com wrote: > > > Hello Richard, > > > My name is Taylor, and I would like to thank you for your patience while we processed your order request. > > > I'm happy to let you know that your order for Halo 4 Strap and Contact tips has been successfully set up and will be shipping out shortly. > > You can expect your order to arrive within roughly 3-5 business days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status > > If you have any questions in the meantime, just reply to this email. > > We're always here to help. > > > With pawsitivity, > > Taylor > > Halo Customer Support > > Halo Collar | Here for you and your best friend

> > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 12:50:18 UTC | Status: CLOSED

## Conversation: tLsZNUi0THiHj5SYk2K7Ag

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:49:43 UTC to 2025-09-16 14:50:31 UTC

**Customer (oNQPBdw7...)** | 2025-09-16 12:49:43 UTC | halocollar.com

I keep getting incorrect pin when I try to connect via blue tooth

**System/AI** | 2025-09-16 12:50:02 UTC | halocollar.com

Hi there! It sounds like you're having a common issue. Remember, the Halo Collar connects to your phone only through the Halo App, not your phone's standard Bluetooth settings. Please ensure the collar is fully charged, the Halo App is installed, and Bluetooth permissions are enabled for the app. Once you open the Halo App, it should automatically detect and connect to the collar. If you're still having trouble, make sure your collar's firmware is up to date and try using the nRF Connect Mobile App to see if the collar is discoverable. Let me know if this helps or if you have any more questions!

**STATUS CHANGE** | Unknown | 2025-09-16 14:50:31 UTC | Status: CLOSED



## Conversation: uZXWCEXeRv2NMWrtCdy2RA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 12:51:35 UTC to 2025-09-16 14:58:34 UTC

**Customer (bfvsuPnU...)** | 2025-09-16 12:51:35 UTC | halocollar.com

Can I set up the collar without having it in hand?

**System/AI** | 2025-09-16 12:51:57 UTC | halocollar.com

To set up the Halo Collar, you'll need to have it with you. Make sure it's charged and turned on so you can pair it with the Halo App via Bluetooth. Keep the collar connected to the charger and your phone within 50 feet. Then, just follow the app's instructions to complete the setup, including adding pet details and connecting to Wi-Fi. If you have any more questions, feel free to ask!

**Customer (bfvsuPnU...)** | 2025-09-16 12:53:04 UTC | halocollar.com

Can more than one person use my account for the collar

**System/AI** | 2025-09-16 12:53:35 UTC | halocollar.com

Yes, more than one person can use your Halo account for the collar! Just share the same login credentials across multiple devices. This way, everyone can access tracking, manual feedback, and collar settings. Please ensure all users complete the User Training for safe and proper handling of the collar.

**Customer (bfvsuPnU...)** | 2025-09-16 12:57:15 UTC | halocollar.com

If someone else sets up the collar will I be able to see what's going on if I'm logged into my account?

**System/AI** | 2025-09-16 12:57:36 UTC | halocollar.com

Absolutely! If someone else sets up the collar using your account, you can still see all updates and information. Just use the same login credentials on your device. This way, you can access tracking, manual feedback, and collar settings from anywhere, keeping you informed about your dog's activities and safety.

**STATUS CHANGE** | Unknown | 2025-09-16 14:58:34 UTC | Status: CLOSED

## Conversation: MgmV6lWTQCSFEQEJINHKA<sub>g</sub>

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:53:28 UTC to 2025-09-16 14:54:33 UTC

**Customer (sYpGc9iC...)** | 2025-09-16 12:53:28 UTC | halocollar.com

How do I change my password

**Customer (sYpGc9iC...)** | 2025-09-16 12:53:54 UTC | halocollar.com

On the app

**System/AI** | 2025-09-16 12:54:28 UTC | halocollar.com

Hey there! To change your password in the Halo Collar app, just open the app and tap 'Log In.' Then, select 'Forgot Password?' and enter your email to get a recovery link. Once you receive the email, reset your password and tap 'Submit.' You can then log in with your new password. If you run into any issues, make sure to check your spam or junk folders for the recovery email. Need more help? Just let me know!

**STATUS CHANGE** | Unknown | 2025-09-16 14:54:33 UTC | Status: CLOSED

## Conversation: QuizNb\_9T86j-7F4OdSfPg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:54:34 UTC to 2025-09-16 12:56:12 UTC

### AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 12:54:34 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Tara Cronbaugh Email: tara@thejavahouse.com Phone Number: 3193313073 Collar SN: 25h4246245rt (Teddy) - Halo 4 - NO purchase details in AP - Collar has a critical error in AP. Collar SN: 25h4262701rt (Charlie) - Halo 4 - NO purchase details in AP - Collar has a critical error in AP. Collar FW: both collars: v.03.00.05 on 08/20/2025 20:14 Collar Purchased From: Amazon Resources: Verified CX in AP, Gladly. Recap/TS: Both Halo 4 collars have critical errors in AP that need WR. CX purchased via Amazon and started a return for a refund. Next Steps: Prior Agent escalated to RMA for deactivation of collars.

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:54:35 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w, jjmywZ3VSKKjVyuw1USzJQ

### EMAIL | Agent (nNKLv8vG...) | 2025-09-16 12:56:12 UTC

**From:** support@halocollar.com

**To:** tara@thejavahouse.com

**Subject:** Halo Support: Your Request is Under Review

Hello Tara, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:33 PM "Tara Cronbaugh" wrote: > Good evening, > > We will need to see about keeping these collars. > They work for our situation half time. (We could never leave the dogs > unattended) as we can only set the static except under strict supervision > as the collars GPS just jump all over and zap them) but they we can use the > collars for warning and keep them close enough to us.) Even with Teddy > collar at 800 and 1300 it will issue a random warning beeps on my bed, (■) > > Maybe we could settle on a beacon try and figure a resolve to recharge our > card. > > But given our situation, we will not be able to get the fence in fast > enough. Unfortunately, we just moved in this lake home and the septic now > needs replaced, so fence is not making it in time this fall or for Iowa > winter. > > Halo company initiated the Amazon refund, not myself. So not sure how you > want to proceed. > > Please advise and we can get you a credit card to recharge. > > Tara Cronbaugh, President > The Java House > d: 319 | 250 | 4736 > > > On Sat, Sep 6, 2025 at 1:23 PM Halo Collar wrote: > > > Hello Tara! > > > We are always happy to help! We would like to take a moment to thank you > > for reaching out to our customer service team. It was our pleasure to > > assist you, and we're glad we could help address your needs. > > > We're here for you whenever you need us and look forward to serving you in > > the future! > > > With pawsitivity, > > Steven > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > \*Need more help?\* > > ■ support@halocollar.com\* | ■ Halo Help Center\* > > > ■ \*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Saturday, September 6, 2025, 1:11 PM "Tara Cronbaugh" > tara@thejavahouse.com>

write: > > > That is appreciated. We will continue to work the fence options. And are > > bummed the lake, trees and home on a slope presented inconsistency. New to > > Halo. > > > We too are not happy with the fence option. But I guess that is lake life. > > > Thank you > > > Tara Cronbaugh, President > > The Java House > > d: 319 | 250 | 4736 > > > > On Sat, Sep 6, 2025 at 11:39 AM Halo Collar > > wrote: > > > Hello Tara! > > > > We completely understand your frustrations. We have reactivated your > > collars temporarily. \*Please note that your collar's deactivation date > > has been moved to September 19th. \*We apologize for that confusion. > > > > If you have any further questions or concerns, please feel free to reach > > back out! > > > > Have a wonderful day! > > > > With pawsitivity, > > Steven > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > > On Saturday, September 6, 2025, 9:04 AM "Tara Cronbaugh" > > tara@thejavahouse.com> wrote: > > > > It would be nice if you could have given us notice to make other > > provisions. We had to move to next option of fence given we know the > > collars over zap and GPS jumps. > > > > Reality is we cannot rely on the collars without watching our pups and > > going out with them which is the idea of collars. However, they were used > > to still keep them in an area. They just beep at the pups at our feet. So > > we can attempt to extend fence out further in the meantime while we work > > the fence. Which we have started. We shut the static off. > > > > We would appreciate to service active while we work to get the fence > > installed. > > > > Unfortunately, no one indicated this would be only option. > > > > We need time to get the fence installed. > > > > > Tara Cronbaugh, President > > The Java House > > d: 319 | 250 | 4736 > > > > > On Sat, Sep 6, 2025 at 7:18 AM Halo Collar > > wrote: > > > > Hello Tara, > > > > My name is Steven and I want to thank you for your email. > > > > \*Please discontinue use of the collar immediately. Your Halo Collar will > > > be deactivated due to an Amazon return issued.\* > > > > > \*Here's what to expect:\* > > > > > - Why it's being deactivated: A return was detected through the > > > Amazon portal. > > > - Why this matters: Using a collar with a known issue could lead to > > > inconsistent tracking or functionality. Deactivation helps prevent any > > > false sense of security. > > > > > > > We understand that this can be inconvenient, but safety is our top > > > priority. > > > > We appreciate your patience. If you have any questions, please don't > > > hesitate to reach out. > > > We're here to help! > > > > With pawsitivity, > > > Steven > > > Halo Customer Support > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > \*Need more help?\* > > > > > ■\*support@halocollar.com\* | ■\*Halo Help > > > Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > > > \*Join Session\* to speak with the next available agent > > > > > > > > > > > >

## Conversation: sr-YMq9PTJuNzaX6PqgKSg

Messages: 10 | Customers: 1 | Duration: 2025-09-16 12:57:12 UTC to 2025-09-16 14:13:00 UTC

**PHONE\_CALL** | Customer (c4yVvgoL...) | 2025-09-16 12:57:12 UTC

**EMAIL | Agent (6ow\_I6yX...) | 2025-09-16 13:03:05 UTC**

**From:** support@halocollar.com

**To:** jenejordan2@mac.com

**Subject:** Halo Collar Subscription Cancellation Information

Hello Jene, I'm happy to help! Here are the steps to cancel your membership plan: Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" Important Information: Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed Let us know if you need any help along the way — we're always here for you and your pup! With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:03:21 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

**AGENT NOTE | Agent (6ow\_I6yX...) | 2025-09-16 13:03:26 UTC**

First and Last Name: Jene (Carolyn) Jordan Email: jenejordan2@mac.com Collar SN: Collar FW: Resources: AP Recap/TS: Cx states they cancelled their membership in Aug. CX states they were charged in September. Next Steps: AP shows an active Gold membership Second account found- carolyn.jordan1@gmail.com This account cancelled in Aug -- carolyn.jordan1@gmail.com Advised cx they have 2 accounts. CX will cancel the other account under husband's email

**STATUS CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:03:28 UTC | Status: CLOSED

**EMAIL | Customer (c4yVvgoL...) | 2025-09-16 13:24:05 UTC**

**From:** jenejordan2@mac.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Subscription Cancellation Information

This does not work . I have no account to cancel. It tries to get me to select a plan > On Sep 16, 2025, at 9:03 AM, Halo Collar wrote: > > Hello

**STATUS CHANGE** | Customer (c4yVvgoL...) | 2025-09-16 13:24:05 UTC | Status: OPEN

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 14:11:15 UTC**

**From:** support@halocollar.com

**To:** jenejordan2@mac.com

**Subject:** Re: Halo Collar Subscription Cancellation Information

Hello Jene, Thanks for reaching out to Halo Support! My name is Brandon. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge of \$19.99. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 9:24 AM "Jene Jordan" wrote: > This does not work . I have no account to cancel. It tries to get me to select a plan > > > On Sep 16, 2025, at 9:03 AM, Halo Collar wrote: > > > Hello > >

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 14:12:55 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX states they already canceled their plan and was charged again Recap (When/Where/What the customer wants) Canceled jenejordan2@mac.com and refunded \$19.99 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 14:13:00 UTC | Status: CLOSED

## Conversation: zCp3WQheR1WRRRA-QWiHE5A

Messages: 7 | Customers: 1 | Duration: 2025-09-16 12:57:22 UTC to 2025-09-16 13:15:51 UTC

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 12:57:22 UTC | Status: OPEN

### AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 12:57:54 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx looking for shipping status on AW-20250908-44636 Recap (When/Where/What the customer wants) Per AP 9/16 it has been updated: Shipped Replacement Status Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Emailing cx that the replacement collar has not been shipped Optional Additional Info:

### EMAIL | Agent (YYRYgGjy...) | 2025-09-16 13:00:42 UTC

**From:** support@halocollar.com

**To:** jocelynleelindgren@gmail.com

**Subject:** Halo Collar Tracking Information

Hello Jocelyn, Great news! Your Halo Collar for Maverick is on its way! It's scheduled to arrive: Wednesday, 9/17/2025 FedEx Tracking Number: 393227313290 You can also monitor it here: Halo Collar Order Status We've packed your items with care, and they'll arrive shortly! If you have any further questions, please don't hesitate to contact us. With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 3:18 PM support@halocollar.com wrote: > Hello Jocelyn, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Ariel > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 10:00 AM support@halocollar.com wrote: > > > Hello Jocelyn, > > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I was deeply saddened to hear about the experience you have had with Halo lately and am hopeful we can try to help further. > > > As discussed, I have reached out about your warranty request order for an update and more information. We will follow up with you here once we have an update. > > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > > Please do not hesitate to contact our customer support. We are here to help! > > > With pawsitivity, > > Jessica > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Friday, September 12, 2025, 2:44 PM support@halocollar.com wrote: > > > > Hello Jocelyn, > > > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > > > Here's what you can expect: > > > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > > > In the meantime: > > > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind.

> > > > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > > > > With pawsitivity, > > > Taylor > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend ■ > > > > > Need more help? > > > ■support@halocollar.com | ■Halo Help Center > > > ■Speak to a live agent face-to-face at our Dog Park > > > 9:00 am - 8:00 pm EST 7 days a week > > > Join Session to speak with the next available agent > > >

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 13:00:47 UTC

Removed: U-i1ECnGRuuQs6yo6MyFzw

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 13:00:48 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 13:15:25 UTC | Status: OPEN

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 13:15:51 UTC | Status: CLOSED



## Conversation: dkXNvBiKQaqB1BcbMNdMDA

Messages: 17 | Customers: 1 | Duration: 2025-09-16 12:59:15 UTC to 2025-09-16 23:26:15 UTC

**Customer (VDCXesy4...)** | 2025-09-16 12:59:15 UTC | halocollar.com

My Halo is not showing the correct location of my dog

**System/AI** | 2025-09-16 12:59:39 UTC | halocollar.com

Hi there! To fix the location issue with your Halo Collar, it might need GPS initialization. Please take the collar outside to an open area, away from buildings or trees, and keep it still until the GPS light changes to blinking green (Halo 4) or blue (Halo 3 or older). Once initialized, give the collar a little shake or move it slightly to trigger the motion sensors and update its location in the app. Make sure the collar is charged and connected to Wi-Fi for the best results. If the problem continues, try using the diagnostics in the app's Collar Settings to check GPS accuracy. Let me know if you need any more help!

*STATUS CHANGE* | Unknown | 2025-09-16 15:00:35 UTC | Status: CLOSED

**Customer (VDCXesy4...)** | 2025-09-16 23:05:55 UTC | halocollar.com

Halo is not showing correct location of my dog

*STATUS CHANGE* | Customer (VDCXesy4...) | 2025-09-16 23:05:55 UTC | Status: OPEN

**System/AI** | 2025-09-16 23:06:24 UTC | halocollar.com

Hi there! To fix the location issue with your Halo, try initializing the GPS. Take the collar outside to an open area away from buildings or trees, and keep it still until the GPS light blinks green (Halo 4) or blue (Halo 3 or older). Then, shake or move the collar slightly to update its location in the app. Make sure your collar is charged and connected to Wi-Fi for the best performance. If the problem continues, check the diagnostics in the Halo App's Collar Settings and keep your firmware updated for optimal results.

**Customer (VDCXesy4...)** | 2025-09-16 23:08:31 UTC | halocollar.com

It's not blinking at all

**System/AI** | 2025-09-16 23:09:08 UTC | halocollar.com

Hi Jennifer! If your Halo Collar isn't blinking, it might need to be charged or powered on. Please connect the collar to its charger and ensure the battery lights up. Then, press the power button for one second to see if it turns on. Let me know if it's still not responding after these steps.

**Customer (VDCXesy4...)** | 2025-09-16 23:10:21 UTC | halocollar.com

if i press the power button the paw blinks orange once

**Customer (VDCXesy4...)** | 2025-09-16 23:10:38 UTC | halocollar.com

it is fully charged

**System/AI** | 2025-09-16 23:11:37 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Customer (VDCXesy4...)** | 2025-09-16 23:13:13 UTC

**From:** villagegunshop@yahoo.com

**To:** support@halocollar.com

**Subject:** Log Submission

Sent from my iPad Air! Village Pawn & Gun Shop 1207 E Caswell St. Wadesboro, NC 28170 704-694-6266 phone 704-695-1203 fax [www.villagepawnandgunshop.com](http://www.villagepawnandgunshop.com)

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 23:16:59 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 23:24:36 UTC**

Live Team Notes Serial Numbers: 21h2441642rt - Ozzy B FW: v.03.01.02 PRODBETA  
Issue/ Need: Stuck Pet Pin Troubleshooting & Actions Taken: Took the collar outside by hand No GPS satellite data detected GPS Signal Level staying a 50 App will not register any signal changes attempted Resources Used (provide details): (KB articles, Slack posts, internal docs.): Weak GPS Accuracy [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.wetmsfda2ba>]  
Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 23:25:51 UTC**

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 21h2441642rt - Ozzy B  
Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Date & Time of Occurrence: 9/16/25 @ 7:20 PM EST Is the Issue Reproducible? (Yes/No – If Yes, include steps): Yes  
Took the collar outside by hand No GPS satellite data detected GPS Signal Level staying a 50 App will not register any signal changes attempted Additional notes about the issue: Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>]  
Steps Completed:(Y/N) & Outcome of Troubleshooting: Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) Yes Screenshots: (Yes/No) System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) App Logs (App issues): (Yes/No)

**EMAIL | Agent (CgaCndlh...) | 2025-09-16 23:25:59 UTC**

**From:** support@halocollar.com

**To:** villagegunshop@yahoo.com

**Subject:** Halo Collar Next Steps Investigation

Hello Jennifer, My name is Alexis, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:13 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:13 PM "Village Gun Shop" wrote: > > > > Sent from my iPad Air! > > Village Pawn & Gun Shop > > 1207 E Caswell St. > > Wadesboro, NC 28170 > > 704-694-6266 phone > > 704-695-1203 fax > > [www.villagepawnandgunshop.com](http://www.villagepawnandgunshop.com) > > >

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 23:26:15 UTC

Added: aIjBSEmbQouKVHTp2qhnKA, majmLeKgRJekuZZECNBxAQ

## Conversation: 8oOLTRemT3CkLWAvPsiq-A

Messages: 6 | Customers: 1 | Duration: 2025-09-16 12:59:33 UTC to 2025-09-16 13:42:32 UTC

EMAIL | Customer (mWIlmJmo...) | 2025-09-16 12:59:33 UTC

**From:** dbarnes\_tetra@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Log Submission

When will I receive the replacement collar? On Sep 15, 2025, at 9:36 AM, Halo Collar wrote: Hello Darrel, Thanks for your response. I have submitted your warranty request, and we are preparing your replacement collar. What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! Best Regards , Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 9:36 AM "Darrel Barnes" wrote: You're welcome and the collar is not on Ranger, I took it off the day it showed it wasn't connected. On Sep 15, 2025, at 8:29 AM, Halo Collar wrote: Hello Darrel, Thanks so much for reaching out! I'm happy to submit your replacement request. We want to make sure everything is handled as smoothly as possible for you. Before we can move forward, we just need a quick confirmation: \* Is Ranger currently using the collar? \* For your pup's safety, we can't proceed until we know the collar is no longer in use. Once the request is submitted, the collar will be deactivated and will no longer function. Once we receive your confirmation: \* We'll send you an email to verify your shipping address. \* After you confirm, your replacement will be processed and shipped as soon as possible. Please note that you will receive an email confirmation when the order ships. Please keep your eyes out for it! If you have any questions in the meantime, just let me know. We're here to help! Best Regards , Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 7:08 AM "Darrel Barnes" wrote: There are no lights coming on, blinking, or staying solid. We are leaving for vacation Wednesday and need a collar ASAP. Thanks, Darrel On Sep 14, 2025, at 5:49 AM, Halo Collar wrote: Hi Darrel, I'm sorry to hear your collar still isn't charging, I appreciate you already going through the troubleshooting steps we shared. Since you've confirmed those checks, I'd like to review this further on our side to get to the bottom of the issue. Could you please provide the following details so we can continue with a deeper review? \* The serial number (SN) of your collar (printed inside the strap near the buckle). \* A quick description of the charging lights or lack thereof when the collar is connected. \* If possible, a short photo or video showing the collar on the charger. This information will help us determine whether the issue may be with the collar hardware itself or if additional troubleshooting is possible. In the meantime, if you'd like live assistance, you can join us in the Halo Dog Park through the Halo App: \* Tap Settings \* Tap Halo Dog Park \* Tap Halo Support \* Tap Join Session ■ Phone support is also available at +1 (214) 238-9788 \* Monday–Friday: 9:00 AM – 5:00 PM EST \* Saturday & Sunday: 10:00 AM – 4:00 PM EST We'll make sure you get the support needed to resolve this issue. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 7:28 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Saturday, September 13, 2025, 11:28 PM "Darrel Barnes" wrote:

**STATUS CHANGE** | Customer (mWllmJmo...) | 2025-09-16 12:59:33 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:40:00 UTC

Added: oa5e98htSpOozRqx9wftLg

**EMAIL | Agent (poWIULpl...) | 2025-09-16 13:40:01 UTC**

**From:** support@halocollar.com

**To:** dbarnes\_tetra@yahoo.com

**Subject:** Replacement Delivery Timeline

Hello Darrel, Thanks for reaching out to Halo Support! Delivery timeline for replacements is expediated at 3-5 business days, from the date of shipping address confirmation (Sept 16, 2025). If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:59 AM "Darrel Barnes" wrote: > When will I receive the replacement collar? > On Sep 15, 2025, at 9:36 AM, Halo Collar wrote: > Hello Darrel, > Thanks for your response. I have submitted your warranty request, and we are preparing your replacement collar. > What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > Thank you for being part of our Halo Pack! > > Best Regards , > Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ > > On Monday, September 15, 2025, 9:36 AM "Darrel Barnes" wrote: > You're welcome and the collar is not on Ranger, I took it off the day it showed it wasn't connected. > On Sep 15, 2025, at 8:29 AM, Halo Collar wrote: > > Hello Darrel, > > Thanks so much for reaching out! > > I'm happy to submit your replacement request. > We want to make sure everything is handled as smoothly as possible for you. > > Before we can move forward, we just need a quick confirmation: > \* Is Ranger currently using the collar? > \* For your pup's safety, we can't proceed until we know the collar is no longer in use. Once the request is submitted, the collar will be deactivated and will no longer function. > Once we receive your confirmation: > \* We'll send you an email to verify your shipping address. > \* After you confirm, your replacement will be processed and shipped as soon as possible. > Please note that you will receive an email confirmation when the order ships. Please keep your eyes out for it! > > If you have any questions in the meantime, just let me know. We're here to help! > > Best Regards , > Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ > > On Monday, September 15, 2025, 7:08 AM "Darrel Barnes" wrote: > There are no lights coming on, blinking, or staying solid. We are leaving for vacation Wednesday and need a collar ASAP. > > Thanks, > Darrel > On Sep 14, 2025, at 5:49 AM, Halo Collar wrote: > > Hi Darrel, > I'm sorry to hear your collar still isn't charging, I appreciate you already going through the troubleshooting steps we shared. Since you've confirmed those checks, I'd like to review this further on our side to get to the bottom of the issue. > Could you please provide the following details so we can continue with a deeper review? > \* The serial number (SN) of your collar (printed inside the strap near the buckle). > \* A quick description of the charging lights or lack thereof when the collar is connected. > \* If possible, a short photo or video showing the collar on the charger. > This information will help us determine whether the issue may be with the collar hardware itself or if additional troubleshooting is possible. > In the meantime, if you'd like live assistance, you can join us in the Halo Dog Park through the Halo App: > \* Tap Settings > \* Tap Halo Dog Park > \* Tap Halo Support > \* Tap Join Session > ■ Phone support is also available at +1 (214) 238-9788 > \* Monday–Friday: 9:00 AM – 5:00 PM EST > \* Saturday & Sunday: 10:00 AM – 4:00 PM EST > We'll make sure you get the support needed to resolve this issue. > With pawsitivity, > Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 7:28 PM

support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Saturday, September 13, 2025, 11:28 PM "Darrel Barnes" wrote:

**AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 13:42:25 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Darrel Barnes Email: dbarnes\_tetra@yahoo.com Phone Number: Collar SN: AW-20250915-45958 Collar FW: Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx is WISMO replacement. Email cx the replacement delivery timeline Next Steps: Resolved.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:42:32 UTC | Status: CLOSED

## Conversation: P6PJDAqQ4K-gof47zGEIlg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:59:57 UTC to 2025-09-16 13:12:53 UTC

**PHONE\_CALL** | Customer (OP7shnqe...) | 2025-09-16 12:59:57 UTC

**EMAIL | Agent (OVaCilev...) | 2025-09-16 13:10:49 UTC**

**From:** support@halocollar.com

**To:** 121884cain@gmail.com

**Subject:** Halo Collar Contact Information

Hello Harold, Thank you for reaching out to Halo Collar Support. I'm glad we were able to confirm Boone's collar is charging, but with concerns about the feedback delivery to the collar, please reach back out when you have the collar, so we can troubleshoot any remaining issues. Please reach out to us at +1 (214) 238-9788 during these hours:  
Monday to Friday: 8:00 am - 6:00 pm EST  
Saturday and Sunday: 10:00 am - 4:00 pm EST  
Live Video Agent in the Dog Park 9:00 am - 8:00 pm EST (7 days a week)  
More resources: "How to Contact Customer Support" Help Desk We appreciate your patience and look forward to assisting you as soon as possible. If you have any further questions or concerns in the meantime, please don't hesitate to reach out. With pawsitivity, Rob Halo  
Customer Support Halo Collar | Here for you and your best friend  
■ Need more help?  
■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (OVaCilev...) | 2025-09-16 13:12:33 UTC**

First and Last Name: Harold Cain Email: 121884cain@gmail.com Collar SN: 24h3320970rt [Boone] Collar FW: v.02.08.11 Resources: AP, Gladly Recap/TS: HC not charging - already tried alt cable & mag adapter HC shows full charge & recent update in AP CX advised he is also unable to send manual feedback to the HC, but can send to the other collar CX is not at home w/ the HC now to TS Next Steps: Emailed follow-up CX will CB or DP when he gets back home to the HC to TS the feedback delivery issue

**TOPIC CHANGE** | Agent (OVaCilev...) | 2025-09-16 13:12:45 UTC

Added: 76jKdDJqQKG1X52gm4kjGg, JtcxbEt4TE6JoleFX4UU8Q

**STATUS CHANGE** | Agent (OVaCilev...) | 2025-09-16 13:12:53 UTC | Status: CLOSED



## Conversation: 62MrpFwWQP6XUUKMZkGVbg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 13:00:31 UTC to 2025-09-16 14:59:46 UTC

### EMAIL | Customer (nde28k98...) | 2025-09-16 13:00:31 UTC

**From:** chucksquier@squierinsurance.com

**To:** info@halocollar.com

**Subject:** RE: ■ Price Drop! Get \$50 off Halo Collar 4

My name is Charles Squier and I do not have my Halo Customer number available right now, but, I had to have my old dog Cash put down on August 8th. I now have a three month old yellow labrador puppy named Jubilee and Cash's collar would be way too big for Jube. At what age do you recommend using the Halo collar on a pup and can it be set just to vibrate? I may have to purchase a smaller collar for Jubilee for a good while anyway. Any suggestions? Chuck Squier Squier Insurance Agency, Inc. Phone: 618-576-2207 Fax: 618-576-2570 www.squierinsurance.com From: Halo Collar Sent: Friday, February 28, 2025 8:35 AM To: Chuck Squier Subject: ■ Price Drop! Get \$50 off Halo Collar 4 Save on the all-new Halo Collar 4. The safest GPS dog fence is \$549. [Halo®] [Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] [Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] [Facebook] [Instagram] [TikTok] [YouTube] Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 No longer want to receive these emails? Unsubscribe.

### EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 13:41:58 UTC

**From:** support@halocollar.com

**To:** chucksquier@squierinsurance.com

**Subject:** Support for your new pup

Hi Chuck, We are disheartened to hear about your dog cash. We understand you want to use this collar on your puppy, Jubilee. We recommend your dog be 6 months old to start using the collar. You have a Halo 3 which only comes in one size except for the collar strap. You may purchase another strap on our website if you need that in the meantime. Please let us know if you have any further questions we can assist you with. With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:00 AM "Chuck Squier" wrote: > My name is Charles Squier and I do not have my Halo Customer number available right now, but, I had to have my old dog Cash put down on August 8th. I now have a three month old yellow labrador puppy named Jubilee and Cash's collar would be way too big for Jube. At what age do you recommend using the Halo collar on a pup and can it be set just to vibrate? I may have to purchase a smaller collar for Jubilee for a good while anyway. Any suggestions? > > Chuck Squier > Squier Insurance Agency, Inc. > Phone: 618-576-2207 > Fax: 618-576-2570 > www.squierinsurance.com > > From: Halo Collar > Sent: Friday, February 28, 2025 8:35 AM > To: Chuck Squier > Subject: ■ Price Drop! Get \$50 off Halo Collar 4 > > Save on the all-new Halo Collar 4. The safest GPS dog fence is \$549. > [Halo®] > > > [Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] > > [Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] > > > [Facebook] > [Instagram] > [TikTok] > [YouTube] > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 > > > No longer want to receive these emails? Unsubscribe. > >

### AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 13:42:00 UTC

Live Team Notes Serial Numbers:24h3170357rt FW:v.02.08.11 Issue/ Need: cx's dog passed and wants to use the collar on his puppy, asking about age and the size Troubleshooting & Actions Taken: sending info to wait for 6 months old, size is one size with H3, the H4 is a bit smaller, but he has a lab, so the 3 should work for the size the dog will be Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#headi

ng=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 13:42:17 UTC | Status: CLOSED

**EMAIL | Customer (nde28k98...) | 2025-09-16 14:46:43 UTC**

**From:** chucksquier@squierinsurance.com

**To:** support@halocollar.com

**Subject:** RE: Support for your new pup

Heather – Thank you very much for getting back with me. I was fairly certain it would be six months because that's when pups are usually collar conditioned too. Makes sense. We live on a big farm out in the country and have a huge yard, but, it has fairly busy roads on two sides of it and Jube likes to get out on the road if you don't watch him really close when he's out his kennel. I guess I was just a little over anxious to get him broken from that. Thanks again for getting back with me and I've had at least 3 different under-ground dog fences in my day and the Halo system is by far in a way better in every way. Particularly maintenance. Chuck Squier Squier Insurance Agency, Inc. Phone: 618-576-2207 Fax: 618-576-2570 www.squierinsurance.com From: support@halocollar.com Sent: Tuesday, September 16, 2025 8:42 AM To: Chuck Squier Subject: Support for your new pup Hi Chuck, We are disheartened to hear about your dog cash. We understand you want to use this collar on your puppy, Jubilee. We recommend your dog be 6 months old to start using the collar. You have a Halo 3 which only comes in one size except for the collar strap. You may purchase another strap on our website if you need that in the meantime. Please let us know if you have any further questions we can assist you with. With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:00 AM "Chuck Squier" wrote: My name is Charles Squier and I do not have my Halo Customer number available right now, but, I had to have my old dog Cash put down on August 8th. I now have a three month old yellow labrador puppy named Jubilee and Cash's collar would be way too big for Jube. At what age do you recommend using the Halo collar on a pup and can it be set just to vibrate? I may have to purchase a smaller collar for Jubilee for a good while anyway. Any suggestions? Chuck Squier Squier Insurance Agency, Inc. Phone: 618-576-2207 Fax: 618-576-2570 www.squierinsurance.com From: Halo Collar Sent: Friday, February 28, 2025 8:35 AM To: Chuck Squier Subject: ■ Price Drop! Get \$50 off Halo Collar 4 Save on the all-new Halo Collar 4. The safest GPS dog fence is \$549. [Image removed by sender. Halo®] [Image removed by sender. Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] [Image removed by sender. Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] [Image removed by sender. Facebook] [Image removed by sender. Instagram] [Image removed by sender. TikTok] [Image removed by sender. YouTube] Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 No longer want to receive these emails? Unsubscribe.

**STATUS CHANGE** | Customer (nde28k98...) | 2025-09-16 14:46:43 UTC | Status: OPEN

**AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 14:58:42 UTC**

Live Team Notes Serial Numbers:24h3170357rt FW:v.02.08.11 Issue/ Need: thank you for sending the info he had requested Troubleshooting & Actions Taken: send a thank you for being part of the pack Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 14:59:34 UTC**

**From:** support@halocollar.com

**To:** chucksquier@squierinsurance.com



**Subject:** Halo Collar Thank you!

Hello Chuck, I certainly understand your eagerness to keep your pup safe! We want you to know how much we appreciate you being part of the Halo family. If we can support you in any way in the future, please don't hesitate to reach out. Wishing you and your pup all the best on your adventures together. With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:46 AM "Chuck Squier" wrote: >

Heather – > > Thank you very much for getting back with me. I was fairly certain it would be six months because that's when pups are usually collar conditioned too. Makes sense. We live on a big farm out in the country and have a huge yard, but, it has fairly busy roads on two sides of it and Jube likes to get out on the road if you don't watch him really close when he's out his kennel. I guess I was just a little over anxious to get him broken from that. > > Thanks again for getting back with me and I've had at least 3 different

under-ground dog fences in my day and the Halo system is by far in a way better in every way. Particularly maintenance. > > Chuck Squier > Squier Insurance Agency, Inc. >

Phone: 618-576-2207 > Fax: 618-576-2570 > www.squierinsurance.com > > From: support@halocollar.com > Sent: Tuesday, September 16, 2025 8:42 AM > To: Chuck Squier > Subject: Support for your new pup > > Hi Chuck, > > We are disheartened to hear about your dog cash. We understand you want to use this collar on your puppy, Jubilee.

We recommend your dog be 6 months old to start using the collar. > > You have a Halo 3 which only comes in one size except for the collar strap. You may purchase another strap on our website if you need that in the meantime. > > Please let us know if you have any further questions we can assist you with. > > With pawsitivity, > Heather O > Halo

Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > \* 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 9:00 AM "Chuck Squier"

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Phone: 618-576-2207 > Fax: 618-576-2570 > www.squierinsurance.com > > From: Halo Collar > Sent: Friday, February 28, 2025 8:35 AM > To: Chuck Squier > Subject: ■ Price Drop! Get \$50 off Halo Collar 4 > > Save on the all-new Halo Collar 4. The safest GPS dog fence is \$549. > [Image removed by sender. Halo®] > > > [Image removed by sender.

Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] > > [Image removed by sender. Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] > > > > [Image removed by sender. Facebook] > [Image removed by sender. Instagram] > [Image removed by sender. TikTok] > [Image removed by sender. YouTube] > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 > >

> No longer want to receive these emails? Unsubscribe. > >

**STATUS CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 14:59:46 UTC | Status: CLOSED

## Conversation: DAFIqGONSyqPHC4iolleyg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:01:30 UTC to 2025-09-16 15:04:42 UTC

**Customer (lao56Qqe...)** | 2025-09-16 13:01:30 UTC | halocollar.com

My halo collar will not charge. It says it's 99% charged, but when i unplug it, it says critically low battery and that it only has 5 minutes.

**System/AI** | 2025-09-16 13:01:59 UTC | halocollar.com

It sounds like your Halo Collar might need a battery recalibration. To fix this, plug the collar into the charger and hold the power button for 15 seconds, then release it. Let the collar fully discharge until it turns off. After that, keep it powered off for at least 5 hours, then charge it fully to 100% without interruption. If the problem continues after these steps, please let us know so we can help you further. Also, make sure the charging pins are clean and the power source is working properly.

**Customer (lao56Qqe...)** | 2025-09-16 13:03:44 UTC | halocollar.com

Ok. I will try this. Thank you.

**System/AI** | 2025-09-16 13:04:06 UTC | halocollar.com

You're very welcome, Lisa! If you have any more questions or need further assistance, just let me know. Have a great day!

**STATUS CHANGE** | Unknown | 2025-09-16 15:04:42 UTC | Status: CLOSED

## Conversation: 2-C\_dsIIsoy33I2pre9AeA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:02:28 UTC to 2025-09-16 13:09:14 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 13:02:28 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx needs return pushed through due to expired label Recap (When/Where/What the customer wants) Tracking: 791937121853 - shows delivered 9/15 RMA QV7EBRU7 - shows resolved this morning 9/16 - cx has been refunded \$528.94 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 13:02:33 UTC

Added: rxfklGaTXGCpjC7oGEfPg

### EMAIL | Agent (M0svworG...) | 2025-09-16 13:08:56 UTC

**From:** support@halocollar.com

**To:** anthonyjd81@gmail.com

**Subject:** Halo Return Processed

Hello Anthony, We've processed your refund for the \$528.94 to your original payment method in accordance with our Return Policy. As outlined in the policy, the following amounts were withheld: \$25 for return shipping and restockingThe original shipping cost (plus sales tax, where applicable) You can find full details here: Return Policy Details Please allow 7–10 business days for the refund to reflect on your account, depending on your bank's processing time. If you have any questions or need further assistance, reply to this email. We're happy to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Saturday, September 13, 2025, 12:17 PM "Anthony D'Anna" wrote: > Thank you. The return package has been shipped today. Tracking ID is > 791937121853. > > On Wed, Sep 10, 2025, 5:21 PM Halo Collar wrote: > > Hello Anthony, > > > Okay. I've just submitted a request for a new shipping label to be sent to > > your email. These typically arrive within 1–2 business days, so keep an eye > > on your inbox. > > > \*A few quick tips:\* > > > - The email will come directly from our shipping partner. > > - Be sure to check your spam or junk folder—sometimes it likes to hide > > there. > > - If you don't see it within 3 business days, let us know and we'll > > take another look. > > > > If you have any other questions, please let us know! > > > Best Regards, > > Don > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > On Wednesday, September 10, 2025, 5:14 PM "Anthony D'Anna" > anthonyjd81@gmail.com> wrote: > > > I am returning for a refund, thanks. > > > On Wed, Sep 10, 2025, 5:04 PM Halo Collar wrote: > > > > Anthony, > > > > Thank you for your response. Are you trying to return your collar for a > > > refund or is this for an RMA warranty replacement? > > > > Best Regards, > > > Don > > > Halo Senior Customer Support > > > \*Halo Collar\* | Here for you and your best friend■ > > > > On Wednesday, September 10, 2025, 4:59 PM "Anthony D'Anna" > anthonyjd81@gmail.com> wrote: > > > > I think RMAs must have gotten crossed because we still have our collar > > > and have not been able to ship without a return label. > > > > On Wed, Sep 10, 2025, 4:26 PM Halo Collar wrote: > > > > > Anthony, > > > > > Thank you for contacting Halo Support! My name is Don and I am with the > > > > RMA Team. > > > > > Looking at your account I can confirm that we received your collar(s) on > > > > 9/6. Our warehouse is currently working on processing your refund. Once it > > > > has been issued you will receive an email update. It can take 7-10 business > > > > days for your refund to be issued from the date we receive your collar. > > > > > If you have any other questions or concerns, please reach out anytime! > > > > > Best Regards, > > > > Don > > > > Halo Senior Customer Support > > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > On Wednesday, September 10, 2025, 3:52 PM "Anthony D'Anna" > anthonyjd81@gmail.com> wrote: > > > > > Hi, we started the return process previously, see below. FedEx shows > > > > > delivered but it appears to be the wrong address. We have not received a > > > > > label and hope it can simple be sent via email. > > > > > RMA #QV7EBRU7Sep 3, 2025 at 12:29 pm > > > > > Return status > > > > > Your package is on the way > > > > > FedEx®: 797591059881 > > > > > > > On Wed, Sep 10,

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 13:09:14 UTC | Status: CLOSED

## Conversation: NJkj3rYoQhax8PJ\_Fnm9-Q

Messages: 12 | Customers: 1 | Duration: 2025-09-16 13:03:03 UTC to 2025-09-16 13:19:11 UTC

**Customer (eCnZ11pA...)** | 2025-09-16 13:03:03 UTC | halocollar.com

My collar is not working again and I'm checking on if there's mailing a new one

**System/AI** | 2025-09-16 13:03:32 UTC | halocollar.com

Hi there! If your Halo Collar isn't working and you need a replacement, please check your email for a shipping address confirmation. This email is sent to the address linked to your Halo account. If you didn't receive a diagnostic error or can't find the confirmation email, please reach out to our Live Support for further assistance. Replacement collars are usually shipped within 3-5 business days after confirming your address. For more details on checking your order status, visit our Order Status Dashboard.

**Customer (eCnZ11pA...)** | 2025-09-16 13:04:04 UTC | halocollar.com

yes, I received a diagnostic error

**System/AI** | 2025-09-16 13:04:34 UTC | halocollar.com

Great, you're on the right track! Since you've received a diagnostic error, please check your email for the shipping address confirmation for your replacement. Make sure to look in your inbox, spam, junk, or promotions folders if it's not immediately visible. Once you confirm your address, the replacement collar will be shipped within 3-5 business days. If you need any more help, feel free to reach out to our Live Support team.

**Customer (eCnZ11pA...)** | 2025-09-16 13:04:48 UTC | halocollar.com

Can I get a telephone number for customer service?

**System/AI** | 2025-09-16 13:05:33 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (eCnZ11pA...)** | 2025-09-16 13:06:07 UTC | halocollar.com

Thank you

*PHONE\_CALL | Customer (i3-RGe6h...) | 2025-09-16 13:09:03 UTC*

**EMAIL | Agent (t75aKvM6...)** | 2025-09-16 13:14:26 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [harborel@msn.com](mailto:harborel@msn.com)

**Subject:** Halo Collar Shipping Address Confirmation Needed - AW-20250915-46028

Hello Lori, Thanks for reaching out to Halo Support! My name is Ronald, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. Please click here to confirm your shipping address: AW-20250915-46028 What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (t75aKvM6...)** | 2025-09-16 13:18:55 UTC

First and Last Name: Lori Lechtanski Email: harborel@msn.com Collar SN: Collar FW: Resources: AP Answers Recap/TS: AW-20250915-46028 Address Confirmation Next Steps Provided address confirmation link via email Walked CX through address confirmation CX missing strap adjustment screw. Requested pic. Once pic is received, request strap adjustment kit

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 13:19:06 UTC

Added: oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 13:19:11 UTC | Status: CLOSED

## Conversation: fhrMbdcJRZKak4pFwWri9A

Messages: 13 | Customers: 1 | Duration: 2025-09-16 13:04:02 UTC to 2025-09-16 14:06:30 UTC

**Customer (tBsgnYNY...) | 2025-09-16 13:04:02 UTC | halocollar.com**

I'm having a problem with a collar charging

**System/AI | 2025-09-16 13:04:30 UTC | halocollar.com**

Hi there! To help with your Halo Collar charging issue, please make sure you're using the original charging cable and that the charging port is clean and dry. Connect the collar to a USB-C cable and charging block, not a computer, and look for LED lights to confirm it's charging. If it still doesn't charge, try removing any protective case and test the charger with another device. Check the charging port for any debris and clean it gently. If the problem persists, you can perform a hard reset by holding the power button for 15 seconds while the collar is plugged in. If you're still having trouble, feel free to reach out to support for further assistance.

**Customer (tBsgnYNY...) | 2025-09-16 13:04:58 UTC | halocollar.com**

Ok

**System/AI | 2025-09-16 13:05:18 UTC | halocollar.com**

If you need any more help, feel free to ask. Have a great day! ■

**Customer (tBsgnYNY...) | 2025-09-16 13:05:29 UTC | halocollar.com**

Thanks

**System/AI | 2025-09-16 13:05:48 UTC | halocollar.com**

You're welcome! If you have more questions or need help in the future, just let me know. Have a wonderful day! ■

**Customer (tBsgnYNY...) | 2025-09-16 13:54:31 UTC | halocollar.com**

I tried the suggestions and the collar is not charging

**System/AI | 2025-09-16 13:54:49 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

*PHONE\_CALL | Customer (7JvJ20Pr...) | 2025-09-16 13:55:43 UTC*

**EMAIL | Agent (1S0meXH2...) | 2025-09-16 14:06:15 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [ht\\_6645@yahoo.com](mailto:ht_6645@yahoo.com)

**Subject:** Halo Support Follow-Up

Hello Heather, Thank you for calling Halo Support today. This is Abdul. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Abdul Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (1S0meXH2...) | 2025-09-16 14:06:21 UTC**

Live Team Notes Serial Numbers: 24h3153935rt FW: v.02.08.11 Issue/ Need: collar not charging Troubleshooting & Actions Taken: collar not going above 0% after being plugged

in -Cx has used a different charger, still not working -The charging port has been cleaned, and no debris -cx has done a HR with the case off -pushed fw update and cx would reach back if it does not still work Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (1SOmeXH2...) | 2025-09-16 14:06:29 UTC

Added: 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (1SOmeXH2...) | 2025-09-16 14:06:30 UTC | Status: CLOSED



## Conversation: saGoo71NTeWYcidkRJWEQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:05:12 UTC to 2025-09-16 13:05:35 UTC

### AGENT NOTE | Agent (5Xverlxv...) | 2025-09-16 13:05:12 UTC

Live Team Notes Serial Numbers:22h2190428rt - BEAR FW: v.03.00.05 Issue/ Need: \*CS has cut down GPS threshold due to pup getting shocked inside the home \*Now he is not able to accurately track bear \*Cs asked since he has been a long time customer and had multiple replacements if we could give him a deal Troubleshooting & Actions Taken: \*CS has HC \*Educated Cs on upgrading via HC Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (5Xverlxv...) | 2025-09-16 13:05:29 UTC

**From:** support@halocollar.com

**To:** jschneid100@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Joel, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! What is Halo Care? How to Purchase Replacement Collars using Halo Care or Halo Protection Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Renee Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (5Xverlxv...) | 2025-09-16 13:05:35 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 6jk7DobMRw2g1ATE6kOMjw

**STATUS CHANGE** | Agent (5Xverlxv...) | 2025-09-16 13:05:35 UTC | Status: CLOSED

## Conversation: aqMs4\_RaTiGVcadwuT3K0g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:06:03 UTC to 2025-09-16 13:06:28 UTC

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 13:06:03 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 13:06:06 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 13:06:10 UTC

First and Last Name: NA Email: cblakem@uky.edu Other contact info if possible: Cx did not join the call/hung up. Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) N If NO- Send "Failed to connect"

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 13:06:25 UTC

**From:** support@halocollar.com

**To:** cblakem@uky.edu

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello, My name is Aaron, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 13:06:28 UTC | Status: CLOSED

## Conversation: Fz5RRXEKTASg0uNk33092Q

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:07:39 UTC to 2025-09-16 13:17:09 UTC

### AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 13:07:39 UTC

Live Team Notes Serial Numbers: 24h3201729rt FW: 02.08.11 Issue/ Need: Cx lost charging adapter for H3 collar, needs replacement ASAP Troubleshooting & Actions Taken: -Informed cx that an accessory request can be submitted for 2 day delivery -Cx was satisfied with assistance -Will submit accessory request for cx Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal, Woocommerce Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (LZsYfs6M...) | 2025-09-16 13:11:45 UTC

**From:** support@halocollar.com

**To:** mlawsonmom359@gmail.com

**Subject:** Halo Support Accessories Order

Hello Maria, My name is Taijon, and I'll be assisting you. I've gone ahead and submitted the request to have your H3 Charging Adaptor shipped. Your order number is 1660279. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Taijon Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 📺 Halo Help Center 🗣️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*TOPIC CHANGE | Agent (LZsYfs6M...) | 2025-09-16 13:12:36 UTC*

*Added: 5PPI2RS4TSeSg5z-6z7TAQ, -LmskJFZShWIO0nMJuMqlA*

### AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 13:17:04 UTC

Accessory Order Number-1660286 H3 Mag Adapter

*STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 13:17:09 UTC | Status: CLOSED*

## Conversation: OdrUsIXaQNqO-j5wbA8sCQ

Messages: 8 | Customers: 1 | Duration: 2025-09-16 13:09:45 UTC to 2025-09-16 13:27:25 UTC

EMAIL | Agent (chgMWdgT...) | 2025-09-16 13:09:45 UTC

**From:** support@halocollar.com

**To:** lmnederhoed@yahoo.com

**Subject:** Re: Halo Collar Your Request Has Been Escalated

Hello Lisa, Good morning! We have sent you 2 Blaze strap kits, but they will arrive in separate packages. We had to send them as they became available. Please let us know if you need any other assistance. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Monday, September 15, 2025, 7:01 PM "Lisa Nederhoed" wrote: > Thank you for addressing this so quickly. Just making sure that I am receiving 2 sets of the blaze orange straps to match both of the orange covers I received. > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 15, 2025 at 5:11 PM, Halo Collar wrote: Hello Lisa, > My name is Don, and I would like to thank you for your patience while we processed your order request. > I'm happy to let you know that your order for a blaze strap kit has been successfully set up and will be shipping out shortly. > - You can expect your order to arrive within roughly 5-7 days > - You will receive an email confirmation when the order ships > - You can check the status of your shipment: Halo Collar Order Status > > If you have any questions in the meantime, just reply to this email. We're always here to help. > Best Regards, Don Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 15, 2025, 4:59 PM "Lisa Nederhoed" wrote: > I received the new straps and the orange covers. Please send me the orange straps as soon as they are available. The orange cover and miss matched straps does not look good at all so I will be waiting to use the orange covers until I have the matching straps. > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 3:18 PM, Halo Collar wrote: Lisa, > Thank you for your note. I've set up an order to send you one gray and one midnight strap kit to match your current collars. > Once the orange straps become available, I'll be happy to send those as well so they match the covers you have. > I'm glad I could help, and please don't hesitate to reach out if you need anything else in the meantime. > Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 8, 2025, 3:03 PM "Lisa Nederhoed" wrote: > Can you send me a grey and a blue set to match what I have now? Then when the orange is available send me those so they match the covers? Thank you for all you help. > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 3:01 PM, Halo Collar wrote: Lisa, > Thank you for letting me know your preference. At this time, I'm not sure when the orange straps will be available. In the meantime, would you like me to send you a different color option so you have what you need? > Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 8, 2025, 2:52 PM "Lisa Nederhoed" wrote: > I would like the orange ones when they become available so they match the cover please. > > Thank you > Lisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 2:45 PM, Halo Collar wrote: Lisa, > Thank you for your note. At this time, we don't have Blaze straps available to send. I can, however, send straps in grey, pink, yellow, or dark blue—just let me know which color you'd prefer for each collar. > Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 8, 2025, 1:37 PM "Lisa Nederhoed" wrote: > I am also supposed to get the blaze collar straps. Can you make sure I am getting those fur both collars also? Thank you for you help with getting this matter resolved. > > Thank you > Lisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 1:08 PM, Halo Collar wrote: Lisa, > I wanted to let you know that only one Blaze case was sent with your last order, as mentioned in the email sent yesterday. To make sure you receive the second one, I've created a new order for you, and another Blaze case. > Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 8, 2025, 11:25 AM support@halocollar.com wrote: > Hello Lisa, > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to

us. We've escalated your case to the right person on our Management Team who is best equipped to help. > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > If you need anything in the meantime, we're right here and happy to help. > > With pawsitivity, Able Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Sunday, September 7, 2025, 8:21 PM "Lisa Nederhoed" wrote: > I looked back and the person I was talking with was Marissa. Please get me what you had promised me when we talked in May. You had said you would get me the blaze orange accessories for both collars > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Sun, Sep 7, 2025 at 1:38 PM, Halo Collar wrote: Hi Lisa, > Absolutely. > You should receive that order this coming week. It is only one Blaze case, as previously mentioned. Our Blaze collars are low stock and in high demand, so our executive team only approved one courtesy case. > Best Regards, Marissa Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Sunday, September 7, 2025, 9:32 AM "Lisa Nederhoed" wrote: > Okay. I will activate this one. I still am waiting on the 2 sets of blaze orange covers and collars that were promised to me in Mayvan you please let me know when I will be receiving those? > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Sun, Sep 7, 2025 at 10:17 AM, Halo Collar wrote: Hi Lisa, > Yes, that's correct. As mentioned, we aren't able to send another kit since we had already extended the one-time courtesy of providing two new kits previously. At this time, you'll be receiving one replacement collar as part of this process. We truly hope this helps you and your pup get back on track and brings some peace of mind moving forward. > Let me know if you have any additional questions or concerns. I'm happy to help! > Best Regards, Marissa Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Thursday, September 4, 2025, 4:15 PM "Lisa Nederhoed" wrote: > I received just the collar part in the mail today. Is that the one that shipped from my call on Saturday? 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I realize this may not be the update you were hoping for, so I want to reassure you that the refurbished units we provide are thoroughly restored, tested, and certified to be "like new" before they leave our facility. Many of our customers are using refurbished units successfully, and they are held to the same quality standards as our new devices. > That said, I absolutely want to make sure you're still supported in every way possible. I've arranged for the Blaze case you were promised to be sent your way, and I also issued the \$50 gift card to your account. While I'm unable to expedite the shipment of your replacement collar since it has already shipped, you should see tracking updates soon as it makes its way to you. > I truly appreciate your patience and understanding as we work through this with you. Please know I'll continue to be here every step of the way to make sure you and your pups feel confident and cared for. > Best Regards, Marissa Halo Senior

Thank you very much!! I will watch for them. Yahoo Mail: Search, Organize, Conquer On Tue, Sep 16, 2025 at 9:09 AM, Halo Collar wrote: Hello Lisa, Good morning! We have sent you 2 Blaze strap kits, but they will arrive in separate packages. We had to send them as they became available. Please let us know if you need any other assistance. Best Regards, Brandon Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 7:01 PM "Lisa Nederhoed" wrote: Thank you for addressing this so quickly. Just making sure that I am receiving 2 sets of the blaze orange straps to match both of the orange covers I received. Thank youLisa Yahoo Mail: Search, Organize, Conquer On Mon, Sep 15, 2025 at 5:11 PM, Halo Collar wrote: Hello Lisa, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a blaze strap kit has been successfully set up and will be shipping out shortly. - You can expect your order to arrive within roughly 5-7 days - You will receive an email confirmation when the order ships - You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 4:59 PM "Lisa Nederhoed" wrote: I received the new straps and the orange covers. Please send me the orange straps as soon as they are available. The orange cover and miss matched straps does not look good at all so I will be waiting to use the orange covers until I have the matching straps. Thank youLisa Yahoo Mail: Search, Organize, Conquer On Mon, Sep 8, 2025 at 3:18 PM, Halo Collar wrote: Lisa, Thank you for your note. I've set up an order to send you one gray and one midnight strap kit to match your current collars. Once the orange straps become available, I'll be happy to send those as well so they match the covers you have. I'm glad I could help, and please don't hesitate to reach out if you need anything else in the meantime. Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Monday, September 8, 2025, 3:03 PM "Lisa Nederhoed" wrote: Can you send me a grey and a blue set to match what I have now? Then when the orange is available send me those so they match the covers? Thank you for all you help. Thank youLisa Yahoo Mail: Search, Organize, Conquer On Mon, Sep 8, 2025 at 3:01 PM, Halo Collar wrote: Lisa, Thank you for letting me know your preference. At this time, I'm not sure when the orange straps will be available. In the meantime, would you like me to send you a different color option so you have what you need? Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Monday, September 8, 2025, 2:52 PM "Lisa Nederhoed" wrote: I would like the orange ones when they become available so they match the cover please. Thank you Lisa Yahoo Mail: Search, Organize, Conquer On Mon, Sep 8, 2025 at 2:45 PM, Halo Collar wrote: Lisa, Thank you for your note. At this time, we don't have Blaze straps available to send. I can, however, send straps in grey, pink, yellow, or dark blue—just let me know which color you'd prefer for each collar. Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you

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We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Able Halo Customer SupportHalo Collar | Here for you and your best friend■ Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Sunday, September 7, 2025, 8:21 PM "Lisa Nederhoed" wrote: I looked back and the person I was talking with was Marissa. Please get me what you had promised me when we talked in May. You had said you would get me the blaze orange accessories for both collars Thank youLisa Yahoo Mail: Search, Organize, Conquer On Sun, Sep 7, 2025 at 1:38 PM, Halo Collar wrote: Hi Lisa, Absolutely. You should receive that order this coming week. It is only one Blaze case, as previously mentioned. 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I did check in with our Executive Team on this, but unfortunately, they were unable to approve a new kit replacement due to us previously sending two new kits as a one-time courtesy. I realize this may not be the update you were



hoping for, so I want to reassure you that the refurbished units we provide are thoroughly restored, tested, and certified to be "like new" before they leave our facility. Many of our customers are using refurbished units successfully, and they are held to the same quality standards as our new devices. That said, I absolutely want to make sure you're still supported in every way possible. I've arranged for the Blaze case you were promised to be sent your way, and I also issued the \$50 gift card to your account. While I'm unable to expedite the shipment of your replacement collar since it has already shipped, you should see tracking updates soon as it makes its way to you. I truly appreciate your patience and understanding as we work through this with you. Please know I'll continue to be here every step of the way to make sure you and your pups feel confident and cared for. Best Regards, Marissa Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

*STATUS CHANGE | Customer (nBEIYgKJ...) | 2025-09-16 13:23:22 UTC | Status: OPEN*

**EMAIL | Agent (sR--y62-...) | 2025-09-16 13:27:24 UTC**

**From:** support@halocollar.com

**To:** lnederhoed@yahoo.com

**Subject:** Re: Halo Collar Your Request Has Been Escalated

Lisa, You're welcome. Please let us know if you need any further assistance. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 9:23 AM "Lisa Nederhoed" wrote: > Thank you very much!! I will watch for them. > > Yahoo Mail: Search, Organize, Conquer > > On Tue, Sep 16, 2025 at 9:09 AM, Halo Collar wrote: Hello Lisa, > Good morning! We have sent you 2 Blaze strap kits, but they will arrive in separate packages. We had to send them as they became available. > Please let us know if you need any other assistance. > Best Regards, Brandon Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 15, 2025, 7:01 PM "Lisa Nederhoed" wrote: > Thank you for addressing this so quickly. Just making sure that I am receiving 2 sets of the blaze orange straps to match both of the orange covers I received. > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 15, 2025 at 5:11 PM, Halo Collar wrote: Hello Lisa, > My name is Don, and I would like to thank you for your patience while we processed your order request. > I'm happy to let you know that your order for a blaze strap kit has been successfully set up and will be shipping out shortly. > - You can expect your order to arrive within roughly 5-7 days > - You will receive an email confirmation when the order ships > - You can check the status of your shipment: Halo Collar Order Status > > If you have any questions in the meantime, just reply to this email. We're always here to help. > Best Regards, Don Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 15, 2025, 4:59 PM "Lisa Nederhoed" wrote: > I received the new straps and the orange covers. Please send me the orange straps as soon as they are available. The orange cover and miss matched straps does not look good at all so I will be waiting to use the orange covers until I have the matching straps. > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 3:18 PM, Halo Collar wrote: Lisa, > Thank you for your note. I've set up an order to send you one gray and one midnight strap kit to match your current collars. > Once the orange straps become available, I'll be happy to send those as well so they match the covers you have. > I'm glad I could help, and please don't hesitate to reach out if you need anything else in the meantime. > Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 8, 2025, 3:03 PM "Lisa Nederhoed" wrote: > Can you send me a grey and a blue set to match what I have now? Then when the orange is available send me those so they match the covers? Thank you for all you help. > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 3:01 PM, Halo Collar wrote: Lisa, > Thank you for letting me know your preference. At this time, I'm not sure when the orange straps will be available. In the meantime, would you like me to send you a different color option so you have what you need? > Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 8, 2025, 2:52 PM "Lisa Nederhoed" wrote: > I would like the orange ones when they become available so they match the cover please. > > Thank you > Lisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 2:45 PM, Halo Collar wrote: Lisa, > Thank you for your note. At this time, we don't have



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We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > If you need anything in the meantime, we're right here and happy to help. > > With pawsitivity, Able Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Sunday, September 7, 2025, 8:21 PM "Lisa Nederhoed" wrote: > I looked back and the person I was talking with was Marissa. Please get me what you had promised me when we talked in May. You had said you would get me the blaze orange accessories for both collars > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Sun, Sep 7, 2025 at 1:38 PM, Halo Collar wrote: Hi Lisa, > Absolutely. > You should receive that order this coming week. 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I can only imagine how stressful it must have been to manage everything on your camping trip while worrying about your pup's safety—I completely understand how that would take away from the experience you were hoping for. Your dogs' safety and your peace of mind mean so much

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:27:25 UTC | Status: CLOSED

## Conversation: xRR9IfM-T-aAVRwQmYJVqg

Messages: 6 | Customers: 1 | Duration: 2025-09-16 13:10:06 UTC to 2025-09-16 13:28:28 UTC

**PHONE\_CALL** | Customer (58JxICsA...) | 2025-09-16 13:10:06 UTC

**EMAIL | Agent (Ms1as41J...) | 2025-09-16 13:16:06 UTC**

**From:** support@halocollar.com

**To:** tj166905@ohio.edu

**Subject:** Halo Support Follow Up

Hello Tara, Thank you for calling Halo Support today. This is Tiffany. It was truly a pleasure speaking with you. You can submit your photo here. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Tiffany Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Customer (58JxICsA...) | 2025-09-16 13:17:41 UTC**

**From:** tj166905@ohio.edu

**To:** support@halocollar.com

**Subject:** Re: [External] Halo Support Follow Up

Please help with a refund for the double billing. We canceled last month but , realized we need it now. \_\_\_\_\_ From: support@halocollar.com on behalf of Halo Collar Sent: Tuesday, September 16, 2025 9:16 AM To: James, Tara Subject: [External] Halo Support Follow Up Use caution with links and attachments. Hello Tara, Thank you for calling Halo Support today. This is Tiffany. It was truly a pleasure speaking with you. You can submit your photo here. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Tiffany Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Customer (58JxICsA...) | 2025-09-16 13:20:32 UTC**

**From:** tj166905@ohio.edu

**To:** support@halocollar.com

**Subject:** Re: [External] Halo Support Follow Up

[cid:f823a3df-6968-43ca-b61d-74c441d102fe]

[cid:7d223758-82c1-46bf-a744-98dc9af38bc2] \_\_\_\_\_

From: support@halocollar.com on behalf of Halo Collar Sent: Tuesday, September 16, 2025 9:16 AM To: James, Tara Subject: [External] Halo Support Follow Up Use caution with links and attachments. Hello Tara, Thank you for calling Halo Support today. This is Tiffany. It was truly a pleasure speaking with you. You can submit your photo here. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Tiffany Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (Ms1as41J...) | 2025-09-16 13:28:24 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**AGENT NOTE | Agent (Ms1as41J...) | 2025-09-16 13:28:28 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Tara Vance Email: tj166905@ohio.edu Phone Number: 18477728934 Collar SN: 23h3427141rt Collar FW: v.02.08.11 Collar Purchased From: Halo Resources: AP, Gladly, Slack Recap/TS: cx wanted to cancel sub plan since wasn't using the collar, and cc was lost. She missed a payment. Sub was cancelled. She decided to reopen acct to start using the collar again. She was billed twice and really wants to be refunded for the August payment since she wasn't using the collar. Next Steps: Escalate to billing Billing Team Escalation Notes Affected Serial Number: 23h3427141rt FW: v.02.08.11 Order ID: 1314348 RMA Ticket #: Subscription Start Date: Sep 16, 2025 8:58 AM Reason for Escalation: cx wanted to cancel sub plan since wasn't using the collar, and cc was lost. She missed a payment. Sub was cancelled. She decided to reopen acct to start using the collar again. She was billed twice and really wants to be refunded for the August payment since she wasn't using the collar. Requested Action: Refund last month sub membership plan please

## Conversation: bwgGGVFS0WS6hpoEFPuKA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 13:12:32 UTC to 2025-09-16 13:50:43 UTC

### EMAIL | Customer (4Xu6cWXP...) | 2025-09-16 13:12:32 UTC

**From:** mel.bri0803@gmail.com

**To:** support@halocollar.com

**Subject:** Beacon inconsistency

Purchased 2 beacons for zoning out the Kitchen and a stairwell. The feedback to the collars has been terribly inconsistent. I spent 30 minutes trying to find a range that worked predictably and could not establish a distance that I could count on. At times the collar would not get feedback until I was a foot from the beacon and then with the same range setting the collar would beep at 10 feet. The dogs were getting feedback in completely the wrong spot and were either nervous or starting to disregard as there was no consistency to the feedback location. My fear with this inconsistency is that it will affect the fence response so I have turned the beacons off. Unless you have some guidance for me on how to get the beacons to behave predictably, I would like to return them until this technology gets better. Thank you, Brian Johnson (account under email mel.bri0803@gmail.com)

### EMAIL | Customer (4Xu6cWXP...) | 2025-09-16 13:18:11 UTC

**From:** mel.bri0803@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Beacon inconsistency

I have done all the suggested/youtube pairings/updates/range settings and get the same results with both beacons. That result being that you cannot count on when the collar will respond to the beacon. I guess I have \$80 worth of paperweights now. On Tue, Sep 16, 2025 at 9:13 AM Halo Collar wrote: > We're sorry to hear about the issues you're experiencing with the beacons. > Here are a few troubleshooting steps you can try: > > - Ensure the beacons are properly paired with the Halo app and that > the app is updated. > > - Adjust the beacon's range settings in the app to find a more > consistent feedback distance. > > If these steps don't resolve the issue, please note that accessories like > beacons are non-refundable. However, our support team can assist you > further if you need help with your order. Let us know if you need any more > assistance! > The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 1:12 PM "Johnson Family" mel.bri0803@gmail.com> wrote: > > Purchased 2 beacons for zoning out the Kitchen and a stairwell. > > The feedback to the collars has been terribly inconsistent. I spent 30 > minutes trying to find a range that worked predictably and could not > establish a distance that I could count on. > > At times the collar would not get feedback until I was a foot from the > beacon and then with the same range setting the collar would beep at 10 > feet. > > The dogs were getting feedback in completely the wrong spot and were > either nervous or starting to disregard as there was no consistency to the > feedback location. > > My fear with this inconsistency is that it will affect the fence response > so I have turned the beacons off. > > Unless you have some guidance for me on how to get the beacons to behave > predictably, I would like to return them until this technology gets better. > > Thank you, > > Brian Johnson > (account under email mel.bri0803@gmail.com) > > >

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:50:31 UTC

**From:** support@halocollar.com

**To:** mel.bri0803@gmail.com

**Subject:** Re: Beacon inconsistency

Hello Johnson, Thank you for reaching out to the Halo Support Team. My name is Rabindra, and I'll be happy to assist you. I'm sorry to hear your Beacon isn't performing as expected, and I truly appreciate your patience. Below are a few steps that may help improve performance and ensure things are set up correctly. General Setup Tips: Make sure the Beacon is turned on Confirm the collar is fitted snugly and comfortably on your

AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:50:32 UTC

**TOPIC CHANGE** / Agent (jAIUuvEy...) / 2025-09-16 13:50:41 UTC

**STATUS CHANGE** | Agent (jAlUuvEy...) | 2025-09-16 13:50:43 UTC | Status: CLOSED

## Conversation: bz-MbOIHSGSnB1vq9nyCQg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:13:28 UTC to 2025-09-16 13:14:30 UTC

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 13:13:28 UTC

Live Team Notes Chris Kelly - Bethann Kelly Serial Numbers: 24h4483540rt FW: Issue/ Need: cx got alert to replace collar due to malfunction cx says she thinks she completed it Troubleshooting & Actions Taken: Looking at AP showing WR in NetSuite Adv cx on shipping time line Adv cx to remove accessories from old collar Cx aware on how to send old dcollar back to us Resources Used (provide details): (KB articles, Slack posts, internal docs.): T1 TS Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 13:13:33 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

### EMAIL | Agent (qY4E785E...) | 2025-09-16 13:14:28 UTC

**From:** support@halocollar.com

**To:** chris@southernconcretemachinery.com

**Subject:** Halo Support Warranty Request Submitted

Hello Chris & Bethann, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. This is your order # for replacement collar AW-20250916-46130. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 13:14:30 UTC | Status: CLOSED



## Conversation: R5DJSx6KRf2im4zm8-9SHg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:14:22 UTC to 2025-09-16 13:22:16 UTC

**PHONE\_CALL** | Customer (M4xQWPfX...) | 2025-09-16 13:14:22 UTC

**EMAIL** | Agent (Rxv4SeJw...) | 2025-09-16 13:22:08 UTC

**From:** support@halocollar.com

**To:** rozeann100@gmail.com

**Subject:** Halo Support Follow-Up

Hello Rozeann, Thank you for calling Halo Support today. This is Laceyagain. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (Rxv4SeJw...) | 2025-09-16 13:22:10 UTC

Live Team Notes Serial Numbers:n/a FW:n/a Issue/ Need: Potential Cx is interested in getting halo collar but wants to know what size they should get - 5 months old dog - Goldendoodle - neck size now is 10 inches Troubleshooting & Actions Taken: Asked cx which model she is interested in and she advised the halo 3 collar - suggested for cx to get medium/large size and then she can adjust it to a smaller size if needed - cx forgot to hang up - I disconnected the call on our end Resources Used (provide details): (KB articles, Slack posts, internal docs.): gladly, halocollar.com [http://halocollar.com] Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rLOASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 13:22:13 UTC

Added: NCR2eulFTRyzoCpXePNHpw

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 13:22:16 UTC | Status: CLOSED



## Conversation: VYDzr94SQD64b0ES\_FDptw

Messages: 12 | Customers: 1 | Duration: 2025-09-16 13:14:41 UTC to 2025-09-16 13:30:29 UTC

**PHONE\_CALL** | Customer (I1N-Q7r8...) | 2025-09-16 13:14:41 UTC

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 13:19:03 UTC

Label Request Notes RMA Number from Admin Portal- AW-20250901-43294 Reason for Request- Return label not included with replacement Accessory or Collar- Collar Customer's Shipping Address- 269 Cana Road NE Check, VA 24072 If the Shipping Address or the RMA Number is missing, we will not be able to send the label and the conversation will be sent back to you to complete

### EMAIL | Agent (poWIULpl...) | 2025-09-16 13:19:30 UTC

**From:** support@halocollar.com  
**To:** ryanflenner@protonmail.com  
**Subject:** Halo Collar Shipping Label Update

Hello Ryan, Thanks for reaching out! My name is Kenny, and I'm happy to help get this sorted for you! I've just submitted a request for a new shipping label to be sent to your email. These typically arrive within 1–2 business days, so keep an eye on your inbox. A few quick tips: The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. If you have any other questions, please let us know! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:19:34 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

### EMAIL | Agent (poWIULpl...) | 2025-09-16 13:20:51 UTC

**From:** support@halocollar.com  
**To:** ryanflenner@protonmail.com  
**Subject:** Follow Up

Hello Ryan, We hope you and your pup are doing great today! My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:19 AM support@halocollar.com wrote: > Hello Ryan, > > Thanks for reaching out! My name is Kenny, and I'm happy to help get this sorted for you! > > I've just submitted a request for a new shipping label to be sent to your email. > These typically arrive within 1–2 business days, so keep an eye on your inbox. > > A few quick tips: > The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. > > If you have any other questions, please let us know! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 13:20:53 UTC | Status: CLOSED*

*STATUS CHANGE | Customer (I1N-Q7r8...) | 2025-09-16 13:25:48 UTC | Status: OPEN*

*PHONE\_CALL | Customer (I1N-Q7r8...) | 2025-09-16 13:25:49 UTC*

**EMAIL | Agent (6ow\_I6yX...) | 2025-09-16 13:29:54 UTC**

**From:** support@halocollar.com

**To:** ryanflenner@protonmail.com

**Subject:** Halo Support Follow Up

Hello Ryan, Thank you for calling Halo Support today. This is Coswayne. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*TOPIC CHANGE | Agent (6ow\_I6yX...) | 2025-09-16 13:30:16 UTC*

*Added: PIOeudXYRhqGCLwE5ykYeQ | Removed: Nf-QZDukQcG7MEnpW2vqLg*

**AGENT NOTE | Agent (6ow\_I6yX...) | 2025-09-16 13:30:28 UTC**

First and Last Name: James Flenner Email: RyanFlenner@protonmail.com Collar SN: 24h4453087rt Collar FW: na Resources: AP Recap/TS: CX just called about a missing label. CX just found the label Next Steps: Cancelled task for a replacement label CX will use the label they currently have.

*STATUS CHANGE | Agent (6ow\_I6yX...) | 2025-09-16 13:30:29 UTC | Status: CLOSED*

## Conversation: M5ajfvc8TGW4jGPtY870xw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:15:24 UTC to 2025-09-16 13:19:43 UTC

**Customer (AhMZrvSp...)** | 2025-09-16 13:15:24 UTC | halocollar.com

Dog getting shocked inappropriately

**System/AI** | 2025-09-16 13:15:38 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Agent (YYRYgGjy...)** | 2025-09-16 13:19:27 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [jordanrgross87@gmail.com](mailto:jordanrgross87@gmail.com)

**Subject:** Halo Collar Live Support

Hello Jordan, My name is Ariel, and I'd like to recommend that you contact our Live Support team for further assistance. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park Via the Halo App: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 13:19:42 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E4J13GBrQGCUEzqHyCu0GA, mBJH5IIYT8e2\_OFrmPcDwA, w4-N2LKvQhW0agGKylANbg

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 13:19:43 UTC | Status: CLOSED

## Conversation: wvvpGmXMTQS6wNHDD22nhQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:15:37 UTC to 2025-09-16 14:00:14 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 13:15:37 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, MUvO\_1r1QbCR89iFNUamMg, 6jk7DobMRw2g1ATE6kOMjw

**EMAIL** | Agent (WBbod4uN...) | 2025-09-16 13:15:39 UTC

**From:** support@halocollar.com

**To:** jp.mcd3@gmail.com

**Subject:** Halo Collar Out Of Warranty

Hi JP, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (WBbod4uN...) | 2025-09-16 14:00:13 UTC

Live Team Notes Serial Numbers: 24h3223660rt FW: .03.00.05 Issue/ Need: Cx has an H3 with a diag error Troubleshooting & Actions Taken: Collar found an LTE chip diag error while charging last night Collar is 90 days outside of the warranty window Cx states there were no issues with it before this Let cx know collar was oow and provided HC/HPP info Cx is going to look into the options Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Workbook Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (WBbod4uN...) | 2025-09-16 14:00:14 UTC | Status: CLOSED

## Conversation: uD9h3HqDSYqJpP8UBZ\_o-w

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:15:53 UTC to 2025-09-16 15:16:59 UTC

**Customer (T5KpHMI3...)** | 2025-09-16 13:15:53 UTC | halocollar.com

Hi. There was no place to enter my discount code on my order.

**System/AI** | 2025-09-16 13:16:15 UTC | halocollar.com

Hi there! Discount codes should be entered at checkout before completing your purchase. Unfortunately, once an order is placed, discount codes cannot be applied retroactively. For future orders, please make sure to apply any discount codes before submitting payment. If you have any more questions, feel free to ask!

**STATUS CHANGE** | Unknown | 2025-09-16 15:16:59 UTC | Status: CLOSED

## Conversation: gHUSKAVyTFOeG187QaFOxg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:16:09 UTC to 2025-09-16 14:29:16 UTC

**EMAIL | Customer (\_4yJAgOZ...) | 2025-09-16 13:16:09 UTC**

**From:** amongeon32@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Refund status

Thank you Steven, I was able to talk with someone in the live dog park and they said they would refer me to orders management for a refund. However, I have not heard anything from the escalation of my refund. Is there someone else I can be referred to to start my refund? Thank you Alicia On Sun, Aug 31, 2025 at 10:54 AM Halo Collar wrote: > Hello A, > > My name is Steven, and I would like to thank you for contacting us about > your return. I'm here to help make the process as smooth as possible. > > You may be eligible for a refund under our Return Policy. > Here is everything you need to know to get started: > > - \*Return Policy\* > > - \*How to Return Your Halo Collar for a Refund\* > > > If you have any questions or encounter any issues along the way, please > reply to this email. > We're always happy to help and want to ensure everything goes smoothly for > you and your pup! > > With pawsitivity, > Steven > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Saturday, August 30, 2025, 11:47 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Sunday, August 31, 2025, 3:47 AM "A M" wrote: > > Hello halo support, > > We have contacted halo support for issues with our collar giving our dog > fence feedback when he is not in the fence boundary. We are not able to > resolve this issue despite contacting halo support and adjustments to our > fence line. We would like a refund for our collar. When we purchased the > collar we were out of the country and would like to have an extension of > our refund since we had not used your product. This product does not work > as advertised and has been shocking our dog inappropriately despite > consulting the app/readjusting fences and the halo support system. Thank > you > > Alicia Mongeon > > >

**TOPIC CHANGE | Agent (sR--y62-...) | 2025-09-16 14:29:16 UTC**

Added: rxfklGaTXGCpjC7oGEfPg

**AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 14:29:16 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx states they spoke to someone in the Dog Park and was told her issue would be referred to management That conversation is under email address alm398@pitt.edu <https://halocollar.us-1.gladly.com/customer/rPB1jM3-TE-cBo5I4NOrow/cconversation/2p36UI3vSEyCQdMogL8DbQ> [https://halocollar.us-1.gladly.com/customer/rPB1jM3-TE-cBo5I4NOrow/cconversation/2p36UI3vSEyCQdMogL8DbQ] That conversation was closed on 9/2 when collar was out of return window by 37 days Recap (When/Where/What the customer wants) Escalating to Billing to research if return window can be extended Collar 25h4120959rt from order 1586661 is currently 51 days outside return window Is This Resolved/Follow-Up Required? Please advise cx whether window can be extended and collar can be returned for refund If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

Conversation: scjyJPeATPSwiTuuxH5D7Q

Messages: 5 / Customers: 1 / Duration: 2025-09-16 13:17:37 UTC to 2025-09-16 13:52:08 UTC

EMAIL | Customer (RsQBudUz...) | 2025-09-16 13:17:37 UTC

**From:** teresarosefoster1934@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Replacement strap

When can I expect the replacement strap to arrive? On Thu, Sep 11, 2025, 3:24 PM Halo Collar wrote: > Hello Teresa, >> Thank you for confirming that information! I've just submitted a new > Sunburst Halo 4 Strap Kit to be sent. >> You'll receive an email once it is shipped! >> We genuinely appreciate your patience as we work to resolve this. > In the meantime, if there's anything we can do to help, please let us > know! >> Best Regards, > Emma > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■>> On Thursday, September 11, 2025, 4:20 PM "Teresa Foster McCauley" teresarosefoster1934@gmail.com> wrote: >> Yes, that address is correct. >> On Thu, Sep 11, 2025, 12:22 PM Halo Collar wrote: >>> Hello Teresa, >>> We are sincerely sorry for the package issue and are working to resolve >> it immediately. There is no need to contact FedEx, as we will go ahead and >> send a new one! >>> \*Could you please confirm the following shipping information: \*

EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 13:51:54 UTC

**From:** support@halocollar.com

**To:** [teresarosefoster1934@gmail.com](mailto:teresarosefoster1934@gmail.com)

**Subject:** Re: Replacement strap

Hi Teresa, Thank you for reaching out to Halo Collar Support! We surely understand your concern with this, and I am more than happy to assist you. Here is the tracking link: 393138815040 Should you have any further questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 🏠 Halo Help Center 🗨️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a



AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 13:52:00 UTC

TOPIC CHANGE | Agent (Rxxv4SeJw...) | 2025-09-16 13:52:05 UTC

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 13:52:08 UTC | Status: CLOSED



## Conversation: \_\_L8GFKbRDaaaJebpoTDug

Messages: 9 | Customers: 1 | Duration: 2025-09-16 13:18:37 UTC to 2025-09-16 20:35:56 UTC

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 13:18:37 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 13:18:38 UTC

First and Last Name: Email: pcshovlhed@gmail.com Other contact info if possible:  
Sidekick Handoff (Y\*N) no If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (JuW94Dok...) | 2025-09-16 13:18:40 UTC

**From:** support@halocollar.com

**To:** pcshovlhed@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Phillman, My name is Kaitlyn, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (JuW94Dok...) | 2025-09-16 13:18:41 UTC | Status: CLOSED

### EMAIL | Customer (PmfeD\_vY...) | 2025-09-16 20:27:56 UTC

**From:** pcshovlhed@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Sorry We Were Unable To Connect!

Hi Kaitlin, I have a problem with my second collar. When I connect it to the charger it doesn't charge until you wiggle it around. Also, if you bend it in the middle while it's charging it stops and starts. I'm really concerned about the quality of the product at this point. They are very expensive and I'm having problems already. I don't think I should have to buy an extra plan in case they fail. I really like the way they work but, I can't afford \$1100/tear to replace them. What should I do? Thank you On Tue, Sep 16, 2025 at 9:18 AM Halo Collar wrote: > Hello Phillman, > > My name is Kaitlyn, from the Halo Dog Park. I'm sorry we missed you > today. > It looks like we had trouble connecting to the video call. We were looking > forward to helping you and your pup! If you still need support, please > reply to this message, and we'll be happy to assist you. > > If hopping back into the Dog Park isn't convenient, not to worry. Our > phone support team is available and ready to assist you. > > \*To join the Dog Park through the Halo App, just follow these quick steps:\* > > - Tap Settings > - Tap Halo Dog Park > - Tap Halo Support > - Tap Join Session > > \*Phone support\* (+1 (214) 238-9788) available hours: > > - 9:00 AM - 5:00 PM EST (Monday-Friday) > - 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > > We know how important it is to keep your pup safe and happy, and we're > here to help every step of the way. > > With pawsitivity, > Kaitlyn > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend ■ > > \*Need more help?\* > ■ \*support@halocollar.com\* | ■ \*Halo Help Center\* > > ■ \*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

**STATUS CHANGE** | Customer (PmfeD\_vY...) | 2025-09-16 20:27:56 UTC | Status: OPEN

**AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 20:33:20 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx is having charging issue with one of their collars Cx has two collars 25h4221369rt and 25h4325589rt Recap (When/Where/What the customer wants) Unsure if cx is referring to charging cord of collar itself Is This Resolved/Follow-Up Required? Advising cx contact DP for troubleshooting If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

**EMAIL | Agent (sR--y62-...) | 2025-09-16 20:35:55 UTC**

**From:** support@halocollar.com

**To:** pcshovlhed@gmail.com

**Subject:** Re: Halo Support Sorry We Were Unable To Connect!

Hello Phillman, Thank you for sharing that with us. Based on the information you've provided, it sounds like we need to proceed with some visual troubleshooting. Please join us in our virtual Dog Park for troubleshooting assistance. Dog Park: Here's how to reach our live video support team via the app: - Open the Halo App - Tap Settings - Tap Halo Dog Park - Tap Halo Support - Tap Join Session - Allow any requested permissions Agents available 9 am - 8 pm EST, 7 days a week Phone: Call us at (214) 238-9788 - 8 am - 6 pm EST (M-F) - 10 am - 4 pm EST (Sat-Sun) Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 4:27 PM "Phillman Chissom" wrote: > Hi Kaitlin, > I have a problem with my second collar. When I connect it to the > charger it doesnt charge until you wiggle it around. > Also, if you bend it in the middle while it's charging it stops and > starts. I'm really concerned about the quality of the product at this > point. > They are very expensive and I'm having problems already. I don't think I > should have to buy an extra plan in case they fail. > I really like the way they work but, I cant afford \$1100/tear to replace > them. What should I do? Thank you > > On Tue, Sep 16, 2025 at 9:18 AM Halo Collar wrote: > > > Hello Phillman, > > > My name is Kaitlyn, from the Halo Dog Park. I'm sorry we missed you > > today. > > It looks like we had trouble connecting to the video call. We were looking > > forward to helping you and your pup! If you still need support, please > > reply to this message, and we'll be happy to assist you. > > > If hopping back into the Dog Park isn't convenient, not to worry. Our > > phone support team is available and ready to assist you. > > > \*To join the Dog Park through the Halo App, just follow these quick steps:\* > > > > - Tap Settings > > - Tap Halo Dog Park > > - Tap Halo Support > > - Tap Join Session > > > \*Phone support\* (+1 (214) 238-9788) available hours: > > > > - 9:00 AM - 5:00 PM EST (Monday-Friday) > > - 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > > > We know how important it is to keep your pup safe and happy, and we're > > here to help every step of the way. > > > With pawsitivity, > > Kaitlyn > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > >

**STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 20:35:56 UTC | Status: CLOSED**

## Conversation: jTFuLE3tRbGB4D52p79Vvg

Messages: 8 | Customers: 1 | Duration: 2025-09-16 13:19:27 UTC to 2025-09-16 13:26:47 UTC

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 13:19:27 UTC

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 13:20:26 UTC

**From:** support@halocollar.com

**To:** ambermalinoski@gmail.com

**Subject:** Halo Collar We're Sorry We Missed You!

Hello Amber, We hope you and your pup are having a great day. My name is Hannah. I'm so sorry I missed you when I first called. I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. Looking forward to speaking with you soon! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 13:20:58 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, j8NwW1I9TISUaIRz8HLmTg

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 13:25:38 UTC

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 13:26:41 UTC

**From:** support@halocollar.com

**To:** ambermalinoski@gmail.com

**Subject:** Re: Halo Collar We're Sorry We Missed You!

Hello Amber, Thank you for contacting Halo Collar Support through a call request. My name is Hannah, and I'm sorry that I missed you at our scheduled time. Please feel free to contact our live support during business hours, as listed below, if you have any other questions or need further help. Dog Park (live video support) available hours: 9:00 am - 8 pm EST (7 days a week) Phone support (+1 (214) 238-9788) available hours: 8:00 am - 6:00 pm EST (M-F) 10:00 am - 4:00 pm EST (Sat-Sun) If you need any additional information on our customer support How to Contact Customer Support Help Desk Thank you for being part of our Halo Pack! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:20 AM support@halocollar.com wrote: > Hello Amber, > > We hope you and your pup are having a great day. My name is Hannah. > I'm so sorry I missed you when I first called. > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > Looking forward to speaking with you soon! > > With pawsitivity, > Hannah > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE** | Agent (vayOmd0l...) | 2025-09-16 13:26:43 UTC

Live Team Notes Serial Numbers: 24h4452928rt & 24h4450734rt FW: 03.00.05 Issue/ Need: Cx stated, "Collar replacement." Troubleshooting & Actions Taken: Collar 24h4452928rt WR AW-20250910-45006 address was confirmed yesterday Collar 24h4450734rt Was last heard Sep 1, 2025, 7:40 PM at 0% Called once, no answer, left a vm Call again, no answer, left a vm Resources Used (provide details): (KB articles, Slack

posts, internal docs.): AP Next Steps: General- Scheduled Call Follow Up- No Answer  
Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 13:26:46 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 13:26:47 UTC | Status: CLOSED

## Conversation: SEPnJbyISIC6kMd8Xmp--w

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:19:56 UTC to 2025-09-16 13:20:33 UTC

### AGENT NOTE | Agent (KiK-0-RR...) | 2025-09-16 13:19:56 UTC

Live Team Notes Serial Numbers: 25h4241772rt FW: v.03.00.05 Issue/ Need: Customer needed replacement rivets for her Halo 4 collar Troubleshooting & Actions Taken: Accessory order for a H4 Midnight Strap Kit Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (KiK-0-RR...) | 2025-09-16 13:20:02 UTC

**From:** support@halocollar.com

**To:** re.brendajames@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Brenda, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ryan Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KiK-0-RR...) | 2025-09-16 13:20:30 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE** | Agent (KiK-0-RR...) | 2025-09-16 13:20:33 UTC | Status: CLOSED

## Conversation: 4aSCITFMQ0W5eRw2cxjgYw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 13:20:21 UTC to 2025-09-16 13:51:19 UTC

**STATUS CHANGE** | Customer (Dvek-Kwf...) | 2025-09-16 13:20:21 UTC | Status: OPEN

**PHONE\_CALL** | Customer (Dvek-Kwf...) | 2025-09-16 13:20:21 UTC

**EMAIL | Agent (OVaCilev...) | 2025-09-16 13:45:50 UTC**

**From:** support@halocollar.com

**To:** deb-hargis@outlook.com

**Subject:** Re: Halo Collar Your Request Has Been Escalated

Hello Deborah, Thank you for calling Halo Support today. Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. ■■■ We've escalated your case to the right person on our ■■■Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. Follow the instructions below to complete the pairing and activation of your collar: Ensure your collar is fully charged before beginning setup. You'll need access to Bluetooth, Wi-Fi, and GPS during this process. Removing an Old Collar (If Applicable) If you're replacing an old collar, you'll need to remove it from your account before adding the new one: Open the Halo App. Tap the Settings tab. Select My Collars. Tap on the collar you are replacing. Tap Delete Collar to remove it from your account. Once the old collar has been removed, you can proceed with adding your new collar. How to Add a New Collar Navigate to the My Map tab in the Halo App. Tap on your pet's name. Select Add Collar. Charge your Halo Collar, then tap Next. Follow the on-screen prompts to connect the collar to your Bluetooth device. Follow the on-screen prompts to set up your Wi-Fi connection. Review the update diagram, then tap Next. Once the update is complete, tap Next to continue. Follow the instructions to initialize the GPS. Review the information on Fence Synchronization. Tap I Understand to complete the setup. If you also want to change Blu's Emergency Feedback setting, you can repeat the process we did for did on Izzy's collar: How to Edit Feedback Settings If you need additional assistance, please contact Halo Collar Customer Service. We're happy to help! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 5:38 PM support@halocollar.com wrote: > Hello Deborah, > > Thank you for reaching out and sharing your concern. I have escalated this again to Manager Request. They'll investigate the details and reach out as soon as they finish their review. > > We're genuinely sorry for the trouble you've experienced. > We understand how important this is to you, and we want you to know that your voice matters deeply to us. > > They're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > > If you need anything in the meantime, we're right here and happy to help. > > With pawsitivity, > Mustafa > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 4:01 PM support@halocollar.com wrote: > > > Hello Deborah, > > > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. > > We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > > > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > > > If you need anything in the meantime, we're right here and happy to help. > > > With pawsitivity, > > Kenny > > Halo Customer

Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Monday, September 15, 2025, 3:42 PM support@halocollar.com wrote: > > > > Hello Deborah, > > > > Please send us the screenshots by replying to this email. > > > > With pawsitivity, > > > Kenny > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend■ > > > > Need more help? > > > ■support@halocollar.com | ■Halo Help Center > > > ■Speak to a live agent face-to-face at our Dog Park > > > 9:00 am - 8:00 pm EST 7 days a week > > > Join Session to speak with the next available agent > > >

**AGENT NOTE | Agent (OVaCilev...) | 2025-09-16 13:50:47 UTC**

First and Last Name: Deborah Hargis Email: deb-hargis@outlook.com Collar SN: 25h4030372rt [Izzy] Collar FW: v.03.00.05 Resources: AP, Gladly, KB, T2guide Recap/TS: Got the WR for Blu, but hasn't set it up yet Called yesterday w/ an emergency - Non-stop Emergency Feedback on Izzy's collar that severely traumatized the pup. Occurred on the porch where GPS interference could have been an issue Used extra empathy while assuring that the Manager Escalation was made & they would be following up real soon & addressed possible solutions CX had already removed CTs and installed Blanks Advised CX they could also change the FB settings for the Emerg fence layer to Sound or Vibration Guided CX through changing Emerg FB for Izzy CX wants to wait for their son to be there to help them with the TS for this issue - probably Saturday Next Steps: Emailed follow-up w/ guidance CX will CB when son is available to help TS Reassigned back to Management Team

**TOPIC CHANGE** | Agent (OVaCilev...) | 2025-09-16 13:51:10 UTC

Added: E4J13GBrQGCUEzqHyCu0GA

**STATUS CHANGE** | Agent (OVaCilev...) | 2025-09-16 13:51:19 UTC | Status: CLOSED



## Conversation: cM5FQqP4StmhTFMCJ2uMbw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:22:16 UTC to 2025-09-16 13:49:32 UTC

### EMAIL | Customer (bhl7eq5o...) | 2025-09-16 13:22:16 UTC

**From:** mrentz1@hotmail.com

**To:** support@halocollar.com

**Subject:** [HALO-APP] An unexpected error

Sent from my iPhone

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 13:49:04 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx sent in logs for collar 25h4020392rt Recap (When/Where/What the customer wants) Logs are empty Is This Resolved/Follow-Up Required? Advising cx contact the DP If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

### EMAIL | Agent (sR--y62-...) | 2025-09-16 13:49:24 UTC

**From:** support@halocollar.com

**To:** mrentz1@hotmail.com

**Subject:** Re: [HALO-APP] An unexpected error

Hello Mike, Thank you for sharing that with us. Based on the information you've provided, it sounds like we need to proceed with some troubleshooting. Please join us in our virtual Dog Park for troubleshooting assistance. Dog Park: Here's how to reach our live video support team via the app: - Open the Halo App - Tap Settings - Tap Halo Dog Park - Tap Halo Support - Tap Join Session - Allow any requested permissions Agents available 9 am - 8 pm EST, 7 days a week Phone: Call us at (214) 238-9788 - 8 am - 6 pm EST (M-F) - 10 am - 4 pm EST (Sat-Sun) Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 9:22 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 1:22 PM "Mike Rentz" wrote: > > > > > > > Sent from my iPhone > >

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:49:31 UTC

Added: PLOeudXYRhqGCLwE5ykYeQ

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:49:32 UTC | Status: CLOSED



## Conversation: BAT\_k0TaT-iE8Iz-SOA-Fg

Messages: 15 | Customers: 1 | Duration: 2025-09-16 13:22:54 UTC to 2025-09-16 13:41:09 UTC

**Customer (-uL6fzTL...)** | 2025-09-16 13:22:54 UTC | halocollar.com

The collar is too slow to give warnings. There is a 10-15 second delay. The fence area is also

**Customer (-uL6fzTL...)** | 2025-09-16 13:23:06 UTC | halocollar.com

Changing and inconsistent

**Customer (-uL6fzTL...)** | 2025-09-16 13:23:36 UTC | halocollar.com

I can be standing on the road outside the fence before it even beeps

**System/AI** | 2025-09-16 13:24:05 UTC | halocollar.com

Hi there! It sounds like you're experiencing GPS drift and delay issues with your Halo Collar. GPS drift can cause feedback to trigger in slightly different spots, often due to satellite variation or poor signal. To reduce this, ensure the collar is snugly fitted and placed correctly on your dog. Additionally, make sure your collar's firmware is up to date and perform a hand test to ensure proper functioning. You can also adjust your virtual fence in the app if drift continues. If these steps don't resolve the issue, please reach out for further assistance.

**Customer (-uL6fzTL...)** | 2025-09-16 13:24:28 UTC | halocollar.com

They don't work

**System/AI** | 2025-09-16 13:25:05 UTC | halocollar.com

I'm sorry to hear that previous steps didn't help. Let's make sure GPS initialization is complete. Take the collar outdoors in an open area, away from buildings or trees, keep it still until the GPS light changes, and check if the light blinks green for Halo 4 or blue for older models. If issues persist, please contact our support team for further troubleshooting or replacement options. We're here to help resolve this for you.

**Customer (-uL6fzTL...)** | 2025-09-16 13:26:50 UTC | halocollar.com

It's blinking green

**Customer (-uL6fzTL...)** | 2025-09-16 13:27:10 UTC | halocollar.com

what is the support team number

**System/AI** | 2025-09-16 13:27:57 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

*PHONE\_CALL | Customer (4S08o9U...) | 2025-09-16 13:28:52 UTC*

**EMAIL | Agent (Rxv4SeJw...)** | 2025-09-16 13:40:37 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [bill.greier@gmail.com](mailto:bill.greier@gmail.com)

**Subject:** Halo Support Follow-Up

Hello Bill, Thank you for calling Halo Support. It was nice meeting you today, and a joy to assist you! Please proceed to meet us at the Dog Park so we can examine the GPS inaccuracy/feedback delay issue. Here's how: Open the Halo App > Tap Settings > Tap Halo Dog Park > Tap Halo Support > Tap Join Session The Dog Park Hours of Operation: 9:00 am - 7:00 pm EST (M-F) 10:00 am - 6:00 pm EST (Sat-Sun) Should you have any questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 13:40:53 UTC**

Live Team Notes Serial Numbers:25h4303485rt FW:v.03.00.05 Issue/ Need: Cx says collar keeps beeping sporadically - cx says she can walk through boundary with collar and there is a delay in feedback Troubleshooting & Actions Taken: Did HR Did GPS recalibration Advsd of collar placement importance As we checked map during the GPS recalibration, it still showed an inaccurate GPS location Had cx meet us in DP so we can get a visual - collar was just added on 9/9/25 Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, gladly, ts t1 guide Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 13:41:01 UTC**

Added: DWX7EuMeSkumrbZ8T4AUPQ

**TOPIC CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 13:41:06 UTC**

Added: ZKYz4UsHRG6\_\_sFoccYiEA

**STATUS CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 13:41:09 UTC | Status: CLOSED**

## Conversation: wdTTflgBSpGen3CFaVnmgQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:23:03 UTC to 2025-09-16 14:00:04 UTC

**EMAIL | Customer (g7szHOYF...) | 2025-09-16 13:23:03 UTC**

**From:** martinezbelen1223@gmail.com

**To:** support@halocollar.com

**Subject:** Fwd: Your receipt from Halo Collar #2302-1933

We specifically cancelled this and you guys still charged me so i expect a refund. Begin forwarded message: From: Halo Collar Date: September 10, 2025 at 16:39:39 CDT To: martinezbelen1223@gmail.com Subject: Your receipt from Halo Collar #2302-1933 Reply-To: Halo Collar ■ Your receipt from Halo Collar #2302-1933 Your receipt from Halo Collar #2302-1933 (<http://www.halocollar.com>) Halo Collar Receipt from Halo Collar \$203.90 Paid September 10, 2025 ([https://59.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct\\_1Fa63gCo6bFb1KQt%2Flive\\_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9TeklmVEtFbnZka3PSWs1UGM2SGZmS01ZV1huU09oLDE0ODA4MTE3Mw0200BV6mOH9R%2Fpdf%3Fs=em/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/eJlZ9Jvfo1ou9V\\_gdjF60N2xvopodwl7YRM90KyzDGA=422](https://59.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct_1Fa63gCo6bFb1KQt%2Flive_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9TeklmVEtFbnZka3PSWs1UGM2SGZmS01ZV1huU09oLDE0ODA4MTE3Mw0200BV6mOH9R%2Fpdf%3Fs=em/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/eJlZ9Jvfo1ou9V_gdjF60N2xvopodwl7YRM90KyzDGA=422))) Download invoice (<https://59.email.stripe.com/CL0/https:%2F%2Fdashboard.stripe.com%2Freceipts%2Finvoices%2FCACQARoXChVhY2N0XzFGYTYzZ0NvNmJGYjFLUXQoleCHxgYyBg1yUEizRTovFpbZL5ON65LFPa5qHeleJA9oJ2wwB8maSRklp-17F0LWvuwm8lWhTspOr25z8h4%2Fpdf%3Fs=em/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/gU6MSkUsl57jv-Ot24lA20fFrwxz6OllcbVnjBJFs8o=422>) Download receipt Receipt number 2302-1933 Invoice number 4F15C86F-0004 Payment method - 9750 Receipt #2302-1933 Sep 3, 2025 – Sep 3, 2026 Halo Care Subscription Plan Qty 0 \$0.00 Gold Subscription Plan Qty 1 First 1 Qty 1 \$0.00 Flat fee for first 1 Qty 0 \$203.90 Sales Tax calculated by AvaTax Qty 1 \$0.00 Total \$203.90 Amount paid \$203.90 Questions? Visit our support site, contact us at (<https://support.halocollar.com>) support@halocollar.com, or call us at (mailto:support@halocollar.com) +1 214-712-2270. (tel:12147122270) Powered by | ([https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/\\_MqqUDCDYi4MWe66bO8HA6VIWtus9RwQKKf6q648u8g=422](https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/_MqqUDCDYi4MWe66bO8HA6VIWtus9RwQKKf6q648u8g=422)) Learn more about Stripe Billing (<https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com%2Fbilling/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/hu2jTHh2hxgFI1ebDhz2jFMN4D4NNe-a0G7XRu4V-CU=422>)

**EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 13:57:32 UTC**

**From:** support@halocollar.com

**To:** martinezbelen1223@gmail.com

**Subject:** Re: Fwd: Your receipt from Halo Collar #2302-1933

Hello Belen, Thank you for reaching out to the Halo Support Team, and for giving us a chance to help. I totally understand how important it is to get this alleviated right away. I have escalated this matter to our Billing Team, and they will be sending an update via email as soon as possible. Should you have any further questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:23 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 1:23 PM "belen martinez" wrote: > > We specifically cancelled this and you guys still charged me so i expect a refund. > > Begin forwarded message: > > From: Halo Collar > > Date: September 10, 2025 at 16:39:39 CDT > > To: martinezbelen1223@gmail.com > > Subject: Your receipt from Halo Collar #2302-1933 > > Reply-To: Halo Collar > > > ■ Your receipt from Halo Collar

#2302-1933 > > > > > Your receipt from Halo Collar #2302-1933 > > > > >  
(<http://www.halocollar.com>) > > > > > > Halo Collar > > > > > > > > > > > > >  
> > Receipt from Halo Collar > > \$203.90 > > Paid September 10, 2025 > > > > > > > (ht  
tps://59.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct\_1Fa63g  
Co6bFb1KQt%2Flive\_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9TeklmVEtFbnZka3IPSWs  
1UGM2SGZmS01ZV1huU09oLDE0ODA4MTE3Mw0200BV6mOH9R%2Fpdf%3Fs=em/1/  
010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/eJlZ9Jvfo1ou9V\_  
gdjF60N2xvopodwl7YRM90KyzDGA=422) Download invoice (<https://59.email.stripe.com/CL0/https:%2F%2Fdashboard.stripe.com%2Freceipts%2Finvoices%2FCARoXChVhY2N0XzFGYTYzZ0NvNmJGYjFLUXQoleCHxgYyBg1yUEizRTovFpbZL5ON65LFPa5qHel eJA9oJ2wwB8maSRklp-17F0LWvuwm8lWhTspOr25z8h4%2Fpdf%3Fs=em/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/gU6MSkUsl57jv-Ot24IA20fFr xwz6OllcbVnjBJFs8o=422>) Download receipt > > > > > Receipt number 2302-1933 > >  
> > Invoice number 4F15C86F-0004 > > > > > Payment method - 9750 > > > > > > > >  
> > > > > > > > Receipt #2302-1933 > > > > > Sep 3, 2025 – Sep 3, 2026 > > > >  
> > > Halo Care Subscription Plan > > > > > Qty 0 > > \$0.00 > > > > > Gold  
Subscription Plan > > > > > Qty 1 > > > > > First 1 > > > > > Qty 1 > > \$0.00 > > >  
> > Flat fee for first 1 > > > > > Qty 0 > > \$203.90 > > > > > Sales Tax calculated by  
AvaTax > > > > > Qty 1 > > \$0.00 > > > > > > > > > Total > > \$203.90 > > > > >  
> > > > Amount paid > > \$203.90 > > > > > > > > > Questions? Visit our support site,  
contact us at (<https://support.halocollar.com>) support@halocollar.com, or call us at  
(mailto:support@halocollar.com) +1 214-712-2270. (tel:12147122270) > > > > > > > >  
> > Powered by | ([https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/\\_MqqUDCDYi4MWe66bO8HA6VIWtus9RwQKKf6q648u8g=422](https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/_MqqUDCDYi4MWe66bO8HA6VIWtus9RwQKKf6q648u8g=422)) Learn more about Stripe Billing (<https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com%2Fbilling/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/hu2jTHh2hxgFI1ebDhz2jFMN4D4NNe-a0G7XRu4V-CU=422>)

**AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 13:59:53 UTC**

Billing Team Escalation Notes Affected Serial Number:The 21h2440644rt collar was removed from this account on 3/19/25 FW:n/a Order ID:n/a RMA Ticket #:n/a Subscription Start Date:n/a Reason for Escalation: Cx requested account be cancelled on 9/9/25 - cx was then charged for new year on 9/10/25 - RMA then canceled plan on 9/11/25 - cx needs refund Requested Action: Please refund the most recent pack plan fee

**TOPIC CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 13:59:58 UTC**

Added: Gw0dDqdqTzq781jSoMtrUA

**STATUS CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 14:00:04 UTC | Status: CLOSED**

## Conversation: NwapzU46TsCHthCMan3rfw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:23:14 UTC to 2025-09-16 13:23:47 UTC

### AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 13:23:14 UTC

Live Team Notes Serial Numbers: 25h4232366rt FW:03.00.05 Issue/ Need: Collar gave emergency feedback to dog while in home Troubleshooting & Actions Taken: -Explained to cx that first thing we would check for this is the collar's GPS signal level settings and confirm if they need to be adjusted -Cx is not at home to confirm if collar is inside or outside but will call back later this evening to test with collar Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal, T1 TS Guide Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 13:23:40 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E4J13GBrQGCUEzqHyCu0GA

### EMAIL | Agent (LZsYfs6M...) | 2025-09-16 13:23:43 UTC

**From:** support@halocollar.com

**To:** jordanrgross87@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Jordan, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Tajon Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 13:23:47 UTC | Status: CLOSED

## Conversation: A3yiMN6MQmmV5Iyq4UFnyQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:23:58 UTC to 2025-09-16 14:01:04 UTC

### EMAIL | Customer (yM-JOHgS...) | 2025-09-16 13:23:58 UTC

**From:** jplouse@gmail.com

**To:** info@halocollar.com

**Subject:** Re: Final notice: Need updated Halo Collar billing information

I tried updating payment three times, I think its an error on your side. No reason for payment to fail. Thanks, Jack Plouse On Tue, Sep 16, 2025, 3:06 AM Katie Wilson wrote: > Hey Jack, > > We just tried to process the \$110.86 subscription payment for the fourth > time, but unfortunately it failed once again. > > You can update your billing information here. > > If the next charge fails, your account will be cancelled automatically. > > Let us know if you have any questions, > > — > Katie Wilson > Customer Success > >

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:00:54 UTC

**From:** support@halocollar.com

**To:** jplouse@gmail.com

**Subject:** Need updated Halo Collar billing information

Hello Jack, Thank you for reaching out to our Halo Support team! I understand that you are having difficulty updating your billing information. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. You can easily update your credit card on file or switch your Halo Membership Plan through your account on the Halo Collar website. To Change the Credit Card on File Log in to your Halo Account on the Halo Website Locate the Billing section and click Edit. Enter your new payment information. Click Update to save your changes. To Change Your Membership Plan Log in to your Halo Account on the Halo Website Click Change Plan. Review and check the boxes to agree to the Terms & Conditions. Click Change Plan under your desired plan. For more information on Halo Membership options, click here. If you have additional questions, please let me know. I'm here for you and your pup! With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:23 AM "Jack Plouse" wrote: > I tried updating payment three times, I think its an error on your side. No > reason for payment to fail. > > Thanks, > > Jack Plouse > > On Tue, Sep 16, 2025, 3:06 AM Katie Wilson > wrote: > > > Hey Jack, > > > > We just tried to process the \$110.86 subscription payment for the fourth > > time, but unfortunately it failed once again. > > > > You can update your billing information here. > > > > If the next charge fails, your account will be cancelled automatically. > > > > Let us know if you have any questions, > > > > — > > Katie Wilson > > Customer Success > > > >

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 14:00:55 UTC

First and Last Name: Jack Plouse Email: jplouse@gmail.com Phone Number: Collar SN: 24h3273292rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The cx is having difficulty updating the payment method. Next Steps: Email the cx the instructions on how they can edit their payment information. Submit as resolved.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 14:01:01 UTC

Added: Yzbn8c0\_TPW-jn3czqo5bg

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 14:01:04 UTC | Status: CLOSED



## Conversation: VcyVxhkQSECx2jDfEDVOXg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:24:40 UTC to 2025-09-16 14:19:00 UTC

EMAIL | Customer (V4cN\_ZgU...) | 2025-09-16 13:24:40 UTC

**From:** emh4401@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support: Collar Inquiry

Hello. I have found the serial number on the collar. It is ---- s/n: 24-h4462058-rt I will attach the number. Please let us know what to do next as it is still not working. The email associated is linehand07@gmail.com (just a reminder) Thanks. Erin Blodgett On Wed, Sep 10, 2025, 12:15 PM Halo Collar wrote: > Hi Erin, > > Sounds good. Please let us know by then, and let us know if you have any > additional questions. > > Best Regards, > Robinson > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Wednesday, September 10, 2025, 12:22 PM "Erin Blodgett" emh4401@gmail.com> wrote: > > okay I will have to look on collar after work. thanks. We no longer have > the box. > > On Wed, Sep 10, 2025, 11:20 AM Halo Collar wrote: > >> Hello Erin, >> >> Thank you for providing the email. The serial number can be found on the >> inside of the collar. By removing the procase, you will be able to view it. >> Additionally, if you still possess the box in which the collar was >> packaged, the serial number is also located on that box. >> >> With pawsitivity, >> Sanecia >> Halo Customer Support >> \*Halo Collar\* | Here for you and your best friend■ >> >> \*Need more help?\* >> ■\*support@halocollar.com\* | ■\*Halo Help >> Center\* >> >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >> >> >> - 9:00 am - 8:00 pm EST \*7 days a week\* >> >> \*Join Session\* to speak with the next available agent >> >> On Wednesday, September 10, 2025, 11:51 AM "Erin Blodgett" > emh4401@gmail.com> wrote: >> >> the email associated is linehand07@gmail.com >> >> Where is the serial number located? I am at work so don't have that >> available at this time. >> >> Thanks. >> >> On Wed, Sep 10, 2025, 10:48 AM Halo Collar >> wrote: >> >>> Hello Erin, >>> >>> Thank you for reaching out to Halo Collar Support. We understand that >>> you are inquiring regarding an issue you are experiencing with your Halo >>> collar. We apologize for any inconvenience caused, but rest assured, we are >>> here to assist you. >>> >>> We sincerely apologize, however, there does not appear to be a collar >>> linked to either email address that was provided. Is there another email >>> address the collar might be linked to? >>> >>> Would you kindly please provide the serial number of your collar? >>> >>> If you have any further questions or need additional assistance, please >>> do not hesitate to contact our customer support. We are here to help! >>> >>> Thank you for choosing Halo! >>> >>> >>> With Pawsitivity, >>> Peggy >>> Halo Customer Support >>> \*Halo Collar\* | Here for you and your best friend■ >>> >>> \*Need more help?\* >>> ■\*support@halocollar.com\* | ■\*Halo Help >>> Center\* >>> >>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >>> >>> >>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>> >>> \*Join Session\* to speak with the next available agent >>> >>> On Wednesday, September 10, 2025, 6:41 AM "Erin Blodgett" >> emh4401@gmail.com> wrote: >>> >>> Hello. I have done all of these troubleshooting steps. The collar will >>> charge for a short time period but will not work once taken off of the >>> charger. The blinking green light just turns off. I would like to see what >>> our options are now as we are still within the year from purchase date. Our >>> dog still really benefits from the collar. Please help! Thanks so much. >>> >>> Erin Blodgett >>> >>> On Wed, Sep 3, 2025, 12:45 PM Halo Collar >>> wrote: >>> >>>> Hello Erin, >>>> >>>> Thank you for contacting us regarding the charging issue with your Halo >>>> Collar. >>>> We understand how frustrating this can be, but we're here to assist >>>> you! >>>> >>>> Here are troubleshooting steps to help get your collar charging >>>> effectively: >>>> >>>> \*1. Check the Power Source\* >>>> >>>> - Ensure the collar is connected to the power cord and charging >>>> adapter. >>>> - Confirm that no lights turn on when the device is plugged in. >>>> - Verify that the power block is properly plugged into the wall, >>>> and ensure that any switches controlling the outlet are turned on. >>>> - We recommend charging your collar using a wall adapter rather >>>> than a computer. >>>> >>>> \*2. Check the Protective Case\* >>>> >>>> - Sometimes, the protective case can interfere with the charging >>>> connection. >>>> - Please remove the case by undoing the Velcro fasteners and try >>>> charging the collar again. >>>>

**To:** emh4401@gmail.com



**Subject:** Re: Halo Support: Collar Inquiry

Hello Erin, Thanks so much for reaching out! I'm happy to submit your replacement request. We want to make sure everything is handled as smoothly as possible for you. Please add the collar back to your account at your earliest convenience. Before we can move forward, we just need a quick confirmation: Is Bronco currently using the collar? For your pup's safety, we can't proceed until we know the collar is no longer in use. Once the request is submitted, the collar will be deactivated and will no longer function. Once we receive your confirmation: We'll send you an email to verify your shipping address. After you confirm, your replacement will be processed and shipped as soon as possible. Please note that you will receive an email confirmation when the order ships. Please keep your eyes out for it! If you have any questions in the meantime, just let me know. We're here to help! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend

■ On Tuesday, September 16, 2025, 9:24 AM "Erin Blodgett" wrote: > Hello. I have found the serial number on the collar. It is ---- s/n: > 24-h4462058-rt > > I will attach the number. Please let us know what to do next as it is still > not working. > > The email associated is linehand07@gmail.com (just a reminder) > > Thanks. > > Erin Blodgett > > > On Wed, Sep 10, 2025, 12:15 PM Halo Collar wrote: > > > Hi Erin, > > > Sounds good. Please let us know by then, and let us know if you have any > > additional questions. > > > Best Regards, > > Robinson > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > On Wednesday, September 10, 2025, 12:22 PM "Erin Blodgett" > emh4401@gmail.com > wrote: > > > okay I will have to look on collar after work. thanks. We no longer have > > the box. > > > On Wed, Sep 10, 2025, 11:20 AM Halo Collar wrote: > > > > Hello Erin, > > > > Thank you for providing the email. The serial number can be found on the > > inside of the collar. By removing the procase, you will be able to view it. > > Additionally, if you still possess the box in which the collar was > > packaged, the serial number is also located on that box. > > > > With pawsitivity, > > > Sanecia > > > Halo Customer Support > > > \*Halo Collar\* | Here for you and your best friend ■ > > > > \*Need more help?\* > > > ■\*support@halocollar.com\* | ■\*Halo Help > > > Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > > On Wednesday, September 10, 2025, 11:51 AM "Erin Blodgett" > emh4401@gmail.com > wrote: > > > > the email associated is linehand07@gmail.com > > > > Where is the serial number located? I am at work so don't have that > > > > available at this time. > > > > Thanks. > > > > On Wed, Sep 10, 2025, 10:48 AM Halo Collar > > > wrote: > > > > > Hello Erin, > > > > > Thank you for reaching out to Halo Collar Support. We understand that > > > > you are inquiring regarding an issue you are experiencing with your Halo > > > > collar. We apologize for any inconvenience caused, but rest assured, we are > > > > here to assist you. > > > > > We sincerely apologize, however, there does not appear to be a collar > > > > linked to either email address that was provided. Is there another email > > > > address the collar might be linked to? > > > > > Would you kindly please provide the serial number of your collar? > > > > > If you have any further questions or need additional assistance, please > > > > do not hesitate to contact our customer support. We are here to help! > > > > > Thank you for choosing Halo! > > > > > > > With Pawsitivity, > > > > > Peggy > > > > Halo Customer Support > > > > \*Halo Collar\* | Here for you and your best friend ■ > > > > > \*Need more help?\* > > > > > ■\*support@halocollar.com\* | ■\*Halo Help > > > > Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > > On Wednesday, September 10, 2025, 6:41 AM "Erin Blodgett" > emh4401@gmail.com > wrote: > > > > > > Hello. I have done all of these troubleshooting steps. The collar will > > > > > charge for a short time period but will not work once taken off of the > > > > > charger. The blinking green light just turns off. I would like to see what > > > > > our options are now as we are still within the year from purchase date. Our > > > > > dog still really benefits from the collar. Please help! Thanks so much. > > > > > Erin Blodgett > > > > > > On Wed, Sep 3, 2025, 12:45 PM Halo Collar > > > > wrote: > > > > > > Hello Erin, > > > > > > > Thank you for contacting us regarding the charging issue with your Halo > > > > > Collar. > > > > > > We understand how frustrating this can be, but we're here to assist > > > > > you! > > > > > > Here are troubleshooting steps to help get your collar charging > > > > > > effectively: > > > > > > > \*1. Check the Power Source\* > > > > > > > - Ensure the collar is connected to the power cord and charging > > > > > > > adapter. > > > > > > > - Confirm that no lights turn on when the device



## Conversation: 5EQbD6GTRTKRBwvA1dYnWw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:24:45 UTC to 2025-09-16 15:26:04 UTC

**Customer (M5kagaPR...)** | 2025-09-16 13:24:45 UTC | halocollar.com

I was wondering if a refund was possible?

**System/AI** | 2025-09-16 13:25:09 UTC | halocollar.com

Hi there! Yes, refunds are possible if the Halo Collar was purchased directly from our website and is returned within 90 days of receipt. Just make sure the collar is not damaged or broken to be eligible for a refund. To start a return, you'll need a Return Merchandise Authorization (RMA). Please note that a \$25 return fee applies, and original shipping costs are non-refundable. For more details or to initiate the return process, you can visit our return policy page. If you need further assistance, feel free to reach out to our support team.

**STATUS CHANGE** | Unknown | 2025-09-16 15:26:04 UTC | Status: CLOSED

## Conversation: Ali9ArryQNOzHH-rdn0EYA

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 13:25:56 UTC to 2025-09-16 13:26:29 UTC*

**Customer (vMHW5bYI...) | 2025-09-16 13:25:56 UTC | halocollar.com**

All of a sudden my dog is crossing over her boundary, what am

**System/AI | 2025-09-16 13:26:29 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: U4TW1z4DSACpY5yoCAOGzQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:26:32 UTC to 2025-09-16 14:08:18 UTC

### EMAIL | Customer (9feyShmU...) | 2025-09-16 13:26:32 UTC

**From:** melbkpr83@gmail.com

**To:** info@halocollar.com

**Subject:** Re: 2nd notice: Another unsuccessful payment for your Halo Collar account

We need to cancel this subscription. The collars did not work for our LGDs so we haven't used them in years. I just keep forgetting to cancel. Thanks, \*Mellissa Foster\* \*Wife, Mom, Office & Property Manager\* \*Oregon\* On Mon, Sep 15, 2025, 11:20 PM Katie Wilson wrote: > Hey Mellissa, > > Just tried to process again the \$13.98 subscription payment, but > unfortunately it didn't go through. To keep your account active please > update your information here > ! > > > Let us know if you have any questions. > > — > Katie Wilson > Customer Success > >

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:07:52 UTC

**From:** support@halocollar.com

**To:** melbkpr83@gmail.com

**Subject:** Cancel Subscription

Hello Melissa, Thank you for reaching out to our Halo Support team! I understand that you would like us to cancel your subscription. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. I have escalated your request to cancel your subscription to our dedicated Cancellation team, who will handle the cancellation for you. They will confirm with you within 1-3 business days. Please don't hesitate to contact us with any further questions. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:26 AM "Mellissa Foster" wrote: > We need to cancel this subscription. > > The collars did not work for our LGDs so we haven't used them in years. I > just keep forgetting to cancel. > > Thanks, > \*Mellissa Foster\* > \*Wife, Mom, Office & Property Manager\* > \*Oregon\* > > On Mon, Sep 15, 2025, 11:20 PM Katie Wilson > wrote: > > > Hey Mellissa, > > > Just tried to process again the \$13.98 subscription payment, but > > unfortunately it didn't go through. To keep your account active please > > update your information here > > ! > > > > > Let us know if you have any questions. > > > > — > > Katie Wilson > > Customer Success > > > >

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 14:07:54 UTC

First and Last Name: Mellissa Foster Email: melbkpr83@gmail.com Phone Number: Collar SN: 23h3403651rt and 23h3402951rt Collar FW: v.01.15.04 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The cx says they keep forgetting to cancel their subscription and wants us to cancel it for them. Next Steps: Escalate to RMA Billing. Billing Team Escalation Notes Affected Serial Number: 23h3403651rt and 23h3402951rt FW: v.01.15.04 Order ID: 1303392 RMA Ticket #: Subscription Start Date: December 12, 2023. Reason for Escalation: The cx says they keep forgetting to cancel their subscription and wants us to cancel it for them. Requested Action: Please cancel the subscription for the cx. Thank you.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 14:07:59 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 14:08:18 UTC | Status: CLOSED

## Conversation: TjUfw-TfT9CjFGmaw9uu-g

Messages: 7 | Customers: 1 | Duration: 2025-09-16 13:26:44 UTC to 2025-09-16 15:00:31 UTC

**EMAIL | Agent (YumuZHIE...) | 2025-09-16 13:26:44 UTC**

**From:** support@halocollar.com

**To:** jamo7bach@yahoo.com

**Subject:** Re: Halo Success Team

Hi Jamison, Thank you for letting me know. I'm sorry this has continued to be an issue for you. I've requested access so I can confirm your information on my end. If you're comfortable, please share the access code that was just sent to your email, along with the shipping address where you'd like the replacement sent. Once I have that information, I'll verify everything for you and provide an update as soon as it's processed. I truly appreciate your patience while I work to get this resolved, and I understand how frustrating this has been. Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Monday, September 15, 2025, 2:08 PM "Jamison Bach" wrote: > Every time I get an email to confirm my address it does not have that option and just logs into the account. It does not work. I have to call every time. > Thanks, > Jamison Bach > On Monday, September 15, 2025 at 11:41:11 AM CDT, Halo Collar wrote: > > Hello Jamison, > Thank you for reaching out to us. I'm disheartened to hear of the issues you've experienced and would love to get you back on track. > I have reviewed the collar on your account and see we submitted it for warranty replacement about 6 days ago and are awaiting your address confirmation so we can have it sent out to you as soon as possible. You may receive a new message to complete this, or you can follow the link below. Once you've completed this step, our team will get your replacement sent out within 1-2 business days. If you have any issues getting the verification submitted, please advise so I can try an alternate route. > Address Verification Link Here > Regarding your warranty, we handle each situation on a case-by-case basis. Even if you go beyond the one-year coverage period, we're always happy to talk through your options as we never want you to feel stuck. Your next replacement will include its own one-year warranty as a courtesy, so you won't have to worry about reaching that window too soon. > What I've done in the meantime is issued you a \$25 Tremendous gift card to help with any plan time you've lost out on during this process. Tremendous is a secure platform that allows you to choose how you'd like to receive the funds - whether that's a Visa gift card, PayPal, Venmo, or direct deposit. You should see an email from Tremendous shortly with your redemption details. > If you have any other questions or concerns, please don't hesitate to reach out. I'm happy to help however I can and look forward to getting this resolved for you quickly. > Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE | Agent (YumuZHIE...) | 2025-09-16 13:27:23 UTC | Status: CLOSED**

**EMAIL | Customer (6XANgfBm...) | 2025-09-16 13:44:41 UTC**

**From:** jamo7bach@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Success Team

517881 On Tuesday, September 16, 2025 at 08:26:46 AM CDT, Halo Collar wrote: Hi Jamison, Thank you for letting me know. I'm sorry this has continued to be an issue for you. I've requested access so I can confirm your information on my end. If you're comfortable, please share the access code that was just sent to your email, along with the shipping address where you'd like the replacement sent. Once I have that information, I'll verify everything for you and provide an update as soon as it's processed. I truly appreciate your patience while I work to get this resolved, and I understand how frustrating this has been. Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■

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On Monday, September 15, 2025 at 11:41:11 AM CDT, Halo Collar wrote: Hello

Jamison, Thank you for reaching out to us. I'm disheartened to hear of the issues you've experienced and would love to get you back on track. I have reviewed the collar on your account and see we submitted it for warranty replacement about 6 days ago and are awaiting your address confirmation so we can have it sent out to you as soon as possible. You may receive a new message to complete this, or you can follow the link below. Once you've completed this step, our team will get your replacement sent out within 1-2 business days. If you have any issues getting the verification submitted, please advise so I can try an alternate route. [Address Verification Link Here](#) Regarding your warranty, we handle each situation on a case-by-case basis. Even if you go beyond the one-year coverage period, we're always happy to talk through your options as we never want you to feel stuck. Your next replacement will include its own one-year warranty as a courtesy, so you won't have to worry about reaching that window too soon. What I've done in the meantime is issued you a \$25 Tremendous gift card to help with any plan time you've lost out on during this process. Tremendous is a secure platform that allows you to choose how you'd like to receive the funds - whether that's a Visa gift card, PayPal, Venmo, or direct deposit. You should see an email from Tremendous shortly with your redemption details. If you have any other questions or concerns, please don't hesitate to reach out. I'm happy to help however I can and look forward to getting this resolved for you quickly. Best Regards, Haley Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

*STATUS CHANGE | Customer (6XANgfBm...) | 2025-09-16 13:44:41 UTC | Status: OPEN*

**EMAIL | Agent (YumuZHIE...) | 2025-09-16 14:54:59 UTC**

**From:** support@halocollar.com

**To:** jamo7bach@yahoo.com

**Subject:** Re: Halo Success Team

Hi Jamison, Thank you for getting back to me so quickly! I've gone ahead and processed your replacement on our end. I understand the earlier difficulties were frustrating, and I've made a note that using this process in the future is the best way to avoid any verification issues. Your replacement should be shipping soon, and you'll receive a tracking update via email once it's on its way. In the meantime, if there's anything else you need, please don't hesitate to reach out. I'm happy to help and hope this helps improve your experience moving forward. Best Regards, Haley Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 9:44 AM "Jamison Bach" wrote: > 517881 > > On Tuesday, September 16, 2025 at 08:26:46 AM CDT, Halo Collar wrote: > > Hi Jamison, > Thank you for letting me know. I'm sorry this has continued to be an issue for you. I've requested access so I can confirm your information on my end. If you're comfortable, please share the access code that was just sent to your email, along with the shipping address where you'd like the replacement sent. > Once I have that information, I'll verify everything for you and provide an update as soon as it's processed. I truly appreciate your patience while I work to get this resolved, and I understand how frustrating this has been. > Best Regards, Haley Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

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time you've lost out on during this process. Tremendous is a secure platform that allows you to choose how you'd like to receive the funds - whether that's a Visa gift card, PayPal, Venmo, or direct deposit. You should see an email from Tremendous shortly with your redemption details. > If you have any other questions or concerns, please don't hesitate to reach out. I'm happy to help however I can and look forward to getting this resolved for you quickly. > Best Regards, Haley Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > >

**AGENT NOTE | Agent (YumuZHIE...) | 2025-09-16 15:00:26 UTC**

Intermediate Notes Issue/ Need: Replacement collar - 24h4410800rt Previous Steps:(previous interactions) Cx was contacted in regard to Negative NPS survey feedback Has responded advising their collar is having issues and they're frustrated that this has happened on multiple occasions. Asked to have us send another and wanted clarification on the warranty period and what happens if they go outside of the 1-year timeframe. Upon researching their account in AP - I noticed their collar was submitted for warranty 6 days prior but we were awaiting address verification. When I advised cx of this they noted they've had issues verifying their address and it's never successful, even through the direct link I provided. Recap/TS: (current interaction) Sent cx info on having me verify through OTAC to which cx accepted and provided the code. I was able to successfully submit the collar for warranty replacement this way. Confirmed with cx and made a note to use OTAC in the future if needed again in the details. Resources: (Articles, Slack Threads, Docs) Admin Portal - Sent access code to verify address on cx's behalf RMA - AW-20250908-44737 Next Steps: Cx to receive replacement soon and can reach back out if they have any additional questions or concerns in the future. Nothing needed at this time.

**STATUS CHANGE** | Agent (YumuZHIE...) | 2025-09-16 15:00:31 UTC | Status: CLOSED



## Conversation: BQc3YpLDQzybFh9ujskILA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 13:27:57 UTC to 2025-09-16 13:39:17 UTC

PHONE\_CALL | Customer (Xg30rBhP...) | 2025-09-16 13:27:57 UTC

### AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 13:36:15 UTC

First and Last Name: Shane Hensley Email: hensleycs72@gmail.com Collar SN: 23h2061590rt Collar FW: v.02.08.11 Resources: AP Answers Recap/TS: Not charging Collar way OOW Asking about replacement options Next Steps Presented HP price Presented HC price and 60 requirement Provided dead unit ts.

### EMAIL | Agent (t75aKvM6...) | 2025-09-16 13:37:31 UTC

**From:** support@halocollar.com

**To:** hensleycs72@gmail.com

**Subject:** Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Shane, Thank you for reaching out. My name is Ronald. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order Important Notes Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (t75aKvM6...) | 2025-09-16 13:38:13 UTC

**From:** support@halocollar.com

**To:** hensleycs72@gmail.com

**Subject:** What is Halo Care?

Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost - or for any other reason, such as wanting a new device or upgrading your older model to a newer model! The redemption price for the Halo Care plan depends on your membership plan. \* Bronze - \$199 Silver - \$174 Gold - \$149 You can enroll your collar(s) in Halo Care on the My Account screen when you are logged in to [halocollar.com](http://halocollar.com). Note: you can enroll in Halo Care at any time and redeem a reduced price replacement collar immediately. However, this subscription cannot be canceled for 60 days after enrollment. Halo Care is billed monthly at \$9.99 per collar Annual billing is available. If the Halo Care plan is canceled, remaining time will be used as a credited amount towards your next membership renewal. Save an additional \$25 on Halo Care or Halo Protection redemptions if you are a silver member. Save an additional \$50 on Halo Care or Halo Protection redemptions if you are a gold member. If you have multiple collars, you must enroll each one in Halo Care individually See Complete Halo Care Terms & Conditions Why Halo Care? The Halo lifestyle is about living life unleashed--and out in the world, anything can happen! This means you and your pup can get the most out of your Halo, with the confidence that you can easily get an affordable replacement if anything happens to your collar. Am I protected if I don't choose Halo Care? Yes! All Halo Pack members with an active plan are eligible for the Halo Protection, which requires no monthly/annual payment. Halo Protection offers

collar replacements for \$449, or \$399 for Halo Pack members who signed up for a Gold Plan when selecting a plan or have maintained a Gold Plan for 3 months or longer. Click [here](#) to learn more about the Halo Protection. See Complete Halo Protection Terms & Conditions. With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:37 AM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Hello Shane, > > Thank you for reaching out. My name is Ronald. I'll be assisting you. > > How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection > If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. > > Step-by-Step Instructions > Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order > Important Notes > Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number > For more information on our coverage options, please refer to the following articles: > What is Halo Care? What is Halo Protection? > If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! > > With pawsitivity, > Ronald > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**EMAIL | Agent (t75aKvM6...) | 2025-09-16 13:38:40 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [hensleycs72@gmail.com](mailto:hensleycs72@gmail.com)

**Subject:** Halo Collar Troubleshooting Steps

Hello Shane, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively:

1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer.
2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again.
3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly.
4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting.
5. Perform a Hard Reset Plug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:38 AM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost - or for any other reason, such as wanting a new device or upgrading your older model to a newer model! > > The redemption price for the Halo Care plan depends on your membership plan. > \* Bronze - \$199 Silver - \$174 Gold - \$149 > You can enroll your collar(s) in Halo Care on the My Account screen when you are logged in to

halocollar.com. > > Note: you can enroll in Halo Care at any time and redeem a reduced price replacement collar immediately. However, this subscription cannot be canceled for 60 days after enrollment. > Halo Care is billed monthly at \$9.99 per collar. Annual billing is available. If the Halo Care plan is canceled, remaining time will be used as a credited amount towards your next membership renewal. Save an additional \$25 on Halo Care or Halo Protection redemptions if you are a silver member. Save an additional \$50 on Halo Care or Halo Protection redemptions if you are a gold member. If you have multiple collars, you must enroll each one in Halo Care individually > See Complete Halo Care Terms & Conditions > > Why Halo Care? > > The Halo lifestyle is about living life unleashed--and out in the world, anything can happen! > > This means you and your pup can get the most out of your Halo, with the confidence that you can easily get an affordable replacement if anything happens to your collar. > > Am I protected if I don't choose Halo Care? > > Yes! All Halo Pack members with an active plan are eligible for the Halo Protection, which requires no monthly/annual payment. > > Halo Protection offers collar replacements for \$449, or \$399 for Halo Pack members who signed up for a Gold Plan when selecting a plan or have maintained a Gold Plan for 3 months or longer. > > Click here to learn more about the Halo Protection. > > See Complete Halo Protection Terms & Conditions. > > With pawsitivity, > Ronald > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 9:37 AM support@halocollar.com wrote: > > > Hello Shane, > > > Thank you for reaching out. My name is Ronald. I'll be assisting you. > > > > How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection > > If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. > > > Step-by-Step Instructions > > Sign in to your account at www.halocollar.com On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order > > Important Notes > > Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number > > For more information on our coverage options, please refer to the following articles: > > What is Halo Care? What is Halo Protection? > > If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! > > > > With pawsitivity, > > Ronald > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > > Need more help? > > > ■ support@halocollar.com | ■ Halo Help Center > > ■ Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 13:38:57 UTC

Added: 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 13:39:17 UTC | Status: CLOSED

## Conversation: UDGun\_IER7acmBiLCo2rAw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:28:44 UTC to 2025-09-16 13:41:02 UTC

**PHONE\_CALL** | Customer (qnKVMt0R...) | 2025-09-16 13:28:44 UTC

**EMAIL** | Agent (1SOmeXH2...) | 2025-09-16 13:40:31 UTC

**From:** support@halocollar.com

**To:** lizethramirez124@gmail.com

**Subject:** Halo Support Follow-Up

Hello Lizeth, Thank you for calling Halo Support today. This is Abdul. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Abdul Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (1SOmeXH2...) | 2025-09-16 13:40:36 UTC

Live Team Notes Serial Numbers: FW: Issue/ Need: needs help with the collar with a diagnostic error message Troubleshooting & Actions Taken: WR window is expired Educated cx about the 1-year warranty and advised to enroll in Halo Care to be able to upgrade her collar Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (1SOmeXH2...) | 2025-09-16 13:41:02 UTC | Status: CLOSED

## Conversation: OZ-\_qOBkSBuo\_DSb7QVFYw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:30:00 UTC to 2025-09-16 13:30:35 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 13:30:00 UTC

Live Team Notes Serial Numbers: 25h4110851rt FW: v.03.00.05 Issue/ Need: Dog is going out of boundary Saying out of range There are trees and bushes near the area he is not getting Troubleshooting & Actions Taken: Checked settings and it shows connected to Wi-Fi Collar is loose Adv to tighten collar Adv on hard reset Sent firmware update to collar And trees and bushes can sometimes cause GPS interference Cx wants to do these adjustments and test the collar out and then call us back if needed Resources Used (provide details): (KB articles, Slack posts, internal docs.): Tier 1 TS Halo App Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (VM047vR9...) | 2025-09-16 13:30:13 UTC

**From:** support@halocollar.com

**To:** anitaljordan@hotmail.com

**Subject:** Halo Collar: Thank you!

Hello Anita, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 13:30:34 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, ZKYz4UsHRG6\_\_sFoccYiEA, yUdj74HoRguBsTQ2B0ZktA

**STATUS CHANGE** | Agent (VM047vR9...) | 2025-09-16 13:30:35 UTC | Status: CLOSED

## Conversation: MmMSQpLMQ5ig38rEtvUCsA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 13:30:03 UTC to 2025-09-16 13:30:03 UTC*

**EMAIL | Customer (yzm3SYE9...) | 2025-09-16 13:30:03 UTC**

**From:** halo\_reverse\_h2@icloud.com

**To:** support@halocollar.com

**Subject:** INM 25h4307199rt

25h4307199rt has been received at the warehouse and checked in as INM (Information Not Matching). RMA: Not available. Reason: Missing RMA number.

## Conversation: UccuPxPBQWWgivTLk546Lw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:30:31 UTC to 2025-09-16 13:47:59 UTC

**PHONE\_CALL** | Customer (FA3YibQt...) | 2025-09-16 13:30:31 UTC

**TOPIC CHANGE** | Agent (Ms1as41J...) | 2025-09-16 13:47:49 UTC

Added: NCR2eulFTRyzoCpXePNHpw

**EMAIL | Agent (Ms1as41J...) | 2025-09-16 13:47:52 UTC**

**From:** support@halocollar.com

**To:** jmgeorge@fedex.com

**Subject:** Halo Support Follow Up

Hello John, Thank you for calling Halo Support today. This is Tiffany. It was truly a pleasure speaking with you and learning more about you and Zack. I'm sending you the articles about Beacons that we talked about during your call. Beacons Beacon Range I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Tiffany Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (Ms1as41J...) | 2025-09-16 13:47:58 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: John George Email: jmgeorge@fedex.com Phone Number: 19014135364 Collar SN: 25h4302651rt Collar FW: v.03.00.05 Collar Purchased From: Amazon Resources: AP, Gladly, KB, Halo Recap/TS: Cx wanted help with his fence told me his dog keeps getting into his garden Suggested a Zone beacon Next Steps: Follow up email with articles on beacons

**STATUS CHANGE** | Agent (Ms1as41J...) | 2025-09-16 13:47:59 UTC | Status: CLOSED

## Conversation: Oep7fz5PRPqSa\_X3cWKT1w

Messages: 13 | Customers: 1 | Duration: 2025-09-16 13:30:33 UTC to 2025-09-16 13:58:49 UTC

**Customer (iY8Xrksj...)** | 2025-09-16 13:30:33 UTC | halocollar.com

My dog has not had her Halo collar long and it's had to be replaced because of the battery 3 or 4 different times and it was just replaced and it's doing the same battery issue and not charging again.

**System/AI** | 2025-09-16 13:31:07 UTC | halocollar.com

I'm really sorry to hear about the ongoing battery issues with your Halo collar. Let's try a few steps to fix the charging problem: Make sure the charging port is clean and dry. You can use a Q-tip with rubbing alcohol if needed. Test the USB-C cable and charging block with another device to ensure they're working. Perform a hard reset by plugging the collar in for 5 minutes, then holding the power button for 15 seconds. If these steps don't solve the issue, please reach out to our live support for further help or a replacement. Let us know if you need anything else!

**Customer (iY8Xrksj...)** | 2025-09-16 13:32:22 UTC | halocollar.com

i have done that and it did not work. I paid over \$600 for this collar and it's has had to be replaced 4 times now and have not even had it long

**System/AI** | 2025-09-16 13:32:41 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

*PHONE\_CALL | Customer (iY8Xrksj...) | 2025-09-16 13:39:19 UTC*

**EMAIL | Agent (6ow\_I6yX...)** | 2025-09-16 13:53:54 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [shelbyhix0@gmail.com](mailto:shelbyhix0@gmail.com)

**Subject:** Halo Support Accessories Order

Hello Shelby, My name is Coswayne, and I'll be assisting you. I've gone ahead and submitted the request to have your H4 Charging Adaptor Kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. Halo 4 Charging Block Specs Input: 100–240V, 0.7A MaxOutput: 5.0V—3.0A, 9.0V—2.22A, 12V—1.67A (20W max) If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*TOPIC CHANGE | Agent (6ow\_I6yX...) | 2025-09-16 13:54:05 UTC*

*Added: 76jKdDJqQKG1X52gm4kjGg*

*TOPIC CHANGE | Agent (6ow\_I6yX...) | 2025-09-16 13:54:10 UTC*

*Added: -LmskJFZShWIOOnMJUmQlA*

**AGENT NOTE | Agent (6ow\_I6yX...)** | 2025-09-16 13:54:26 UTC

First and Last Name: Shelby Hix Email: [shelbyhix0@gmail.com](mailto:shelbyhix0@gmail.com) Collar SN: 25h4325875rt, 25h4195457rt Collar FW: v.03.00.05 Resources: AP Recap/TS: CX states having to replace the collar 3 or 4 times due to battery issues 25h4325875rt -- CX just received a



replacement 2 days ago and is having battery issues again Next Steps: AP shows last heard a few seconds ago @ 0%. Collar was at 1% at the start of the call. Collar is currently on the charger Collar flashes green and then red and green CX has used the charging accessories from the other collar and still has the issues with charging and battery life. CX has an embedded usb outlet in the wall socket Advising the cx to use a proper usb charging block ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Shelby Hix Email: shelbyhix0@gmail.com Phone number: (615) 588-7491 Collar SN: 25h4325875rt Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 2 Carr Hollow Ln City: Gordonsville State: TN Postal code: 38563 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Charging Adaptor Kit For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

**STATUS CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:54:28 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 13:55:21 UTC | Status: OPEN

**AGENT NOTE** | Agent (chgMWdgT...) | 2025-09-16 13:58:43 UTC

Accessory Order Number-1660316 H4 Charging Adp. Kit

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 13:58:49 UTC | Status: CLOSED

## Conversation: 6OvwIPZVTSi-GVmrnK-Fbw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:31:10 UTC to 2025-09-16 13:31:13 UTC

**STATUS CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 13:31:10 UTC | Status: OPEN

**EMAIL** | Agent (wIA9Uacl...) | 2025-09-16 13:31:11 UTC

**From:** support@halocollar.com

**To:** spencerj@centurytel.net

**Subject:** Re: Halo Support Follow Up

Hello Spencer, Thank you so much for your patience. Great news! Your Halo Collar for Juno is on its way! It's scheduled to arrive: 9/17/25 FedEx Tracking Number: 393226703098 You can also monitor it here: Halo Collar Order Status We've packed your items with care, and they'll arrive shortly! If you have any further questions, please don't hesitate to contact us. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 9:42 AM support@halocollar.com wrote: > Hello Spencer, > > Thank you for calling Halo Support today. This is Psyche. It was truly a pleasure speaking with you. > > I will send another email as soon as tracking information is available for the replacement collar. > > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > > Thank you for being part of our pack! > > With pawsitivity, > Psyche > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 13:31:13 UTC | Status: CLOSED

## Conversation: LNb4glpuRpabcD\_0UV32SA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 13:31:33 UTC to 2025-09-16 14:05:34 UTC

### EMAIL | Customer (\_ds4kV-X...) | 2025-09-16 13:31:33 UTC

**From:** david.22hosemann@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Sorry We Were Unable To Connect!

Yes, I need help in learning howto set up the fence on my property. Thanks On Tue, Sep 2, 2025 at 10:29 AM Halo Collar wrote: > Hello Connie, > > My name is Alexis, from the Halo Dog Park. I'm sorry we missed you today. > It looks like we had trouble connecting to the video call. We were looking > forward to helping you and your pup! If you still need support, please > reply to this message, and we'll be happy to assist you. > > If hopping back into the Dog Park isn't convenient, not to worry. Our > phone support team is available and ready to assist you. > > \*To join the Dog Park through the Halo App, just follow these quick steps:\* > > - Tap Settings > - Tap Halo Dog Park > - Tap Halo Support > - Tap Join Session > > \*Phone support\* (+1 (214) 238-9788) available hours: > > - 9:00 AM - 5:00 PM EST (Monday-Friday) > - 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > We know how important it is to keep your pup safe and happy, and we're > here to help every step of the way. > > With pawsitivity, > Alexis > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Tuesday, September 2, 2025, 9:46 AM support@halocollar.com wrote: > > To set up your Halo Collar, please download the Halo App from the App > Store or Google Play. Once installed, follow the in-app instructions to > pair your collar and complete the setup process. > > If you need further assistance, you can join the Halo Dog Park for live > support or contact our support team at support@halocollar.com. We're here > to help! > The Halo Collar Virtual Assistant > > On Tuesday, September 2, 2025, 1:46 PM "David Hosemann" david.22hosemann@gmail.com> wrote: > > Please let me know how I can get support in training to set up my collar. > I bought months ago. I believe my acct# is 1576488. I'll await your reply. > Thanks > > >

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 13:41:58 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 13:44:58 UTC

Added: g5apmYsrTuGLWnaVZyD4ng

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 13:57:53 UTC

Live Team Notes Serial Numbers: 25h4033191rt FW: v.03.00.05 Issue/ Need: Cx needs help to set up the first fence Troubleshooting & Actions Taken: Walked cx through the first fence creation. Explained fences and feedback settings. Explained the training and app learn options. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?t=ab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 14:05:31 UTC

**From:** support@halocollar.com

**To:** david.22hosemann@gmail.com

**Subject:** Re: Setup

Hello Connie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just

a click or call away. We want to make sure that any issues you're experiencing are completely resolved. How to Access the Training modules in the Halo App Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:31 AM "David Hosemann" wrote: > Yes, I need help in learning howto set up the fence on my property. Thanks > > On Tue, Sep 2, 2025 at 10:29 AM Halo Collar wrote: > > > Hello Connie, > > > My name is Alexis, from the Halo Dog Park. I'm sorry we missed you today. > > It looks like we had trouble connecting to the video call. We were looking > > forward to helping you and your pup! If you still need support, please > > reply to this message, and we'll be happy to assist you. > > > If hopping back into the Dog Park isn't convenient, not to worry. Our > > phone support team is available and ready to assist you. > > > \*To join the Dog Park through the Halo App, just follow these quick steps:\* > > > - Tap Settings > > - Tap Halo Dog Park > > - Tap Halo Support > > - Tap Join Session > > > \*Phone support\* (+1 (214) 238-9788) available hours: > > > - 9:00 AM - 5:00 PM EST (Monday-Friday) > > - 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > > > We know how important it is to keep your pup safe and happy, and we're > > here to help every step of the way. > > > With pawsitivity, > > Alexis > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Tuesday, September 2, 2025, 9:46 AM support@halocollar.com wrote: > > > To set up your Halo Collar, please download the Halo App from the App > > Store or Google Play. Once installed, follow the in-app instructions to > > pair your collar and complete the setup process. > > > If you need further assistance, you can join the Halo Dog Park for live > > support or contact our support team at support@halocollar.com. We're here > > to help! > > The Halo Collar Virtual Assistant > > > On Tuesday, September 2, 2025, 1:46 PM "David Hosemann" > david.22hosemann@gmail.com> wrote: > > > Please let me know how I can get support in training to set up my collar. > > I bought months ago. I believe my acct# is 1576488. I'll await your reply. > > Thanks > > > > > > >

**STATUS CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 14:05:34 UTC | Status: CLOSED

## Conversation: sHWwozpMQne8RzROlqt6HQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:31:38 UTC to 2025-09-16 15:33:12 UTC

**Customer (dL92cCtl...)** | 2025-09-16 13:31:38 UTC | [halocollar.com](https://halocollar.com)

Hi there! Are you able to replace the rubber strap only that connects to the collar?

**System/AI** | 2025-09-16 13:32:19 UTC | [halocollar.com](https://halocollar.com)

Absolutely! You can replace just the rubber strap for your Halo Collar. You can find replacement straps in the Accessories section of the Halo website. If you're a Silver or Gold Pack member, remember to log into your Halo Account to enjoy additional savings on your accessory orders. The discount will be automatically applied at checkout. Feel free to reach out if you need any more help!

**STATUS CHANGE** | *Unknown* | 2025-09-16 15:33:12 UTC | Status: *CLOSED*

## Conversation: WJqZVaqT0yZWRaAO9Yqpg

Messages: 16 | Customers: 1 | Duration: 2025-09-16 13:31:41 UTC to 2025-09-16 17:12:25 UTC

**EMAIL | Customer (Q4n2L0sv...) | 2025-09-16 13:31:41 UTC**

**From:** trayc9@sbcglobal.net

**To:** support@halocollar.com

**Subject:** Collar malfunction

Good morning, I just received a message regarding Zara's collar on my account. The warranty replacement has been ordered. In addition, not too long ago, a replacement for Zane's collar was also initiated. Zane's collar is not working properly either. It is not charging fully. I talked to support on Sunday. They advised the collar was in a firmware update. Once that was completed to hold the power button for 15 seconds and to drain the battery down to nothing and then recharge. I did that and this morning, the battery was only at 20 hours while the other collar was on 36 hours. Since you will be sending a replacement for Zara, please send two replacements, not refurbished. These collars are 5 months old. I would like new replacements. Please advise. Tracey Scherdin

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 15:08:55 UTC**

**From:** support@halocollar.com

**To:** trayc9@sbcglobal.net

**Subject:** Re: Collar malfunction

Hello Tracy, Thank you for contacting Halo Support! My name is Brandon, and I'm happy to assist you today. I'm sorry to hear your collar is having issues. I want to assure you that all our replacement collars are certified as like-new and undergo rigorous inspection and testing by our warehouse team before being sent out. We take quality seriously, especially when it comes to ensuring your dog's safety and providing you with peace of mind. If you have any questions about your replacement, setup, or anything else, we're here and ready to help. Thank you for being part of the Halo Pack. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 9:32 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 1:31 PM "Tracey Scherdin" wrote: > > > Good morning, > > I just received a message regarding Zara's collar on my account. The warranty replacement has been ordered. In addition, not too long ago, a replacement for Zane's collar was also initiated. Zane's collar is not working properly either. It is not charging fully. I talked to support on Sunday. They advised the collar was in a firmware update. Once that was completed to hold the power button for 15 seconds and to drain the battery down to nothing and then recharge. I did that and this morning, the battery was only at 20 hours while the other collar was on 36 hours. Since you will be sending a replacement for Zara, please send two replacements, not refurbished. These collars are 5 months old. I would like new replacements. Please advise. > > Tracey Scherdin > >

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 15:11:35 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX states their other collar 25h4290053rt isn't fully charging. Recap (When/Where/What the customer wants) They completed all the TS steps given to them by the DP They also state they want both reps to be new collars. Not like-new Informed CX we can only send Like-new reps Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

**TOPIC CHANGE | Agent (chgMWdgT...) | 2025-09-16 15:11:55 UTC**

Added: wOOHNF34TjWK3GOxS4wVjQ, w4-N2LKvQhW0agGKylANbg

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 15:11:58 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 15:12:01 UTC | Status: OPEN

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 15:12:07 UTC | Status: CLOSED

**EMAIL | Customer (Q4n2L0sv...) | 2025-09-16 16:09:33 UTC**

**From:** trayc9@sbcglobal.net

**To:** support@halocollar.com

**Subject:** Re: Collar malfunction

I would like the other collar replaced as well. Please ship out two replacements together. The original replacement we received is having battery issues. Tracey Scherdin > On Sep 16, 2025, at 10:08 AM, Halo Collar wrote: > > Hello Tracy, > > Thank you for contacting Halo Support! My name is Brandon, and I'm happy to assist you today. > > I'm sorry to hear your collar is having issues. > > I want to assure you that all our replacement collars are certified as like-new and undergo rigorous inspection and testing by our warehouse team before being sent out. > > We take quality seriously, especially when it comes to ensuring your dog's safety and providing you with peace of mind. > > If you have any questions about your replacement, setup, or anything else, we're here and ready to help. > Thank you for being part of the Halo Pack. > > > Best Regards, > Brandon > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 9:32 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 1:31 PM "Tracey Scherdin" wrote: > >

**STATUS CHANGE** | Customer (Q4n2L0sv...) | 2025-09-16 16:09:33 UTC | Status: OPEN

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 16:57:12 UTC**

**From:** support@halocollar.com

**To:** trayc9@sbcglobal.net

**Subject:** Re: Collar malfunction

Hello Tracy, I'd like to recommend that you contact our Live Support team for further assistance. They will need to check a few other things first. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park Via the Halo App: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:09 PM "Tracey Scherdin" wrote: > I would like the other collar replaced as well. Please ship out two replacements together. The original replacement we received is having battery issues. > Tracey Scherdin > > > On Sep 16, 2025, at 10:08 AM, Halo Collar wrote: > > > Hello Tracy, > > > Thank you for contacting Halo Support! My name is Brandon, and I'm happy to assist you today. > > > I'm sorry to hear your collar is having issues. > > > I want to assure you that all our replacement collars are certified as like-new and undergo rigorous inspection and testing by our warehouse team before being sent out. > > > We take quality seriously, especially when it comes to ensuring your dog's safety and providing you with peace of mind. > > > If you have any questions about your replacement, setup, or anything else, we're here and ready to help. > > Thank you for being part of the Halo Pack. > > > > > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend■ > > > > On



Tuesday, September 16, 2025, 9:32 AM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 1:31 PM "Tracey Scherdin" wrote: > > > > >

*STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 16:57:24 UTC | Status: CLOSED*

**EMAIL | Customer (Q4n2L0sv...) | 2025-09-16 17:07:33 UTC**

**From:** trayc9@sbcglobal.net

**To:** support@halocollar.com

**Subject:** Re: Collar malfunction

I already talked with them on Sunday. Are there additional details that weren't discussed already? Firmware update, resetting the collar, zero out battery and recharge? Tracey Scherdin On Sep 16, 2025, at 11:57 AM, Halo Collar wrote: Hello Tracy, I'd like to recommend that you contact our Live Support team for further assistance. They will need to check a few other things first. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park (<https://dogpark.halocollar.com/services/support>) Via the Halo App: \* Tap Settings \* Tap Halo Dog Park \* Tap Halo Support \* Tap Join Session \* Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:09 PM "Tracey Scherdin" wrote: I would like the other collar replaced as well. Please ship out two replacements together. The original replacement we received is having battery issues. Tracey Scherdin On Sep 16, 2025, at 10:08 AM, Halo Collar wrote: Hello Tracy, Thank you for contacting Halo Support! My name is Brandon, and I'm happy to assist you today. I'm sorry to hear your collar is having issues. I want to assure you that all our replacement collars are certified as like-new and undergo rigorous inspection and testing by our warehouse team before being sent out. We take quality seriously, especially when it comes to ensuring your dog's safety and providing you with peace of mind. If you have any questions about your replacement, setup, or anything else, we're here and ready to help. Thank you for being part of the Halo Pack. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 9:32 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 1:31 PM "Tracey Scherdin" wrote:

*STATUS CHANGE | Customer (Q4n2L0sv...) | 2025-09-16 17:07:33 UTC | Status: OPEN*

**EMAIL | Agent (DRL3eEs5...) | 2025-09-16 17:11:59 UTC**

**From:** support@halocollar.com

**To:** trayc9@sbcglobal.net

**Subject:** Re: Collar malfunction

Hello Tracy, Thanks for reaching out to Halo Support! My name is Robinson, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar for Zane. What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be



confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 1:07 PM "Tracey Scherdin" wrote: > I already talked with them on Sunday. Are there additional details that weren't discussed already? Firmware update, resetting the collar, zero out battery and recharge? > > Tracey Scherdin > On Sep 16, 2025, at 11:57 AM, Halo Collar wrote: > > Hello Tracy, > > I'd like to recommend that you contact our Live Support team for further assistance. They will need to check a few other things first. > Live Support via the Virtual Halo Dog Park: > Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. > How to Join: Via Web: Click here to join the Dog Park (<https://dogpark.halocollar.com/services/support>) Via the Halo App: > \* Tap Settings > \* Tap Halo Dog Park > \* Tap Halo Support > \* Tap Join Session > \* Allow any requested permissions Dog Park Hours of Operation: > 9:00 AM – 8:00 PM EST (7 days a week) > > We look forward to speaking with you and resolving your issue. > We want to ensure you and your pup are taken care of. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 12:09 PM "Tracey Scherdin" wrote: I would like the other collar replaced as well. Please ship out two replacements together. The original replacement we received is having battery issues. > Tracey Scherdin > > On Sep 16, 2025, at 10:08 AM, Halo Collar wrote: > Hello Tracy, > Thank you for contacting Halo Support! My name is Brandon, and I'm happy to assist you today. > I'm sorry to hear your collar is having issues. > I want to assure you that all our replacement collars are certified as like-new and undergo rigorous inspection and testing by our warehouse team before being sent out. > We take quality seriously, especially when it comes to ensuring your dog's safety and providing you with peace of mind. > If you have any questions about your replacement, setup, or anything else, we're here and ready to help. Thank you for being part of the Halo Pack. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 9:32 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 1:31 PM "Tracey Scherdin" wrote:

**AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 17:12:25 UTC**

Live Team Notes Serial Numbers: 25h4290053rt FW: Issue/ Need: cx having battery issues, TS completed Troubleshooting & Actions Taken: WR submitted Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzceh hZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE | Agent (DRL3eEs5...) | 2025-09-16 17:12:25 UTC | Status: CLOSED**

## Conversation: uR3GtqNOQZmj5QWAPVL-9g

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:33:58 UTC to 2025-09-16 15:35:12 UTC

**Customer (k83YxYsQ...)** | 2025-09-16 13:33:58 UTC | halocollar.com

my collar will not connect to app due to incorrect pin, how do I fix this

**System/AI** | 2025-09-16 13:34:27 UTC | halocollar.com

Hi there! Let's get your collar connected to the app. Here are a few steps to try: Make sure your collar is fully charged and the charging port is clean. Ensure Bluetooth is enabled on your phone and that it's within 50 feet of the collar. For Android devices, check that location and Bluetooth permissions are enabled for the Halo app. For iPhones, ensure Bluetooth permissions are granted for the app. If these steps don't work, try resetting your collar and re-pairing it with the app using the instructions in the app's setup guide. Let me know if you need further assistance!

**STATUS CHANGE** | Unknown | 2025-09-16 15:35:12 UTC | Status: CLOSED

## Conversation: oYrnOFdfRUS2iXwch2G4EQ

Messages: 10 | Customers: 1 | Duration: 2025-09-16 13:34:15 UTC to 2025-09-16 14:00:10 UTC

**Customer (v8FIHu0h...) | 2025-09-16 13:34:15 UTC | halocollar.com**

I cannot find the Halo collar that I need to return to you. Will you send a signal to it so it starts making noise so I can find it please?

**System/AI | 2025-09-16 13:34:28 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (v8FIHu0h...) | 2025-09-16 13:36:44 UTC | halocollar.com**

I cannot find the color I need to return to you. Can you send a signal to it so it will make noise so I can find it?

*PHONE\_CALL | Customer (v8FIHu0h...) | 2025-09-16 13:38:21 UTC*

**EMAIL | Agent (wIA9Uacl...) | 2025-09-16 13:44:39 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [stephanieamtate@yahoo.com](mailto:stephanieamtate@yahoo.com)

**Subject:** Helga's Collar

Hello Stephanie, 392909778810 With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 13:55:38 UTC**

Live Team Notes Serial Numbers: 24h3450552rt FW: 2.08.11 Issue/ Need: Lost collar Troubleshooting & Actions Taken: Cx said they had their grandkids at their house and had gone thru their stuffs Said she can't find the defective collar that they're supposed to return Asking if we can send signal to it for her to hear where it is Collar is at 2% battery Adv the replacement collar has also been delivered to their address, sent link with tracking number, 392909778810 Said that it is not their house, but found out later that it was delivered to the stables Cx is finding out who has received the package as it was delivered on 9/9/25 Checked with RES, escalate to management about the lost defective collar and lost delivered collar Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, order status, fedex site Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 13:59:36 UTC**

Manager Request Notes Customer Information Serial Number: 24h3450552rt Firmware Version: 2.08.11 Order Number: AW-20250902-43379 Why is this being escalated? (What happened?) Defective collar lost and cx also hasn't received the delivered replacement collar What is the customer requesting? Cx wants to return the defective collar but can't find it anywhere, asking for exception Cx also said they have not received the replacement collar that shows in the FedEx site that it was delivered, tracking number 392909778810 Cx is still trying to investigate if anyone has received the replacement collar What has already been done with the customer? (Previous steps taken?) Sent tracking info to cx Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) phone Phone number: 16153748153 Email address: [stephanieamtate@yahoo.com](mailto:stephanieamtate@yahoo.com) Please do not promise a time frame for a response.

EMAIL | Agent (wIA9Uacl...) | 2025-09-16 13:59:54 UTC

**From:** support@halocollar.com

**To:** stephaniemtate@yahoo.com

**Subject:** Halo Collar Your Request Has Been Escalated

Hello Stephanie, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:44 AM support@halocollar.com wrote: > Hello Stephanie, > > 392909778810 > > With pawsitivity, > Psyche > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*TOPIC CHANGE | Agent (wIA9Uacl...) | 2025-09-16 14:00:02 UTC*

*Added: y5p26f9RQxiykowWrcyu6Q*

*STATUS CHANGE | Agent (wIA9Uacl...) | 2025-09-16 14:00:10 UTC | Status: CLOSED*

## Conversation: 1yD6ebNPQKyzp44VP01jAg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:34:17 UTC to 2025-09-16 13:45:55 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 13:34:17 UTC

Added: rxefklGaTXGCpjC7oGEfPg

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 13:43:36 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx granted return extension due to all of the issues Cx would also like to cancel/pro-rated refund of annual plan Recap (When/Where/What the customer wants) Task has been set up to monitor return/refund AP; collar last heard 9/14 Went ahead and cancelled plan immediately in Stripe & refunded prorated time (\$54.01) Return label still hasn't been used yet Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Most likely will need an alt refund Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 13:45:51 UTC

**From:** support@halocollar.com

**To:** tmattucci@yahoo.com

**Subject:** Halo Collar Return Process

Hello Tony and Nancy, Thank you so much for your reply and honest feedback. We are glad to hear you've had such a positive customer service experience with us! I wanted to let you know that we have gone ahead and cancelled your annual plan and refunded your pro-rated amount of unused plan time in the amount of \$54.01 to the original payment method. Please allow 5-10 business days for this to reflect back on your account. Please let us know if you have any further questions! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 3:04 PM "tony mattucci" wrote: > Hello Katherine - Thank you for making this happen. Cancelling our subscription and returning collar was the last thing we wanted. We tried 6 other times in 6 1/2 months to make Halo work for us and unfortunately it didn't. > We will pack up collar tomorrow and send back. > If Halo had the same energy and investment in making the collar full proof like they have in customer service you'd sell millions of them. I have never experienced the level of customer service like I did with Halo. It's a darn shame the product doesn't have the same level of quality. > Thank you > Tony Mattucci 443-676-0678 > > On Friday, September 12, 2025 at 04:43:55 PM EDT, Halo Collar wrote: > > Hello Tony > Thank you for reaching out about your return and refund—we are saddened to hear of your experience, but we completely understand your frustrations and reasoning for wanting to return. > I wanted to let you know that we have manually pushed through your return, and your RMA return number is SP04P24C. > I have included your prepaid FedEx return label in this email. > Additionally, we can also cancel and refund the prorated amount left on your annual membership. For safety purposes, we just need your explicit permission that Enzo is not currently wearing the collar, as once we cancel the plan the collars GPS features will no longer work. We cannot move forward with this until we have your confirmation. > Here's what to expect: > - Once your return arrives at our warehouse, our team will inspect the item. > - After inspection, we'll process your refund for the purchase price minus the return fee outlined in our Return Policy. > - Please allow 7–10 business days from the date we receive your return for processing. > - Refunds typically take 1–2 billing cycles to appear on your statement, depending on your credit card company. > - You'll receive an email confirmation as soon as your refund has been issued. > > We truly appreciate your patience and understanding throughout this process. > If you have any questions in the meantime, don't hesitate to reach out. > We're always happy to help. > Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > On Friday, September 12, 2025, 9:04 AM "tony mattucci" wrote: > thank you - I hadn't heard back so I scheduled another call at 7:45 pm, we can cancel that is the issue has not been taken care of > My expectation is 100% refund on the collar itself and whatever unused portion of the monitoring fee > Tony Mattucci 443-676-0678 > > On Friday, September 12, 2025 at 10:58:44 AM EDT, Halo Collar wrote: > > Hello Tony, > Thank you for your message. I

completely understand your frustration, and I'm here to help. > I can confirm that you are still within your return window, which does not expire until November 8, 2025. Since the system did not allow you to begin the return, I'll notify our Billing Team right away so they can assist directly and make sure the process goes through correctly. > You'll hear back from us as soon as Billing reviews and updates your request. In the meantime, please hold on to the collar and accessories until you receive further instructions. > Thank you for your patience while we get this sorted out—we'll make sure everything is handled for you. > With pawsitivity, Hannah Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Friday, September 12, 2025, 9:14 AM "tony mattucci" wrote: > Hannah you told me I could return the collar for a full refund - this is message I received, when I tried > Halo Wireless Dog Fence and GPS Dog CollarMidnight Blue\$599.00\$574.00x 1Outside of the return window. > > Tony Mattucci 443-676-0678 > > On Friday, September 12, 2025 at 09:31:34 AM EDT, Halo Collar wrote: > > Hello Tony, > My name is Hannah, and I would like to thank you for contacting us about your return. I'm here to help make the process as smooth as possible. > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > Here's what you can expect: > - Our team is reviewing the details of your request and any related activity. > - We're checking systems to get a complete picture. > - You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > - Please know we're prioritizing this for you. > - We truly appreciate your patience while we dig in and work on a solution. > - Our goal, always, is to keep tails wagging and give you peace of mind. > > You may be eligible for a refund under our Return Policy.Here is everything you need to know to get started: > - Return Policy > - How to Return Your Halo Collar for a Refund > If you have any questions or encounter any issues along the way, please reply to this email.We're always happy to help and want to ensure everything goes smoothly for you and your pup! > With pawsitivity,HannahHalo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join a Session to speak with the next available agent > > >

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 13:45:55 UTC | Status: CLOSED

## Conversation: 0P0jYgN9SPaINeYJg5C3YQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 13:37:28 UTC to 2025-09-16 15:38:24 UTC

**EMAIL | Customer (qrTc992q...) | 2025-09-16 13:37:28 UTC**

**From:** cartelae@miamioh.edu

**To:** support@halocollar.com

**Subject:** Order 1623663

Hello, I hope you are having a good day! I would like to return a Halo Collar I bought on June 29th (Order # 1623663) I bought it for my french bulldog and he has just had a really hard time tolerating it on his neck. I know the training starts with acclimating them to the collar and he has such a short and chunky neck that he tries to get it off and whines with it on. I have really tried to acclimate him but it is too thick for his bulldog neck. I read that I have 90 days to return it. Can you please help me with that process? Thank you so much, Ashley Johnson \*Ashley Cartell Johnson, PhD\* Senior Clinical Professor, she/her EDP Assistant Chair Inclusive Education Teacher Preparation Disability Studies Miami University, 201J McGuffey Hall cartelae@miamioh.edu 513.529.6629 \*Helpful Links:\* If you would like to schedule a virtual appointment with me, you can do so here. If you would like to request an adjustment to your DAR, please fill out this form . If you would like to submit an ROR for an EDP or DST course, you can do so here. If you would like to declare an EDP or DST major or minor, please fill out this form . If you have a question regarding petitions for a thematic sequence or Miami Plan, you can find more information here.

**STATUS CHANGE** | Unknown | 2025-09-16 15:38:24 UTC | Status: CLOSED

## Conversation: 5ydBn6XxR3-kkXLYz43YnA

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:38:11 UTC to 2025-09-16 15:39:24 UTC*

**Customer (p5lcNIqj...)** | 2025-09-16 13:38:11 UTC | halocollar.com

How do I edit the dogs name on the collar

**System/AI** | 2025-09-16 13:38:39 UTC | halocollar.com

To edit your dog's name on the Halo Collar, open the Halo App and go to the My Map screen. Tap on your pet's name or icon, swipe up to open the Pet Card, and tap "Edit Pet" located in the bottom left corner. From there, you can change your pet's name, assigned color, and other details. Remember to save your changes when finished. If you have any other questions, feel free to ask!

**STATUS CHANGE** | *Unknown* | 2025-09-16 15:39:24 UTC | Status: CLOSED



## Conversation: h430TgTtSjOa\_s9dfieuUg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:39:28 UTC to 2025-09-16 14:10:00 UTC

EMAIL | Customer (bY8j-nSi...) | 2025-09-16 13:39:28 UTC

**From:** support@halocollar.com

**To:** support@halocollar.com

**Subject:** Update Your Halo Collar Firmware

Halo Collar Firmware Update! Dear Alan Byler, Your collar is due for an upgrade, but cannot be upgraded wirelessly. To benefit from the improvements included in the latest upgrade, please perform the wired upgrade process using your computer and Halo USB cable. Please click the button below to download the upgrade file. Follow instructions on how to transfer the file to the Halo Collar via USB. ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgwetnqFtSulm1w4Mbq38XBCOtVXYsWzpHEDqf8-2FHDVueaPUSirtiul1D7wRVzfeJAdt1GZNOLNfSk2rheW-2FAhI-3DFNPR\\_wmc-2BViHeaSAOdjPZKiSJ-2FXV4U64W0cCgDkfgzKNlyJGlbB5JmPQjTaViaVLibkEE-2FiloMrtGLDhZHWx-2FpwgoimcdzW8uMqUaszjJ7KTvbdKzOLdlRi3S7gRjClln6dnK6We3w4HWvxPISemaqedLskgJZdGDmZlJ12fSi3S9qfiM5RhQQlX6sOF2IH88vRDqX-2B8VL-2FMPxGPR0cAal7Yrhw-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgwetnqFtSulm1w4Mbq38XBCOtVXYsWzpHEDqf8-2FHDVueaPUSirtiul1D7wRVzfeJAdt1GZNOLNfSk2rheW-2FAhI-3DFNPR_wmc-2BViHeaSAOdjPZKiSJ-2FXV4U64W0cCgDkfgzKNlyJGlbB5JmPQjTaViaVLibkEE-2FiloMrtGLDhZHWx-2FpwgoimcdzW8uMqUaszjJ7KTvbdKzOLdlRi3S7gRjClln6dnK6We3w4HWvxPISemaqedLskgJZdGDmZlJ12fSi3S9qfiM5RhQQlX6sOF2IH88vRDqX-2B8VL-2FMPxGPR0cAal7Yrhw-3D-3D)) Download File ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg2FSsRVPJ0mhpHW-2FC2x6ABmgulJocsWNA4NgWqtmEXT-2BMzB4fhtq-2BFNIFSy49mWAchCwekn6UttFAJPcMvKiNKQq0cB-2BWjf83KNLE6eikZuMD1oKmD6nNi7cBxTfj4uTA3fT1DskK7I2SGveZN3qRNP-2FFVn7TRLxzBcoJn5z8R6-2B9PT814nl-2FwANKppBpBxXwJXeZ8brzXaCz-2BnTv2PnSn97wEnvNN-2FrdJJJ-2BdR22yL5tg0WdcihedKmJ2VapXP4Bw-3D-3Dmk7g\\_wmc-2BViHeaSAOdjPZKiSJ-2FXV4U64W0cCgDkfgzKNlyJGlbB5JmPQjTaViaVLibkEETJw-2BNJBrtJqY3Lkqfui7oAYaLWWZTf0FcVc5hg2ASft5Dg4yUpLkZDo0HWy051pLH-2Fs0cXjfrnYRKRkLmw101vjZZc-2BKzdEaZqth9unsSV6FNy9veBVkbPE1kBaCii7c8ne4OjGLk3PqVc-2BBM-2FRatQ-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg2FSsRVPJ0mhpHW-2FC2x6ABmgulJocsWNA4NgWqtmEXT-2BMzB4fhtq-2BFNIFSy49mWAchCwekn6UttFAJPcMvKiNKQq0cB-2BWjf83KNLE6eikZuMD1oKmD6nNi7cBxTfj4uTA3fT1DskK7I2SGveZN3qRNP-2FFVn7TRLxzBcoJn5z8R6-2B9PT814nl-2FwANKppBpBxXwJXeZ8brzXaCz-2BnTv2PnSn97wEnvNN-2FrdJJJ-2BdR22yL5tg0WdcihedKmJ2VapXP4Bw-3D-3Dmk7g_wmc-2BViHeaSAOdjPZKiSJ-2FXV4U64W0cCgDkfgzKNlyJGlbB5JmPQjTaViaVLibkEETJw-2BNJBrtJqY3Lkqfui7oAYaLWWZTf0FcVc5hg2ASft5Dg4yUpLkZDo0HWy051pLH-2Fs0cXjfrnYRKRkLmw101vjZZc-2BKzdEaZqth9unsSV6FNy9veBVkbPE1kBaCii7c8ne4OjGLk3PqVc-2BBM-2FRatQ-3D-3D)) — The Halo Team Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677

**TOPIC CHANGE** | Agent (jAlUuvEy...) | 2025-09-16 14:09:57 UTC

Added: w4-N2LKvQhW0agGKyIANbg

**STATUS CHANGE** | Agent (jAlUuvEy...) | 2025-09-16 14:10:00 UTC | Status: CLOSED

## Conversation: iswFffrgRCq2Dz\_4ZR8Zqg

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 13:41:54 UTC to 2025-09-16 13:41:54 UTC*

**EMAIL | Customer (Ud7LRRZz...) | 2025-09-16 13:41:54 UTC**

**From:** halo\_reverse\_h5@icloud.com

**To:** support@halocollar.com

**Subject:** INM 25h4163982rt

25h4163982rt has been received at the warehouse and checked in as INM (Information Not Matching). RMA: 55HFNH31. Reason: Return RMA Expired. Sent from my iPhone

## Conversation: chzql-2uQliKnK2jJIVYzA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 13:42:37 UTC to 2025-09-16 16:13:47 UTC

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 13:42:37 UTC

**From:** support@halocollar.com

**To:** janetkormondy@yahoo.com

**Subject:** Re: Halo Collar- Your Thoughts Matter!

Hello Janet, Thank you for getting back to us. You're correct—you didn't leave any written comments. However, we did notice that you left a zero-star rating, and we just wanted to reach out to see how we can help. Your feedback is really important to us, and we'd love the chance to make things right. Please let us know what issues you've experienced, and we'll do our best to resolve them quickly. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 3:41 PM "Janet Kormondy" wrote: > Which comments are you referring to? > I haven't submitted any in a while... > > Janet Kormondy > On Sep 15, 2025, at 9:26 AM, Halo Collar wrote: > > Hello Janet, > > My name is Bree, and I want to thank you for sharing your feedback. I read your comments , and I completely understand how important this is for you and your dog's safety. > I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) > I'm here when you're ready. Your dog's safety always comes first. > > Best Regards , > Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

*STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 13:42:45 UTC | Status: CLOSED*

### EMAIL | Customer (cTXs4zA1...) | 2025-09-16 15:13:22 UTC

**From:** janetkormondy@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar- Your Thoughts Matter!

I gave the zero rating when I was trying to find my dog, who had crossed the boundary without our knowledge, over 25 minutes earlier and no notification was received... for the umpteenth time! He was eventually found in a field adjacent to our property. I've spent hours talking to Halo about this recurring problem. Marissa suggested we try a long range WiFi router, which I will do now that we're home from a trip. Please don't suggest that we connect with tech support or send in app data... done that several times and apparently 'the collar is working'. Aloha Janet Kormondy On Sep 16, 2025, at 3:42 AM, Halo Collar wrote: Hello Janet, Thank you for getting back to us. You're correct—you didn't leave any written comments. However, we did notice that you left a zero-star rating, and we just wanted to reach out to see how we can help. Your feedback is really important to us, and we'd love the chance to make things right. Please let us know what issues you've experienced, and we'll do our best to resolve them quickly. Best Regards , Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 3:41 PM "Janet Kormondy" wrote: Which comments are you referring to? I haven't submitted any in a while... Janet Kormondy On Sep 15, 2025, at 9:26 AM, Halo Collar wrote: Hello Janet, My name is Bree, and I want to thank you for sharing your feedback. I read your comments , and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) I'm here when you're ready. Your dog's safety always comes first. Best Regards , Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

*STATUS CHANGE | Customer (cTXs4zA1...) | 2025-09-16 15:13:22 UTC | Status: OPEN*

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:13:46 UTC

**From:** support@halocollar.com

**To:** janetkormondy@yahoo.com

**Subject:** Re: Halo Collar- Your Thoughts Matter!

Hello Janet, Thank you for your message and for sharing your experience so clearly. We completely understand how stressful it must have been to not receive a timely notification while your dog was out of the boundary—especially after multiple attempts to resolve the issue. Your safety concerns are completely valid. We appreciate that you're willing to try the long-range WiFi router suggested by Marissa. While it's unfortunate that previous troubleshooting hasn't resolved the problem, we want to ensure the system works reliably for you. Please let us know how the router setup goes, and if the issue persists, we'll escalate your case internally to see what additional solutions can be offered beyond standard support steps. We value your patience and feedback, and we want to make sure you feel confident in your Halo system moving forward. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 11:13 AM "Janet Kormondy" wrote: > I gave the zero rating when I was trying to find my dog, who had crossed the boundary without our knowledge, over 25 minutes earlier and no notification was received... for the umpteenth time! > He was eventually found in a field adjacent to our property. > I've spent hours talking to Halo about this recurring problem. > Marissa suggested we try a long range WiFi router, which I will do now that we're home from a trip. > > Please don't suggest that we connect with tech support or send in app data... done that several times and apparently 'the collar is working'. > > Aloha > > Janet Kormondy > On Sep 16, 2025, at 3:42 AM, Halo Collar wrote: > > Hello Janet, > > Thank you for getting back to us. You're correct—you didn't leave any written comments. However, we did notice that you left a zero-star rating, and we just wanted to reach out to see how we can help. Your feedback is really important to us, and we'd love the chance to make things right. > > Please let us know what issues you've experienced, and we'll do our best to resolve them quickly. > > Best Regards , > Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Monday, September 15, 2025, 3:41 PM "Janet Kormondy" wrote: Which comments are you referring to? > I haven't submitted any in a while... > > Janet Kormondy > On Sep 15, 2025, at 9:26 AM, Halo Collar wrote: > > Hello Janet, > > My name is Bree, and I want to thank you for sharing your feedback. I read your comments , and I completely understand how important this is for you and your dog's safety. > I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) > I'm here when you're ready. Your dog's safety always comes first. > > Best Regards , > Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXl3CnvV...) | 2025-09-16 16:13:47 UTC | Status: CLOSED

## Conversation: Z7p1gH2fRCWZHwp7TfkTtg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:43:14 UTC to 2025-09-16 16:08:09 UTC

**EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 13:43:14 UTC**

**From:** support@halocollar.com

**To:** alessandran06@gmail.com

**Subject:** Halo Collar Order Tracking Information

Hello Alessandra, My name is Monica, and I'm here to assist you! We understand the importance of staying updated on your order, so we wanted to let you know that your Halo Collar is on its way and will arrive within the estimated delivery timeframe by FedEx: SCHEDULED DELIVERY DATE Wednesday 9/17/25 before 8:00 PM Estimated between 11:10 AM - 3:10 PM You can track your shipment here: 393220193996 Our team packed your order with care, and we're excited for you and your pup to get started! We apologize for the delays and inconveniences. If you have any questions in the meantime, we're here and happy to help. With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:09 PM support@halocollar.com wrote: > Hello Alessandra, > > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. > We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > > If you need anything in the meantime, we're right here and happy to help. > > With pawsitivity, > > Monica > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (vi\_2Fjmb...) | 2025-09-16 13:43:52 UTC**

Sent the tracking # provided by Ashley on Slack to the cx but she is still waiting for a phone call from a Manager.

**AGENT NOTE | Agent (M0svworG...) | 2025-09-16 15:57:01 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Management - cx requesting call from the management due to recent WR delay issues Recap (When/Where/What the customer wants) Gladly history; shows there was a delay in cx receiving their replacement for their recent WR that impacted their vacation AW-20250906-44359 ; showing shipped Tracking: 393220193996 [https://www.fedex.com/fedextrack/?trknbr=393220193996&trkqual;=2460934000~393220193996~FX] Cx has already been sent tracking details Looks like there was a glitch with AP/NS which resulted in the shipping delay AP; cx has had 3 recent warranty replacements Is This Resolved/Follow-Up Required? FU - sending Calendly link & offering \$25 GC for shipping delay If Follow Up Is Required (What/When) See if cx still wants a phone call. Optional Additional Info:

**EMAIL | Agent (M0svworG...) | 2025-09-16 16:08:04 UTC**

**From:** support@halocollar.com

**To:** alessandran06@gmail.com

**Subject:** Halo Management Request

Hello Alessandra, My name is Katherine and I'm a part of the Halo Management Team. I have looked through your account details and history, and I am sorry again for the delay in getting your replacement collar out to you. I know this impacted your vacation, and I can only imagine how frustrating that must have felt. Thank you for hanging in there with us while we worked through the technical error on our side. The good news is your collar has

now shipped for AW-20250906-44359. Tracking Number: 393220193996 To make up for the delay and the unused plan time, I would like to send you a \$25 Tremendous gift card. This gift card works like a Visa and can be used almost anywhere or directly deposited into your bank account. Please let us know if this is something you would be interested in, and I'll get that sent out to you right away! If you'd still like to chat directly, here's my scheduling link: Katherine's Scheduling Link. I'd be glad to connect whenever it's convenient for you! Thank you so much for your patience and understanding—I truly appreciate you giving us the chance to make this right. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 7:43 AM support@halocollar.com wrote: > Hello Alessandra, > > My name is Monica, and I'm here to assist you! > > We understand the importance of staying updated on your order, so we wanted to let you know that your Halo Collar is on its way and will arrive within the estimated delivery timeframe by FedEx: SCHEDULED DELIVERY DATE Wednesday 9/17/25 before 8:00 PM Estimated between 11:10 AM - 3:10 PM > > You can track your shipment here: 393220193996 > > Our team packed your order with care, and we're excited for you and your pup to get started! We apologize for the delays and inconveniences. > > If you have any questions in the meantime, we're here and happy to help. > > With pawsitivity, > Monica > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 6:09 PM support@halocollar.com wrote: > > > Hello Alessandra, > > > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. > > > We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > > > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > > > > If you need anything in the meantime, we're right here and happy to help. > > > > With pawsitivity, > > > > Monica > > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > > Need more help? > > > > ■support@halocollar.com | ■Halo Help Center > > > > ■Speak to a live agent face-to-face at our Dog Park > > > > 9:00 am - 8:00 pm EST 7 days a week > > > > Join Session to speak with the next available agent >

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 16:08:09 UTC | Status: CLOSED

## Conversation: OMXfjCXzS-2wjYotOJwh8A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:43:36 UTC to 2025-09-16 13:43:49 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 13:43:36 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 13:43:36 UTC

First and Last Name: n/a Email: Srreadings1@gmail.com Other contact info if possible: n/a  
Sidekick Handoff (Y\*N) n If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 13:43:47 UTC

**From:** support@halocollar.com

**To:** srreadings1@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Customer, My name is Sunella, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 13:43:49 UTC | Status: CLOSED

## Conversation: 2woz5Ep7T0q2\_Ws2ObFSzg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:44:02 UTC to 2025-09-16 13:48:26 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 13:44:02 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants refund on her order Recap (When/Where/What the customer wants) Cx wants refund on their order Order number 1659001 SN 25h4306173rt Tracking number 393202983277 Order was shipped to the incorrect address No REP order was submitted Cx placed another order on their own Order number 1659004 Deactivated the collar that was shipped to wrong address Refunded via woo Is This Resolved/Follow-Up Required? Resolved - y If Follow Up Is Required (What/When) Sending cx email that we refunded the order Optional Additional Info:

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 13:48:24 UTC

**From:** support@halocollar.com

**To:** joe@northcentralfab.com

**Subject:** Refund

Hello Danielle, My name is Tiff, and I'm with the Billing Team here at Halo. I hope you are doing well today! We've processed your refund in the amount of \$476.73 to your original payment method in accordance with our Return Policy. You can find full details here: Return Policy Details Please allow 7–10 business days for the refund to reflect on your account, depending on your bank's processing time. If you have any questions or need further assistance, reply to this email. We're happy to help. Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 12:30 PM support@halocollar.com wrote: > Hello Danielle, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Rodrigo > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 13:48:26 UTC | Status: CLOSED



## Conversation: I0lqCJiRRi-bpXOx8l4HFA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 13:47:22 UTC to 2025-09-16 13:47:22 UTC*

**EMAIL | Customer (ReYtbXOf...) | 2025-09-16 13:47:22 UTC**

**From:** bonnel89@hotmail.com

**To:** support@halocollar.com

**Subject:** [HALO-APP] Login issue

## Conversation: fk10d0EDSaiTgQYxz9QI5g

Messages: 6 | Customers: 1 | Duration: 2025-09-16 13:47:47 UTC to 2025-09-16 14:08:52 UTC

**PHONE\_CALL** | Customer (nxRm8l-5...) | 2025-09-16 13:47:47 UTC

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 14:02:33 UTC

Billing Team Escalation Notes Affected Serial Number: 25h4274403rt FW: v.03.00.05  
Order ID: RMA Ticket #:2025 Subscription Start Date: Aug 6, 2025 Reason for Escalation:  
Cx is WISMO replacement. Currently day 5 since address confirmation. Order Status still  
shows replacement processing. Requested Action: Send replacement to cx ASAP, as this  
is unusual for the replacement to be still processing 5 days after address confirmation.

### EMAIL | Agent (poWIULpl...) | 2025-09-16 14:02:45 UTC

**From:** support@halocollar.com

**To:** schraweld@gmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Jeff, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 14:02:56 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

### EMAIL | Agent (poWIULpl...) | 2025-09-16 14:08:40 UTC

**From:** support@halocollar.com

**To:** schraweld@gmail.com

**Subject:** Follow Up

Hello Jeff, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:02 AM support@halocollar.com wrote: > Hello Jeff, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you

have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 14:08:52 UTC | Status: CLOSED

## Conversation: tf3Sv4G4RRCcj42YHC0wEA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:50:03 UTC to 2025-09-16 13:50:23 UTC

### AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 13:50:03 UTC

First and Last Name: Randy Spurr Email: rspurr@rochester.rr.com Other contact info if possible: NA Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (Xia3KyCm...) | 2025-09-16 13:50:10 UTC

**From:** support@halocollar.com

**To:** rspurr@rochester.rr.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Randy, My name is Rodrigo, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Rodrigo Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 13:50:17 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 13:50:23 UTC | Status: CLOSED

## Conversation: RPQVu14IRhWvx3SPsQJeiQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 13:51:41 UTC to 2025-09-16 13:51:43 UTC

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 13:51:41 UTC

**From:** support@halocollar.com

**To:** davidgilding19@gmail.com

**Subject:** Re: Halo Support: Troubleshooting

Hello David, Thank you for your update—it sounds like a solid plan to wait until you were back before swapping the collars. Please let us know once the change has been made, and we'll be here if you need any assistance during the process. I also really appreciate your feedback about your overall Halo experience. While I'm sorry for the bumps along the way (including the name mix-up), I'm glad to hear you and your wife are finding value in the interface and considering expanding for your other LGD. Regarding your question about used collars: yes, if you're considering purchasing a pre-owned Halo Collar, you can absolutely reach out to us with the device details. We'll be happy to check that it's in good working condition, confirm it can be added to your account, and ensure it isn't locked or restricted in any way before you invest in it. We want you to feel confident in any decision you make, so please don't hesitate to contact us with the information on any collar you're considering. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend

■ On Monday, September 15, 2025, 5:31 PM "D G" wrote: > Hello, > > I received your email. I have been away on business so I have not had a chance to swap out the collar. I told my wife to wait until I got back. I believe the last email is correct with the one we will keep being the newest one. I will try to get this done today or tomorrow and will let you know once it is swapped over. > > On another note, my wife and I were discussing the Halo experience as we are considering a second collar for our other Livestock Guardian Dog (LGD). We concluded that despite the collar issues, the sending of a part instead of a new collar, and being called the wrong name, we are happy with the Halo interface. > > As we are now invested in the collar (not returnable) we started looking on the marketplace for a used Halo. We were looking used because of the cost of new. > > If we find one used, can we reach out to you with the info on the collar to confirm it is working and we are able to add it? Kind of like a used cell phone and being locked. > > Please let me know. > Thank you > David > On Sep 7, 2025, at 10:14 AM, Halo Collar wrote: > > Hello David, > > Perfect, thank you for the update! > > From the interaction, it appears we sent a new unit to replace 25h4280704rt, which is the collar we sent as a replacement for 25h4195362rt. > > Since we sent a brand new unit, we will deactivate 25h4280704rt. > > You can remove the current collar from your account and add the new one, which is 25h4241834rt. > > The box that we sent the first replacement (25h4280704rt) in should have had a return label. If you didn't have a label, no worries. I do not want to complicate the issue further for you as I know this has been a frustrating issue! > > However, if you do see the label in the replacement box (not the new unit recently sent), you could put both the defective unit and the replacement we sent. > > We want to make sure 25h4280704rt is no longer being used, so we can deactivate it, and then you can add your new one! > > If there's anything I may be misunderstanding about the situation, please let me know! > > My goal is to assist in what is best for you and your pup. I'm happy to help with any other concerns or questions you may have. > > We greatly appreciate your patience and are working to improve our process so a situation like this does not occur again. > > Best Regards , > Emma Halo Senior Customer Support Halo Collar | Here for you and your best friend

■ > > On Sunday, September 7, 2025, 12:36 PM "David" wrote: > Got the new one. I was only asking about the defective one (serial # 25-H4195362-RT) that was making noises, and it seems you already deactivated it, according to the email I got. Will put it in electronics recycling. > > On Sun, Sep 7, 2025 at 9:24 AM Halo Collar wrote: (mailto:support@halocollar.com) > > Hello David, > > We're sincerely sorry for the trouble experienced. > > My name is Emma and I am a member of the Success Team at Halo. Our Team is here to help in any way possible and help resolve any remaining problems or concerns. > > I've reviewed your communication with the previous agents and the Management Team. On August 3rd, Marissa from the Management Team reached out to confirm we were sending a new Halo 4 Kit. From the tracking information, it looks like the collar has arrived. > > However, I do not see that the

collar has been connected to your account. Did you receive the package? > > As for the old unit, we will deactivate it once you confirm it is no longer in use. Then you can recycle/dispose of the collar safely by following your local guidelines for lithium-ion batteries. > > Please let me know any other questions or concerns you may have. I look forward to hearing back from you! > > Best Regards , > Emma Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Saturday, September 6, 2025, 9:36 PM "D G" wrote: (mailto:davidgilding19@gmail.com) So not surprised, given our experience with your company, that there was no follow up on this. > > Do you have a shipping label so I can ship the other collar back? Or what do you want me to do with it? > Thank you > David > On Jul 29, 2025, at 7:12 AM, Halo Collar wrote: (mailto:support@halocollar.com) > > Hi Eugene, > > My name is Marissa and I'm with the Management Team at Halo. I want to personally acknowledge the frustration you've experienced — I'm truly saddened to hear things haven't gone as expected, and I understand how disappointing and exhausting that can be. > > This device has been thoroughly tested and is in full working order. We're confident that it will provide the performance and peace of mind you expect. We're happy to send you the necessary accessories, and apologize for any confusion or frustration this has caused. > > Can you confirm your shipping address and color preference for your new case and strap? > > Thank you so much for your patience! > > Best regards , > Marissa Halo Management Team Halo Collar | Here for you and your best friend■ > > On Monday, July 28, 2025, 10:47 AM "David J Gilding" wrote: (mailto:davidgilding19@gmail.com) Also nowhere in your solution did you say it's a new collar with no cover and a new strap kit. > > I agreed to a new color and I would send the old one back. > > Never received a carabiner either. Not sure what that was for. > Thank you, > David > On Jul 8, 2025, at 6:23 AM, Halo Collar wrote: (mailto:support@halocollar.com) > > Hello David, > > My name is Bree and I am with the management team here at Halo Support. > > Thank you for reaching out and for sharing your experience. I completely understand how concerning it is to deal with both battery and hardware issues — especially when you rely on the collar for Karma's safety across such a large property. > > We are taking several steps to support you and ensure this next unit is up to the standard you expect: > \* A replacement collar is being processed and will be shipped to you soon, we do first need confirmation that the current collar is not in use. > \* A return label will be included so you can send the current collar back with ease. > \* We will also including a new carabiner kit with your shipment. > \* If any accessories are missing, just let us know and we'll include them as well. > \* A partial subscription refund has been issued to your account as a gesture of goodwill, for three months worth of subscription totaling \$28.43. > > In addition, we've implemented more thorough inspection and quality assurance processes. Every replacement collar now undergoes enhanced testing before shipment, and we're confident the one you receive will meet your expectations. > We appreciate your patience and the chance to make this right. If there's anything else you or Karma need, we're here for you. > > Best Regards , > Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Monday, July 7, 2025, 11:11 PM "David J Gilding" wrote: (mailto:davidgilding19@gmail.com) > Hello, > > Please connect me with a manager or higher who cares about business's reputation and their customers. > -Issues: > > We have had battery issues at least three times. Collar was charged (it is every night) and the same day by evening it is at zero. Happened today as I write this. > > The two screws that hold the receiving end of the buckle came out (unthreaded) on their own. Collar fell off. Thankfully close to home and midday. Only found one screw by chance. Collar could've fell off in the over 80 acre property and I may have never found it. Especially with the battery issues. > > -Solution: > > Send us a new collar with a return label, I'll send you this one back. Before doing so, please specify if the replacement has any 90 day guarantee. If it doesn't, please advise what options we have. I need to know this as I am seriously concerned the defects of screws and battery may be more prevalent than I care to gamble my money with. > > -Review we will be writing if you can't resolve this to our satisfaction. > > "Factory installed screws on the collar unthreaded themselves within the first month and the collar fell off the dog. Luckily found the collar as it was mid day and was still operating (see battery issues below). > > Battery has had issues even though it has been charged every night. It won't even last a full day. > > Customer service was unsympathetic and offered to send new screws for an obviously defective product. > > Other solution offered defied common sense. Offered to allow us to return the collar under the 90 day guarantee, but would not just replace the collar. > > We would be without a collar altogether and

would have to wait for shipping if we ordered a new one from them. We have alap already pre-paid for two years of subscription and invested in their ecosystem. No recognition of that. > > This collar is for a working livestock guardian dog on a ranch. If you are a ranch or business or have acerage, this product and company is not for you. Based on the quality of the product and the customer service solutions, this is more of a novelty." > Thank you, > David > On Jun 27, 2025, at 5:04 PM, Halo Collar wrote: (mailto:support@halocollar.com) > Hello David, > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > Whether you needed a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. > Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support . We are here to help! pawsitivity, > Christina Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 13:51:43 UTC | Status: CLOSED

## Conversation: gDFiityoTcGf-35XzEqf7w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:52:33 UTC to 2025-09-16 14:06:54 UTC

**PHONE\_CALL** | Customer (yRjKOCJn...) | 2025-09-16 13:52:33 UTC

### **AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 14:04:24 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Desiree Webb Email: desiwebb@yahoo.com Phone Number: 19898204633 Collar SN: 24h3363448rt Collar FW: v.02.08.11 Collar Purchased From: Amazon Resources: Recap/TS: Cx states collar seems to "lose connection" and almost lost pup today. Had cx HR and gps walk collar. Issue resolved. Advsd cx to monitor collar and reply to email if issue persists. Next Steps: Snding phone f/u p/r.

### **EMAIL | Agent (DBqblO4n...) | 2025-09-16 14:06:38 UTC**

**From:** support@halocollar.com

**To:** desiwebb@yahoo.com

**Subject:** Halo Support Follow-Up

Hello Desiree, Thank you for calling Halo Support today. This is Aljerome. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. As discussed, if the issue with Miles's collar reoccurs, please reply to this email with a screenshot of the app showing the collar not connected, and we can escalate this to our Tier 2 team for further troubleshooting. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (DBqblO4n...) | 2025-09-16 14:06:50 UTC

Added: jA7bmx2vRtKLkLkJqniCkQ

**STATUS CHANGE** | Agent (DBqblO4n...) | 2025-09-16 14:06:54 UTC | Status: CLOSED



## Conversation: GMLxu5V6QJezyYsCaAua6A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:52:33 UTC to 2025-09-16 13:57:14 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 13:52:33 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 4NylcZCDQ\_-IGn\_argWL\_w

**EMAIL | Agent (WBbod4uN...) | 2025-09-16 13:52:35 UTC**

**From:** support@halocollar.com

**To:** sabrina.bearheart2@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Sabrina, Thank you so much for joining me in the Dog Park today! I am deeply saddened to hear that your collar was lost. At this time, the last known location, as per our system, is 38°57'04.0"N, 107°55'45.1"W. If you enter this into Google Maps, it may provide a better view for locating the collar. As well, I have included the link with information on possible replacement options below. How to Purchase Replacement Collars using Halo Care or Halo Protection If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 13:57:12 UTC**

Live Team Notes Serial Numbers: 25h4270654rt FW: 03.00.05 Issue/ Need: Cx lost their collar Troubleshooting & Actions Taken: Cx states dog came home without their collar about 4 days ago and they are unable to find it Cx wanted to know if we could provide a better view of where it might be at Sent last know location per admin Let cx know lost collars are not covered under warranty Cx was not happy about this as they said they have not paid off the current collar Cx also noted they probably can not afford another collar at this time Sent info on HC/HPP and the last known location Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzceh hZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (WBbod4uN...) | 2025-09-16 13:57:14 UTC | Status: CLOSED

## Conversation: X9yES88zS6-kaKJtg0oXAA

Messages: 10 | Customers: 1 | Duration: 2025-09-16 13:52:46 UTC to 2025-09-16 14:36:08 UTC

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 13:52:46 UTC

Live Team Notes Nikki Moseley Serial Numbers: 25h4091515rt Ivy / 25h4301102rt Juniper / 25h4302329rt Lilly FW: v.03.00.05 - Issue/ Need: cx states her collar for Ivy is not charging as of last week Troubleshooting & Actions Taken: Checking ports to see if they are clean Cx has tried to use chargers from other collars no lights Having cx perform power cycle No change in AP still showing last heard 6hr ago and zero batt Adv cx I would ESC to CET to have a look at collar Cx will look for communication from CET Resources Used (provide details): (KB articles, Slack posts, internal docs.): T1 TS - Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 13:52:51 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, SMYZ9ncRSlyKFeGsLX1pew

### EMAIL | Agent (qY4E785E...) | 2025-09-16 13:52:57 UTC

**From:** support@halocollar.com

**To:** nicolemoe3@gmail.com

**Subject:** Halo Collar Next Steps Investigation

Hello Nikki, My name is Eddie, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 13:53:12 UTC

Added: C601BWVnSViGn9DDMDr6WQ

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 13:55:43 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 25h4091515rt Ivy Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Battery Date & Time of Occurrence: last week started Is the Issue Reproducible? (Yes/No – If Yes, include steps): Checking ports to see if they are clean Cx has tried to use chargers from other collars no lights Having cx perform power cycle No change in AP still showing last heard 6hr ago and zero batt Adv cx I would ESC to CET to have a look at collar Additional notes about the issue: Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] Steps Completed:(Y/N) & Outcome of Troubleshooting: same as above Required Attachments (Check if Included) Screen Recording with narration: (Yes/No)yes Screenshots: (Yes/No) no System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) not able to App Logs (App issues): (Yes/No) no

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 13:55:46 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (Rh0xdCH1...) | 2025-09-16 14:34:59 UTC | Status: OPEN

### AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 14:35:01 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Ivy's (25h4091515rt) Recap (When/Where/What the

customer wants) Charging issue Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) Unit needs to be replaced wr, sending confirmation macro Optional Additional Info: MEMS\_I2C\_err 171 on 9/14 Collar is failing to connect to the Mems sensors Unit needs to be replaced

**EMAIL | Agent (Rh0xdCH1...) | 2025-09-16 14:35:59 UTC**

**From:** support@halocollar.com

**To:** nicolemo3@gmail.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hello Nikki, My name is Quinn, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing charging issues with Ivy's Halo Collar (25h4091515rt). Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call. You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Quinn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:52 AM support@halocollar.com wrote: > Hello Nikki, > > My name is Eddie, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Eddie > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE | Agent (Rh0xdCH1...) | 2025-09-16 14:36:08 UTC | Status: CLOSED**

## Conversation: iMeu2nHSQLeOGDAMIcd4bQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:54:32 UTC to 2025-09-16 13:54:42 UTC

### AGENT NOTE | Agent (5Xverlxv...) | 2025-09-16 13:54:32 UTC

First and Last Name: James Douglas Email: Akvoltage@gmail.com \*CS had no audio  
Other contact info if possible: 850-774-1283 Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (5Xverlxv...) | 2025-09-16 13:54:37 UTC

**From:** support@halocollar.com

**To:** akvoltage@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello James, My name is Renee, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Renee Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (5Xverlxv...) | 2025-09-16 13:54:41 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (5Xverlxv...) | 2025-09-16 13:54:42 UTC | Status: CLOSED

## Conversation: SQxGiYO0T92Xz03KCRwCwQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:55:09 UTC to 2025-09-16 14:03:16 UTC

**PHONE\_CALL** | Customer (wV4G3XSh...) | 2025-09-16 13:55:09 UTC

**EMAIL** | Agent (t75aKvM6...) | 2025-09-16 14:01:11 UTC

**From:** support@halocollar.com

**To:** speckharts@yahoo.com

**Subject:** Halo Collar Shipping Address Confirmation Needed - AW-20250916-46144

Hello Ashley, Thanks for reaching out to Halo Support! My name is Ronald, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. Please click here to confirm your shipping address: AW-20250916-46144 What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 support@halocollar.com | 📺 Halo Help Center 🗨️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (t75aKvM6...) | 2025-09-16 14:03:04 UTC

First and Last Name: Ashley Steckhart Email: speckharts@yahoo.com Collar SN: 24h3310690rt Collar FW: v.02.08.11 Resources: AP Answers Recap/TS: Verify account is active after changing payment information AW-20250916-46144 Address confirmation Next Steps Adv CX that account is active Provided address confirmation link via email

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 14:03:12 UTC

Added: oa5e98htSpOozRqx9wftLg, Yzbn8c0\_TPW-jn3czqo5bg

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 14:03:16 UTC | Status: CLOSED

## Conversation: ykcLJFXHTfWZsywjpk9kKw

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:55:31 UTC to 2025-09-16 15:56:33 UTC*

**Customer (N\_axNNYu...)** | 2025-09-16 13:55:31 UTC | halocollar.com

can I purchase an orange pro 4 case and strap

**System/AI** | 2025-09-16 13:55:56 UTC | halocollar.com

Hi there! We offer cases and straps in various designs, but the availability of specific colors like orange for the "Pro 4" edition may vary. I recommend checking our website or contacting our sales department for the most current selection and availability. If there's anything else you need help with, feel free to ask!

**STATUS CHANGE** | *Unknown* | 2025-09-16 15:56:33 UTC | Status: *CLOSED*

## Conversation: 5J4OsG3CRwWa4fQuZ8oLCg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:56:50 UTC to 2025-09-16 13:56:54 UTC

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 13:56:50 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 13:56:50 UTC

First and Last Name: Email: akvoltage@gmail.com Other contact info if possible: Sidekick Handoff (Y\*N) no If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (JuW94Dok...) | 2025-09-16 13:56:54 UTC

**From:** support@halocollar.com

**To:** akvoltage@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello James, My name is Kaitlyn, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (JuW94Dok...) | 2025-09-16 13:56:54 UTC | Status: CLOSED

## Conversation: icYzUo1iQLWMiDBI-obaQg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 13:57:03 UTC to 2025-09-16 13:57:05 UTC

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 13:57:03 UTC

**From:** support@halocollar.com

**To:** gibbonsj@bevcomm.net

**Subject:** Re: Halo Collar- Your Thoughts Matter!

Hello Joe, Thank you for getting back to me! I'd be more than happy to schedule a time to connect with you. I really appreciate you being willing to share both the issues you've experienced and your suggestions for improvements—your feedback is incredibly valuable to us. Since you'll be available starting Wednesday, please let me know what day and time works best for you after then, and I'll do my best to accommodate. Once we have it scheduled, I'll send over the meeting details. Looking forward to our conversation! Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 5:34 PM "Joseph Gibbons" wrote: > Hi Bree, > > Thanks so much for reaching out! I would love to be able to talk with someone about this. Not only to try and resolve the issues I am having, but to let you know what I would like to see updated in your product. I won't be available until at least Wednesday of this week, but I'd like to schedule a time to talk to you if possible.. > > Thanks again for contacting me. > > Joe Gibbons > > > From: "Halo Collar" > To: "Gibbons Home" > Sent: Monday, September 15, 2025 12:28:08 PM > Subject: Halo Collar- Your Thoughts Matter! > > Hello Joe, > > My name is Bree, and I want to thank you for sharing your feedback. I read your comments , and I completely understand how important this is for you and your dog's safety. > > I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also [ <https://calendly.com/d/cw2g-68w-55q/halo-support-call> | schedule a time ] to speak with our Halo Concierge team. > > I'm here when you're ready. Your dog's safety always comes first. > > > Best Regards , > Bree > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > >

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 13:57:05 UTC | Status: CLOSED



## Conversation: SThpp-AkSTyb-TDukdDwrQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:58:22 UTC to 2025-09-16 13:59:45 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 13:58:22 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants refund on most recent charge Recap (When/Where/What the customer wants) Cx wants refund on most recent charge of their sub plan Cx has 2 emails wj7nhcksnt@privaterelay.appleid.com - sub was previously cancelled on September 15th Kimberlybergmann@gmail.com - has no active account in stripe or AP Refunded last payment of \$9.99. Is This Resolved/Follow-Up Required? Resolved - Y If Follow Up Is Required (What/When) Sending cx email that the payment was refunded Optional Additional Info:

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 13:59:35 UTC

**From:** support@halocollar.com

**To:** wj7nhcksnt@privaterelay.appleid.com

**Subject:** Subscription Refund

Hello Kimberly, Thanks for reaching out to Halo Support! My name is Tiff. I'm reaching out with an update on your subscription: I've gone ahead and refunded your most recent subscription charge of \$9.99. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Monday, September 15, 2025, 4:13 PM support@halocollar.com wrote: > Hello Kimberly, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Wisha > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 13:59:44 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 13:59:45 UTC

Added: bDcJwjoMTjeffz13hM6gAA

## Conversation: OLqwsmqhRhqfO886ayTJZg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:59:20 UTC to 2025-09-16 14:43:05 UTC

EMAIL | Customer (zrVTLsv2...) | 2025-09-16 13:59:20 UTC

**From:** jerry.gibson1691@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Warranty

Good morning, do you know when I'll be getting the new collar? Thank you On Thu, Sep 4, 2025 at 11:36 AM Halo Collar wrote: > Hello Jerry, > > Thank you for reaching out to our Halo Support team! I understand that > your Halo Collar charging port has fallen off the collar. I apologize for > any inconvenience this may have caused. Please rest assured that I am here > to assist you. > > I have submitted a warranty request on your behalf. An email will be sent > to you with a link to verify your shipping address, allowing us to process > the warranty. > > \*Please discontinue using your current collar immediately, as it will be > deactivated due to a technical issue.\* > > We understand the importance of your Halo Collar in keeping your pup > safe. This step is being taken to prioritize your dog's well-being. > > \*Here's what to expect:\* > > - Why it's being deactivated: A technical issue was identified that > could affect how the collar works. > - Why this matters: Using a collar with a known issue could result in > unreliable tracking or feedback. Deactivation helps prevent a false sense > of safety. > - Your new collar will ship as soon as possible. You'll receive > tracking details once it's on the way. > > \*Once your replacement collar arrives:\* > > - The package should include your pre-paid return shipping label as > well as instructions on what to send back to us. > - You will \*ONLY\* be sending back the Halo Unit, and keep all of > the accessories that came with your collar originally. (Strap, Case, > Charging Equipment, Contact Tips, Etc.) > - You can return your defective collar in the same packaging the > replacement came in. > - If your package is missing the return shipping label, please contact > support so we can send you a new one. > > > We understand this may be inconvenient, and we truly appreciate your > patience. > Please do not hesitate to\* contact our customer support\*. We are here to > help! > > With pawsitivity, > Rabindra > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Thursday, September 4, 2025, 11:03 AM "Jerry Gibson" jerry.gibson1691@gmail.com> wrote: > > No the collar is no longer in use > Thank you > > On Thu, Sep 4, 2025 at 9:46 AM Halo Collar wrote: > > > Hello Jerry, > > > Thanks so much for sending the picture requested. > > > I'm happy to submit your replacement request. > > We want to make sure everything is handled as smoothly as possible for > > you. > > > Before we can move forward, we just need a quick confirmation: > > > - Is Ace currently using the collar? > > > - For your pup's safety, we can't proceed until we know the collar is > > no longer in use. > > > - \*Once the request is submitted, the collar will be deactivated and > > will no longer function.\* > > > \*Once we receive your confirmation:\* > > > - We'll send you an email to verify your shipping address. > > - After you confirm, your replacement will be processed and shipped > > as soon as possible. > > > \*Please note that you will receive an email confirmation when the order > > ships. Please keep your eyes out for it! \* > > If you have any questions in the meantime, just let me know. We're here > > to help! > > > > > With pawsitivity, > > Heather O > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > > On Wednesday, September 3, 2025, 7:37 PM "Jerry Gibson" > jerry.gibson1691@gmail.com> wrote: > > > > > On Tue, Sep 2, 2025 at 1:32 PM Halo Collar > > wrote: > > > > > Hello Jerry, > > > > > We hope you and your pup are having a great day. My name is Hannah. > > > I'm so sorry I missed you when I first called. > > > > > I wanted to follow up and let you know I'll be trying again in about 5 > > > minutes to see if we can connect. Please be on the lookout for my call. > > > > > If I'm still unable to reach you, I'll send over details on how to > > > connect with our live support team, so you can get the help you need as > > > soon as possible. > > > > > Looking forward to speaking with you

soon! >>> >>> With pawsitivity, >>> Hannah >>> Halo Customer Support >>> \*Halo Collar\* | Here for you and your best friend■ >>> >>> \*Need more help?\* >>> ■\*support@halocollar.com\* | ■\*Halo Help >>> Center\* >>> >>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >>> >>> >>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>> >>> \*Join Session\* to speak with the next available agent >>> >> >> >

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:42:48 UTC**

**From:** support@halocollar.com  
**To:** jerry.gibson1691@gmail.com  
**Subject:** Re: Warranty

Hello Jerry, Thank you for reaching out to our Halo Support team! I understand that your Halo Collar charging port has fallen off the collar. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. I have submitted a warranty request on your behalf. An email will be sent to you with a link to verify your shipping address, allowing us to process the warranty. Please verify your shipping address for the warranty to be processed. Without verifying the address, you will not receive the replacement collar. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:59 AM "Jerry Gibson" wrote: > Good morning, do you know when I'll be getting the new collar? > Thank you > > On Thu, Sep 4, 2025 at 11:36 AM Halo Collar wrote: > > > Hello Jerry, > > > Thank you for reaching out to our Halo Support team! I understand that > > your Halo Collar charging port has fallen off the collar. I apologize for > > any inconvenience this may have caused. Please rest assured that I am here > > to assist you. > > > I have submitted a warranty request on your behalf. An email will be sent > > to you with a link to verify your shipping address, allowing us to process > > the warranty. > > > \*Please discontinue using your current collar immediately, as it will be > > deactivated due to a technical issue.\* > > > We understand the importance of your Halo Collar in keeping your pup > > safe. This step is being taken to prioritize your dog's well-being. > > > \*Here's what to expect:\* > > > - Why it's being deactivated: A technical issue was identified that > > could affect how the collar works. > > - Why this matters: Using a collar with a known issue could result in > > unreliable tracking or feedback. Deactivation helps prevent a false sense > > of safety. > > - Your new collar will ship as soon as possible. You'll receive > > tracking details once it's on the way. > > > > > \*Once your replacement collar arrives:\* > > > > - The package should include your pre-paid return shipping label as > > well as instructions on what to send back to us. > > - You will \*ONLY\* be sending back the Halo Unit, and keep all of > > the accessories that came with your collar originally. (Strap, Case, > > Charging Equipment, Contact Tips, Etc.) > > - You can return your defective collar in the same packaging the > > replacement came in. > > - If your package is missing the return shipping label, please contact > > support so we can send you a new one. > > > > > We understand this may be inconvenient, and we truly appreciate your > > patience. > > Please do not hesitate to\* contact our customer support\*. We are here to > > help! > > > > With pawsitivity, > > Rabindra > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■support@halocollar.com\* | ■\*Halo



## Conversation: nwCxLulvTGSIgLyZJbMTKw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:59:40 UTC to 2025-09-16 14:01:07 UTC

**EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 13:59:40 UTC**

**From:** support@halocollar.com

**To:** rspurr@rochester.rr.com

**Subject:** Halo Support Warranty Request Submitted - Piper's

Hello Randy, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE | Agent (vi\_2Fjmb...) | 2025-09-16 14:00:26 UTC**

Added: 5PPI2RS4TSeSg5z-6z7TAQ, rdUSmYttSwKQFfR2AdKalw, oa5e98htSpOozRqx9wftLg

**AGENT NOTE | Agent (vi\_2Fjmb...) | 2025-09-16 14:01:00 UTC**

Live Team Notes Serial Numbers: 24h4452780rt (1522965 - added Dec 3, 2024 10:20 AM) FW: v. 03.00.05 Applied Issue/ Need: Got a message that the collar needs to be returned Says that is a critical issue with it or something Troubleshooting & Actions Taken: Asked him to go to Settings >Piper's >CollarDiagnostics >Batterey level issue AP shows Warranty ID: AW-20250916-46078 Sent the link on the chat, the cx was able to confirm the address Now AP shows RMA created in NetSuite The cx got disconnected from the call Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE | Agent (vi\_2Fjmb...) | 2025-09-16 14:01:07 UTC | Status: CLOSED**



## Conversation: bv4Trc9kTT63yK262-V9tA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 13:59:40 UTC to 2025-09-16 14:43:05 UTC

PHONE\_CALL | Customer (NwaqTJia...) | 2025-09-16 13:59:40 UTC

EMAIL | Agent (6ow\_I6yX...) | 2025-09-16 14:41:40 UTC

**From:** support@halocollar.com

**To:** ivy.rose5800@gmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Anna, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (6ow\_I6yX...) | 2025-09-16 14:41:55 UTC

Added: bDcJwjoMTjeffz13hM6gAA

TOPIC CHANGE | Agent (6ow\_I6yX...) | 2025-09-16 14:42:11 UTC

Added: UNYy8zJMRzuqZ0-CQlyc1Q, PT5SzfGLQx6qJKX6efjzxA

TOPIC CHANGE | Agent (6ow\_I6yX...) | 2025-09-16 14:42:18 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

AGENT NOTE | Agent (6ow\_I6yX...) | 2025-09-16 14:43:04 UTC

First and Last Name: Anna Anthony Email: ivy.rose5800@gmail.com Collar SN: 24h3293127rt, 24h3291717rt Collar FW: v.02.08.11 Resources: AP Gladly Slack RES Recap/TS: CX called in recently because she bought collar from FB. CX cannot get the collar to connect to the app 1 collar is connected to another account. 24h3291717rt collar is having trouble connecting - shows up in app but does not connect Caller called the seller and was told to contact us. Seller called us and was told by us that the collars are not attached to her account Prev owner gave the incorrect serial when she called- 23h3452321rt Next Steps: AP shows cx does not have an active membership 24h3293127rt - attached to kellylwoff@yahoo.com 24h3291717rt - no longer attached kellylwoff@yahoo.com Walking cx through setting up a membership plan Walking the cx through adding 24h3291717rt to the account Collar shows up when pressing the power button but does nothing after that. Reinstalled app and allowed permissions Doing HR - no vibration Collar does not show in app at all after pressing power button CX will reboot their phone and try another device later. CX will call back if they still cannot add the collar. Slack RES advises to sending to Billing for collar removal. Affected Serial Number: 24h3293127rt FW: v.02.08.11 Order ID: 1538983 RMA Ticket #: na Subscription Start Date: Sep 16, 2025 Reason for Escalation: CX purchased two collars from the prev owner (24h3293127rt, 24h3291717rt) This 24h3293127rt is still attached to the old owner's account (kellylwoff@yahoo.com) CX was told to contact the seller and have them contact us for removal. The prev owner did, but provided an incorrect serial number (23h3452321rt). So we told her that there was nothing to remove. As you can see from the prev owners account, they have removed the other 3 collars from their account and this collar has not checked in since 8/25. Requested Action: Please remove 24h3293127rt from kellylwoff@yahoo.com and advise the new owner ivy.rose5800@gmail.com they can

add the collar to their account.

**STATUS CHANGE** | Agent (6ow\_l6yX...) | 2025-09-16 14:43:05 UTC | Status: CLOSED

## Conversation: in-Qptd1RRuhTGVvk1idqg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 13:59:52 UTC to 2025-09-16 13:59:53 UTC

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 13:59:52 UTC

**From:** support@halocollar.com

**To:** darthmaul45015@yahoo.com

**Subject:** Re: Halo Collar- Your Thoughts Matter!

Hello Patrick, Thank you for your honesty—I completely understand your frustration. You're right that a conversation alone won't fix a hardware issue like a collar that isn't recalibrating or powering on properly. Our goal in talking with you would be to better understand exactly what's happening and make sure we're taking the right steps to resolve the issue, whether that means troubleshooting, providing a replacement, or escalating the problem to ensure a permanent fix. We want to make sure you're not left dealing with an unreliable device, and we're committed to finding a solution that restores your confidence in your Halo Collar. Please let us know how you'd like to proceed, and we'll do everything we can to get it sorted. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 4:43 PM "patrick yordy" wrote: > I don't see how talking will change it needing to constantly be recalibrate then it not automatically recalibrating then talking suddenly make the collar be able to turn off and on again. Forgive me but I can't see how words fix all that > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 15, 2025 at 12:05 PM, Halo Collar wrote: > Hello Patrick, > My name is Bree, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. > I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. > I'm here when you're ready. Your dog's safety always comes first. > > Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 13:59:53 UTC | Status: CLOSED



## Conversation: Cp4Gj0jjSpib014jXAk8Hw

Messages: 9 | Customers: 1 | Duration: 2025-09-16 14:00:46 UTC to 2025-09-16 17:29:14 UTC

**Customer (aOvQdZK1...) | 2025-09-16 14:00:46 UTC | halocollar.com**

The Halo is not working out for us. I bought the 1 year subscription and am asking for a refund please

**System/AI | 2025-09-16 14:01:34 UTC | halocollar.com**

I'm sorry to hear that Halo isn't working out for you, Amy. You can return your Halo Collar within 90 days of purchase for a refund. A \$25 return fee will apply, and original shipping costs are non-refundable. To start the return process, visit our returns page and submit a return request. Make sure to cancel your subscription plan to avoid further charges. If you need further assistance, feel free to reach out to our Live Support team. They'll be happy to help!

**Customer (aOvQdZK1...) | 2025-09-16 14:02:14 UTC | halocollar.com**

How do I reach out to the live support team? I did not purchase the Caller through you just the subscription.

**System/AI | 2025-09-16 14:02:25 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

*PHONE\_CALL | Customer (chINBUIO...) | 2025-09-16 17:19:31 UTC*

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 17:25:42 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [akpistelli@aol.com](mailto:akpistelli@aol.com)

**Subject:** Refund

Hello Amy, Thank you for calling Halo Support today. This is Rabindra. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 17:26:20 UTC**

First and Last Name: Amy Pistelli Email: [akpistelli@aol.com](mailto:akpistelli@aol.com) Phone Number: 14129019931 Collar SN: 25h4309123rt Collar FW: v.03.00.05 Collar Purchased From: Amazon Resources: AP Gladly Recap/TS: The cx needs a refund on their subscription as they return the collar to Amazon. Ask the cx to send proof of the return. Next Steps: Waiting on the cx to send us the proof. Submit as resolved.

*TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 17:26:44 UTC*

*Added: BV6q0qW9QZKAbEVdca7vNQ*

**STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 17:29:14 UTC | Status: CLOSED**

## Conversation: SGcrvZtzSZaSAEDaV\_kpkw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:01:21 UTC to 2025-09-16 16:04:39 UTC

### EMAIL | Customer (odIV3vtj...) | 2025-09-16 14:01:21 UTC

**From:** ashley.walterscheid@gmail.com

**To:** support@halocollar.com

**Subject:** Returning the Halo dog collars

Good morning I was needing to find out details on returning our halo dog collars. They didn't work out for our dogs unfortunately so I was wanting to get them sent back to you for a return. Thank you so much. Ashley Walterscheid

### EMAIL | Customer (odIV3vtj...) | 2025-09-16 14:03:05 UTC

**From:** ashley.walterscheid@gmail.com

**To:** support@halocollar.com

**Subject:** Fwd: Your Halo order #1643297

Good morning, I realized I didn't sent order information. These collars didn't work out for our dogs and I would like to return them. Thank you, Ashley Walterscheid Begin forwarded message: From: The Halo Team Date: August 9, 2025 at 7:52:27 PM MDT To: ashley.walterscheid@gmail.com Subject: Your Halo order #1643297 Reply-To: The Halo Team ■ Halo Collar Order #1643297 has been placed successfully! Your order details are below, and we'll email to let you know when it's shipped. Check your order status ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMS EEVI51dbXcLSXp9YGLiMBeH9Fkyta2b-2F2Mz7-2FYtJdKZPEX3jsqygLVkmevyQGmBcXjtREggbZXmU54-3Dv5VW\\_5AQtw215kf05WwYFhg3cZyILP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSiGQVwnhn1mp5K0yPz0Oca6qQlopC5eccPIINPCdVA4wpNxbYnUJafZt-2FGD82KM4oEMy1UzUwmaPzbWo6T0-2FzSufSulU3Nxf7ib8R3zewoTWgrd2g2SkTK2-2B9g6VlyV1A-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMS EEVI51dbXcLSXp9YGLiMBeH9Fkyta2b-2F2Mz7-2FYtJdKZPEX3jsqygLVkmevyQGmBcXjtREggbZXmU54-3Dv5VW_5AQtw215kf05WwYFhg3cZyILP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSiGQVwnhn1mp5K0yPz0Oca6qQlopC5eccPIINPCdVA4wpNxbYnUJafZt-2FGD82KM4oEMy1UzUwmaPzbWo6T0-2FzSufSulU3Nxf7ib8R3zewoTWgrd2g2SkTK2-2B9g6VlyV1A-3D-3D)) Get started by creating an account You've just taken a big step towards a life of freedom and safety with your dog. The first thing you'll need to do is create an account and choose a Pack Membership Plan. Create an account ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEEVI51dbXcLSXoi-2BjGuPt67Exkffl2KehbPstxR\\_5AQtw215kf05WwYFhg3cZyILP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSkX3u0w4Xb6ivvo3BZzADX4ZDj6ke9ohtgqR9ucH4kAWSrl7sqQwOYEIGZLr588yHWntO0RdvrLqFWzVLso3gVIVfupwYExl8cM3hqXlw1cdO6c3kZF6Vi8Uk0yT-2F3fVyQ-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEEVI51dbXcLSXoi-2BjGuPt67Exkffl2KehbPstxR_5AQtw215kf05WwYFhg3cZyILP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSkX3u0w4Xb6ivvo3BZzADX4ZDj6ke9ohtgqR9ucH4kAWSrl7sqQwOYEIGZLr588yHWntO0RdvrLqFWzVLso3gVIVfupwYExl8cM3hqXlw1cdO6c3kZF6Vi8Uk0yT-2F3fVyQ-3D-3D)) Order #1643297 August 9, 2025 Halo Wireless Dog Fence and GPS Dog Collar - Sunburst Color: Sunburst Quantity: 1 Price: \$549 Item delivery in 3 - 5 business days Halo Wireless Dog Fence and GPS Dog Collar - Orchid Color: Orchid Quantity: 1 Price: \$549 Item delivery in 3 - 5 business days Subtotal: \$1098 Discount: \$50 Shipping: \$19.99 Tax: \$78.99 Total: \$1146.98 Payment method Affirm Monthly Payments : \$1146.98 Shipping address Ashley Walterscheid 3503 Kuykendall St Carlsbad, NM 88220-6037 (575) 706-4011 Billing address Ashley Walterscheid 3503 Kuykendall St Carlsbad, NM 88220 (575) 706-4011 ashley.walterscheid@gmail.com Frequently asked questions When will I receive my order? We'll email you with carrier and tracking information within 24 hours after your order leaves our warehouse. Ordered multiple items? We'll send you a separate email as each item ships. How do I view or change my order? For help with your order status or to make changes to your order, please view your order information here or reach out to the ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEEVI51dbXcLSXp9YGLiMBeH9Fkyta2b-2F2Mz7-2FYtJdKZPEX3jsqygLVkmevyQGmBcXjtREggbZXmU54-3Dv5nH\\_5AQtw215kf05WwYFhg3cZyILP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSpxb8EfXcTaP8sCw6FJIAiCb2eSkouYdxhGLibJfQauKR48gcu-2BhGoY3DeUQnxoL8TpBThFMn8FoAJ8kwLo3XeKpbO04EuvHTODbCxzJfkOPKvLncu7yn3pTNEInmzZnJg-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEEVI51dbXcLSXp9YGLiMBeH9Fkyta2b-2F2Mz7-2FYtJdKZPEX3jsqygLVkmevyQGmBcXjtREggbZXmU54-3Dv5nH_5AQtw215kf05WwYFhg3cZyILP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSpxb8EfXcTaP8sCw6FJIAiCb2eSkouYdxhGLibJfQauKR48gcu-2BhGoY3DeUQnxoL8TpBThFMn8FoAJ8kwLo3XeKpbO04EuvHTODbCxzJfkOPKvLncu7yn3pTNEInmzZnJg-3D-3D)) Halo Dog Park ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg-2B-2F6o-2FZYLbKcxuukfWVmbjTZhJmctUEO-2F-2FqxduM5rG4CCnhb\\_5AQtw215kf05WwYFhg3cZyILP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSvjIKTqkEfO88T67JtTQqjhevhXzRktu17WX3v8L-2FkVWJ7ZtcWQ-2BUEEdl48k-2FgRoQ0qyw1nDZkdC1y6w26eT7-2BFtgWklUrAQAOoSybwgcg1pnV1LIDoz4YDINYaMLbtc8cQ-3D-3](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg-2B-2F6o-2FZYLbKcxuukfWVmbjTZhJmctUEO-2F-2FqxduM5rG4CCnhb_5AQtw215kf05WwYFhg3cZyILP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSvjIKTqkEfO88T67JtTQqjhevhXzRktu17WX3v8L-2FkVWJ7ZtcWQ-2BUEEdl48k-2FgRoQ0qyw1nDZkdC1y6w26eT7-2BFtgWklUrAQAOoSybwgcg1pnV1LIDoz4YDINYaMLbtc8cQ-3D-3))

D) If I change my mind, how do I cancel my order? Your card has been charged at the time of order to reserve your Halo Collar. However, you may cancel your order for a full refund prior to processing for shipping. Please visit Order Status to verify the status of your order or visit the ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEVl51dbXcLSXp9YGLiMBeH9Fkyta2b-2F2Mz7-2FYtJdKZPEX3jsqygLVkmevyQGmBcXjtREggBZXmU54-3DyXhL\\_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSpmNlyH9bFc5-2FVP1IGdfapcSSsQOCUzJeiwXaeoJTVoqBus6LTJh7fwAe5JJvUnRsiPpHwoHYy15T-2BU40a4Q4MExGT11-2BUchyNJg4DISAfVwDoUsCdC1o6qWDlkb-2BCYZkA-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEVl51dbXcLSXp9YGLiMBeH9Fkyta2b-2F2Mz7-2FYtJdKZPEX3jsqygLVkmevyQGmBcXjtREggBZXmU54-3DyXhL_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSpmNlyH9bFc5-2FVP1IGdfapcSSsQOCUzJeiwXaeoJTVoqBus6LTJh7fwAe5JJvUnRsiPpHwoHYy15T-2BU40a4Q4MExGT11-2BUchyNJg4DISAfVwDoUsCdC1o6qWDlkb-2BCYZkA-3D-3D)) Halo Dog Park. ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg-2B-2F6o-2FZYLBKcxuukfWVmbjTZhJmctUEO-2F-2FxqduM5rG4C5L7e\\_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSrxrpMOj7LV6MeZvWGY90nOR6ZNea91pgD7u1a5MvOVTFkYp34YiHGHF5rdHPs-2Bq-2FgX8BCnnD8VU5rrbFBCaddSfISDK0W8FdsUGkAEe57mB8YmkK8-2Bk8Agigw8Y-2B9-2Fzvw-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg-2B-2F6o-2FZYLBKcxuukfWVmbjTZhJmctUEO-2F-2FxqduM5rG4C5L7e_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSrxrpMOj7LV6MeZvWGY90nOR6ZNea91pgD7u1a5MvOVTFkYp34YiHGHF5rdHPs-2Bq-2FgX8BCnnD8VU5rrbFBCaddSfISDK0W8FdsUGkAEe57mB8YmkK8-2Bk8Agigw8Y-2B9-2Fzvw-3D-3D)) What is the return policy for the Halo Collar? If you are not completely satisfied with your purchase for any reason during your first 90 days after you receive it, you may return it to us according to the terms of our return policy. ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEVl51dbXcLSXpFhFLa2F4NtTBi05gg-2BZw6PRaVNqLgsmGMepXsG-2Fdg3g-3D-3DDBzH\\_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgShb-2F5VWBXGpESswNqHGNCkgFMqL6VsrlnW4zTxNI462UAN-2B4vzQO8ztz132KG3nqdRe-2BfED5Wxl-2BISQWFILZ0WDL4m0d4b865L4OF7c1UBcRyKhkW-2FFG1lgc50NzcPVcg-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEVl51dbXcLSXpFhFLa2F4NtTBi05gg-2BZw6PRaVNqLgsmGMepXsG-2Fdg3g-3D-3DDBzH_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgShb-2F5VWBXGpESswNqHGNCkgFMqL6VsrlnW4zTxNI462UAN-2B4vzQO8ztz132KG3nqdRe-2BfED5Wxl-2BISQWFILZ0WDL4m0d4b865L4OF7c1UBcRyKhkW-2FFG1lgc50NzcPVcg-3D-3D)) What is the warranty for the Halo Collar? The Halo Collar has a 12-month limited warranty, the details of which can be found here. ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEVl51dbXcLSXrVAL0QSM0BUWlpW2qpBLcVgpihYDNDdijRgkk7vs1XefqxAjWxvge0ZJzVXy3Gqb6cRvGTcoLpposhsgGJXIZ0HUOf\\_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSoOJRk-2FpxwMebzZYtIBPbi0paliGzkyomuOsdF-2FTDFJF7YgMnxOPvblFcmg-2Fwiq4Eue9RJGnuJZoktzslKD1PMhGXxf5aC5dR9w9ueHmeVCQspfleJKKccbbMISUDzaNLQ-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEVl51dbXcLSXrVAL0QSM0BUWlpW2qpBLcVgpihYDNDdijRgkk7vs1XefqxAjWxvge0ZJzVXy3Gqb6cRvGTcoLpposhsgGJXIZ0HUOf_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSoOJRk-2FpxwMebzZYtIBPbi0paliGzkyomuOsdF-2FTDFJF7YgMnxOPvblFcmg-2Fwiq4Eue9RJGnuJZoktzslKD1PMhGXxf5aC5dR9w9ueHmeVCQspfleJKKccbbMISUDzaNLQ-3D-3D)) More questions about your order? If you have any questions about your order status, please visit the Halo Dog Park for a live, face-to-face Zoom session with a member of the Halo Support Team. Please have your order number and the credit card you used accessible, so we can help you as effectively as possible. ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg-2B-2F6o-2FZYLBKcxuukfWVmbjTZhJmctUEO-2F-2FxqduM5rG4CqzI8\\_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSvblAxUPUTn1wYtJmT81mvqB6B9ln23kjamtulTG7Wgqn2ytD31Zf8SHu07PialBpd-2BK5jL7Dvo35lOtUkLZRA-2FZA6mmVwt8YiZfbi96VztKDNTIZwA0qZKmaFxxGRQy2xg-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg-2B-2F6o-2FZYLBKcxuukfWVmbjTZhJmctUEO-2F-2FxqduM5rG4CqzI8_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSvblAxUPUTn1wYtJmT81mvqB6B9ln23kjamtulTG7Wgqn2ytD31Zf8SHu07PialBpd-2BK5jL7Dvo35lOtUkLZRA-2FZA6mmVwt8YiZfbi96VztKDNTIZwA0qZKmaFxxGRQy2xg-3D-3D)) ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg-2F3BRr6SJP2J4LUQuHZHmN0cYaqvMarcNmZpnqVLeXKpNzPD\\_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSpWopLYS80Rjt7tHqLxkptcJ6kdhr-2Bt5hDbwfrEoEQJMUvF05NQwNHYS7zAg-2F0QKOIH6QpiQPPRTpJizAlyFpQQzOAVUyHFzesEyWqYs2NvB7Kqkcf980tQF6YQZZnw-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg-2F3BRr6SJP2J4LUQuHZHmN0cYaqvMarcNmZpnqVLeXKpNzPD_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSpWopLYS80Rjt7tHqLxkptcJ6kdhr-2Bt5hDbwfrEoEQJMUvF05NQwNHYS7zAg-2F0QKOIH6QpiQPPRTpJizAlyFpQQzOAVUyHFzesEyWqYs2NvB7Kqkcf980tQF6YQZZnw-3D-3D)) ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg7g8b1-2BeFa4YYHQqr3QJU0Q-2FUxokStsz63yVNr97wh7cQMM\\_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSntRZIBKr8JwXLmpyNxvVEjLKNIAHhqD3QHN0SA2WQbNefbEI3DUsl-2Fg5BiiuGPxPpnzAf7yMoEkisDbwkCxZLEi8g3vT51r7Y2U2fkvZD1TKzK7s90J1PyBwE-2B8vGG7fZe6NBqVRhDiYpJiRI3MZJI-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg7g8b1-2BeFa4YYHQqr3QJU0Q-2FUxokStsz63yVNr97wh7cQMM_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSntRZIBKr8JwXLmpyNxvVEjLKNIAHhqD3QHN0SA2WQbNefbEI3DUsl-2Fg5BiiuGPxPpnzAf7yMoEkisDbwkCxZLEi8g3vT51r7Y2U2fkvZD1TKzK7s90J1PyBwE-2B8vGG7fZe6NBqVRhDiYpJiRI3MZJI-3D)) ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg0ixwCNWU4Lc81735gLLsxw5y-2Bd5kwQ1yVL8wGBPoTJ7E\\_lj\\_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSqBr2mQOaCsAeOzBwFQHyzGMBgFOl9KvhjMCQcpVW3x1W6txi68ZSfXS1jjj8lXCu7iyYKEDxZj9Vnr09UBI-2B4vZtjU19lxaiaq0KrvJwVxX5Z0aZB0pA3kuaDSyd7tT85sRQvzH3Y-2FnHc4f3rYDL78-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg0ixwCNWU4Lc81735gLLsxw5y-2Bd5kwQ1yVL8wGBPoTJ7E_lj_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSqBr2mQOaCsAeOzBwFQHyzGMBgFOl9KvhjMCQcpVW3x1W6txi68ZSfXS1jjj8lXCu7iyYKEDxZj9Vnr09UBI-2B4vZtjU19lxaiaq0KrvJwVxX5Z0aZB0pA3kuaDSyd7tT85sRQvzH3Y-2FnHc4f3rYDL78-3D)) ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsgz1KO6wbGx3KJe2q5XWALew5RwwOT0bMknVQw5jgroBNcC41\\_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSjPeR2w4ODO9GDuiSyfGy-2FcyyAs2vzf-2F-2BGDXWYHlhosK-2BvxuuNQVN-2BIZKzRSt9UYXmSaEtQ6c1ojV1soawfpkxKSqQSRjcUMqjWarZwCLnbVEfomTXNhYPQLkexnaaM-2BdVysUNokt7TAckW906Ml6ak-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsgz1KO6wbGx3KJe2q5XWALew5RwwOT0bMknVQw5jgroBNcC41_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSjPeR2w4ODO9GDuiSyfGy-2FcyyAs2vzf-2F-2BGDXWYHlhosK-2BvxuuNQVN-2BIZKzRSt9UYXmSaEtQ6c1ojV1soawfpkxKSqQSRjcUMqjWarZwCLnbVEfomTXNhYPQLkexnaaM-2BdVysUNokt7TAckW906Ml6ak-3D)) Halo® by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677

**STATUS CHANGE** | *Unknown* | 2025-09-16 16:04:39 UTC | Status: CLOSED

## Conversation: 8RE6hjviQV2MR6zoJOKnxQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:02:34 UTC to 2025-09-16 14:02:56 UTC

### AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 14:02:34 UTC

First and Last Name: Elizabeth Kuhns Email: elizabethmiers@gmail.com Other contact info if possible: 7325895712 Sidekick Handoff (Y\*N) N If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (YYRYgGjy...) | 2025-09-16 14:02:39 UTC

**From:** support@halocollar.com

**To:** elizabethmiers@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Elizabeth, My name is Ariel, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 14:02:46 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 14:02:56 UTC | Status: CLOSED

## Conversation: EP7lcGy4SriON6EYg8-qVQ

Messages: 7 | Customers: 1 | Duration: 2025-09-16 14:02:45 UTC to 2025-09-16 14:08:21 UTC

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 14:02:45 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 14:04:55 UTC

Added: rdUSmYttSwKQFfR2AdKalw

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 14:07:46 UTC

**From:** support@halocollar.com

**To:** abe.amhardwoods@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Abraham, My name is Hannah, and I want to thank you for your call. Please use the link below to complete the warranty process: Confirm Shipping Address Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join a Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 14:08:16 UTC

Added: oa5e98htSpOozRqx9wftLg

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 14:08:19 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**AGENT NOTE** | Agent (vayOmd0l...) | 2025-09-16 14:08:20 UTC

Live Team Notes Serial Numbers: 24h4401747rt FW: 03.00.05 Issue/ Need: Cx stated, "I got a notification that our collar needs to be replaced." Troubleshooting & Actions Taken: WR AW-20250912-45384 Resent auto link Cx is driving Sent <https://www.halocollar.com/warranty-access/?warrantyID=AW-20250912-45384> [https://www.halocollar.com/warranty-access/?warrantyID=AW-20250912-45384] just in case and told cx to email me back if it does not work Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Next Steps: Phone/ Email- Follow Up Warranty Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 14:08:21 UTC | Status: CLOSED



## Conversation: WRN8XOj7T5WIFOG0BLE0WQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:02:50 UTC to 2025-09-16 18:50:27 UTC

EMAIL | Customer (4KsYgOau...) | 2025-09-16 14:02:50 UTC

**From:** johnthomasgray@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support: Warranty Concerns & Escalation

Hello Bree and Customer Support Team, My annual subscription is coming up for renewal in October. While we love the product and service when everything is working properly, we've had to replace our collar 7-8 times in the last year, due to malfunctions. If you'd be willing to waive the subscription fee for one year, it would make the decision to renew and stick with the collar much easier. Let me know. Many Thanks, John Gray and Rosemary Daddona

On Thu, May 29, 2025 at 9:07 AM Halo Collar wrote: > Hi Rosemary, > > > If you happen to change your mind about the accessories, please don't > hesitate to let us know—we'd be happy to assist with any updates while we > can. > > Regretfully, we are not able, nor do we have the capability, to send out > extra collars at this time. We sincerely apologize for any inconvenience > this may cause and appreciate your understanding. > > If you have any further questions or need assistance with anything else, > please feel free to reach back out. We're here to help! > > Best Regards, > Bree > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Wednesday, May 28, 2025, 4:49 PM "John Gray" > wrote: > > Hi Bree, > > Thank you for the email and the offer on the accessories. We should be all > set with everything already. > > We absolutely love our Halo collar, when it's working properly. And while > we understand the equipment can occasionally malfunction, the lag time to > receiving a new collar (typically 5+ days b/w processing/shipping/delivery) > can be highly frustrating and disruptive to our/Babs typical daily routine. > Having a secondary "backup" collar, in cases of product malfunction, would > solve this issue, but I can understand if that is not a practical option > from the company's end. > > Hopefully this next one does the trick! > > Best, > Rosemary and John > > On Tue, May 27, 2025 at 11:43 AM Halo Collar > wrote: > > > Hi Rosemary, > > > My name is Bree and I am with the management team here at Halo Support. > > > We truly appreciate your continued patience and recognize how challenging > > it must be to go through multiple replacements. We understand this isn't > > what you anticipated when choosing Halo, and your experience matters deeply > > to us. > > > That's exactly why we've taken additional precautionary inspection and > > quality testing measures to ensure that the replacement you receive next > > reflects the level of quality and reliability you and Babs deserve. Each > > new unit is now carefully inspected and tested before it's sent out, and > > we're confident that this one will meet your expectations, however it may > > not include the accessories. > > > To help you and Babs start fresh, we'll also be including any accessories > > you may need with your replacement - just let us know what's missing and > > we'll take care of it. > > > We're here to support you every step of the way and are dedicated to > > making sure you have a collar you can count on. > > > > > Best Regards, > > Bree > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > On Sunday, May 25, 2025, 9:58 AM "John Gray" > > wrote: > > > Hi Emma, > > > Thank you very much! My Phone Number is 814-883-7355. Either phone call > > or email works, any time of day. > > > Thanks, > > John Gray > > > On May 24, 2025, at 3:32 PM, Halo Collar wrote: > > > ■ > > > Hi Rosemary & John, > > > Thank you for calling the Dog Park and sharing your frustrations with the > > product and performance. It looks like our call got dropped, but I wanted > > to follow up and take the necessary steps towards a better solution. > > > Due to the number of warranties and your request to speak to someone > > higher up, I have escalated your ticket to our Escalations Team, who will > > reach out and take the very best care of you! > > > \*For this escalation, I'll need some additional information:\* > > > - Phone Number > > - Preference of a phone call or email > > - Preferred time of day if wanting a call > > > > > It may take several days for a response from our Escalation Team, so we > > greatly appreciate your patience! I also wanted to confirm that Babs' > > replacement collar is on the way, and you'll receive a tracking number once > > it ships. > > > I look forward to our team improving your Halo experience from here on > > out. > > In the meantime, don't hesitate to reach out with any further questions > > or concerns! > > >

With pawstivity, >> Emma >> Halo Customer Support >> \*Halo Collar\* | Here for you and your best friend■ >> >> \*Need more help?\* >> ■\*support@halocollar.com\* | ■\*Halo Help >> Center\* >> >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >> >> >> - 9:00 am - 8:00 pm EST \*7 days a week\* >> >> \*Join Session\* to speak with the next available agent >> >> >> >

*TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 18:44:42 UTC*

*Added: 161qN1d9QVGaaHtAY3Spsw*

**EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:50:26 UTC**

**From:** support@halocollar.com

**To:** johnthomasgray@gmail.com

**Subject:** Re: Halo Support: Warranty Concerns & Escalation

Hello Rosemary, Thank you for reaching out and for sharing your feedback. I truly understand how frustrating it has been to experience multiple collar replacements, and I appreciate your patience and loyalty through those challenges. While we're unable to provide a full year of complimentary membership, we can offer a refund equivalent to four months of your subscription as a gesture of goodwill. Please let us know how you would like to proceed, and we'll take care of it right away. We value your continued trust in Halo and want to ensure you and your pup have the best possible experience moving forward. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 10:02 AM "John Gray" wrote: > Hello Bree and Customer Support Team, > > My annual subscription is coming up for renewal in October. While we love > the product and service when everything is working properly, we've had to > replace our collar 7-8 times in the last year, due to malfunctions. > > If you'd be willing to waive the subscription fee for one year, it would > make the decision to renew and stick with the collar much easier. Let me > know. > > Many Thanks, > John Gray and Rosemary Daddona > > On Thu, May 29, 2025 at 9:07 AM Halo Collar wrote: > > > Hi Rosemary, > > > > If you happen to change your mind about the accessories, please don't > > hesitate to let us know—we'd be happy to assist with any updates while we > > can. > > > > Regretfully, we are not able, nor do we have the capability, to send out > > extra collars at this time. We sincerely apologize for any inconvenience > > this may cause and appreciate your understanding. > > > > If you have any further questions or need assistance with anything else, > > please feel free to reach back out. We're here to help! > > > > Best Regards, > > Bree > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > On Wednesday, May 28, 2025, 4:49 PM "John Gray" > > wrote: > > > > Hi Bree, > > > > Thank you for the email and the offer on the accessories. We should be all > > set with everything already. > > > > We absolutely love our Halo collar, when it's working properly. And while > > we understand the equipment can occasionally malfunction, the lag time to > > receiving a new collar (typically 5+ days b/w processing/shipping/delivery) > > can be highly frustrating and disruptive to our/Babs typical daily routine. > > Having a secondary "backup" collar, in cases of product malfunction, would > > solve this issue, but I can understand if that is not a practical option > > from the company's end. > > > > Hopefully this next one does the trick! > > > > Best, > > Rosemary and John > > > > On Tue, May 27, 2025 at 11:43 AM Halo Collar > > wrote: > > > > Hi Rosemary, > > > > My name is Bree and I am with the management team here at Halo Support. > > > > We truly appreciate your continued patience and recognize how challenging > > it must be to go through multiple replacements. We understand this isn't > > what you anticipated when choosing Halo, and your experience matters deeply > > to us. > > > > That's exactly why we've taken additional precautionary inspection and > > quality testing measures to ensure that the replacement you receive next > > reflects the level of quality and reliability you and Babs deserve. Each > > new unit is now carefully inspected and tested before it's sent out, and > > we're confident that this one will meet your expectations, however it may > > not include the accessories. > > > > To help you and Babs start fresh, we'll also be including any accessories > > you may need with your replacement - just let us know what's missing and > > we'll take care of it. > > > > We're here to support you every step of the way and are dedicated to > > making sure you have a collar you can count on. > > > > > > > Best Regards, > > > > Bree > > > > Halo Senior Customer Support > > > > \*Halo Collar\* | Here for you and your best friend■ > > > > On Sunday, May 25, 2025,



9:58 AM "John Gray" > > wrote: > > > > Hi Emma, > > > > Thank you very much!  
My Phone Number is 814-883-7355. Either phone call > > or email works, any time of  
day. > > > > Thanks, > > John Gray > > > > On May 24, 2025, at 3:32 PM, Halo  
Collar wrote: > > > > ■ > > Hi Rosemary & John, > > > > Thank you for calling the  
Dog Park and sharing your frustrations with the > > product and performance. It looks like  
our call got dropped, but I wanted > > to follow up and take the necessary steps towards  
a better solution. > > > > Due to the number of warranties and your request to speak to  
someone > > higher up, I have escalated your ticket to our Escalations Team, who will >  
> reach out and take the very best care of you! > > > > \*For this escalation, I'll need  
some additional information:\* > > > > - Phone Number > > - Preference of a phone call  
or email > > - Preferred time of day if wanting a call > > > > > > It may take several  
days for a response from our Escalation Team, so we > > greatly appreciate your  
patience! I also wanted to confirm that Babs' > > replacement collar is on the way, and  
you'll receive a tracking number once > > it ships. > > > > I look forward to our team  
improving your Halo experience from here on > > out. > > In the meantime, don't  
hesitate to reach out with any further questions > > or concerns! > > > > With  
pawsitivity, > > Emma > > Halo Customer Support > > \*Halo Collar\* | Here for you and  
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Help > > Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > >  
> > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak  
with the next available agent > > > > > > > > > >

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:50:27 UTC | Status: CLOSED

## Conversation: -zwZIOC7Q7SA1xz7wTE\_sw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:02:58 UTC to 2025-09-16 14:04:44 UTC

### AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 14:02:58 UTC

Live Team Notes Serial Numbers: 24h4500588rt FW: 03.00.05 Issue/ Need: Cx is looking for an update on her WR collar, request was placed on 9/13 Troubleshooting & Actions Taken: -Checked CS Order Tracking for tracking number for collar -Collar is scheduled to be delivered 9/17 between 9:10AM-1:10PM -Cx was satisfied with support Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 14:03:24 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0InRc2UDUrYWXc\_JQ

### EMAIL | Agent (LZsYfs6M...) | 2025-09-16 14:04:41 UTC

**From:** support@halocollar.com

**To:** kdnash@yahoo.com

**Subject:** Halo Collar: Thank you!

Hello Dorie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Please see the Fedex link below for tracking information on your replacement collar. Fedex: 393158609762 Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taijon Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 14:04:44 UTC | Status: CLOSED

## Conversation: pQR\_IgXXTKao6rScqVnVFw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:03:28 UTC to 2025-09-16 14:06:01 UTC

**Customer (aYgYxDeS...)** | 2025-09-16 14:03:28 UTC | halocollar.com

Can the collar use a different cellular carrier in my area? It is using AT&T; and the signal is so weak that when the dog goes certain places, the signal is completely lost and tracking is lost with it

**STATUS CHANGE** | Customer (aYgYxDeS...) | 2025-09-16 14:03:28 UTC | Status: OPEN

**System/AI** | 2025-09-16 14:04:04 UTC | halocollar.com

Hi there! The ability of the Halo Collar to switch cellular networks depends on the model you have. The Halo 4 and Halo 3 collars can connect to multiple networks and will automatically choose the one with the strongest signal. However, if you have a Halo 2+ or an older model, it will only connect to AT&T; towers. If you're experiencing weak signals with AT&T;, you might want to consider upgrading to a Halo 3 or Halo 4 model for better coverage. You can also check your area's LTE coverage using this link. This should help ensure reliable tracking for your dog.

**Customer (aYgYxDeS...)** | 2025-09-16 14:05:22 UTC | halocollar.com

I have a brand new Halo 4. Does it work with T-Mobile?

**System/AI** | 2025-09-16 14:06:01 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: Y0zBSredSIImMezbsD6Jtzg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:03:28 UTC to 2025-09-16 14:04:08 UTC

**Customer (gpBkdY3I...)** | 2025-09-16 14:03:28 UTC | halocollar.com

why is the big paw print flashing

**System/AI** | 2025-09-16 14:04:08 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: rdZO81eTT129vBqTVLnzyw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:03:57 UTC to 2025-09-16 14:39:12 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 14:03:57 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx received both their original order & their REP order Cx was previously asking for another order to be sent, when it was already on its way. Recap (When/Where/What the customer wants) Cx has collars from 1656600 linked to their account in AP Collars from 1650065 are deactivated due to being lost in shipment to P.O. Box Created return label with FedEx for cx to return duplicate order Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 14:30:07 UTC

Continuation of note: Tracking: 791941998079 for the duplicate order 1650065 (NOT A RETURN FOR REFUND!) Cx will be sending back extra order

### EMAIL | Agent (M0svworG...) | 2025-09-16 14:39:01 UTC

**From:** support@halocollar.com

**To:** helmricks@charter.net

**Subject:** Your Halo Collar Orders 1656600 and 1650065

Hello Doyle, My name is Katherine, and I hope you, Jasmine, and Abby are doing well! I have attached a prepaid FedEx return label to this email so that you can send back one of your duplicate orders (1650065 with serial numbers 25h4310993rt and 25h4287244rt) to us. I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 14:39:12 UTC | Status: CLOSED

## Conversation: IUcnLHTuRbSAsQREO9PwMw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 14:04:24 UTC to 2025-09-16 17:03:19 UTC

**Customer (25iy8vIM...)** | 2025-09-16 14:04:24 UTC | halocollar.com

I need a halo 3 collar cover. Mine is torn and falling off.

**System/AI** | 2025-09-16 14:05:01 UTC | halocollar.com

You can easily get a replacement cover for your Halo 3 collar from our Accessory Shop. We have a variety of replacement parts, including protective cases, to keep your collar in great shape. If you're a Silver or Gold Pack member, remember to log into your Halo Account to enjoy extra savings. The discount will be automatically applied at checkout.

**Customer (25iy8vIM...)** | 2025-09-16 14:06:07 UTC | halocollar.com

When I try to order I'm told you are out of stock. How can they possibly be out of covers?

**Customer (25iy8vIM...)** | 2025-09-16 14:13:27 UTC | halocollar.com

Hello?

*PHONE\_CALL | Customer (\_cPTrkaX...) | 2025-09-16 16:43:20 UTC*

**AGENT NOTE | Agent (t75aKvM6...)** | 2025-09-16 17:02:47 UTC

First and Last Name: Teresa Rintala Email: teresa.rintala@gmail.com Collar SN: 24h3082888rt Collar FW: v.02.08.11 Resources: AP Answer Recap/TS: CX trying to order H3 Pro case. All colors except white for H3(USB-C) out of stock Next Steps: Adv CX that we are completely out of stock. Discussed upgrade options.

**EMAIL | Agent (t75aKvM6...)** | 2025-09-16 17:03:01 UTC

**From:** support@halocollar.com

**To:** teresa.rintala@gmail.com

**Subject:** Halo Support Follow Up

Hello Teresa, Thank you for calling Halo Support today. This is Ronald. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*STATUS CHANGE | Agent (t75aKvM6...) | 2025-09-16 17:03:19 UTC | Status: CLOSED*

## Conversation: tMlPh0bRS2CAvuVE88elcQ

Messages: 9 | Customers: 1 | Duration: 2025-09-16 14:05:32 UTC to 2025-09-16 14:16:57 UTC

PHONE\_CALL | Customer (WFIQfQBE...) | 2025-09-16 14:05:32 UTC

### AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 14:09:36 UTC

Live Team Notes Serial Numbers: 24h3111562rt FW: 3.00.05 Issue/ Need: Charger issue Troubleshooting & Actions Taken: Said she ordered magnetic usb chargers but received the standard ones instead Cx said she needed the magnetic adapters Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, gladly notes Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 14:11:11 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Michelle Rollins Email: michelle240k@gmail.com Phone number: 724-986-2888 Collar SN:24h3111562rt ; 24h3110113rt Collar Model: H3 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 688 Beallsville Rd City: Scenery Hill State: PA Postal code: 15360 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! 2x magnetic adapters for H3 collars For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (wIA9Uacl...) | 2025-09-16 14:11:33 UTC

**From:** support@halocollar.com

**To:** michelle240k@gmail.com

**Subject:** Halo Support Accessories Order

Hello Michelle, My name is Psyche, and I'll be assisting you. I've gone ahead and submitted the request to have your magnetic adapters shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (wIA9Uacl...) | 2025-09-16 14:11:36 UTC

Added: -LmskJFZShWIO0nMJuMqlA

STATUS CHANGE | Agent (wIA9Uacl...) | 2025-09-16 14:11:39 UTC | Status: CLOSED

STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 14:13:05 UTC | Status: OPEN

### AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 14:16:55 UTC

Accessory Order Number-1660323 H3 Mag Adapters X2

STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 14:16:57 UTC | Status: CLOSED

## Conversation: 8id57RCFSj-aje9bX0S7\_A

Messages: 8 | Customers: 1 | Duration: 2025-09-16 14:05:52 UTC to 2025-09-16 14:07:24 UTC

**Customer (4i6Lv0nj...)** | 2025-09-16 14:05:52 UTC | halocollar.com

What are the expectations on how much the fence line will drift? Is it 7-10 ft or 1.4 ft?

**System/AI** | 2025-09-16 14:06:16 UTC | halocollar.com

The Halo Collar's fence line is designed to provide a safe boundary for your dog, with feedback activating when your dog is 7–10 feet from the fence boundary. This spacing ensures your dog has time to respond and helps prevent accidental feedback near roads or your home. If you have further questions or need assistance with setting up your Halo Fence, feel free to ask!

**Customer (4i6Lv0nj...)** | 2025-09-16 14:06:46 UTC | halocollar.com

how much will that boundary move due to gps drift?

**AGENT NOTE | Agent (Xia3KyCm...)** | 2025-09-16 14:07:01 UTC

First and Last Name: Bill Greier Email: bill.greier@gmail.com Other contact info if possible: NA Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

**EMAIL | Agent (Xia3KyCm...)** | 2025-09-16 14:07:09 UTC

**From:** support@halocollar.com

**To:** bill.greier@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Bill, My name is Rodrigo, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Rodrigo Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**System/AI** | 2025-09-16 14:07:12 UTC | halocollar.com

The fence itself doesn't move, but GPS drift can cause slight variations in your dog's reported location. Normally, you can expect 7–10 feet of drift due to normal satellite variation. If you notice drift beyond this range, it might be due to poor GPS signal or temporary satellite issues. To minimize drift, ensure the collar is fitted correctly, adjust the virtual fence as needed, and keep your app and collar firmware updated. If you have more questions or need further assistance, feel free to ask!

**TOPIC CHANGE | Agent (Xia3KyCm...)** | 2025-09-16 14:07:21 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE | Agent (Xia3KyCm...)** | 2025-09-16 14:07:24 UTC | Status: CLOSED



## Conversation: hELBkq\_LTWSDGf5fsonhyw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:06:35 UTC to 2025-09-16 14:15:19 UTC

PHONE\_CALL | Customer (5JZVk5Zk...) | 2025-09-16 14:06:35 UTC

### AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 14:14:49 UTC

Live Team Notes Serial Numbers: 25h4308140rt FW:v.02.06.05 Issue/ Need: cx wants to know why the lte service not switching to T mobile Troubleshooting & Actions Taken: informed cx it connects to the nearest signal tower, its in built we cant switch carrier Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, Kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (gJyogQbb...) | 2025-09-16 14:15:04 UTC

**From:** support@halocollar.com

**To:** hfpkrlen@gmail.com

**Subject:** Halo Support Follow Up

Hello Hans, Thank you for calling Halo Support today. This is Wisha. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Agent (gJyogQbb...) | 2025-09-16 14:15:19 UTC | Status: CLOSED

## Conversation: f8zrQajuTFez\_SdupRbmbw

Messages: 9 | Customers: 1 | Duration: 2025-09-16 14:06:39 UTC to 2025-09-16 23:01:53 UTC

### AGENT NOTE | Agent (KiK-0-RR...) | 2025-09-16 14:06:39 UTC

Live Team Notes Serial Numbers: 25h4211248rt FW: v.03.00.05 Issue/ Need: Customer called back after troubleshooting with a previous agent regarding a collar that wouldn't charge. Troubleshooting & Actions Taken: Warranty sent, address confirmation email sent, customer insisted on answering the email on her own time Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehHzEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (KiK-0-RR...) | 2025-09-16 14:06:45 UTC

**From:** support@halocollar.com  
**To:** heathersenior95@yahoo.com  
**Subject:** Halo Collar: Thank you!

Hello Heather, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ryan Halo Customer Support Halo Collar | Here for you and your best friend  
Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*TOPIC CHANGE | Agent (KiK-0-RR...) | 2025-09-16 14:06:58 UTC*

*Added: 5PPI2RS4TSeSg5z-6z7TAQ, f5K70j-7T1qdE8RdQP8GZg, oa5e98htSpOozRqx9wftLg*

*STATUS CHANGE | Agent (KiK-0-RR...) | 2025-09-16 14:07:03 UTC | Status: CLOSED*

*STATUS CHANGE | Agent (b\_XA60eU...) | 2025-09-16 23:00:41 UTC | Status: OPEN*

*TOPIC CHANGE | Agent (b\_XA60eU...) | 2025-09-16 23:00:52 UTC*

*Added: pBWJnskWSaWmW9N0mYr-1w*

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:00:53 UTC

**From:** support@halocollar.com  
**To:** heathersenior95@yahoo.com  
**Subject:** Re: Halo Collar: Thank you!

Hello Heather, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Tuesday, September 16, 2025, 10:06 AM support@halocollar.com wrote: > Hello Heather, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Ryan > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need

more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:00:57 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

***STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:01:53 UTC | Status: CLOSED*

## Conversation: 7dt57I3TR3-6MQKeoQkiNA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:06:50 UTC to 2025-09-16 14:11:49 UTC

**EMAIL | Agent (YumuZHIE...) | 2025-09-16 14:06:50 UTC**

**From:** support@halocollar.com

**To:** courtneylj@gmail.com

**Subject:** Re: Halo Collar- Your Thoughts Matter!

Hi Courtney, Thank you for your response. We appreciate you sharing your feedback regarding the previous issue and would love to assist! To help make up for any plan time you may have missed and the inconvenience caused, I've sent you a \$25 Tremendous gift card. Tremendous is a secure platform that lets you choose how to receive the funds, whether that's a Visa gift card, PayPal, Venmo, or direct deposit. You should receive an email from Tremendous shortly with your redemption details. As always, if you have any questions or need further assistance, please don't hesitate to reach out. You can reply directly to this email or connect with our support team in the Dog Park. We hope this helps, and we wish you a great day! Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 3:27 PM "Courtney Cardinal" wrote: > You must be referring to feedback that I sent in July (?) it is now > September? > The collar has been working since the last time we had it replaced, I am > not sure what you could do to resolve it now. But I will reach out if one > of the collars stops working and I would hope that your team would consider > giving us a discount or complementary service on the subscription when it > is time to renew in October. > > Best, > Courtney > > On Mon, Sep 15, 2025 at 11:46 AM Halo Collar wrote: > > Hello Courtney, > > > My name is Bree, and I want to thank you for sharing your feedback. I read > > your comments\*,\* and I completely understand how important this is for > > you and your dog's safety. > > > I'd love the chance to help. If you reply to this email, we can work > > together to sort this out. You can also schedule a time > > to speak with our > > Halo Concierge team. > > > I'm here when you're ready. Your dog's safety always comes first. > > > > Best Regards, > > Bree > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > >

**AGENT NOTE | Agent (YumuZHIE...) | 2025-09-16 14:11:47 UTC**

Intermediate Notes Issue/ Need: Response to NPS Outreach Previous Steps:(previous interactions) Cx was contacted in regard to Negative NPS feedback Recap/TS: (current interaction) Cx responded advising this was in regard to an issue from July. Noted their wish to receive reimbursement for plan time when they renew in October I reviewed cx's plan which is annual bronze - issued \$25 gc which equates to about 2 months worth of plan time Advised cx that we appreciate the response and have issued a gift card to help with any time they lost out on in addition to the inconvenience. Noted they can always reach out if they have any additional questions or concerns moving forward. Resources: (Articles, Slack Threads, Docs) Admin Portal - issued gc Next Steps: Nothing needed currently. Cx will reach back out if anything is needed in the future.

**STATUS CHANGE | Agent (YumuZHIE...) | 2025-09-16 14:11:49 UTC | Status: CLOSED**

## Conversation: GTftY8LJQ4CCEiE945CK9Q

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:08:24 UTC to 2025-09-16 14:09:09 UTC*

**Customer (JFmzl88o...) | 2025-09-16 14:08:24 UTC | halocollar.com**

Is there a phone number to call

**System/AI | 2025-09-16 14:09:09 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: yPnie819RU2zvNlu\_ZGOaQ

Messages: 12 | Customers: 1 | Duration: 2025-09-16 14:08:29 UTC to 2025-09-16 21:05:17 UTC

**PHONE\_CALL** | Customer (8yCO0onu...) | 2025-09-16 14:08:29 UTC

**EMAIL** | Agent (1SOmeXH2...) | 2025-09-16 14:28:10 UTC

**From:** support@halocollar.com

**To:** scjirik@gmail.com

**Subject:** Halo Support Follow-Up

Hello Stephen, Thank you for calling Halo Support today. This is Abdul. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Abdul Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (1SOmeXH2...) | 2025-09-16 14:28:12 UTC

Live Team Notes Serial Numbers: 25h4042132rt FW: v.03.01.02 Issue/ Need: Inconsistent Feedback received on the collar Troubleshooting & Actions Taken: pushed the latest fw update to the collar and guided cx to take the collar out for recalibration Cx would reach back out to us after doing the Hand test Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (1SOmeXH2...) | 2025-09-16 14:28:20 UTC

Added: E4J13GBrQGCUEzqHyCu0GA

**STATUS CHANGE** | Agent (1SOmeXH2...) | 2025-09-16 14:28:21 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (8yCO0onu...) | 2025-09-16 20:22:57 UTC | Status: OPEN

**PHONE\_CALL** | Customer (8yCO0onu...) | 2025-09-16 20:22:57 UTC

**AGENT NOTE** | Agent (WoybJUAL...) | 2025-09-16 20:55:03 UTC

Live Team Notes Serial Numbers: 25h4042132rt FW: v.03.01.02 PRODBETA Issue/ Need: cx has a collar in a campground and the feedback is inconsistent and happening in the boundaries , Troubleshooting & Actions Taken: we updated the map area for the campground and hard reset the collar with no result, requested screenshots and screen recording to escalate this to the CET. Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**AGENT NOTE** | Agent (WoybJUAL...) | 2025-09-16 21:05:00 UTC

Manager Request Notes Customer Information Serial Number: 25h4042132rt Firmware Version: v.03.01.02 PRODBETA Order Number: AW-20250605-22619 Why is this being escalated? (What happened?) cx is not happy with escalating this to the CET because he has attempted TS Steps with a prior pro and doesn't want to spend any more time on this and would like to speak to a manager about his frustrations and wants a fast resolution What is the customer requesting? To speak to a manager about this collar not working and wants a fast resolution without escalating to CET as he has worked with us to get this collar working and is not home and needs his collar What has already been done with the

customer? (Previous steps taken?) TS Steps for Tier 1 Guide for indoorfeedback, hard reset and map update Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) PHONE CALL Phone number:+18156682210 Email address: scjirik@hotmail.com Please do not promise a time frame for a response.

*TOPIC CHANGE | Agent (WoybUALE...) | 2025-09-16 21:05:08 UTC*

*Added: y5p26f9RQxiykowWrcyu6Q | Removed: E4J13GBrQGCUEzqHyCu0GA*

**EMAIL | Agent (WoybUALE...) | 2025-09-16 21:05:12 UTC**

**From:** support@halocollar.com

**To:** scjirik@gmail.com

**Subject:** Halo Support Follow Up

Hello Stephen, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Michelle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:28 AM support@halocollar.com wrote: > Hello Stephen, > > Thank you for calling Halo Support today. This is Abdul. It was truly a pleasure speaking with you and learning more about you and your pup. > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > > With pawsitivity, > Abdul > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*STATUS CHANGE | Agent (WoybUALE...) | 2025-09-16 21:05:17 UTC | Status: CLOSED*

## Conversation: HeaJtG08Q5ObgpbPTvDMrA

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:09:06 UTC to 2025-09-16 14:09:10 UTC*

**PHONE\_CALL** | Customer (LafmdDTG...) | 2025-09-16 14:09:06 UTC

**STATUS CHANGE** | Unknown | 2025-09-16 14:09:10 UTC | Status: CLOSED



## Conversation: aeQHrsmPSQWtfY9rXVEehA

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:09:25 UTC to 2025-09-16 14:09:27 UTC*

**PHONE\_CALL** | *Customer (CWHPBsxr...) | 2025-09-16 14:09:25 UTC*

**STATUS CHANGE** | *Unknown | 2025-09-16 14:09:27 UTC | Status: CLOSED*

## Conversation: \_71SyrSqT4KCmftklVejdA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:09:49 UTC to 2025-09-16 14:26:22 UTC

**PHONE\_CALL** | Customer (vOQnCCE-...) | 2025-09-16 14:09:49 UTC

### **AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 14:23:38 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Heidi Ashton Email: redtehya@gmail.com Phone Number: 14354660616 Collar SN: 24h3221509rt Collar FW: v.02.08.11 Collar Purchased From: Halo Resources: gladly, a/p Recap/TS: Cx states collar gives indoor feedback. Had cx HR and gps walk collar. Cx cited needing to HR collar often. Issue resolved. Advsd cx to monitor collar activity and reply to email w/ screenshot if issue reoccurs. Next Steps: Snding phone f/u p/r.

### **EMAIL | Agent (DBqblO4n...) | 2025-09-16 14:26:15 UTC**

**From:** support@halocollar.com

**To:** redtehya@gmail.com

**Subject:** Halo Support Follow-Up

Hello Heidi, Thank you for calling Halo Support today. This is Aljerome. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. As discussed, if the issue with Ginger's collar reoccurs, please reply to this email with a screenshot of the app showing where the collar is when the incorrect feedback is received. We can then escalate this to our Tier 2 team for further troubleshooting. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (DBqblO4n...) | 2025-09-16 14:26:21 UTC

Added: E4J13GBrQGCUEzqHyCu0GA

**STATUS CHANGE** | Agent (DBqblO4n...) | 2025-09-16 14:26:22 UTC | Status: CLOSED

## Conversation: mRGtm8y-RPC-4Fp1G8bMgA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:09:58 UTC to 2025-09-16 14:25:24 UTC

**PHONE\_CALL** | Customer (NN2UzhMn...) | 2025-09-16 14:09:58 UTC

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:24:50 UTC**

**From:** support@halocollar.com

**To:** mol0898@gmail.com

**Subject:** WISMO

Hello Mark, Thank you for calling Halo Support today. This is Rabindra. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 14:24:54 UTC**

First and Last Name: Mark Mol Email: ■mol0898@gmail.com Phone Number: 17162390391 Collar SN: 25h4242635rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly RES Recap/TS: The cx is checking on the status of their order. Next Steps: The cx made a mistake. They missed something. Submit as resolved.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 14:25:05 UTC

Added: Dbqm9pCrREGVRpAAU0FvIA

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 14:25:24 UTC | Status: CLOSED

## Conversation: wjFDMCLSQGaW2RIa0Q401g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:10:03 UTC to 2025-09-16 14:39:00 UTC

EMAIL | Customer (7bsGzK\_q...) | 2025-09-16 14:10:03 UTC

**From:** katiwarnar825@gmail.com

**To:** support@halocollar.com

**Subject:** Re: RMA: AW-20250915-45954 (25h4081808rt) - Warranty Replacement - Please confirm shipping address - sent link & deactivation notice within the Halo App

Hello Michele, My address is 38 Warner Pond Ln, Hebron, CT 06248. Thank you, Katie Warner On Mon, Sep 15, 2025 at 10:17 AM Halo Collar wrote: > Hello Katie, > > Thanks for reaching out to Halo Support! My name is Michele, and I'll be > assisting you. > I submitted your warranty request, and we are preparing your replacement > collar. > > \*What to expect next:\* > > - You'll\* receive an email shortly\* with a link to review and confirm > (or update) your address. > - Please open the email on your mobile device and ensure the Halo App > is installed to access the link successfully. > - Once your address is confirmed, we'll move forward with shipping > your replacement. > - \*Your address must be confirmed before we can proceed with the > shipping process. \* > > \*Please discontinue using your current collar immediately, as it will be > deactivated due to a technical issue.\* > > Thank you for being part of our Halo Pack! > > With pawsitivity, > Michele > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Monday, September 15, 2025, 10:17 AM support@halocollar.com wrote: > > Hello Katie, > > My name is Michele and I want to thank you for your email. > > \*Please discontinue use of the collar immediately. Your Halo Collar will > be deactivated due to a technical issue.\* > > We understand the importance of the collar in keeping your dog safe, and > this decision is made with your pet's well-being as our top priority. > > \*Here's what to expect:\* > > - Why it's being deactivated: A technical issue was detected that > could impact the collar's performance. > - Why this matters: Using a collar with a known issue could lead to > inconsistent tracking or functionality. Deactivation helps prevent any > false sense of security. > - If you're waiting on a replacement: Your new collar will be shipped > as soon as possible, and we'll send tracking details when it's on the way. > - Order information:\* Order Status Dashboard\* > > > \*Requirements For Replacement Collars:\* > > - All replacement requests require shipping address confirmation > - Ensure the Halo App has been downloaded to your phone > - You will receive an email that you will need to open on your phone > - Click the link to confirm your shipping address > > We understand that this can be inconvenient, but safety is our top > priority. > > We appreciate your patience. If you have any questions, please don't > hesitate to reach out. > We're here to help! > > With pawsitivity, > Michele > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Monday, September 15, 2025, 10:12 AM support@halocollar.com wrote: > > Hello Katie, > > It's good to hear from you again. Thank you so much for your kind note. > We want you to know how much we appreciate you being part of the Halo > family. > > If we can help you in any way in the future, please don't hesitate to let > me know. > We wish you and your pup all the best on your adventures together. > > With pawsitivity, > Michele > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Monday, September 15, 2025, 9:08 AM "Katie Warner" katiwarnar825@gmail.com> wrote: > > Thank you for your help! > > I really appreciate it!! > > -Katie Warner > > On Sep 13, 2025, at 5:22 PM, Halo Collar wrote: > > ■ > Hello Katie, > > Thank you for confirming that information! > > I've gone ahead and submitted the request to have your Strap Adjustment > Kit shipped. This includes the rivets needed to replace the missing one. > > \*Here's an update: \* > > - Our Orders Team is working diligently to expedite the shipment of > your accessory order as

soon as possible. > - You will receive an email confirmation when it ships. > - We understand the importance of having a fully functioning product, > and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, > don't hesitate to reach out. We're here and happy to help! > > Best Regards, > Emma > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Friday, September 12, 2025, 11:29 PM "Katie Warner" katiwarnar825@gmail.com> wrote: > > Awesome. Thank you. > > Phone: 678-910-6902 > > Address: > 38 Warner Pond Lane > Hebron, CT 06248 > > -Katie Warner > > On Sep 12, 2025, at 3:53 PM, Halo Collar wrote: > > ■ > Hi Katie, > > Thank you for the picture! We do have replacement parts and would be more > than happy to ship them out to you. > > Could you confirm the following information? > > - Phone Number > - Shipping Address > > > As soon as we have those details, we'll get the order created for > shipment! > > Best Regards, > Emma > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Friday, September 12, 2025, 3:10 PM "Katie Warner" katiwarnar825@gmail.com> wrote: > > Hi Emma, > > Thank you for the follow up. > Below is the picture. I need a replacement pin for this collar. > > > > Thank you, > -Katie Warner > > On Sep 12, 2025, at 10:11 AM, Halo Collar wrote: > > ■ > Hello Katie, > > Thank you for reaching back out! > > Could you send a picture of the missing item you need? We'd be more than > happy to help! > > Best Regards, > Emma > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Friday, September 12, 2025, 10:04 AM "Katie Warner" katiwarnar825@gmail.com> wrote: > > Hello! > > Yes, would it be possible to get a replacement pin for my dogs collar > without having to set up a call? > > -Katie Warner > > On Sep 12, 2025, at 8:17 AM, Halo Collar wrote: > > ■ > Hello Katie, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar > Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar > hasn't gone as expected. Thank you for taking the time to share your > feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, > and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us > — whichever is > easier for you. I'm here and ready to help however I can. > > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, > Bree > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > > > > > > >

**STATUS CHANGE** | Customer (7bsGzK\_q...) | 2025-09-16 14:10:03 UTC | Status: OPEN

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:38:57 UTC**

**From:** support@halocollar.com

**To:** katiwarnar825@gmail.com

**Subject:** Warranty

Hello Katie, My name is Rabindra, and I want to thank you for your email. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:10 AM "Katie Warner" wrote: >

Hello Michele, > > My address is 38 Warner Pond Ln, Hebron, CT 06248. > > Thank you, > > Katie Warner > > On Mon, Sep 15, 2025 at 10:17 AM Halo Collar wrote: > > > Hello Katie, > > > Thanks for reaching out to Halo Support! My name is Michele, and I'll be > > assisting you. > > I submitted your warranty request, and we are preparing your replacement > > collar. > > > \*What to expect next:\* > > > - You'll\* receive an email shortly\* with a link to review and confirm > > (or update) your address. > > - Please open the email on your mobile device and ensure the Halo App > > is installed to access the link successfully. > > - Once your address is confirmed, we'll move forward with shipping > > your replacement. > > - \*Your address must be confirmed before we can proceed with the > > shipping process. \* > > > > > \*Please discontinue using your current collar immediately, as it will be > > deactivated due to a technical issue.\* > > > Thank you for being part of our Halo Pack! > > > With pawsitivity, > > Michele > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > On Monday, September 15, 2025, 10:17 AM support@halocollar.com wrote: > > > Hello Katie, > > > My name is Michele and I want to thank you for your email. > > > \*Please discontinue use of the collar immediately. Your Halo Collar will > > be deactivated due to a technical issue.\* > > > > We understand the importance of the collar in keeping your dog safe, and > > this decision is made with your pet's well-being as our top priority. > > > \*Here's what to expect:\* > > > - Why it's being deactivated: A technical issue was detected that > > could impact the collar's performance. > > - Why this matters: Using a collar with a known issue could lead to > > inconsistent tracking or functionality. 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If you have any questions, please don't > > hesitate to reach out. > > We're here to help! > > > With pawsitivity, > > Michele > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > On Monday, September 15, 2025, 10:12 AM support@halocollar.com wrote: > > > Hello Katie, > > > It's good to hear from you again. Thank you so much for your kind note. > > We want you to know how much we appreciate you being part of the Halo > > family. > > > If we can help you in any way in the future, please don't hesitate to let > > me know. > > We wish you and your pup all the best on your adventures together. > > > With pawsitivity, > > Michele > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > On Monday, September 15, 2025, 9:08 AM "Katie Warner" > katiewriter825@gmail.com> wrote: > > > Thank you for your help! > > I really appreciate it!! > > > -Katie Warner > > > On Sep 13, 2025, at 5:22 PM, Halo Collar wrote: > > > ■ > > Hello Katie, > > > Thank you for confirming that information! > > > I've gone ahead and submitted the request to have your Strap Adjustment > > Kit shipped. This includes the rivets needed to replace the missing one. > > > \*Here's an update: \* > > > > - Our Orders Team is working diligently to expedite the shipment of > > your accessory order as soon as possible. > > - You will receive an email confirmation when it ships. > > - We understand the importance of having a fully functioning product, > > and we're committed to resolving any issues to your complete satisfaction. > > > > If you have any questions or need further assistance in the meantime, > > don't hesitate to reach out. We're here and happy to help! > > > Best Regards, > > Emma > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > On Friday, September 12, 2025, 11:29 PM "Katie Warner" > katiewriter825@gmail.com> wrote: > > > Awesome. Thank you. > > > Phone: 678-910-6902 > > > Address: > >

**STATUS CHANGE** / Agent (jAlUuvEy...) / 2025-09-16 14:39:00 UTC / Status: CLOSED



## Conversation: BQ9GgxGFTi69SmMkDgmUwQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:10:11 UTC to 2025-09-16 14:45:25 UTC

EMAIL | Customer (i5kLqUf6...) | 2025-09-16 14:10:11 UTC

**From:** noreply@halocollar.com

**To:** support@halocollar.com

**Subject:** How would you rate your experience

How would you rate your most recent experience with Halo Customer Support? Very unsatisfied (



RmTyfkV-2BuxA4LZw13Gn-2FkzTIG2Vu75RGOcYRQtEDIWW4Ps8euWgP-2FAGarSUfu  
vRNNE9Qh-2BKbApWu2-2FOQ71DQh2tTx5IgDOGjGgqJq2frjHNqHShGNqA0qh8ayto3o  
CUuipoUWev0ZUjJGkNZAnl-2FPIG4nlBy5-2BIXP9sWquzzCSXGvg-2Fv2v1gROWgabE0  
MjJ9FwiqveYWodwEK6PTtV-2Bhkn1Hf5-2B2K78LQ8sKTJpAJ7jUqwsWO5oS9UhLIMgY  
1LBx81C5HU4rUk-3D ) Very satisfied Unsubscribe ( ) - Unsubscribe Preferences ( )

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 14:45:21 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 14:45:25 UTC | Status: CLOSED

## Conversation: vliGBRD3SSaMvzEkG-I2hg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:10:45 UTC to 2025-09-16 14:11:19 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 14:10:45 UTC

Live Team Notes Serial Numbers: 25h4222831rt FW: v.03.00.05 Issue/ Need: This is the cx 6th time needing a replacement collar- upset Was told if he needed another replacement we would send him the blaze orange Strap is missing rivets Troubleshooting & Actions Taken: Cx verified shipping for warranty Ordered the blaze case and strap bc cx was told we could this time Adv I would notate this is a multiple collar situation Order #1660319 Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Gladly notes Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?t=ab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 14:11:12 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, zHerDDHSRyKoaFtPZdCcew, TBIYQeeWQ1WYGwJW\_fjh2Q, -LmskJFZShWIOOnMJuMqlA

**STATUS CHANGE** | Agent (VM047vR9...) | 2025-09-16 14:11:19 UTC | Status: CLOSED

## Conversation: CxQYrs1KRGek9js7Lkp7JQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:10:49 UTC to 2025-09-16 14:12:56 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 14:10:49 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cancel sub and issue refund Recap (When/Where/What the customer wants) Cx wants their sub cancelled and refunded Cx has open return in after ship RMA #O4FOMMJ5 SN'S -25h4306753rt - 25h4304958rt OG order number #1656780 Cancelled sub immediately and refunded the annual payment of \$203.78. Is This Resolved/Follow-Up Required? Resolved - Y If Follow Up Is Required (What/When) Sending cx email that the sub has been cancelled refunded Optional Additional Info:

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 14:12:44 UTC

**From:** support@halocollar.com

**To:** kallie.mallory@outlook.com

**Subject:** Halo Collar Subscription Update

Hello Kallie, Thanks for reaching out to Halo Support! My name is Tiff. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge of \$203.78. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Tiff Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**TOPIC CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 14:12:47 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 14:12:56 UTC | Status: CLOSED

## Conversation: RIFOjeceTJ2xyanW7-z36Q

Messages: 7 | Customers: 1 | Duration: 2025-09-16 14:11:36 UTC to 2025-09-16 14:30:13 UTC

**PHONE\_CALL** | Customer (M\_Uwqboz...) | 2025-09-16 14:11:36 UTC

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 14:21:27 UTC

Added: majmLeKgRJekuZZECNBxAQ, Z3qy\_B6uR8CPWZWZA-uJWg, CF6\_882xQ3eGEtbPbwDdWQ

**EMAIL | Agent (poWIULpl...) | 2025-09-16 14:21:59 UTC**

**From:** support@halocollar.com

**To:** farm@middlecreekfarmal.com

**Subject:** 1. How to Perform a Hard Reset on Your Halo Collar

Hello Denise, Here is the troubleshooting to perform, and if the issues still persist, proceed to send is the System Logs & Diagnostic Files. How to Perform a Hard Reset on Your Halo Collar ■■ Important: Only perform a Hard Reset if your collar is completely unresponsive, whether it's plugged in or not. ■■ Steps to Perform a Hard Reset Plug the collar into the chargerPlace it on a flat surface with the charging cable facing upPress and hold the power button for 60 secondsDo not release earlyYou may feel 3 vibrations and see a red flashing battery light, but continue holding for the full 60 secondsRelease the button and wait 15–20 seconds The collar should restart automatically: The battery light will turn solid green briefly, then start flashing greenThe Paw LED will flash once when the collar turns back onWhat to Expect After a Hard ResetThis will erase all GPS location data saved on the collarYou will need to reinitialize GPS after completing the reset For help with GPS accuracy, read this information: GPS Adjustments If you have any additional questions, please contact Halo Collar Customer Service. We're happy to assist you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Agent (poWIULpl...) | 2025-09-16 14:22:25 UTC**

**From:** support@halocollar.com

**To:** farm@middlecreekfarmal.com

**Subject:** 2. Halo Collar Sending Log and Diagnostic Files

Hello Denise, My name is Kenny, and I'm happy to assist you. Here is information on how to send System Logs or Diagnostic Files to Customer Support during troubleshooting. You'll need the following: Your Halo CollarA USB-C charging cable (the one that came with your collar or another USB-C cable)A PC or Mac computer Step-by-Step Instructions: Make sure the collar is turned ONPress the power button onceThe Logo light will start blinkingRecreate or observe the issue (if possible)Try to reproduce the behavior by hand testing the collar Create a new diagnostic file: Press the power button again (a short press)This saves the log to the collar's internal storageConnect the collar to your computer using the USB-C cableTurn the collar OFF to enter low power modePress and hold the power button for 5 secondsThe collar will vibrate three timesRelease the button when vibration endsOpen File Explorer (Windows) or Finder (Mac) on your computerYour computer may show a notification that a new device was connectedIf the collar does not appear, try a Hard Reset:Hold the power button for 60 seconds, then try connecting againOnce connected, the collar will appear as a USB driveOn a PC: likely listed as D: or E:On a Mac: likely listed as "noname"Open the USB driveYou should see folders named:loglogsconfigFWsgeediagsFrom here, follow any instructions from Customer Support on which files or folders to send. How to Send Log and Diag Files to Customer Support:Open the collar's USB drive on your computerLocate and copy the "log" folderPaste or attach this folder to your email reply to Customer SupportThese files are usually small, so you should be able to send the full folderIf needed, just attach the most recent log filesNext, locate and attach the "diags" folderThis folder contains several .json filesAttach it to the same email along with the log folder/filesWhere to Send the Files:If you

already have an open support ticket, reply to that email. If not, send a new email to: support@halocollar.com

**Important Notes:** If you're submitting files for more than one collar, send them in separate emails. Include the serial number of each collar in the email. Files do not indicate which collar they came from. Once files are attached and sent: Safely eject the collar from your computer. Press the ON button to turn the collar back on and resume use. If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend

■ Need more help? ■ support@halocollar.com | ■ Halo Help Center

■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week. Join Session to speak with the next available agent. On Tuesday, September 16, 2025, 10:21 AM support@halocollar.com wrote: > Hello Denise, > > Here is the troubleshooting to perform, and if the issues still persist, proceed to send the System Logs & Diagnostic Files. > > How to Perform a Hard Reset on Your Halo Collar > > ■ ■ Important: Only perform a Hard Reset if your collar is completely unresponsive, whether it's plugged in or not. ■ ■ > > Steps to Perform a Hard Reset > Plug the collar into the charger. Place it on a flat surface with the charging cable facing up. Press and hold the power button for 60 seconds. Do not release early. You may feel 3 vibrations and see a red flashing battery light, but continue holding for the full 60 seconds. Release the button and wait 15–20 seconds. > The collar should restart automatically: > The battery light will turn solid green briefly, then start flashing green. The Paw LED will flash once when the collar turns back on. What to Expect After a Hard Reset: This will erase all GPS location data saved on the collar. You will need to reinitialize GPS after completing the reset. > For help with GPS accuracy, read this information: GPS Adjustments > > If you have any additional questions, please contact Halo Collar Customer Service. We're happy to assist you! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**EMAIL | Agent (poWIULpl...) | 2025-09-16 14:26:45 UTC**

**From:** support@halocollar.com

**To:** farm@middlecreekfarmal.com

**Subject:** Follow Up

Hello Denise, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend

■ Need more help? ■ support@halocollar.com | ■ Halo Help Center

■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week. Join Session to speak with the next available agent. On Tuesday, September 16, 2025, 10:22 AM support@halocollar.com wrote: > Hello Denise, > > My name is Kenny, and I'm happy to assist you. > > Here is information on how to send System Logs or Diagnostic Files to Customer Support during troubleshooting. > > You'll need the following: > Your Halo Collar. A USB-C charging cable (the one that came with your collar or another USB-C cable). A PC or Mac computer. > Step-by-Step Instructions: > Make sure the collar is turned ON. Press the power button once. The Logo light will start blinking. Recreate or observe the issue (if possible). Try to reproduce the behavior by hand testing the collar. > Create a new diagnostic file: > Press the power button again (a short press). This saves the log to the collar's internal storage. Connect the collar to your computer using the USB-C cable. Turn the collar OFF to enter low power mode. Press and hold the power button for 5 seconds. The collar will vibrate three times. Release the button when vibration ends. Open File Explorer (Windows) or Finder (Mac) on your computer. Your computer may show a notification that a new device was connected. If the collar does not appear, try a Hard Reset: Hold the power button for 60 seconds, then try connecting again. Once connected, the collar will appear as a USB drive. On a PC: likely listed as D: or E:. On a Mac: likely listed as "noname". Open the USB drive. You should see folders named: log, logs, config, FWs, geediags. From here, follow any instructions from Customer

Support on which files or folders to send. > > How to Send Log and Diag Files to Customer Support: Open the collar's USB drive on your computer. Locate and copy the "log" folder. Paste or attach this folder to your email reply to Customer Support. These files are usually small, so you should be able to send the full folder. If needed, just attach the most recent log files. Next, locate and attach the "diags" folder. This folder contains several .json files. Attach it to the same email along with the log folder/files. Where to Send the Files: If you already have an open support ticket, reply to that email. If not, send a new email to: support@halocollar.com. Important Notes: If you're submitting files for more than one collar, send them in separate emails. Include the serial number of each collar in the email. Files do not indicate which collar they came from. Once files are attached and sent: Safely eject the collar from your computer. Press the ON button to turn the collar back on and resume use. If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend. > > Need more help? > support@halocollar.com | Halo Help Center > Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 10:21 AM support@halocollar.com wrote: > > > Hello Denise, > > > > Here is the troubleshooting to perform, and if the issues still persist, proceed to send us the System Logs & Diagnostic Files. > > > > How to Perform a Hard Reset on Your Halo Collar > > > > Important: Only perform a Hard Reset if your collar is completely unresponsive, whether it's plugged in or not. > > > > Steps to Perform a Hard Reset > > > > Plug the collar into the charger. Place it on a flat surface with the charging cable facing up. Press and hold the power button for 60 seconds. Do not release early. You may feel 3 vibrations and see a red flashing battery light, but continue holding for the full 60 seconds. Release the button and wait 15–20 seconds > > The collar should restart automatically: > > The battery light will turn solid green briefly, then start flashing green. The Paw LED will flash once when the collar turns back on. What to Expect After a Hard Reset: This will erase all GPS location data saved on the collar. You will need to reinitialize GPS after completing the reset > > For help with GPS accuracy, read this information: GPS Adjustments > > > > If you have any additional questions, please contact Halo Collar Customer Service. We're happy to assist you! > > > > With pawsitivity, > > Kenny > > Halo Customer Support > > Halo Collar | Here for you and your best friend. > > > > Need more help? > > support@halocollar.com | Halo Help Center > > Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

#### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 14:30:11 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Denise Kirkpatrick Email: farm@middlecreekfarmal.com Phone Number: +12566794910 Collar SN: 24h4411552rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx's collar not giving feedback when their dog is outside overnight. Cx says the pet pin gets stuck. Email cx "Hard Reset" & "Halo Collar Sending Log and Diagnostic Files" Advised cx that regardless if a hard reset resolves the issue, to still send us the logs & diag files for CET to investigate, as a precaution. Next Steps: Wait for cx to F/U. Once logs & diag files received, escalate to CET.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 14:30:13 UTC | Status: CLOSED

## Conversation: KUIJbmvFRICJR4nZMy1S\_A

Messages: 11 | Customers: 1 | Duration: 2025-09-16 14:11:36 UTC to 2025-09-16 15:27:55 UTC

**STATUS CHANGE** | Customer (YqBlqp8v...) | 2025-09-16 14:11:36 UTC | Status: OPEN

**PHONE\_CALL** | Customer (YqBlqp8v...) | 2025-09-16 14:11:37 UTC

### AGENT NOTE | Agent (qssY5KY8...) | 2025-09-16 14:23:46 UTC

Live Team Notes Serial Numbers: n/a FW: n/a Issue/ Need: Wanted to find out if she returned the Halo 4 and paid for a pack plan annually would she receive whatever she hasn't used back to her, adv cx that we would take a look at it and send over to our billing Troubleshooting & Actions Taken: N/A Resources Used (provide details): AP, Gladly, ZD, ZD Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (qssY5KY8...) | 2025-09-16 14:24:04 UTC

**From:** support@halocollar.com

**To:** betsygillis73@gmail.com

**Subject:** Halo Support Follow Up

Hello Betsy, We hope you and your pup are doing great today! My name is Ashley, and I'm following up on your recent experience with our Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Ashley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 4:02 PM support@halocollar.com wrote: > Hello Betsy, > > Thank you for calling Halo Support today. This is Able. It was truly a pleasure speaking with you and learning more about you and your pup. > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > > > With pawsitivity, > Able > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qssY5KY8...) | 2025-09-16 14:24:11 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (YqBlqp8v...) | 2025-09-16 15:17:17 UTC | Status: OPEN

**PHONE\_CALL** | Customer (YqBlqp8v...) | 2025-09-16 15:17:17 UTC

### AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 15:27:07 UTC

Live Team Notes Serial Numbers: n/a FW: Issue/ Need: Saw an IG ad for free shipping after purchasing, and cx wants to get the free shipping, cx used the halo25 1660318-Order number Troubleshooting & Actions Taken: Reached out to RES, cx already used the free ship code which is halo25 so to speak Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.



EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 15:27:35 UTC

**From:** support@halocollar.com

**To:** betsygillis73@gmail.com

**Subject:** Halo Support Follow Up

Hello Betsy, Thank you for calling Halo Support today. This is Heather O. It was truly a pleasure speaking with you. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:24 AM support@halocollar.com wrote: > Hello Betsy, > > We hope you and your pup are doing great today! > My name is Ashley, and I'm following up on your recent experience with our Customer Support Team. > > We're so glad we could help — and we'd be truly grateful if you'd share your feedback. > Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. > > Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! > If you're up for it, you can leave a quick review here: leave a review! > > Thank you again for being part of the Halo Pack. We're lucky to have you! > > With pawsitivity, > Ashley > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 4:02 PM support@halocollar.com wrote: > > > Hello Betsy, > > > Thank you for calling Halo Support today. This is Able. It was truly a pleasure speaking with you and learning more about you and your pup. > > > I hope I addressed all of your questions and provided the clarity you needed. > > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > > We're always happy to help, whether by phone, email, or through our live support options. > > Thank you for being part of our pack! > > > > With pawsitivity, > > Able > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**TOPIC CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 15:27:40 UTC

Removed: NCR2eulFTRyzoCpXePNHpw

**STATUS CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 15:27:55 UTC | Status: CLOSED



## Conversation: 4FIXPEIIR-6g\_I1eTvnWeA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 14:11:38 UTC to 2025-09-16 14:11:38 UTC*

**EMAIL | Customer (OFBpavi1...) | 2025-09-16 14:11:38 UTC**

**From:** mark.houde@me.com

**To:** support@halocollar.com

**Subject:** [Not Virus Scanned] [HALO-APP] Login issue

Sent from my iPhone Mark Houde Cell (480) 466-1875 283 Big Spring RD West Grove PA 19390-9014

## Conversation: UxhIZinjR4-OvU3UmQzq2A

Messages: 6 | Customers: 1 | Duration: 2025-09-16 14:12:22 UTC to 2025-09-16 14:21:07 UTC

**PHONE\_CALL** | Customer (Tvtg8lxQ...) | 2025-09-16 14:12:22 UTC

### AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 14:19:00 UTC

Live Team Notes Serial Numbers: n/a FW: n/a Issue/ Need: Wism refund Troubleshooting & Actions Taken: Cx said they had called to cancel their plan Said they were told the sub plan will be refunded after it was cancelled Case wasn't escalated to billing Checked with RES, escalate to billing Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP , gladly notes Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 14:20:39 UTC

Billing Team Escalation Notes Affected Serial Number: 24h3330493rt ; 23h3262269rt FW: 1.26.005 Order ID: 1488932 RMA Ticket #: Subscription Start Date: Aug 24, 2024 8:57 PM Reason for Escalation: WISM refund Requested Action: Cx had asked to cancel their sub plan end of last month and was told they will be refunded for the sub plan. He said he hasn't received it yet.

### EMAIL | Agent (wIA9Uacl...) | 2025-09-16 14:20:55 UTC

**From:** support@halocollar.com

**To:** rcallison1@comcast.net

**Subject:** Halo Support: Your Request is Under Review

Hello Randy, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 📺 Halo Help Center 🗣️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 14:21:03 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**STATUS CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 14:21:07 UTC | Status: CLOSED

## Conversation: 3M3IMHFRSV6rVg63ZDHkVQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:12:58 UTC to 2025-09-16 14:20:53 UTC

**PHONE\_CALL** | Customer (NAX64LtF...) | 2025-09-16 14:12:58 UTC

### AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 14:19:21 UTC

Live Team Notes Serial Numbers:25h4231498rt [<https://halo-prod-app-admin-frontend.azurewebsites.net/admin/customers-care/collar-details?id=6c73ed38-7be6-4f34-9a57-be0dbb8f5596>] FW:v.03.00.05 Issue/ Need:wismi replacement Troubleshooting & Actions Taken: gave her the delivery date 17/09/2025 393217949425 Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ai-bot, ap Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (gJyogQbb...) | 2025-09-16 14:20:13 UTC

**From:** support@halocollar.com

**To:** emlge5c@yahoo.com

**Subject:** Halo Collar Tracking Information

Hello Emma, Great news! Your Halo Collar for Bear is on its way! It's scheduled to arrive: 17/09/2025 FedEx Tracking Number: 393217949425 You can also monitor it here: Halo Collar Order Status We've packed your items with care, and they'll arrive shortly! If you have any further questions, please don't hesitate to contact us. With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (gJyogQbb...) | 2025-09-16 14:20:33 UTC

Added: yuytZ0lnRc2UDUrYWXc\_JQ

**STATUS CHANGE** | Agent (gJyogQbb...) | 2025-09-16 14:20:53 UTC | Status: CLOSED

## Conversation: V5VXSAPHQKix97tt0YpKow

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:13:13 UTC to 2025-09-16 15:27:04 UTC

### EMAIL | Customer (pghQa3wD...) | 2025-09-16 14:13:13 UTC

**From:** hammer\_1966@hotmail.com

**To:** support@halocollar.com

**Subject:** RE: Manage Your Halo Account

Good morning I recieved a message that there is an issue with my halo 4 collar and it needs to be replaced and verify my shipping address. My address is 23405 260th Avenue nw warren mn 56762 Sent from my Galaxy ----- Original message ----- From: Halo Team Date: 9/16/25 9:06 AM (GMT-06:00) To: hammer\_1966@hotmail.com Subject: Manage Your Halo Account [Halo@] [Halo@] Dear Kevin, Click here to automatically sign into your account: Sign into My Account If you believe you received this email in error, please let our support team know by emailing them at support@halocollar.com. — The Halo Team [Facebook] [Instagram] [TikTok] [YouTube] Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677

### AGENT NOTE | Agent (60bX287...) | 2025-09-16 15:25:02 UTC

Live Team Notes Serial Numbers:24h4424041rt FW:03.00.05 Issue/ Need: Warranty replacement for collar(diagnostic issue) Troubleshooting & Actions Taken: Resent link to cx( did not work) Manually accessed account to start warranty Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZE OZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (60bX287...) | 2025-09-16 15:26:19 UTC

**From:** support@halocollar.com

**To:** hammer\_1966@hotmail.com

**Subject:** Re: RE: Manage Your Halo Account

Hello Kevin, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Joshua Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:13 AM support@halocollar.com wrote: > Good morning Kevin, > > Thank you for reaching out. To proceed with the replacement of your Halo 4 collar, please check your email inbox, including your spam or junk folders, for a shipping address confirmation email from us. This email will guide you through confirming your address to complete the replacement process. > > If you cannot find the email, please contact our live support team for assistance. They can resend the confirmation email to ensure your replacement collar is shipped to the correct address. > > If you have any further questions, feel free to ask! >

> The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 2:13 PM "kevin hamrick" wrote: > > > Good morning I recieved a message that there is an issue with my hallo 4 collar and it needs to be replaced and verify my shipping address. My address is 23405 260th Avenue nw warren mn 56762 > > > > > > Sent from my Galaxy > > > > > ----- Original message ----- > > From: Halo Team > > Date: 9/16/25 9:06 AM (GMT-06:00) > > To: hammer\_1966@hotmail.com > > Subject: Manage Your Halo Account > > > [Halo®] > > [Halo®] > > Dear Kevin, > > Click here to automatically sign into your account: > > Sign into My Account > > If you believe you received this email in error, please let our support team know by emailing them at support@halocollar.com. > > — The Halo Team > > [Facebook] > > [Instagram] > > [TikTok] > > [YouTube] > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 > > > > >

**TOPIC CHANGE** | Agent (60bX287\_...) | 2025-09-16 15:26:59 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, zHerDDHSRyKoaFtPZdCcew

**STATUS CHANGE** | Agent (60bX287\_...) | 2025-09-16 15:27:04 UTC | Status: CLOSED

Conversation: HYP2LXXnRaKYKK4EY6gvSA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:14:30 UTC to 2025-09-16 14:14:35 UTC

EMAIL | Agent (K5Oem0q0...) | 2025-09-16 14:14:30 UTC

**From:** support@halocollar.com

**To:** rwjtz81@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Ryan, My name is Jessica, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 09/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 4:07 PM "R J" wrote: > Thank you! > > On Mon, Sep 15, 2025 at 1:48 PM Halo Collar wrote: > > > Hello Ryan, > > > Thanks for reaching out! My name is Kenny, and I'm happy to help get this > > sorted for you! > > > I've just submitted a request for a new shipping label to be sent to your > > email. > > These typically arrive within 1–2 business days, so keep an eye on your > > inbox. > > > \*A few quick tips:\* > > > - The email will come directly from our shipping partner. > > - Be sure to check your spam or junk folder—sometimes it likes to hide > > there. > > - If you don't see it within 3 business days, let us know and we'll > > take another look. > > > > If you have any other questions, please let us know! > > > With pawsitivity, > > Kenny > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > \*Need more help?\* > > ■support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > > On Monday, September 15, 2025, 1:45 PM "R J" wrote: > > > > I was recently sent a replacement collar. I don't have a label to return > > the broken collar. Can you send me one? I'd like to send this broken collar > > back to you. > > > > Ryan Johnson > > > > On Thu, Mar 20, 2025 at 2:57 PM Halo Collar > > wrote: > > > > Hi Ryan, > > > > Thank you for reaching out to Halo Support. I am happy to help. > > \*We do apologize for any inconvenience this may have caused you. \* > > > > Thanks so much for verifying that information. > > I am pleased to inform you that I have submitted the request to have the > > Halo 4 Strap Kit Orchid shipped out to you today \*03/20/2025.\* Our > > orders team is working diligently to ensure that your replacement item is > > shipped to you as soon as possible. > > > > \*Please give the Orders Team (RMA) 4-7 business days to process your > > accessory order.\* > > \*You should receive your Halo 4 Strap kit within 7-10 business days or on > > or before 04/03/2025. \* > > \*We don't count the day we submit the request. \* > > > > \*Note: Multiple escalation tickets will only delay your response waiting > > times and start the process over \* > > \*Currently, the Orders Team is backed up. Wait times for a response can > > be longer than usual. \* > > > > \*Note: The Orders Team (RMA) does not operate on weekends and holidays. \* > > \*Expect Delays at the beginning of the week and after the holidays. \* > > > > We understand how important it is for you to have a functioning product > > and we are committed to resolving this to your satisfaction. > > > > If you have any further questions or concerns, please don't hesitate to > > reach out to us. > > > > Best Regards, > > Deborah > > Halo Support ■ > > > > On Wednesday, March 19, 2025, 6:22 PM "R J" wrote: > > > > > > > > > On Wed, Mar 19, 2025 at 9:05 PM Halo Collar > > wrote: > > > > > Hello Ryan, > > > > Thank you for contacting us about the accessory kit you need. > > > > > To ensure I provide you with the correct information and direct you to > > > > the right place, could you please send us a picture of your Halo Collar? > > > > > This will help me identify the exact part you're referring to. > > > > > Once I have the picture, I'll be happy to assist you further. > > > > Thank you for your cooperation. > > > > > Best Regards, > > > > Adedoyin > > > > Halo Support ■ > > > > > On Wednesday, March 19, 2025, 12:27 PM "R J" wrote: > > > > > > > > > > > Actually, where can I order replacement pieces? Some of the grommets > > > > that hold the collar together fell out and it's held together with zip > > > > ties. > > > > > > > > > On

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 14:14:35 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 14:14:35 UTC | Status: CLOSED

## Conversation: 0E812LNvS9Co6\_8Gd-jkPA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 14:15:15 UTC to 2025-09-16 14:32:18 UTC

### Customer (wVYN1GTW...) | 2025-09-16 14:15:15 UTC | halocollar.com

My collar is not tracking my dog, it shuts off and then reconnects telling me to take it outside. The dog has ran away twice with us unable to track him. The collar starts off working fine and then glitches. He's currently inside and it was telling me he is still outside in the same spot he was 5 minutes ago.

### System/AI | 2025-09-16 14:15:31 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

### EMAIL | Customer (wVYN1GTW...) | 2025-09-16 14:16:51 UTC

**From:** randidrake81@gmail.com

**To:** [support@halocollar.com](mailto:support@halocollar.com)

**Subject:** Log Submission

Sent from my iPhone

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:31:57 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** randidrake81@gmail.com

**Subject:** Re: Log Submission

Hello Randi, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started? Any error messages or unusual behavior you've seen? Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend! ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:16 AM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 2:16 PM "randi drake" wrote: > > > > Sent from my iPhone

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 14:31:58 UTC

First and Last Name: Randi Drake Email: [randidrake81@gmail.com](mailto:randidrake81@gmail.com) Phone Number: Collar SN: 24h4472044rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: Log submission Next Steps: Email the cx the empty log submission macro. Submit as resolved.

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 14:32:18 UTC | Status: CLOSED



## Conversation: KjbINyYRR9W1oQ0dJwXfRA

Messages: 10 | Customers: 1 | Duration: 2025-09-16 14:15:19 UTC to 2025-09-16 15:56:31 UTC

**Customer (BbSTJx2B...)** | 2025-09-16 14:15:19 UTC | halocollar.com

the building is not correct on my map

**System/AI** | 2025-09-16 14:15:59 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**AGENT NOTE | Agent (vi\_2Fjmb...)** | 2025-09-16 14:50:44 UTC

Live Team Notes Serial Numbers: 23h3473302rt FW: v. 03.00.05 Applied Issue/ Need: Looking at the map and the picture shows the posts on a house next door that does not exist She does not know how to update the fence either Calling from the computer and looking at the phone Troubleshooting & Actions Taken: Sent the link to the cx on the chat and she sent it to her phone and connected to the meeting, then disconnected from the computer She did not have the option to share the screen, though on her end, apparently, because initially connected via the website and not the App Walker her to update the satellite picture and choose Source 2, but the buildings were still wrong Asked her to change the source until she finds the right one She said that all 5 sources show a structure or building on the bottom left of her property that don't exist She sent a screenshot, the structures at the bottom are like animal buildings but the bottom left corner does not have anything at all The map stil shows blue marks on that are as if there are buildings there which is not not right, it shows a a huge 80x80 shade that they don't have (screenshot edited #2) The structure on the the middle at the bottom is about 10 feet away from the cornfield next to them, which is not theirs, so even if the left part did not exist, she could not put her bottom limit 20feet away from the cornfield Suggested her to still move the fence only on that middle area at least 20 feet away from the little building, then setting up a Beacon there so the dog does not even get to the fence limit, then the rest of the bottom boundary she can adjust it to be a little bit more inside, as long as it is 20 feet away from the structure on the bottom right and bottomo left (while it gets fixed) Confirmed that she has a Beacon to try I am escalating so the matter gets sent to Softeq to update that view and remove the bottom left area that shows blue, where there is nothing I forgot to request the cx a picture of a satellite view from Google Maps and I don't have the address to see it, so they can compare and know how it should look, will ask for it on the follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal How to Update the Satellite Imagery on My Map [<https://support.halocollar.com/hc/en-us/search/click?data=BAh7DjoHaWRsKwgXX70lhgY6D2FjY291bnRfaWRpA5xBkzoJdHlwZUkiDGFydGlibGUGOGZFVDoIdXJsSSJxaHR0cHM6Ly9zdXBwb3J0LmhhbG9jb2xsYXluY29tL2hjL2VuLXVzL2FydGlibGVzLzcxNzI3NDIwMTIOTUtSG93LXRvLVVwZGF0ZS10aGUtU2F0ZWxsaXRILUItYWdlcnktb24tTXktTWFWbJslVDoOc2VhcmNoX2lkSSlpMDUwZTYwZDQtMTJjZS00Yzk1LWEyMjltYTkwOWQzNDY4OTIwBjSlRjoJcmFua2kGOgtsb2NhbgVJl gplbi11cwY7CFQ6CnF1ZXJ5SSINb3V0ZGF0ZWQGOwUOhJyZXN1bHRzX2NvdW50aQk%3D--e1cbc177977ef94ca7060d7d333a5aeb5002cf1>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (vi\_2Fjmb...)** | 2025-09-16 14:53:57 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [s\\_jones81@yahoo.com](mailto:s_jones81@yahoo.com)

**Subject:** Halo Collar: Thank you! - Map Update issue

Hello Sarah, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am sorry that your map

view is not updated. I was going to escalate the matter so we could reach out to get a map update, however, before I do that I would like to request from you a picture of a satellite view from Google Maps or the map that you use, that shows how your property is currently in that area where our maps are showing buildings that don't exist, so they can compare and help with the request for an update. You can reply to this email with the image(s). These are the articles that you can go back to for future reference: How to Update the Satellite Imagery on My Map How to Edit an Existing Fence Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*TOPIC CHANGE | Agent (vi\_2Fjmb...) | 2025-09-16 14:54:29 UTC*

*Added: 5PPI2RS4TSeSg5z-6z7TAQ*

*STATUS CHANGE | Agent (vi\_2Fjmb...) | 2025-09-16 14:55:06 UTC | Status: CLOSED*

**EMAIL | Customer (BbSTJx2B...) | 2025-09-16 15:22:43 UTC**

**From:** s\_jones81@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar: Thank you! - Map Update issue

Hi Monica, I'm attaching a screenshot of my fence, and I've outlined existing buildings in RED. Sarah On Tuesday, September 16, 2025 at 09:53:59 AM CDT, Halo Collar wrote: Hello Sarah, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am sorry that your map view is not updated. I was going to escalate the matter so we could reach out to get a map update, however, before I do that I would like to request from you a picture of a satellite view from Google Maps or the map that you use, that shows how your property is currently in that area where our maps are showing buildings that don't exist, so they can compare and help with the request for an update. You can reply to this email with the image(s). These are the articles that you can go back to for future reference:How to Update the Satellite Imagery on My MapHow to Edit an Existing Fence Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead!Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer SupportHalo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*STATUS CHANGE | Customer (BbSTJx2B...) | 2025-09-16 15:22:43 UTC | Status: OPEN*

**EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 15:56:28 UTC**

**From:** support@halocollar.com

**To:** s\_jones81@yahoo.com

**Subject:** Re: Halo Collar: Thank you! - Map Update issue

Thank you, Sarah! That helps, however. Have you noticed that when you look for your address on your phone, such as to get directions or check the weather, using Google Maps, Apple Maps, etc., does it show the buildings as updated in any of those if you changed the view to satellite, or terrestrial, etc? If so, can you please send a screenshot of those views and let me know which service you are using then? With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 11:22 AM "Sarah Fox-Jones" wrote: > Hi Monica, I'm attaching a screenshot of my fence, and I've outlined existing buildings in RED. > Sarah > > > On Tuesday, September 16, 2025 at 09:53:59 AM CDT, Halo Collar wrote: > > Hello Sarah, > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > I am sorry that your map view is not updated. I was going to escalate the matter so we could reach out to get a map update, however, before I do that I would like to request from you a picture of a satellite view from Google Maps or the map that you use, that shows how your property is currently in that area where our maps are showing buildings that don't exist, so they can compare and help with the request for an update. You can reply to this email with the image(s). > These are the articles that you can go back to for future reference:How to Update the Satellite Imagery on My MapHow to Edit an Existing Fence > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > Wishing you and your pup many safe, happy adventures ahead!Please do not hesitate to contact our customer support. We are here to help! > With pawsitivity, > Monica Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 15:56:31 UTC | Status: CLOSED

## Conversation: v7ZpDD8-QTyTsUVGXI-WDg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:16:05 UTC to 2025-09-16 14:17:17 UTC

EMAIL | Agent (-LDMikjl...) | 2025-09-16 14:16:05 UTC

**From:** support@halocollar.com

**To:** pulfert0401@gmail.com

**Subject:** Re: Halo Support: Next Steps In Investigation

Hello Dean, It appears that the image provided is for the Halo 3 collar. Please consult the Collar Orientation article for the proper positioning of the Halo 4. I notice that the collar is indicating the wrong orientation. Kindly review the article and test with the correct orientation to check for any improvements. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 7:30 PM "Dean Pulfer" wrote: > Also, the photo you sent me about the Halo 4 collar position seems wrong. I > have been told the power button should be on the left ear and the prongs > being on the left side of the neck. The picture you sent shows the > opposite. Please advise. > > Timothy Pulfer > (614)600-0596 > > On Sat, Sep 13, 2025, 8:47 PM Dean Pulfer wrote: > > > I have tested several times this evening and the beacon works about 50 > > percent of the time. It really makes me question if the GPS fence is > > working correctly or I just have a really obedient German Shepherd that was > > almost trained to stay in our yard prior to getting this collar because I > > waited until she was almost 6 months old to get it. Please advise. > > > Timothy Pulfer > > (614)600-0596 > > > On Sat, Sep 13, 2025, 4:05 PM Dean Pulfer wrote: > > > > I have done all of the trouble shooting steps you suggested. While having > > the app open the beacon was sending the collar the warning ! And !! > > appropriately. Once I closed the app and cleared it from my background it > > stopped working with the beacon. I don't understand why this would be > > happening. Also, I have heard beeps coming from the collar at random while > > she is sleeping 3 different times. Please advise. > > > > Timothy Pulfer > > (614)600-0596 > > > > On Sat, Sep 13, 2025, 2:52 PM Halo Collar wrote: > > > > > Hello Dean, > > > > > My name is Les, and I'm part of the Collar Evaluation Technical Team. I > > > > understand you're having Bluetooth and LTE connectivity issues with May's > > > > Halo Collar. > > > > > I've checked the diagnostic data and found no reported hardware issues > > > > with the collar. The firmware was updated this morning, which includes > > > > improvements for connectivity. > > > > > Please test the collar for a day or two and inform us if you do not > > > > notice any improvement. > > > > > With pawsitivity, > > > > Les > > > > Halo Customer Support > > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > \*Need more help?\* > > > > ■\*support@halocollar.com\* | ■\*Halo Help > > > > Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > > \*Join Session\* to speak with the next available agent > > > > > > On Saturday, September 13, 2025, 12:26 PM support@halocollar.com wrote: > > > > > Hello Dean, > > > > > My name is Sunella, and I'm sorry your pup is having trouble with their > > > > Halo Collar. I know that can be stressful. > > > > > I've just escalated your case to our Collar Technical Evaluation Team. > > > > They'll investigate the details and email you as soon as they finish their > > > > review. > > > > > \*What happens next:\* > > > > • Our specialists deep dive into our system > > > > • They'll email you with their findings and clear next steps > > > > • We'll stay with you until everything's working the way it should > > > > > If you have any questions in the meantime, just hit reply. > > > > We're here for you and your pup every step of the way. > > > > > We'll be in touch as soon as possible! > > > > > With pawsitivity, > > > > Sunella > > > > Halo Customer Support > > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > \*Need more help?\* > > > > ■\*support@halocollar.com\* | ■\*Halo Help > > > > Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > > \*Join Session\* to speak with the next available agent > > > > > > On Saturday, September 13, 2025, 2:26 PM support@halocollar.com wrote: > > > > > Hello Dean, > > > > > Thank you for contacting Halo Support. My name is Sunella, and

I'll be > >>> assisting you. > >>> > >>> I understand the importance of your Halo Collar working seamlessly. > >>> \*Here are steps to troubleshoot the Bluetooth connection on your collar.\* > >>> > >>> 1. Ensure the collar is charging and turned on – Keep the collar on > >>> the charger during testing and allow a few minutes for it to fully > >>> initialize after powering on. > >>> 2. Open the Halo App – Make sure you're attempting to connect the > >>> collar to Bluetooth from the\* pet card\* > >>> > >>> within the app. The connection should happen automatically. > >>> 3. Stay within Bluetooth range – The collar will only connect to > >>> your phone's Bluetooth when you are actively using the Halo app. Ensure > >>> your phone and collar are within 25-50 feet of each other indoors. > >>> 4. Check for app updates – Visit the app store to confirm that you > >>> have the latest version of the Halo App installed. > >>> 5. Limit active devices – Only one phone or tablet should have the > >>> Halo app open and attempting to connect to the collar at a time. > >>> 6. Reset Bluetooth on your phone – Temporarily turn off Bluetooth > >>> from your phone's device settings (not just the control panel) for about a > >>> minute, then turn it back on and check connectivity within the app. > >>> 7. Verify app permissions – Ensure that the Halo app has Bluetooth > >>> and location permissions enabled while in use.\* You can follow these > >>> instructions for iOS and Android.\* > >>> > >>> 8. Restart your phone – Once powered back on, check for Bluetooth > >>> connectivity within the Halo app. > >>> 9. Try another device – If possible, attempt to connect the collar > >>> to another phone or tablet with the Halo app installed. > >>> 10. Check collar diagnostics – In the Collar Settings, review the > >>> Bluetooth module status. If you receive a message stating that the > >>> Bluetooth module is not functioning properly, please contact our customer > >>> support team for further assistance. > >>> > >>> Please do not hesitate to\* contact our customer support\* > >>> . > >>> We are here to help! > >>> > >>> With pawsitivity, > >>> Sunella > >>> Halo Customer Support > >>> \*Halo Collar\* | Here for you and your best friend■ > >>> > >>> \*Need more help?\* > >>>

■\*support@halocollar.com\* | ■\*Halo Help > >>> Center\* > >>> > >>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > >>> > >>> > >>> - 9:00 am - 8:00 pm EST \*7 days a week\* > >>> > >>> \*Join Session\* to speak with the next available agent > >>> > >>> On Saturday, September 13, 2025, 2:25 PM support@halocollar.com wrote: > >>> > >>> Hello Dean, > >>> > >>> Thank you for reaching out to the Halo Support Team. My name is Sunella > >>> and I'll be assisting you. > >>> I'm sorry to hear your Beacon isn't performing as expected, and I truly > >>> appreciate your patience. Below are a few steps that may help improve > >>> performance and ensure things are set up correctly. > >>> > >>> \*General Setup Tips:\* > >>> > >>> - Make sure the Beacon is turned on > >>> - Confirm the collar is fitted snugly and comfortably on your pet > >>> - Turn off your phone's Bluetooth or fully close the Halo App to > >>> avoid interference > >>> - On the Pet Card, check that the Beacon is set to Listen (not > >>> Ignore) > >>> - Always tap Save on the Pet Card to make sure any changes are > >>> applied > >>> > >>> \*Adjusting Beacon Range:\* > >>> > >>> - Go to Settings > My Beacons > Level > >>> - Use the slider (1–15) to adjust the signal range > >>> - Higher numbers = larger radius > >>> - Lower numbers = smaller radius > >>> - There's no exact distance per level — adjustments depend on your > >>> space and environment > >>> - Try different levels to find what works best for your setup > >>> > >>> \*Keep in Mind:\* > >>> > >>> - The Beacon's signal is spherical and can be affected by nearby > >>> objects or other devices > >>> - If placing the Beacon inside something (like a bucket or > >>> container), you may need to increase the range > >>> - Movement matters: the collar needs to move and bounce toward the > >>> Beacon to trigger feedback > >>> - If feedback doesn't reoccur, walk at least twice the distance away > >>> before re-approaching the Beacon > >>> - Training Tip: You can manually apply feedback during training > >>> exercises through the app. This takes a bit more effort, but can be just as > >>> effective. > >>> > >>> Please do not hesitate to contact our customer support > >>> . > >>> We are here to help! > >>> > >>> With pawsitivity, > >>> Sunella > >>> Halo Customer Support > >>> \*Halo Collar\* | Here for you and your best friend■ > >>> > >>> \*Need more help?\* > >>> ■\*support@halocollar.com\* | ■\*Halo Help > >>> Center\* > >>> > >>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > >>> > >>> > >>> - 9:00 am - 8:00 pm EST \*7 days a week\* > >>> > >>> \*Join Session\* to speak with the next available agent > >>> > >>> On Saturday, September 13, 2025, 2:17 PM support@halocollar.com wrote: > >>> > >>> Thank you for reaching out! I've shared your inquiry with our customer > >>> support team, and they will be in touch with you within the next 24 hours > >>> to assist you further. For a quicker resolution, we highly suggest reaching > >>> out to our Dog Park via

Hi Dean, My apologies, here is the link to the Collar Orientation article. With pawisitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:16 AM support@halocollar.com wrote: > Hello Dean, > > It appears that the image provided is for the Halo 3 collar. > > Please consult the Collar Orientation article for the proper positioning of the Halo 4. I notice that the collar is indicating the wrong orientation. > > Kindly review the article and test with the correct orientation to check for any improvements. > > With pawisitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 7:30 PM "Dean Pulfer" wrote: > > > Also, the photo you sent me about the Halo 4 collar position seems wrong. I > > have been told the power button should be on the left ear and the prongs > > being on the left side of the neck. The picture you sent shows the > > opposite. Please advise. > > > Timothy Pulfer > > (614)600-0596 > > > On Sat, Sep 13, 2025, 8:47 PM Dean Pulfer wrote: > > > > I have tested several times this evening and the beacon works about 50 > > percent of the time. It really makes me question if the GPS fence is > > working correctly or I just have a really obedient German Shepherd that was > > almost trained to stay in our yard prior to getting this collar because I > > waited until she was almost 6 months old to get it. Please advise. > > > > Timothy Pulfer > > > (614)600-0596 > > > > On Sat, Sep 13, 2025, 4:05 PM Dean Pulfer wrote: > > > > > I have done all of the trouble shooting steps you suggested. While having > > > the app open the beacon was sending the collar the warning ! And !! > > > appropriately. Once I closed the app and cleared it from my background it > > > stopped working with the beacon. I don't understand why this would be > > > happening. Also, I have heard beeps coming from the collar at random while > > > she is sleeping 3 different times. Please advise. > > > > > Timothy Pulfer > > > > (614)600-0596 > > > > > On Sat, Sep 13, 2025, 2:52 PM Halo Collar wrote: > > > > > > Hello Dean, > > > > > > My name is Les, and I'm part of the Collar Evaluation Technical Team. I > > > > understand you're having Bluetooth and LTE connectivity issues with May's > > > > Halo Collar. > > > > > > I've checked the diagnostic data and found no reported hardware issues > > > > with the collar. The firmware was updated this morning, which includes > > > > improvements for connectivity. > > > > > > Please test the collar for a day or two and inform us if you do not > > > > notice any improvement. > > > > > > With pawisitivity, > > > > Les > > > > Halo Customer Support > > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > > \*Need more help?\* > > > > > > ■\*support@halocollar.com\* | ■\*Halo Help > > > > > > Center\* > > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > > \*Join Session\* to speak with the next available agent > > > > > > On Saturday, September 13, 2025, 12:26 PM support@halocollar.com wrote: > > > > > > Hello Dean, > > > > > > > My name is Sunella, and I'm sorry your pup is having trouble with their > > > > Halo Collar. I know that can be stressful. > > > > > > I've just escalated your case to our Collar Technical Evaluation Team. > > > > > > They'll investigate the details and email you as soon as they finish their > > > > review. > > > > > > \*What happens next:\* > > > > > > • Our specialists deep dive into our system > > > > > > • They'll email you with their findings and clear next steps > > > > > > • We'll stay with you until everything's working the way it should > > > > > > If you have any questions in the meantime, just hit reply. > > > > > >



>>> We're here for you and your pup every step of the way. > > >>> > > >>> We'll be in touch as soon as possible! > > >>> > > >>> With pawsitivity, > > >>> Sunella > > >>> Halo Customer Support > > >>> \*Halo Collar\* | Here for you and your best friend ■ > > >>> > >>> \*Need more help?\* > > >>> ■\*support@halocollar.com\* | ■\*Halo Help > > >>> Center\* > > >>> > > >>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > >>> > > >>> > > >>> - 9:00 am - 8:00 pm EST \*7 days a week\* > > >>> > > >>> \*Join Session\* to speak with the next available agent > > >>> > > >>> On Saturday, September 13, 2025, 2:26 PM support@halocollar.com wrote: > > >>> > > >>> Hello Dean, > > >>> > > >>> Thank you for contacting Halo Support. My name is Sunella, and I'll be > > >>> assisting you. > > >>> > > >>> I understand the importance of your Halo Collar working seamlessly. > > >>> \*Here are steps to troubleshoot the Bluetooth connection on your collar:\* > > >>> > > >>> 1. Ensure the collar is charging and turned on – Keep the collar on > > >>> the charger during testing and allow a few minutes for it to fully > > >>> initialize after powering on. > > >>> 2. Open the Halo App – Make sure you're attempting to connect the > > >>> collar to Bluetooth from the\* pet card\* > > >>> > > >>> within the app. The connection should happen automatically. > > >>> 3. Stay within Bluetooth range – The collar will only connect to > > >>> your phone's Bluetooth when you are actively using the Halo app. Ensure > > >>> your phone and collar are within 25-50 feet of each other indoors. > > >>> 4. Check for app updates – Visit the app store to confirm that you > > >>> have the latest version of the Halo App installed. > > >>> 5. Limit active devices – Only one phone or tablet should have the > > >>> Halo app open and attempting to connect to the collar at a time. > > >>> 6. Reset Bluetooth on your phone – Temporarily turn off Bluetooth > > >>> from your phone's device settings (not just the control panel) for about a > > >>> minute, then turn it back on and check connectivity within the app. > > >>> 7. Verify app permissions – Ensure that the Halo app has Bluetooth > > >>> and location permissions enabled while in use.\* You can follow these > > >>> instructions for iOS and Android.\* > > >>> > > >>> 8. Restart your phone – Once powered back on, check for Bluetooth > > >>> connectivity within the Halo app. > > >>> 9. Try another device – If possible, attempt to connect the collar > > >>> to another phone or tablet with the Halo app installed. > > >>> 10. Check collar diagnostics – In the Collar Settings, review the > > >>> Bluetooth module status. If you receive a message stating that the > > >>> Bluetooth module is not functioning properly, please contact our customer > > >>> support team for further assistance. > > >>> > > >>> Please do not hesitate to\* contact our customer support\* > > >>> . > > >>> We are here to help! > > >>> > > >>> With pawsitivity, > > >>> Sunella > > >>> Halo Customer Support > > >>> \*Halo Collar\* | Here for you and your best friend ■ > > >>> > > >>> \*Need more help?\* > > >>> ■\*support@halocollar.com\* | ■\*Halo Help > > >>> Center\* > > >>> > > >>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > >>> > > >>> > > >>> - 9:00 am - 8:00 pm EST \*7 days a week\* > > >>> > > >>> \*Join Session\* to speak with the next available agent > > >>> > > >>> On Saturday, September 13, 2025, 2:25 PM support@halocollar.com wrote: > > >>> > > >>> Hello Dean, > > >>> > > >>> Thank you for reaching out to the Halo Support Team. My name is Sunella > > >>> and I'll be assisting you. > > >>> I'm sorry to hear your Beacon isn't performing as expected, and I truly > > >>> appreciate your patience. Below are a few steps that may help improve > > >>> performance and ensure things are set up correctly. > > >>> > > >>> \*General Setup Tips:\* > > >>> > > >>> - Make sure the Beacon is turned on > > >>> - Confirm the collar is fitted snugly and comfortably on your pet > > >>> - Turn off your phone's Bluetooth or fully close the Halo App to > > >>> avoid interference > > >>> > > >>> - On the Pet Card, check that the Beacon is set to Listen (not > > >>> Ignore) > > >>> - Always tap Save on the Pet Card to make sure any changes are > > >>> applied > > >>> > > >>> \*Adjusting Beacon Range:\* > > >>> > > >>> - Go to Settings > My Beacons > Level > > >>> - Use the slider (1–15) to adjust the signal range > > >>> - Higher numbers = larger radius > > >>> - Lower numbers = smaller radius > > >>> - There's no exact distance per level — adjustments depend on your > > >>> space and environment > > >>> - Try different levels to find what works best for your setup > > >>> > > >>> \*Keep in Mind:\* > > >>> > > >>> - The Beacon's signal is spherical and can be affected by nearby > > >>> objects or other devices > > >>> - If placing the Beacon inside something (like a bucket or > > >>> container), you may need to increase the range > > >>> - Movement matters: the collar needs to move and bounce toward the > > >>> Beacon to trigger feedback > > >>> - If feedback doesn't reoccur, walk at least twice the distance away > > >>> before re-approaching the Beacon > > >>> - Training Tip: You can manually apply feedback during training > > >>> exercises through the app. This takes a bit more effort,





## Conversation: JG-b3OQxTjmMv0G3NOVhtw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:16:14 UTC to 2025-09-16 16:16:58 UTC

**Customer (Rz8PKkTT...)** | 2025-09-16 14:16:14 UTC | halocollar.com

hi I would like to return my two collars I ordered

**System/AI** | 2025-09-16 14:16:41 UTC | halocollar.com

Hi there! You can return your Halo Collars within 90 days of purchase if they were bought directly from our website and are not damaged or broken. You'll need a Return Merchandise Authorization (RMA) before sending them back. To get started, just visit our returns page and submit a return request. Please note, there's a \$25 return fee, and original shipping costs are non-refundable. Once your return is approved, we'll send you a prepaid shipping label. If you have any questions or need more help, feel free to reach out to our support team!

**STATUS CHANGE** | Unknown | 2025-09-16 16:16:58 UTC | Status: CLOSED

## Conversation: fAhUzK-XSq-KvZnERAcmsg

Messages: 12 | Customers: 1 | Duration: 2025-09-16 14:16:31 UTC to 2025-09-16 18:21:10 UTC

EMAIL | Customer (XgopBES4...) | 2025-09-16 14:16:31 UTC

**From:** clint.harrison@outlook.com

**To:** support@halocollar.com

**Subject:** Re: Still have your old Halo Collar?

I got the new collar and it has been swapped. Today I noticed that troop collar is only saying it has 15 hours of battery at 100% charge. Diesel is at 17 hours. I need these to last 24 hours. Can you see why they are not 24+ hours at 100% charge ?

From: support@halocollar.com on behalf of Halo Collar Sent: Thursday, September 11, 2025 9:56 AM To: clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hi again, Jeremy. Sounds great! We look forward to the new unit getting to you. Wishing you and your pups a great day! Best Regards, Emma Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Thursday, September 11, 2025, 10:55 AM "Clint Harrison" wrote: Perfect, ty for clarifying. I will get the collars swapped and shipped back to you. I will plug it in to charge and update firmware for 24 hours before I use it. I appreciate the fast response.

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From: support@halocollar.com on behalf of Halo Collar Sent: Wednesday, September 10, 2025 4:12 PM To: clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hello Jeremy, Thank you for reaching back out! Follow the steps below to change your membership to allow for only 2 collars rather than 3 collars. \* Adding or Removing Collars from Membership Plan I've also added the tracking details for the replacement arriving soon! Tracking: 393037265587 Estimated Arrival: Friday, 9/12/25 before 8:00 PM If there's anything else I can help with, please let me know! Best Regards, Emma Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Wednesday, September 10, 2025, 4:34 PM "Clint Harrison" wrote: I'm glad you did. The charger I ordered won't fit my collar, and one of my collars is faulty, which Halo deactivated. I still have 3 subs, though with 2 collars. Can you let me know the status of a replacement? I have a dog without a collar, and I want to resolve that quickly.

From: support@halocollar.com on behalf of Halo Collar Sent: Wednesday, September 3, 2025 8:30 AM To: clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hello Jeremy, Thank you for confirming your shipping address. I've gone ahead and arranged to send you both a charging kit and the small metal prongs you requested. Your order number is 1654521. We appreciate your patience and are glad we could get this set up before your trip. Please don't hesitate to reach out if there's anything else we can do for you. Safe travels, and thank you again for being part of the Halo family . Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 2, 2025, 4:01 PM "Clint Harrison" wrote: Thanks, can I also get a set of the small metal prongs? Jeremy Harrison 23 joseph cv, jackson, tn 38305. I go out of town

Thursday so I placed an order for a charger and block yesterday (details below). If you can cover that or just send me another charger is fine also, better to have a spare just in case. Receipt from Halo Collar Receipt #1616-2980 Amount paid \$49.36 Date paid Sep 1, 2025, 8:13:35 AM Payment method [Mastercard] - - Apple Pay Summary Halo Collar - Order 1653513 \$49.36 Amount paid \$49.36 \_\_\_\_\_ From: support@halocollar.com on behalf of Halo Collar Sent: Tuesday, September 2, 2025 1:43 PM To: clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hello Jeremy, Thank you for reaching out and sharing your feedback. We're so sorry to hear about the stressful experience with your previous dog ■. Your suggestion about receiving alerts when a collar goes offline is very valuable, and we'll be sure to share it with our team as we continue improving the system. Regarding your charging kit, we're happy to send a full set (block, cord, and charger) for your third collar. Please confirm your full shipping address, and we'll get it sent out as soon as possible. Thank you again for your feedback and patience—we truly appreciate it. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Friday, August 29, 2025, 3:55 PM "Clint Harrison" wrote: I have a new dog, my last one died, I would like to suggest if a collar goes "offline" please alert the owner the same as the pet is out of boundary, if they are inside the fence and offline and not hear a building it is an emergency. My dog got stuck under the ground and the collar just said offline and last known location for 12 hours. I never got an alert. I also need a charger for my 3rd collar as the spare now has to be a primary collar. Can you send me a charger or do I need to order? Last time I did not get the charging block, I need all 3 parts, Block, cord, halo charger.

\_\_\_\_\_ From: support@halocollar.com on behalf of Halo Collar Sent: Wednesday, July 9, 2025 4:17 PM To: clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hello Jeremy, Thanks so much for the update. We appreciate you letting us know. If you have any questions or need anything else in the meantime, we're always here to help. Thanks for being part of the Halo Pack! Best Regards, Meg Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Wednesday, July 9, 2025, 5:14 PM "Clint Harrison" wrote: I have sent them all back. I think we have traded about 10 back and forth. The last time I sent 2 in 1 package and 1 in another package. \_\_\_\_\_ From:

support@halocollar.com on behalf of Halo Collar Sent: Wednesday, July 9, 2025 12:03 PM To: clint.harrison@outlook.com Subject: Still have your old Halo Collar? Hello, I'm Katie from the Halo Support Team—just checking in about your old Halo Collar. We haven't received it back yet, and we want to make the return process as easy as possible for you. Returning your collar helps us recycle responsibly; it's a small step that makes a big impact.■■■■■If you've lost the pre-paid return label, no problem! \* Just reply to this email that you need a label \* We'll email you a new one \* Then drop the collar at your nearest FedEx Thanks for being part of the Pack, -Katie Mueller Halo Customer Support Agent Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:15:44 UTC**

**From:** support@halocollar.com

**To:** clint.harrison@outlook.com

**Subject:** Re: Still have your old Halo Collar?

Hello Jeremy, Thank you for the update and for letting us know about the battery levels on Troop and Diesel's collars. A few factors can affect the estimated battery life displayed, including signal strength, GPS usage, and environmental conditions. While the collars are designed to last up to 24 hours on a full charge under ideal conditions, heavy GPS activity or limited connectivity can sometimes cause the estimated hours to show slightly lower than 24. We recommend fully charging the collars overnight and then monitoring them during a typical day of use to see if the battery life stabilizes closer to the full 24 hours. If the battery life continues to fall short, we can further investigate to ensure the collars are performing as expected. Please let us know how they perform after a full charge, and we'll make sure to provide any additional support needed. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 10:16 AM "Clint Harrison" wrote: > I got the new collar and it has

been swapped. Today I noticed that troop collar is only saying it has 15 hours of battery at 100% charge. Diesel is at 17 hours. I need these to last 24 hours. Can you see why they are not 24+ hours at 100% charge ? > \_\_\_\_\_ > From: support@halocollar.com on behalf of Halo Collar > Sent: Thursday, September 11, 2025 9:56 AM > To: clint.harrison@outlook.com > Subject: Re: Still have your old Halo Collar? > > Hi again, Jeremy. > > Sounds great! We look forward to the new unit getting to you. > > Wishing you and your pups a great day! > > Best Regards, > Emma > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Thursday, September 11, 2025, 10:55 AM "Clint Harrison" wrote: > Perfect, ty for clarifying. I will get the collars swapped and shipped back to you. I will plug it in to charge and update firmware for 24 hours before I use it. I appreciate the fast response. > >

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behalf of Halo Collar > Sent: Wednesday, September 3, 2025 8:30 AM > To: clint.harrison@outlook.com > Subject: Re: Still have your old Halo Collar? > > Hello Jeremy, > > Thank you for confirming your shipping address. I've gone ahead and arranged to send you both a charging kit and the small metal prongs you requested. Your order number is 1654521. > > We appreciate your patience and are glad we could get this set up before your trip. Please don't hesitate to reach out if there's anything else we can do for you. > > Safe travels, and thank you again for being part of the Halo family. > > Best Regards, > Bree > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Tuesday, September 2, 2025, 4:01 PM "Clint Harrison" wrote: > Thanks, can I also get a set of the small metal prongs? Jeremy Harrison 23 joseph cv, jackson, tn 38305. I go out of town Thursday so I placed an order for a charger and block yesterday (details below). If you can cover that or just send me another charger is fine also, better to have a spare just in case. > > Receipt from Halo Collar > > Receipt #1616-2980 > > > Amount paid > \$49.36 > > Date paid > Sep 1, 2025, 8:13:35 AM > > Payment method > [Mastercard] - - Apple Pay > > > > Summary > > > > > Halo Collar - Order 1653513 > > \$49.36 > > > > Amount paid > > \$49.36 > > > > >

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*TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:16:02 UTC*

*Added: 161qN1d9QVGaaHtAY3Spsw*

*STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:16:03 UTC | Status: CLOSED*

**EMAIL | Customer (XgopBES4...) | 2025-09-16 16:34:59 UTC**

**From:** clint.harrison@outlook.com

**To:** support@halocollar.com

**Subject:** Re: Still have your old Halo Collar?

This was immediately after a full charge. Since then, Troop now reports 16 hours, and when I emailed you earlier, it was at 15. Maybe it is calculating based on usage live. Since you mentioned battery life related to WIFI, I am considering installing repeaters and additional access points across my property, possibly using solar panels. How far can a Halo collar broadcast its signal on mostly open ground? Is there any sort of extended battery or low power mode options available as well? I have 1 dog that if the collar battery dies he will run straight for the road since he seems to love cars as much as he does horses SMH lol. \_\_\_\_\_ From: support@halocollar.com

on behalf of Halo Collar Sent: Tuesday, September 16, 2025 11:15 AM To:

clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hello Jeremy, Thank you for the update and for letting us know about the battery levels on Troop and Diesel's collars. A few factors can affect the estimated battery life displayed, including signal strength, GPS usage, and environmental conditions. While the collars are designed to last up to 24 hours on a full charge under ideal conditions, heavy GPS activity or limited

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*STATUS CHANGE | Customer (XgopBES4...) | 2025-09-16 16:34:59 UTC | Status: OPEN*

**EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:48:16 UTC**

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**To:** clint.harrison@outlook.com

**Subject:** Re: Still have your old Halo Collar?

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EMAIL | Customer (XgopBES4...) | 2025-09-16 18:02:59 UTC

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**To:** support@halocollar.com

**Subject:** Re: Still have your old Halo Collar?

Great, thank you! Yes, any input you have on the best way to provide WIFI coverage is appreciated. I believe I use 2.4GHz on a default channel, and there are no neighbors nearby with conflicting devices. Troop still says 15 hours, so I think that was based only on GPS, and since it's on Wi-Fi, it's actually much longer, which is great. I will keep an eye on it.

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**EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:21:08 UTC**

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**To:** clint.harrison@outlook.com

**Subject:** Re: Still have your old Halo Collar?

Hello Jeremy, You're very welcome, and I'm glad to hear Troop's battery is lasting longer on Wi-Fi—that's a great sign. For the best Wi-Fi coverage, we recommend ensuring your router is set to 2.4GHz (as you mentioned) since it provides the widest range. If your property is large or has areas where the signal drops, adding Wi-Fi range extenders or mesh network nodes can help provide consistent coverage throughout. It sounds like you're on the right track. Please do keep monitoring and let us know if you see any further inconsistencies—we're here to help. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:02 PM "Clint Harrison" wrote: > Great, thank you! Yes, any input you have on the best way to provide WIFI coverage is appreciated. I believe I use 2.4GHz on a default channel, and there are no neighbors nearby with conflicting devices. Troop still says 15 hours, so I think that was based only on GPS, and since it's on Wi-Fi, it's actually much longer, which is great. I will keep an eye on it. > \_\_\_\_\_ > From:

support@halocollar.com on behalf of Halo Collar > Sent: Tuesday, September 16, 2025 11:48 AM > To: clint.harrison@outlook.com > Subject: Re: Still have your old Halo Collar? > > Hello Jeremy, > > Thank you for the update and for sharing more details about Troop's battery readings. You're correct—the battery estimate can fluctuate based on live usage, GPS activity, and connectivity. > > Regarding coverage, on mostly open ground with minimal obstructions, the Halo Collar can typically maintain a strong signal across several hundred feet from the base station or Wi-Fi access points. Installing additional access points or repeaters—especially solar-powered ones—can definitely help maintain consistent connectivity across a larger property, particularly in areas where signal may otherwise drop. > > Currently, the collars do not have an extended battery or dedicated low-power mode, so regular charging is important. For dogs who may bolt if the collar loses power, we recommend always monitoring and using overlapping coverage zones where possible to give you extra buffer in case the collar loses connection. > > We understand how much peace of mind matters, especially with a dog like yours who's so curious about cars and horses! Please let us know if you'd like guidance on optimizing your Wi-Fi setup for maximum coverage across your property. > > Best Regards, > Bree > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 12:34 PM "Clint Harrison" wrote: > This was immediately

after a full charge. Since then, Troop now reports 16 hours, and when I emailed you earlier, it was at 15. Maybe it is calculating based on usage live. Since you mentioned battery life related to WIFI, I am considering installing repeaters and additional access points across my property, possibly using solar panels. How far can a Halo collar broadcast its signal on mostly open ground? Is there any sort of extended battery or low power mode options available as well? I have 1 dog that if the collar battery dies he will run straight for the road since he seems to love cars as much as he does horses SMH lol.

> \_\_\_\_\_ > From: support@halocollar.com on behalf of Halo Collar > Sent: Tuesday, September 16, 2025 11:15 AM > To: clint.harrison@outlook.com > Subject: Re: Still have your old Halo Collar? > > Hello Jeremy, > > Thank you for the update and for letting us know about the battery levels on Troop and Diesel's collars. A few factors can affect the estimated battery life displayed, including signal strength, GPS usage, and environmental conditions. While the collars are designed to last up to 24 hours on a full charge under ideal conditions, heavy GPS activity or limited connectivity can sometimes cause the estimated hours to show slightly lower than 24. > > We recommend fully charging the collars overnight and then monitoring them during a typical day of use to see if the battery life stabilizes closer to the full 24 hours. If the battery life continues to fall short, we can further investigate to ensure the collars are performing as expected. > > Please let us know how they perform after a full charge, and we'll make sure to provide any additional support needed. > > Best Regards, > Bree > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 10:16 AM "Clint Harrison" wrote: > I got the new collar and it has been swapped. Today I noticed that troop collar is only saying it has 15 hours of battery at 100% charge. Diesel is at 17 hours. I need these to last 24 hours. Can you see why they are not 24+ hours at 100% charge ? > \_\_\_\_\_ >

From: support@halocollar.com on behalf of Halo Collar > Sent: Thursday, September 11, 2025 9:56 AM > To: clint.harrison@outlook.com > Subject: Re: Still have your old Halo Collar? > > Hi again, Jeremy. > > Sounds great! We look forward to the new unit getting to you. > > Wishing you and your pups a great day! > > Best Regards, > Emma > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Thursday, September 11, 2025, 10:55 AM "Clint Harrison" wrote: > Perfect, ty for clarifying. I will get the collars swapped and shipped back to you. I will plug it in to charge and update firmware for 24 hours before I use it. I appreciate the fast response. > > \_\_\_\_\_ >

From: support@halocollar.com on behalf of Halo Collar > Sent: Thursday, September 11, 2025 9:52 AM > To: clint.harrison@outlook.com > Subject: Re: Still have your old Halo Collar? > > Hello Jeremy, > > I apologize for any confusion! It seemed from your last email that you wanted to change your membership to only allow for 2 collars to be active at the same time. > > If you're using all three collars for three separate pets, I would recommend keeping the membership set to 3 collars! > > Your replacement is on its way, so you will have a total of 3 collars. > > Hopefully that clears things up. If not, I'd be more than happy to give you a call and explain further! > > It sounds like keeping things the way they are would be the best for now. > Let me know if you have any other questions or concerns. I'm happy to help! > > Best Regards, > Emma > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Thursday, September 11, 2025, 10:36 AM "Clint Harrison" wrote: > I should cancel my 3rd collar membership even though you are shipping me my 3rd collar? Do I have to start over my membership now and lose my sub I paid for? I assumed I would just add the new collar to my account like I have the last 9-10 times the collar has been replaced. Please let me know if maybe we are just miscommunicating and I should not deactivate my membership. > > \_\_\_\_\_ >

From: support@halocollar.com on behalf of Halo Collar > Sent: Wednesday, September 10, 2025 4:12 PM > To: clint.harrison@outlook.com > Subject: Re: Still have your old Halo Collar? > > Hello Jeremy, > > Thank you for reaching back out! > > Follow the steps below to change your membership to allow for only 2 collars rather than 3 collars. > > \* Adding or Removing Collars from Membership Plan > > I've also added the tracking details for the replacement arriving soon! > > Tracking: 393037265587 > Estimated Arrival: Friday, 9/12/25 before 8:00 PM > > If there's anything else I can help with, please let me know! > > Best Regards, > Emma > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Wednesday, September 10, 2025, 4:34 PM "Clint Harrison" wrote: > I'm glad you did. The charger I ordered won't fit my collar, and one of my collars is faulty, which Halo deactivated. I still have 3 subs, though with 2 collars. Can you let me

know the status of a replacement? I have a dog without a collar, and I want to resolve that quickly. > \_\_\_\_\_ > From: support@halocollar.com on behalf of Halo Collar > Sent: Wednesday, September 3, 2025 8:30 AM > To: clint.harrison@outlook.com > Subject: Re: Still have your old Halo Collar? > > Hello Jeremy, > > Thank you for confirming your shipping address. I've gone ahead and arranged to send you both a charging kit and the small metal prongs you requested. Your order number is 1654521. > > We appreciate your patience and are glad we could get this set up before your trip. Please don't hesitate to reach out if there's anything else we can do for you. > > Safe travels, and thank you again for being part of the Halo family . > > Best Regards, > Bree > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Tuesday, September 2, 2025, 4:01 PM "Clint Harrison" wrote: > Thanks, can I also get a set of the small metal prongs? Jeremy Harrison 23 joseph cv, jackson, tn 38305. I go out of town Thursday so I placed an order for a charger and block yesterday (details below). If you can cover that or just send me another charger is fine also, better to have a spare just in case. > > Receipt from Halo Collar > > Receipt #1616-2980 > > > Amount paid > \$49.36 > > Date paid > Sep 1, 2025, 8:13:35 AM > > Payment method > [Mastercard] - - Apple Pay > > > > Summary > > > > > Halo Collar - Order 1653513 > > \$49.36 > > > > Amount paid > > \$49.36 > > > > >

\_\_\_\_\_ > From: support@halocollar.com on behalf of Halo Collar > Sent: Tuesday, September 2, 2025 1:43 PM > To: clint.harrison@outlook.com > Subject: Re: Still have your old Halo Collar? > > Hello Jeremy, > > Thank you for reaching out and sharing your feedback. We're so sorry to hear about the stressful experience with your previous dog ■. Your suggestion about receiving alerts when a collar goes offline is very valuable, and we'll be sure to share it with our team as we continue improving the system. > > Regarding your charging kit, we're happy to send a full set (block, cord, and charger) for your third collar. Please confirm your full shipping address, and we'll get it sent out as soon as possible. > > Thank you again for your feedback and patience—we truly appreciate it. > > Best Regards, > Bree > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Friday, August 29, 2025, 3:55 PM "Clint Harrison" wrote: > I have a new dog, my last one died, I would like to suggest if a collar goes "offline" please alert the owner the same as the pet is out of boundary, if they are inside the fence and offline and not hear a building it is an emergency. My dog got stuck under the ground and the collar just said offline and last known location for 12 hours. I never got an alert. I also need a charger for my 3rd collar as the spare now has to be a primary collar. Can you send me a charger or do I need to order? Last time I did not get the charging block, I need all 3 parts, Block, cord, halo charger. > \_\_\_\_\_ > From: support@halocollar.com on

behalf of Halo Collar > Sent: Wednesday, July 9, 2025 4:17 PM > To: clint.harrison@outlook.com > Subject: Re: Still have your old Halo Collar? > > Hello Jeremy, > > Thanks so much for the update. We appreciate you letting us know. > > If you have any questions or need anything else in the meantime, we're always here to help. > > Thanks for being part of the Halo Pack! > > Best Regards, > Meg > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Wednesday, July 9, 2025, 5:14 PM "Clint Harrison" wrote: > I have sent them all back. I think we have traded about 10 back and forth. The last time I sent 2 in 1 package and 1 in another package. > \_\_\_\_\_ > From: support@halocollar.com on behalf of

Halo Collar > Sent: Wednesday, July 9, 2025 12:03 PM > To: clint.harrison@outlook.com > Subject: Still have your old Halo Collar? > > Hello, > > I'm Katie from the Halo Support Team—just checking in about your old Halo Collar. > We haven't received it back yet, and we want to make the return process as easy as possible for you. Returning your collar helps us recycle responsibly; it's a small step that makes a big impact.■■■ > > ■■■■If you've lost the pre-paid return label, no problem! > > \* Just reply to this email that you need a label > \* We'll email you a new one > \* Then drop the collar at your nearest FedEx > > Thanks for being part of the Pack, > -Katie Mueller > Halo Customer Support Agent > > Halo Collar | Here for you and your best friend■ > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > \* 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > > > > >



## Conversation: p5RGS6mVTsyxfY4JJ9Bi-Q

Messages: 8 | Customers: 1 | Duration: 2025-09-16 14:17:21 UTC to 2025-09-16 14:44:49 UTC

PHONE\_CALL | Customer (64yGSBo8...) | 2025-09-16 14:17:21 UTC

### AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 14:36:22 UTC

Live Team Notes Serial Numbers:24h4502584rt FW:v.03.00.05 Issue/ Need: GPS isn't working-not tracking her all the time, cloud disruption, right now it appears to be working, but yesterday it wasn't working Troubleshooting & Actions Taken: ask about orientation, going to the GPS adjust, antenna issue when looking at the GPS levels, so adjust the antenna. Showing active feedback again. Cloud connection lost, re-connecting. Collar is falling down. ARF slider Cx asked about their carport, GPS goes weird there-check levels, orientation may change it, beacon last resort Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name:Cara Coffelt Email:cacoffelt@gmail.com Phone number:18123061875 Collar SN:24h4502584rt Collar Model:H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 1333 North Parklane Drive City: Boonville State: Indiana Postal code:47601 Country: US What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! Slider-orchid pink For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 14:36:32 UTC

**From:** support@halocollar.com

**To:** cacoffelt@gmail.com

**Subject:** Halo Support Follow Up

Hello Cara, Thank you for calling Halo Support today. This is Heather O. It was truly a pleasure speaking with you and learning more about you and your pup. How to take a screen recording and send to customer service I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (YC\_UAXeV...) | 2025-09-16 14:36:40 UTC

Added: -LmskJFZShWIO0nMJuMqlA

STATUS CHANGE | Agent (YC\_UAXeV...) | 2025-09-16 14:36:45 UTC | Status: CLOSED

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 14:41:39 UTC | Status: OPEN

### EMAIL | Agent (sR--y62-...) | 2025-09-16 14:44:48 UTC

**From:** support@halocollar.com

**To:** cacoffelt@gmail.com

**Subject:** Re: Halo Support Follow Up

Hello Cara, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for an orchid strap slider has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your

best friend■ On Tuesday, September 16, 2025, 10:36 AM support@halocollar.com wrote:  
> Hello Cara, > > Thank you for calling Halo Support today. This is Heather O. It was truly  
a pleasure speaking with you and learning more about you and your pup. > > How to take  
a screen recording and send to customer service > > I hope I addressed all of your  
questions and provided the clarity you needed. > If anything remains unclear or if new  
questions arise, please don't hesitate to reach out. > > We're always happy to help,  
whether by phone, email, or through our live support options. > Thank you for being part of  
our pack! > > > With pawsitivity, > Heather O > Halo Customer Support > Halo Collar |  
Here for you and your best friend■ > > Need more help? > ■support@halocollar.com |  
■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00  
pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 14:44:49 UTC | Status: CLOSED



## Conversation: aPXlaY0sSLml444Eq68yeA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:17:32 UTC to 2025-09-16 14:18:36 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 14:17:32 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx needs a return label Recap (When/Where/What the customer wants) Cx needs a return label for collar that was replaced under warranty Cx lost the OG label that came with the replacement collar Warranty I.D AW-20250724-35127 SN 25h4141061rt [<https://halo-prod-app-admin-frontend.azurewebsites.net/admin/customers-care/collar-details?id=f0185724-51fd-4b9b-9971-c2736716a6ea>] Created cx another return label Tracking I.D 791941976052 [<https://www.fedex.com/apps/fedextrack/?action=track&tracknumbers;=791941976052>] Is This Resolved/Follow-Up Required? Resolved - Y If Follow Up Is Required (What/When) Sending cx email with return label Optional Additional Info:

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 14:18:23 UTC

**From:** support@halocollar.com

**To:** travisoleary1@gmail.com

**Subject:** Halo Collar Return Label

Hello Travis, My name is Tiff, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 09/30/2025, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Monday, September 15, 2025, 3:58 PM support@halocollar.com wrote: > Hello Travis, > > My name is Quinn, and I'm with the Collar Evaluation Technical Team. > I understand you are experiencing LED issues with Norm's Halo Collar (25h4200783rt). > > Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. > > To proceed with the replacement, follow these steps: > Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call. You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent > We're committed to making this right for you and ensuring your pup stays safe and protected. > Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. > > This is a requirement and can't be bypassed. > If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. > > With pawsitivity, > Quinn > Halo Customer Support > Halo Collar | Here for you and your best friend

> > Need more help? > support@halocollar.com | Halo Help Center > Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 4:15 PM support@halocollar.com wrote: > > > Hello Travis, > > > My name is Taylor, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > > What happens next: > > • Our specialists deep dive into our system > > • They'll email you with their findings and clear next steps > > • We'll stay with you until everything's working the way it should > > > If you have any questions in the meantime, just hit reply. > > We're here for you and your pup every step of the way. > > > We'll be in touch as soon as possible! > > > With pawsitivity, > > Taylor > > Halo Customer Support > > Halo Collar | Here for you and your best friend

> > > Need more help? > > support@halocollar.com | Halo Help Center > > Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Monday, September 15, 2025, 3:14 PM support@halocollar.com wrote: > > > > Hello Travis, > > > > My name is Taylor, and I would like to thank you for your patience while we processed your order request. > > >

> > I'm happy to let you know that your order for Halo Collar Case has been successfully set up and will be shipping out shortly. > > > You can expect your order to arrive within roughly 3-5 business days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status > > > If you have any questions in the meantime, just reply to this email. > > > We're always here to help. > > > With pawsitivity, > > > Taylor > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend ■ > > > > > Need more help? > > > ■support@halocollar.com | ■Halo Help Center > > > ■Speak to a live agent face-to-face at our Dog Park > > > 9:00 am - 8:00 pm EST 7 days a week > > > Join Session to speak with the next available agent > > >

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 14:18:36 UTC | Status: CLOSED

## Conversation: 7s7A18JSQFOQEQoGus-vfA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:18:05 UTC to 2025-09-16 15:24:01 UTC

**Customer (0fm9q9vX...)** | 2025-09-16 14:18:05 UTC | halocollar.com

My dogs collar isn't connecting to the satellite or saying it's signal is low when my other collar is saying it's fine. The blue paw print is also lit up and we have tried to reset, let it die completely and reconnected to wifi

**System/AI** | 2025-09-16 14:18:21 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Agent (vayOmd0l...)** | 2025-09-16 15:23:52 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [sassy.kassy@yahoo.com](mailto:sassy.kassy@yahoo.com)

**Subject:** Halo Collar GPS Troubleshooting

Hello Kassondra, Thank you for reaching out to Halo Support. We're sorry to hear you're having trouble with GPS. We know how important accurate tracking is for your pup's safety — and your peace of mind. We're here to help. Here are some quick tips to optimize your collar's GPS: The Halo Collar collects data from GPS satellites, known as ephemeris data. This data includes satellite location and timing to improve GPS accuracy over time. In some situations, your collar may need to resync with satellites to get an accurate reading. This can happen when: You first take your collar out of the box A new collar update has just been installed The collar has been turned off for a long time (we recommend keeping it powered on) If your collar needs to re-sync (we call this GPS Initialization), you'll see: The GPS light is blinking red once every 3 seconds A notification in the Halo App letting you know it's time to initialize the GPS You will see the following on your Pet Card: To get your collar's GPS back on track: Take the collar outside to an open area (Avoid heavy tree cover or tall buildings) Keep it outside until the GPS light blinks blue. This means it has a strong satellite connection It may take 1–2 minutes, but sometimes longer. For best results: Walk around with the collar while it syncs Slightly shake it as you move — this helps the motion sensors send location updates Open the My Map screen to watch the Pet Pin adjust in real time Don't worry — even if the collar is just sitting still, it can still re-sync. But walking helps confirm when it's ready to go. Once the blue light is blinking, GPS is calibrated and your collar is ready for use. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 15:24:00 UTC

Added: [yUdj74HoRguBsTQ2B0ZktA](#)

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 15:24:01 UTC | Status: CLOSED

## Conversation: C47Cj4vjSaunABzbeldYqq

Messages: 1 | Customers: 1 | Duration: 2025-09-16 14:18:06 UTC to 2025-09-16 14:18:06 UTC

EMAIL | Customer (VCA1kc\_y...) | 2025-09-16 14:18:06 UTC

**From:** kuchelc@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Reminder: urgent malfunction detected

4 more days have passed and ike is roaming the montana countryside naked! The email i got 4 days ago indicated that his collar would be on the way SOON. We live among several cattle producers and they get nervous and trigger happy when a neighbors dog ■ is running loose among the cows. PLEASE expedite the shipment. On Fri, Sep 12, 2025, 5:48 AM Halo Collar wrote: > Craig, > > I have confirmed the shipping address for you on my end, and everything > looks good. Your collar will ship out as soon as possible, and you'll > receive tracking information by email once it's on the way. > > Thank you for your patience. > > Best Regards, > Shari > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Thursday, September 11, 2025, 4:47 PM "Craig Kuchel" > wrote: > > Code 281045 > > Address: > Craig Kuchel > 90 Slack Ln > > Florence, MT > > 59833 > > > On Thu, Sep 11, 2025, 2:11 PM Halo Collar wrote: > >> Hello Craig, >>> Thank you for reaching out to Halo Support. My name is Angelina, and >>> I'll be assisting you. I'm sorry there have been issues confirming your >> address for the warranty to be sent. >>> We've just sent you a separate email with a 24-hour access code that >> allows us to securely view your account and I can confirm the address for >> you. >>> Please reply to this email letting me know the collar is not on the pet >> right now, your physical address, and the pass code to access your account. >> I'm so sorry for the inconvenience. >>> \*Next Steps:\* >>> - Locate the email from the Halo Team >> - Reply to this message with the access code. >>> We look forward to hearing from you. >> Please do not hesitate to let us know if you have any questions. We are >> here to help. >>> With pawsitivity, >> Angelina >> Halo Customer Support >> \*Halo Collar\* | Here for you and your best friend■ >>> \*Need more help?\* >>> ■\*support@halocollar.com\* | ■\*Halo Help >> Center\* >>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>> \*Join Session\* to speak with the next available agent >>> On Thursday, September 11, 2025, 4:07 PM "Craig Kuchel" > kuchelc@gmail.com> wrote: >>> I am being asked for the 4th time to confirm my address so a replacement >> collar can be sent. What's going on? I need my collar NOW! >>> On Thu, Sep 11, 2025, 10:52 AM The Halo Team > thehaloteam@member.halocollar.com> wrote: >>> > You're eligible for a free warranty replacement Halo Collar >>> [image: Halo@] >>> > Craig Kuchel Silver >>> Member since 2024 >>> >>> Hi Craig, >>> >>> >>> This is an urgent reminder that we've detected a critical issue with >> your >> Halo Collar (Serial Number: 25h4123719rt) and would like to send you a >> \*free >> replacement\* collar. >>> >>> >>> \*For your dog's safety, please do not use the collar.\* >>> >>> >>> Under our warranty program, you are eligible for a free replacement. >> \*Please >> confirm your shipping address \*to receive your new collar as quickly as >> possible. >> \*Confirm Shipping Address\* >>> >>> \*Confirm Shipping Address\* >>> >>> Once your address is confirmed, we will ship your replacement collar. >> You >> will receive further instructions on how to return your original collar >> with the replacement. >>> >>> >>> All warranty replacements are subject to our Warranty Policy >>> >>> . >>> >>> >>> If you have any questions or concerns, please contact our Customer >> Support >> team in the Halo Dog Park >>> >>> . >>> >>> \*— The Halo Team\* >>> >>> >>> \*Note: Halo will never ask you for your password. If you suspect fraud >> please contact us directly for assistance. \* >>> [image: Facebook] >>> >>> [image: Instagram] >>> >>> [image: TikTok] >>> >>> [image: YouTube] >>> >>> >>> Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite >>> 340 | Woodcliff Lake, NJ 07677 >>> >>> >>> No longer want to receive these emails? Unsubscribe >>> >>> . >>> >>> >>>

## Conversation: wA\_UhnPCQyaV1FCd4SRsSa

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:19:50 UTC to 2025-09-16 14:30:58 UTC

**PHONE\_CALL** | Customer (zVzgVZPa...) | 2025-09-16 14:19:50 UTC

### AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 14:27:16 UTC

First and Last Name: Jackie Hughes Email: jackie319@hotmail.com Collar SN: 25h4242443rt, 25h4260175rt Collar FW: NA Resources: AP Answers Recap/TS: WISMO-Refund Next Steps Esc to billing for refund inquiry

### EMAIL | Agent (t75aKvM6...) | 2025-09-16 14:27:33 UTC

**From:** support@halocollar.com

**To:** jackie319@hotmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Jackie, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 14:30:48 UTC

Billing Team Escalation Notes Affected Serial Number: 25h4242443rt, 25h4260175rt FW: NA Order ID: NA RMA Ticket #: BE3WTP8W Subscription Start Date: Jul 8, 2025 12:26 PM Reason for Escalation: WISMO - Refund Requested Action: CX requesting timeline for refund if available? CX has already been given the standard response.

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 14:30:58 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

## Conversation: mGAFn1yHQ7aKLFrHO0GBsg

Messages: 15 | Customers: 1 | Duration: 2025-09-16 14:21:23 UTC to 2025-09-16 15:07:34 UTC

**Customer (7jHI2oIU...)** | 2025-09-16 14:21:23 UTC | halocollar.com

I don't want my collars anymore they have stopped working and it's a hassle

**System/AI** | 2025-09-16 14:21:49 UTC | halocollar.com

I'm sorry to hear about the issues with your collars. If you're within the 90-day satisfaction guarantee period, you can return your Halo Collars. Please note that a \$25 return fee applies, and the collars must not be damaged or broken. To start a return, visit our returns page and submit a Return Merchandise Authorization (RMA). If your collars are malfunctioning, our warranty may cover repairs or replacements. Let me know if you need any help with the process or have other questions!

**Customer (7jHI2oIU...)** | 2025-09-16 14:21:49 UTC | halocollar.com

I missed my return window but yall are inconveniencing me and my dogs because of the malfunctions

**Customer (7jHI2oIU...)** | 2025-09-16 14:22:13 UTC | halocollar.com

I'm not in the return window anymore

**Customer (7jHI2oIU...)** | 2025-09-16 14:22:45 UTC | halocollar.com

Can I get an email I can email halo at

**System/AI** | 2025-09-16 14:23:23 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**AGENT NOTE | Agent (VM047vR9...)** | 2025-09-16 14:27:08 UTC

First and Last Name: Stephen Guest Email: [tyblue22.ta@gmail.com](mailto:tyblue22.ta@gmail.com) Other contact info if possible: Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

**EMAIL | Agent (VM047vR9...)** | 2025-09-16 14:27:17 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [tyblue22.ta@gmail.com](mailto:tyblue22.ta@gmail.com)

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Stephen, My name is Taylor, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE | Agent (VM047vR9...)** | 2025-09-16 14:27:24 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw



STATUS CHANGE | Agent (VM047vR9...) | 2025-09-16 14:27:24 UTC | Status: CLOSED

EMAIL | Customer (7jHI2oIU...) | 2025-09-16 15:01:50 UTC

**From:** tyblue22.ta@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Sorry We Were Unable To Connect!

I just wanted to talk to someone about the inconvenience of the two collars I have malfunctioning On Tue, Sep 16, 2025 at 9:27 AM Halo Collar wrote: > Hello Stephen, > > My name is Taylor, from the Halo Dog Park. I'm sorry we missed you today. > It looks like we had trouble connecting to the video call. We were looking > forward to helping you and your pup! If you still need support, please > reply to this message, and we'll be happy to assist you. > > If hopping back into the Dog Park isn't convenient, not to worry. Our > phone support team is available and ready to assist you. > > \*To join the Dog Park through the Halo App, just follow these quick steps:\* > > - Tap Settings > - Tap Halo Dog Park > - Tap Halo Support > - Tap Join Session > > \*Phone support\* (+1 (214) 238-9788) available hours: > > - 9:00 AM - 5:00 PM EST (Monday-Friday) > - 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > > We know how important it is to keep your pup safe and happy, and we're > here to help every step of the way. > > With pawsitivity, > Taylor > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

STATUS CHANGE | Customer (7jHI2oIU...) | 2025-09-16 15:01:50 UTC | Status: OPEN

EMAIL | Agent (poWIULpl...) | 2025-09-16 15:02:37 UTC

**From:** support@halocollar.com

**To:** tyblue22.ta@gmail.com

**Subject:** Halo Collar Contact Information

Hello Stephen, Thanks for reaching out to Halo Support! My name is Kenny, and I'm here for you and your pup! If you'd like a little extra help, we'd love to invite you to join us in the Halo Dog Park. This is our virtual support space where you can chat with one of our agents face-to-face. Please note that you don't have to have your camera on. Just use the link below to hop into a live video call when it's convenient for you: How to Contact Customer Support We're looking forward to seeing you there and are excited to help you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 11:01 AM "Tyana Almanza" wrote: > I just wanted to talk to someone about the inconvenience of the two collars > I have malfunctioning > > On Tue, Sep 16, 2025 at 9:27 AM Halo Collar wrote: > > > Hello Stephen, > > > My name is Taylor, from the Halo Dog Park. I'm sorry we missed you today. > > It looks like we had trouble connecting to the video call. We were looking > > forward to helping you and your pup! If you still need support, please > > reply to this message, and we'll be happy to assist you. > > > If hopping back into the Dog Park isn't convenient, not to worry. Our > > phone support team is available and ready to assist you. > > > \*To join the Dog Park through the Halo App, just follow these quick steps:\* > > > > - Tap Settings > > - Tap Halo Dog Park > > - Tap Halo Support > > - Tap Join Session > > > \*Phone support\* (+1 (214) 238-9788) available hours: > > > > - 9:00 AM - 5:00 PM EST (Monday-Friday) > > - 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > > > > We know how important it is to keep your pup safe and happy, and we're > > here to help every step of the way. > > > With pawsitivity, > > Taylor > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > >

AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 15:07:33 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Stephen Guest Email: tyblue22.ta@gmail.com Phone Number: Collar SN: 25h4082337rt, 25h4031908rt Collar FW: Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx wants to talk to live support about their 2 collars reporting critical issues. Cx abandoned their DP call. Cx was previous emailed contact info for live support. Cx emailed to talk to live support. Email cx " Halo Collar Contact Information" Next Steps: Resolved.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 15:07:34 UTC | Status: CLOSED



## Conversation: TdpVvsY\_R9GNDLIucTY5uw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:22:21 UTC to 2025-09-16 14:30:40 UTC

**PHONE\_CALL** | Customer (CguYOSi0...) | 2025-09-16 14:22:21 UTC

### **AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 14:28:09 UTC**

Live Team Notes Serial Numbers:24h3430933rt FW:v.03.00.05 Issue/ Need: Cancel the plan for a few months Troubleshooting & Actions Taken: walk the cx through the cancellation of the plan Resources Used (provide details): (KB articles, Slack posts, internal docs.): ap, kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **EMAIL | Agent (gJyogQbb...) | 2025-09-16 14:28:36 UTC**

**From:** support@halocollar.com

**To:** jessekirkendall23@gmail.com

**Subject:** Halo Support Follow Up

Hello Jesse, Thank you for calling Halo Support today. This is Wisha. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (gJyogQbb...) | 2025-09-16 14:28:44 UTC

Added: Ofтт8viJQcq6OAbjGHI0iQ

**STATUS CHANGE** | Agent (gJyogQbb...) | 2025-09-16 14:30:40 UTC | Status: CLOSED

## Conversation: zZL4SfJrSDyiyJN4\_969dw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:22:23 UTC to 2025-09-16 16:23:01 UTC

**Customer (3979PzGm...)** | 2025-09-16 14:22:23 UTC | [halocollar.com](https://halocollar.com)

Collar location is inaccurate

**System/AI** | 2025-09-16 14:23:00 UTC | [halocollar.com](https://halocollar.com)

Hi there! For inaccurate collar location, make sure the GPS is properly initialized. Take the collar outside to an open area away from buildings or trees, and keep it still until the GPS light blinks green (Halo 4) or blue (Halo 3/older). This indicates active GPS. If the problem persists, check the collar's fit to ensure it's snug and the GPS antenna faces upward. Keep your firmware updated and charge the collar nightly for optimal performance. For more detailed steps, refer to the Halo App or contact support for assistance.

**STATUS CHANGE** | *Unknown* | 2025-09-16 16:23:01 UTC | Status: *CLOSED*

## Conversation: mZx1POEfQ5OyuDUokgdbNg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:22:42 UTC to 2025-09-16 14:35:15 UTC

### AGENT NOTE | Agent (GG24uY2b...) | 2025-09-16 14:22:42 UTC

Live Team Notes Serial Numbers: 25h4303485rt FW: v.03.00.05 Issue/ Need: GPS drift Troubleshooting & Actions Taken: Checked firmware - firmware is up to date Had cx do hand testing - ensured the orientation of collar was correct and that cx was walking around Checked GPS signal level tool - original settings Cx unsure about effectiveness of collar for their pup Cx wanted to know return policy for collar Cx deciding whether or not they want to keep collar Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Halo App Tier 1 Troubleshooting Guide Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (GG24uY2b...) | 2025-09-16 14:34:30 UTC

**From:** support@halocollar.com

**To:** bill.greier@gmail.com

**Subject:** Halo Support: GPS Troubleshooting

Hello Bill, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! If the issue with the collar persists after ensuring that the collar orientation is correct, and hand testing is done, we would like you to share a screen recording with us. Here is a link to instructions on how to take and share a screen recording: [How to Take and Share a Screen Recording](#) If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. With pawsitivity, Acacia Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 🏠 Halo Help Center 🗣️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (GG24uY2b...) | 2025-09-16 14:35:13 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, ZKYz4UsHRG6\_\_sFoccYiEA

**STATUS CHANGE** | Agent (GG24uY2b...) | 2025-09-16 14:35:15 UTC | Status: CLOSED

## Conversation: JxM0SVBXTiC4Zb\_mfwa8jw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:24:39 UTC to 2025-09-16 14:24:50 UTC

### AGENT NOTE | Agent (5Xverlxv...) | 2025-09-16 14:24:39 UTC

First and Last Name: Louis Rodriguez Email: fxbylou@gmail.com Other contact info if possible: Sidekick Handoff (Y\*N) N - CS had no audio If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (5Xverlxv...) | 2025-09-16 14:24:47 UTC

**From:** support@halocollar.com

**To:** fxbylou@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Louis, My name is Renee, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Renee Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (5Xverlxv...) | 2025-09-16 14:24:50 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (5Xverlxv...) | 2025-09-16 14:24:50 UTC | Status: CLOSED

## Conversation: dh78-LegT2OesbEeviwvEg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:24:44 UTC to 2025-09-16 14:29:32 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 14:24:44 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 3rYf9UMaTxuV55czulmLdA

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 14:24:46 UTC

Live Team Notes Serial Numbers: 23h2241462rt FW: v.02.08.11 Issue/ Need: Cx reordered a new collar wants to cancel to reorder with discount Troubleshooting & Actions Taken: Informed cx she has 1 hour to cancel Walked cx through the cancellation for email Order cancelled, sending cx info via email to upgrade collar Sent access code to show cx Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal slack woocom Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 14:25:04 UTC

**From:** support@halocollar.com

**To:** jfaltys72@gmail.com

**Subject:** Halo Collar Upgrade Options

Hello Julie, Thank you for contacting Halo Collar Support! We would be happy to help with replacing your collar. It appears that your collar is not covered under warranty, as per our warranty policy. We apologize for any inconvenience this may cause. Here are alternative methods for replacing your collar: 1. Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. 2. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 14:29:32 UTC | Status: CLOSED

## Conversation: Nh3z9UEcRxOEGhr\_6bZWMA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:25:26 UTC to 2025-09-16 14:27:59 UTC

### AGENT NOTE | Agent (-LDMikjl...) | 2025-09-16 14:25:26 UTC

Last heard Sep 14, 2025 with 4% charge WB reports no collar issues or hardware failures WB battery utilization shows battery only lasted 3 hours on 9/14 WB diagnostic data details reports MCU temp errors 2 days in a row Collar needs to be replaced

**STATUS CHANGE** | Agent (-LDMikjl...) | 2025-09-16 14:25:42 UTC | Status: OPEN

### EMAIL | Agent (-LDMikjl...) | 2025-09-16 14:27:55 UTC

**From:** support@halocollar.com

**To:** shoranth1985@gmail.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hello Anthony, I have reviewed the data again, and it appears there is no improvement following the firmware update. Based on our findings, I would like to propose a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call. You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Friday, September 12, 2025, 1:09 PM support@halocollar.com wrote: > Hello Customer, > > I'm Les from the Collar Evaluation Technical Team. I understand you're experiencing battery issues with Twix's Halo Collar. > > Our backend data check indicates no hardware failures. I saw that the firmware was updated today and may require a day or two for complete calibration. It's common to experience lower battery life during the first few days as the collar updates and calibrates. > > Please test the collar manually for a day and check for any improvements. > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? >

■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Friday, September 12, 2025, 11:19 AM support@halocollar.com wrote: > > Hello Customer, > > > My name is Martin, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > > What happens next: > > • Our specialists deep dive into our system > > • They'll email you with their findings and clear next steps > > • We'll stay with you until everything's working the way it should > > > If you have any questions in the meantime, just hit reply. > > We're here for you and your pup every step of the way. > > > We'll be in touch as soon as possible! > > > With pawsitivity, > > Martin > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■ support@halocollar.com | ■ Halo Help Center > > ■ Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**STATUS CHANGE** | Agent (-LDMikjl...) | 2025-09-16 14:27:59 UTC | Status: CLOSED

## Conversation: kdYok6DTTjOLbL5RvDet2Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:25:52 UTC to 2025-09-16 14:29:00 UTC

**PHONE\_CALL** | Customer (9fQloWtk...) | 2025-09-16 14:25:52 UTC

### **AGENT NOTE** | Agent (wIA9Uacl...) | 2025-09-16 14:28:48 UTC

Live Team Notes Serial Numbers: n/a FW: n/a Issue/ Need: Cancelled the order  
Troubleshooting & Actions Taken: Said they just ordered a minute ago but had to cancel since apple pay is routing to his old shipping address Cx tried again and same thing happened asking if can be changed or cancel is the only option Adv cancel is the only option for now and only has an hour to cancel it after order is placed Said he will use card to make payment instead Resources Used (provide details): (KB articles, Slack posts, internal docs.): KB, Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 14:28:57 UTC

Added: yvre24KRS7mrSSqthtE0RA

**STATUS CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 14:29:00 UTC | Status: CLOSED

## Conversation: HedJE0soTdKmE7pahRq0bg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 14:26:29 UTC to 2025-09-16 17:24:29 UTC

EMAIL | Agent (a3PrR7DN...) | 2025-09-16 14:26:29 UTC

**From:** support@halocollar.com

**To:** katucker7@gmail.com

**Subject:** Re: Your Halo Collar Replacement Order

Hello Karin, All day, the collar was either indoors charging or marked safe (within the boundary). There were no corrections issued on the day in question. With pawsitivity, Thomas Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:39 PM

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**TOPIC CHANGE** | Agent (\_mb2I5Ls...) | 2025-09-16 16:24:49 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**AGENT NOTE** | Agent (\_mb2I5Ls...) | 2025-09-16 16:27:54 UTC

Live Team Notes Serial Numbers: 23h3424685rt FW: v.02.08.11 Issue/ Need: Cx did not receive return label with wr package Troubleshooting & Actions Taken: Submitting label request Cx mentioned she might not be able to go this week to return it because she lives in a very rural location with no fedexs so just making note of that here that there might be a delay with her sending it back Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (\_mb2I5Ls...) | 2025-09-16 16:27:55 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**EMAIL** | Agent (\_mb2I5Ls...) | 2025-09-16 16:28:07 UTC

**From:** support@halocollar.com  
**To:** katucker7@gmail.com  
**Subject:** Halo Collar Shipping Label Update

Hello Karin, Thanks for reaching out! My name is Jazmine, and I'm happy to help get this sorted for you! I've just submitted a request for a new shipping label to be sent to your email. These typically arrive within 1–2 business days, so keep an eye on your inbox. A few quick tips: The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. If you have any other questions, please let us know! With pawsitivity, Jazmine Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:26 AM support@halocollar.com wrote: > Hello Karin, > > All day, the collar was either indoors charging or marked safe (within the boundary). There were no corrections issued on the day in question. > > With pawsitivity, > Thomas > Halo Customer Support >

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Hello Karin, My name is Jessica, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 09/29, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:28 PM support@halocollar.com wrote: > Hello Karin, > > Thanks for reaching out! My name is Jazmine, and I'm happy to help get this sorted for you! > > I've just submitted a request for a new shipping label to be sent to your email. > These typically arrive within 1–2 business days, so keep an eye on your inbox. > > A few quick tips: > The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. > > If you have any other questions, please let us know! > > With pawsitivity, > Jazmine > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 10:26 AM support@halocollar.com wrote: > > > Hello Karin, > > > All day, the collar was either indoors charging or marked safe (within the boundary). There were no corrections issued on the day in question. > > > With pawsitivity, > > Thomas > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Monday, September 15, 2025, 6:39 PM support@halocollar.com wrote: > > > > Hello Karin, > > > > Working with the team to get the date you needed. I apologize for the delay. You can also reach me at tyoung@halocollar.com so that you don't risk running into the regular team. > > > > > With pawsitivity, > > > Thomas > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend ■ > > > > > Need more help? > > > ■support@halocollar.com | ■Halo Help Center > > > ■Speak to a live agent face-to-face at our Dog Park > > > 9:00

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> >

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 17:24:29 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 17:24:29 UTC

Added: *rxefklGaTXGCpjC7oGEfPg*

## Conversation: ZPJrbDAcQVCCDdPHwD9hWw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:28:07 UTC to 2025-09-16 14:28:17 UTC

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 14:28:07 UTC

First and Last Name: Louis Rodriguez Email: fxbylou@gmail.com Other contact info if possible: Sidekick Handoff (N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (37v57Mh0...) | 2025-09-16 14:28:08 UTC

**From:** support@halocollar.com

**To:** fxbylou@gmail.com

**Subject:** Halo Support: Sorry We Were Unable To Connect!

Hello Louis, My name is Khadijah, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Khadijah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (37v57Mh0...) | 2025-09-16 14:28:14 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (37v57Mh0...) | 2025-09-16 14:28:17 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

## Conversation: Vv7oz5\_KRimK0j9JR\_e-FQ

Messages: 8 | Customers: 1 | Duration: 2025-09-16 14:29:30 UTC to 2025-09-16 17:24:03 UTC

PHONE\_CALL | Customer (dt\_8uRwM...) | 2025-09-16 14:29:30 UTC

### AGENT NOTE | Agent (qssY5KY8...) | 2025-09-16 14:52:40 UTC

Live Team Notes Serial Numbers: 25h4160964rt FW:v.03.00.05 Issue/ Need: I need a different type of collar case, as the Velcro seems to irritate my dog while we're hunting. I explained to the customer that the only option available is the procase at the moment, will follow up if he decides to cancel with cancellation email and steps to remove collar from account Troubleshooting & Actions Taken: N/A Resources Used (provide details): KB, AP, Gladly, Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (qssY5KY8...) | 2025-09-16 14:53:05 UTC

**From:** support@halocollar.com

**To:** stoveworks@hotmail.com

**Subject:** Halo Collar Subscription Cancellation Information

Hello Adam, I'm happy to help! Here are the steps to cancel your membership plan: Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" Important Information: Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed Let us know if you need any help along the way — we're always here for you and your pup! With pawsitivity, Ashley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (qssY5KY8...) | 2025-09-16 14:53:41 UTC

**From:** support@halocollar.com

**To:** stoveworks@hotmail.com

**Subject:** Halo Collar Account Information

Hello Adam, Thanks for reaching out about your Halo account. My name is Ashley, and I'm happy to assist you! You can manage everything directly through the Halo App, whether you're setting up a new account, updating your information, or permanently deleting your account. Here's a quick guide to help you: Creating a New Account Open the Halo App On the Sign Up screen, enter your Email address and Password Password must be at least 8 characters long and include: One uppercase letter One number or special character Optionally, tap the eye icon in the password field to view your password as you type Tap Sign Up On the next screen, tap I Agree to accept the Privacy Policy and Terms of Service Editing Your Account Log in to the Halo App Tap Settings Tap My Account Tap Edit Account From here, you can update your profile photo and display name Deleting Your Account Log into the Halo App Tap Settings Tap My Account Tap Delete Account This will permanently remove your account from the Halo system This is the only way to remove your account permanently If you have any more questions, feel free to let me know. Wish you and your pup all the best! With pawsitivity, Ashley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:53 AM support@halocollar.com wrote: > Hello Adam, > > I'm happy to help! Here are the steps to cancel your membership plan: > Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" > Important Information: > Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore"

to keep your access just like nothing changed > > Let us know if you need any help along the way — we're always here for you and your pup! > > > With pawsitivity, > Ashley > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*STATUS CHANGE | Agent (qssY5KY8...) | 2025-09-16 14:53:58 UTC | Status: CLOSED*

*STATUS CHANGE | Customer (dt\_8uRwM...) | 2025-09-16 15:22:41 UTC | Status: OPEN*

**EMAIL | Customer (dt\_8uRwM...) | 2025-09-16 15:22:41 UTC**

**From:** stoveworks@hotmail.com

**To:** support@halocollar.com

**Subject:** Collar

Are we allowed to transfer the collar to another person since it is not working out for us?  
Adam Leightey dba Leightey Stove Works, Ltd.

*STATUS CHANGE | Unknown | 2025-09-16 17:24:03 UTC | Status: CLOSED*



## Conversation: 55XUbUXbS32qfVB-3NdtNq

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:29:34 UTC to 2025-09-16 14:30:02 UTC

### AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 14:29:34 UTC

Live Team Notes Serial Numbers: FW: Issue/ Need: Cx needing help with retraining Cx needs help setting up fence Troubleshooting & Actions Taken: Call lost During Cx explaining Connections poor Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (YYRYgGjy...) | 2025-09-16 14:29:43 UTC

**From:** support@halocollar.com

**To:** fxbylou@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Louis, My name is Ariel, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 14:29:51 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 14:30:02 UTC | Status: CLOSED

## Conversation: 2dFPa137TYO1OfAsZOoyng

Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:32:21 UTC to 2025-09-16 14:33:04 UTC

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 14:32:21 UTC

Live Team Notes Serial Numbers: 25h4309467rt FW: v.03.00.05 Issue/ Need: Cx needs help with the fitment of the collar. Cx is asking about delayed feedback. Troubleshooting & Actions Taken: Explained the hand test. Explained collar settings and setup. Cx says it lags at times, but it's early on in usage outside. Performed a reset, plugged in, and hand test. Explained the GPS level settings. Pushing the latest firmware-03.01.02 Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 14:33:04 UTC

**From:** support@halocollar.com

**To:** ac2384@yahoo.com

**Subject:** Re: Halo Support: Halo Collar Troubleshooting - GPS

Hello Andrea, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend■

Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:46 PM "Andrea Hoffman" wrote: > It hasn't been used in the last week bc he was neutered last week so we have had to keep him limited in his movements. I don't know how I'm supposed to train him on this when it won't give consistent feedback for the boundaries... > > Andrea L. Hoffman > 317-847-3381 > On Sep 15, 2025, at 3:33 PM, Halo Collar wrote: > > Hello Andrea, > > My name is David and I'm part of the Halo Collar Evaluation Team. We're sorry to hear Archie is having trouble with his Halo Collar. We understand you're experiencing GPS issues with it. > > After reviewing the backend data, we did not identify any problems with the collar hardware. GPS signals are strong for the area which is ideal for optimal collar performance. We did notice the collar hasn't been used much during the past week - it's been primarily connected to the charger. > > Consistent daily use helps the collar adapt to your dog's behavior, improving battery accuracy, motion detection, and overall responsiveness. It also keeps GPS, signal calibration, and connectivity functioning optimally, reducing the risk of performance issues over time. Additionally, if you're noticing GPS inconsistencies, it might be related to how the collar is being hand-tested. > ■ Hand Testing Collar > ■ Collar Orientation ■ What Does Low, Medium, and High GPS mean? > > If you'd like hands-on support, feel free to join our live video support team in the , available every day from 9:00 AM to 8:00 PM ET through the Halo App (Settings > Dog Park > Join Session). Our team would be happy to assist you and address any concerns you have. (<https://dogpark.halocollar.com/services/support>) Dog Park > > Let us know if you have any questions—we're here to help > With pawsitivity, > David Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 12:12 PM support@halocollar.com wrote: Hello Andrea, > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > If you have any other questions, need a refresher, or just want to

check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support . We are here to help! > With pawsitivity, > Ryan Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center  
Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week  
Join Session to speak with the next available agent

## Conversation: QsUVgFG0QkmLtUAh8a53xg

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 14:32:22 UTC to 2025-09-16 14:32:22 UTC*

**EMAIL | Customer (Ma9uV7Yw...) | 2025-09-16 14:32:22 UTC**

**From:** allison.bridges23@aol.com

**To:** support@halocollar.com

**Subject:** [HALO-APP] Login issue

Sent from my iPhone

## Conversation: 0cklG4SeR46ShZlnUziDDA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:34:01 UTC to 2025-09-16 14:34:45 UTC

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 14:34:01 UTC

Live Team Notes Randi Drake Serial Numbers: 24h4472044rt FW: 03.00.05 Issue/ Need: cx states collar has been glitching and pup has been acting up since yesterday  
Troubleshooting & Actions Taken: Having cx take collar outside to do some hand testing  
Not seeing collar move as cx walks with collar making sure cx has proper collar orientation  
Reaching out in Slack for Stuck Pet Pin  
[https://halocollarworkspace.slack.com/archives/C03JKV1S5C5/p1758032570017709]  
Sending cx otac to confirm address Confirmed cx address and phone number Confirmed  
the WR went through in ap Adv cx our return process and to keep all accessories Adv cx  
the collar will be deactivate Resources Used (provide details): (KB articles, Slack posts,  
internal docs.): T1 TS Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 14:34:06 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, majmLeKgR.JekuZZECNBxAQ

### EMAIL | Agent (qY4E785E...) | 2025-09-16 14:34:40 UTC

**From:** support@halocollar.com

**To:** randidrake81@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Randi, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Your order # is AW-20250916-46148 for the replacement collar. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 14:34:45 UTC | Status: CLOSED

## Conversation: pLcaobzZSu6ANleAv-JD\_Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:34:43 UTC to 2025-09-16 14:49:33 UTC

### EMAIL | Customer (qW\_G2XKZ...) | 2025-09-16 14:34:43 UTC

**From:** sktitus@gmail.com

**To:** support@halocollar.com

**Subject:** Return of charging stands

Hello, My husband recently ordered four collars for our dogs and they have been great. He later placed an order for four charging stands. Before we even received them, I determined that we don't need the charging stands. I would like to return them, but your website tells me that the stands don't comply with your return policy. These charging stands were never even removed from the box. Is there any chance you can make an exception and let us return these? The order number is 1637912 and it was placed with the email smtitus1979@gmail.com . Thank you, Sarah Titus

### AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 14:49:14 UTC

Live Team Notes Serial Numbers: unknown FW: Issue/ Need: cx wants to return the charging stands Troubleshooting & Actions Taken: can't return accessories, if cx pushes back we can inquire about a gc or escalate if need be, can't find the account with this email, so we would also need account info Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 14:49:22 UTC

**From:** support@halocollar.com

**To:** sktitus@gmail.com

**Subject:** Re: Return of charging stands

Hi Sarah! We thank you for your email. We are sorry, but our accessories are non-refundable per our return policy. Please let us know if you have any further questions, and we would be happy to assist. With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:35 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 2:34 PM "Sarah Titus" wrote: > > > Hello, > > > My husband recently ordered four collars for our dogs and they have been > > great. He later placed an order for four charging stands. Before we even > > received them, I determined that we don't need the charging stands. I > > would like to return them, but your website tells me that the stands don't > > comply with your return policy. These charging stands were never even > > removed from the box. Is there any chance you can make an exception and > > let us return these? The order number is 1637912 and it was placed with > > the email smtitus1979@gmail.com . > > > Thank you, > > Sarah Titus > >

**STATUS CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 14:49:33 UTC | Status: CLOSED

## Conversation: tsrOmD1oRMSFQLiYmpROXg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:35:12 UTC to 2025-09-16 14:35:45 UTC

### AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 14:35:12 UTC

Live Team Notes Serial Numbers:NA FW:NA Issue/ Need:Collar Set up Cx called in to ask how to assemble collar Guided cx on how to do so Cx understood and will assemble  
Troubleshooting & Actions Taken: NA Resources Used (provide details): (KB articles, Slack posts, internal docs.):AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (Xia3KyCm...) | 2025-09-16 14:35:34 UTC

**From:** support@halocollar.com

**To:** laurabodenstedt@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Laura, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rodrigo Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 14:35:41 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, PT5SzfGLQx6qJKX6efjzxA

**STATUS CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 14:35:45 UTC | Status: CLOSED

## Conversation: BdAgR\_ozTiWDERP3dCh3Gw

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:37:31 UTC to 2025-09-16 16:38:16 UTC*

**Customer (zf86hhet...)** | 2025-09-16 14:37:31 UTC | [halocollar.com](https://halocollar.com)

Need a new charger

**System/AI** | 2025-09-16 14:38:06 UTC | [halocollar.com](https://halocollar.com)

Hi there! To order a new charger for your Halo Collar, you can visit our online store or contact our customer service team for assistance. Make sure to use the correct charger model for your collar by checking the charger specifications. If you're having issues with your current charger, try using a different USB-C cable or charging block to see if that helps. For more troubleshooting tips, check out our Battery and Charging Resource. Let us know if you need any more help!

**STATUS CHANGE** | *Unknown* | 2025-09-16 16:38:16 UTC | Status: *CLOSED*



## Conversation: y0Opt9yIQ-OwyPlg5S30qw

Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:38:43 UTC to 2025-09-16 14:38:45 UTC

### AGENT NOTE | Agent (GG24uY2b...) | 2025-09-16 14:38:43 UTC

Live Team Notes Serial Numbers: FW: Issue/ Need: Cx received email on September 12th from Halo stating that their returned collar had been received - but cx did not receive refund Cx is inquiring about refund Troubleshooting & Actions Taken: Cx returned collar that did not fit Looked in AP - did not find warranty information Reached out to senior agent for additional assistance - could not find additional information Let cx know refund takes 7-10 business days to go through from day that return is received Let cx know to reach back out in about a week if they have not received it Confirmed cx phone number: 4014809158 Sending cx follow up email with information about returns Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (GG24uY2b...) | 2025-09-16 14:38:45 UTC | Status: CLOSED

## Conversation: wmZTdjUHQ9KLr2185oPyXQ

Messages: 9 | Customers: 1 | Duration: 2025-09-16 14:39:29 UTC to 2025-09-16 14:53:03 UTC

**Customer (wmyPID9B...) | 2025-09-16 14:39:29 UTC | halocollar.com**

I am interested in a halo collar. I can get a halo 3 from a friend. do you still support halo 3

**System/AI | 2025-09-16 14:39:57 UTC | halocollar.com**

Yes, we still support the Halo 3 collar! You can find accessories like straps and chargers in our online store. If you have any specific questions or need further assistance with the Halo 3, feel free to ask!

**Customer (wmyPID9B...) | 2025-09-16 14:40:31 UTC | halocollar.com**

does the remote Beacon work with the halo 3?

**System/AI | 2025-09-16 14:41:25 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**TOPIC CHANGE | Agent (UNfbdmGc...) | 2025-09-16 14:46:59 UTC**

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE | Agent (UNfbdmGc...) | 2025-09-16 14:52:40 UTC**

Added: PT5SzfGLQx6qJKX6efjzxA

**AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 14:52:42 UTC**

Live Team Notes Serial Numbers: Not added yet. FW: NA Issue/ Need: Cx is asking about purchase and collar options for beacons. Troubleshooting & Actions Taken: Talked about remote beacon usage and zone beacon. Talked about shared usage and app usage. Explain the setup and usage of the collar. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (UNfbdmGc...) | 2025-09-16 14:52:59 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [monsterskees@yahoo.com](mailto:monsterskees@yahoo.com)

**Subject:** Halo Collar: Thank you!

Hello Jonathan, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE | Agent (UNfbdmGc...) | 2025-09-16 14:53:03 UTC | Status: CLOSED**

## Conversation: 38dFBeSBT--NsIKOzAhWUg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:40:52 UTC to 2025-09-16 14:44:44 UTC

EMAIL | Agent (CCEwld9i...) | 2025-09-16 14:40:52 UTC

**From:** support@halocollar.com

**To:** hcatcedarville@yahoo.com

**Subject:** Tracking Information for Your Warranty Replacement Collar

Hello Heather, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I'm also reaching out to provide you with the tracking details for your warranty replacement collar. Your order has been processed and shipped, and you can follow its delivery progress using the link below: [Track Your Shipment](#) Once your package is in transit, you'll be able to view updates on its estimated delivery date and current location. If you don't see movement right away, please allow a few hours for the carrier to update their system. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in, we're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support — we are here to help. With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (CCEwld9i...) | 2025-09-16 14:44:44 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, dG-ljZuyRaaSTewLvto6tw

**STATUS CHANGE** | Agent (CCEwld9i...) | 2025-09-16 14:44:44 UTC | Status: CLOSED

## Conversation: 6bPsGxG1T06aBY2dKAaSTw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:41:47 UTC to 2025-09-16 14:57:22 UTC

### EMAIL | Customer (dJNgk2C4...) | 2025-09-16 14:41:47 UTC

**From:** paigeuran@gmail.com

**To:** support@halocollar.com

**Subject:** Subscription cancel please

Please cancel my subscription. Our dog has passed after leaving our yard. Paige Uran

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:57:15 UTC

**From:** support@halocollar.com

**To:** paigeuran@gmail.com

**Subject:** Re: Subscription cancel please

Hello Paige, Thank you for reaching out to our Halo Support team! I am so saddened to hear of the passing of your pup. I understand that you would like to cancel your subscription. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. Here are the steps to cancel your membership plan: Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" Important Information: Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed Let us know if you need any help along the way — we're always here for you and your pup! With pawitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:42 AM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 2:41 PM "Paige Uran" wrote: > > > Please cancel my subscription. Our dog has passed after leaving our yard. > > > Paige Uran > >

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 14:57:16 UTC

First and Last Name: Paige Uran Email: [paigeuran@gmail.com](mailto:paigeuran@gmail.com) Phone Number: Collar SN: 23h3351069rt Collar FW: v.01.26.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The cx wants to cancel their subscription. Next Steps: Email the cx the instructions for them to cancel their subscription. Submit as resolved.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 14:57:19 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 14:57:22 UTC | Status: CLOSED

## Conversation: GVtxvyqKTg-yodPRD8knBQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:42:35 UTC to 2025-09-16 14:53:06 UTC

**EMAIL | Agent (CCEwld9i...) | 2025-09-16 14:42:35 UTC**

**From:** support@halocollar.com

**To:** steve@covenantdfw.com

**Subject:** Tracking Information for Your Warranty Replacement Collar

Hello Heather, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I'm also reaching out to provide you with the tracking details for your warranty replacement collar. Your order has been processed and shipped, and you can follow its delivery progress using the link below: Track Your Shipment Once your package is in transit, you'll be able to view updates on its estimated delivery date and current location. If you don't see movement right away, please allow a few hours for the carrier to update their system. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in, we're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support — we are here to help. With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (CCEwld9i...) | 2025-09-16 14:52:59 UTC**

Live Team Notes Serial Numbers: 25H4121766RT FW: v.03.00.05 Issue/ Need: Customer called to check tracking information for his warranty collar. Located the tracking details and sent them to the customer via email. Troubleshooting & Actions Taken: Tier one Resources Used (provide details): (KB articles, Slack posts, internal docs.): Tracking sheet Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE | Agent (CCEwld9i...) | 2025-09-16 14:53:06 UTC**

Added: dG-ljZuyRaaSTewLvto6tw, 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE | Agent (CCEwld9i...) | 2025-09-16 14:53:06 UTC | Status: CLOSED**

Conversation: B4m3l0XTSIW9DGDeFfd\_gA

Messages: 5 / Customers: 1 / Duration: 2025-09-16 14:42:37 UTC to 2025-09-16 15:53:20 UTC

AGENT NOTE | Agent (-LDMIkjl...) | 2025-09-16 14:42:37 UTC

25h4244820rt - Willow Azure battery scan predicts 23.38h battery life WB reports no collar issues for last 30 days WB diagnostic data reports excessive modem failures Collar needs to be replaced

EMAIL | Agent (YumuZHE...) | 2025-09-16 15:46:57 UTC

**From:** support@halocollar.com

**To:** shasta@cpapnow.com

**Subject:** Halo Collar Success Team

Hello Shasta, Thank you for reaching out and sharing your experience. I completely understand how frustrating this has been, especially after multiple attempts to get your collar working properly. I'd like to help you move forward and get this resolved. After reviewing your collar and the provided information, we'd like to confirm that the collar should be replaced. Our warranty process and replacement units have recently been improved to help prevent repeat issues like the ones you've experienced, and the replacement you receive would be a new unit that has not been previously used or refurbished. This should help provide a smoother and more reliable experience moving forward and I'd be happy to provide any additional accessories you may need in order to start fresh. We unfortunately cannot downgrade your collar to the Halo 3 given our current policies. In order to proceed with replacing your collar, we'll need confirmation that it is no longer in use. If you have any questions with this, please let me know. I'm happy to help however I can moving forward and we truly appreciate your patience. I hope to get this resolved for you as smoothly as possible. Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Monday, September 15, 2025, 2:44 PM "Shasta" wrote: > Hello, I am reaching out because the collar we just for is not holding a charge. It will show 34 hours and it will only last 17 to 20 a day. I know this is not normal so what do I need to do to get this fixed? > > > I can tell you this, we spent a LOT of money on this collar and it is NOT what I was HOPING FOR!!! It has been a BIG inconvenience for our family. We have had to send her collars back 5 times now and this one is not working right... Can we exchange it for the 3rd gen. We don't need all the training stuff and I did not know what I was getting at the time. We just need the fints not all the other stuff. > > > Thank you for your time, > > > > Shasta // Front in Manager > P: 208-287-1733 ext 116 / F: 208-287-1734 > > 3067 E Copper Point Dr. Meridian, ID 83642 > > > > > > > > > > > > > > > > "This message is intended for the use of the person or entity to which it is addressed and may contain information that is confidential or privileged, the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this information is strictly prohibited. If you have received this message by error, please notify us immediately and destroy the related message." > > > > > > > > > ---- On Thu, 10 Jul 2025 14:17:01 -0600 Halo Collar wrote --- > > > Hello Shasta, > > > Thanks so much for the update. We appreciate you letting us know it was returned. > > > Thank you for letting us know about the battery performance of your collar, as well! There is a bit of troubleshooting we can do to try to correct that. > > > To get started, please follow the steps below to reset and evaluate the battery: > > Fully discharge the collar- Use the collar until the battery is completely drained and the device powers off. > > Leave it powered off for at least 5 hours- This rest period helps reset the battery behavior. > > Charge the collar fully- Plug it in and allow it to reach 100% without interruption. > > Monitor over the next 48 hours- Use the collar as usual and keep an eye on the battery life. > > If the issue persists after completing these steps, please reply to this email. > > We'll send your case to our Collar Evaluation Team to determine next steps. > > We're here to help! > > > Thanks for being part of the Halo Pack! > > > With pawsitivity, > > Courtney > > Halo Customer Support > > Halo Collar | Here for you and your best friend

> > > Need more help? > > ■ <mailto:support@halocollar.com> | ■ [https://support.halocollar.com/hc/en-us?\\_ga=2.164147005.364022471.1658755978-2104861059.1658523002](https://support.halocollar.com/hc/en-us?_ga=2.164147005.364022471.1658755978-2104861059.1658523002) > > ■ Speak to a live agent face-to-face at our

**STATUS CHANGE** | Agent (YumuZHIE...) | 2025-09-16 15:53:20 UTC | Status: CLOSED



## Conversation: IkTIKJORRpWxkB5ENR2ciw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:42:54 UTC to 2025-09-16 14:43:39 UTC

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 14:42:54 UTC

Live Team Notes Christy Voso Serial Numbers: 24h4411162rt FW: Issue/ Need: checking on order status for WR Troubleshooting & Actions Taken: Looking at AP seeing collar was done in NetSuite Looking at CS tracking sheet showing tracking # Adv cx delivery on Wed 9/17 Cx aware of delivery status Resources Used (provide details): (KB articles, Slack posts, internal docs.): Cs Tracking sheet Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 14:42:59 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0InRc2UDUrYWXc\_JQ

### EMAIL | Agent (qY4E785E...) | 2025-09-16 14:43:37 UTC

**From:** support@halocollar.com

**To:** vosodesigns@yahoo.com

**Subject:** Halo Collar Tracking Information

Hello Christy, Great news! Your Halo Collar is on its way! It's scheduled to arrive: 9/17/2025 FedEx Tracking Number: 393227702558 You can also monitor it here: Halo Collar Order Status We've packed your items with care, and they'll arrive shortly! If you have any further questions, please don't hesitate to contact us. With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 14:43:39 UTC | Status: CLOSED



## Conversation: Vp5JldtdRhybshbUvCvsEg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:44:43 UTC to 2025-09-16 14:44:49 UTC

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 14:44:43 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, N\_yHDZizTI2ll1otDSOr9Q

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 14:44:43 UTC

Intermediate Notes Issue/ Need: Cx needs assistance in submitting warranty Previous Steps:(previous interactions) CET Recap/TS: (current interaction) Assisted Cx in submitting warranty and confirming shipping address Resources: (Articles, Slack Threads, Docs) admin portal Next Steps: follow up email

### EMAIL | Agent (JuW94Dok...) | 2025-09-16 14:44:48 UTC

**From:** support@halocollar.com

**To:** nicolemoe3@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Nikki, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (JuW94Dok...) | 2025-09-16 14:44:49 UTC | Status: CLOSED

## Conversation: eNCP1DmIT2OXg9ljfsmAcA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:44:45 UTC to 2025-09-16 15:02:34 UTC

### EMAIL | Customer (ecCiDxcV...) | 2025-09-16 14:44:45 UTC

**From:** vork.linda4@gmail.com

**To:** info@halocollar.com

**Subject:** Re: Final notice: Need updated Halo Collar billing information

I have fraud on my card and they blocked it, sorry I didn't know. I can do my debit card until I get my card, I am so sorry. On Mon, Sep 15, 2025, 7:55 AM Katie Wilson wrote: > Hey Linda, > > We just tried to process the \$19.99 subscription payment for the fourth > time, but unfortunately it failed once again. > > You can update your billing information here. > > If the next charge fails, your account will be cancelled automatically. > > Let us know if you have any questions, > > — > Katie Wilson > Customer Success > >

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 15:01:44 UTC

Added: Yzbn8c0\_TPW-jn3czqo5bg

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 15:01:45 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Membership payment failed Cx states there was fraud on her card and it was blocked Recap (When/Where/What the customer wants) Advising how to update payment source Is This Resolved/Follow-Up Required? resolved If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

### EMAIL | Agent (sR--y62-...) | 2025-09-16 15:02:33 UTC

**From:** support@halocollar.com

**To:** vork.linda4@gmail.com

**Subject:** Re: Final notice: Need updated Halo Collar billing information

Hello Linda, Thank you for reaching out concerning payment and membership details. My name is Don, and I'm happy to assist you. You can easily update your credit card on file or switch your Halo Membership Plan through your account on the Halo Collar website. To Change the Credit Card on File Log in to your Halo Account on the Halo Website Locate the Billing section and click Edit. Enter your new payment information. Click Update to save your changes. To Change Your Membership Plan Log in to your Halo Account on the Halo Website Click Change Plan. Review and check the boxes to agree to the Terms & Conditions. Click Change Plan under your desired plan. For more information on Halo Membership options, click here. If you have additional questions, please let me know. I'm here for you and your pup! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 10:44 AM "Linda Vork" wrote: > I have fraud on my card and they blocked it, sorry I didn't know. I can do > my debit card until I get my card, I am so sorry. > > On Mon, Sep 15, 2025, 7:55 AM Katie Wilson > wrote: > > > Hey Linda, > > > > We just tried to process the \$19.99 subscription payment for the fourth > > time, but unfortunately it failed once again. > > > > You can update your billing information here. > > > > If the next charge fails, your account will be cancelled automatically. > > > > Let us know if you have any questions, > > > > — > > > > Katie Wilson > > Customer Success > > > >

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 15:02:34 UTC | Status: CLOSED

## Conversation: JoG1brqHQOSQZ3rMcYMIuw

Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:45:16 UTC to 2025-09-16 16:46:28 UTC

**EMAIL | Customer (4CsAlwdY...) | 2025-09-16 14:45:16 UTC**

**From:** suzcap930@gmail.com

**To:** support@halocollar.com

**Subject:** Cancellation request

Dear halo team, I would like to cancel, how can I do that? I returned both the halo collars because our dogs plow right through the fence boundary's. Thank you, Suzanne

**STATUS CHANGE** | Unknown | 2025-09-16 16:46:28 UTC | Status: CLOSED

## Conversation: 1VhcQYLuQYeU2Ec\_YenKhQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:45:29 UTC to 2025-09-16 16:46:29 UTC

**Customer (j8jpqsLn...)** | 2025-09-16 14:45:29 UTC | halocollar.com

I need a replacement buckle/clasp

**System/AI** | 2025-09-16 14:46:05 UTC | halocollar.com

Hi there! For a replacement buckle or clasp for your Halo Collar, please check out our Online Store. You'll find a variety of accessories, including straps and other parts. If you can't find what you need or it's not available online, feel free to reach out to our live support team. They'll help you get the necessary replacement parts to keep your collar safe and functional. Let me know if there's anything else I can assist you with!

**STATUS CHANGE** | Unknown | 2025-09-16 16:46:29 UTC | Status: CLOSED

## Conversation: OnnDKPyySu-cT3rjESHMDQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:45:39 UTC to 2025-09-16 14:58:52 UTC

**PHONE\_CALL** | Customer (xVHtZpmU...) | 2025-09-16 14:45:39 UTC

### **AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 14:58:03 UTC**

Live Team Notes Serial Numbers: 24h4451644rt FW: 3.00.05 Issue/ Need: Halo collar buzzes when it's charging Troubleshooting & Actions Taken: He said the collar got sprayed by a skunk and after cleaning it, the collar Won't stop buzzing Asked if the collar was completely dry after they cleaned it before charging, he said yes Asked to do HR on the collar, the buzzing stopped Adv to let the collar discharge the battery and don't charge for 5 hrs after it reached 0% Cx said will observe the collar performance Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, KB, TS for t1 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **EMAIL | Agent (wIA9Uacl...) | 2025-09-16 14:58:23 UTC**

**From:** support@halocollar.com

**To:** aconstable@yahoo.com

**Subject:** Halo Support Follow Up

Hello Alex, Thank you for calling Halo Support today. This is Psyche. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 14:58:52 UTC | Status: CLOSED

## Conversation: cPUkH4N2QHcX9RxJT6fFSQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:46:09 UTC to 2025-09-16 14:59:29 UTC

**PHONE\_CALL** | Customer (0ZJ9A4Ex...) | 2025-09-16 14:46:09 UTC

**EMAIL | Agent (poWIULpl...) | 2025-09-16 14:57:33 UTC**

**From:** support@halocollar.com

**To:** beckryckert@gmail.com

**Subject:** Follow Up

Hello Brad, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 14:59:25 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 14:59:26 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Brad & Becky Ryckert Email: beckryckert@gmail.com Phone Number: Collar SN: 23h2140732rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx's collar not charging and powering up anymore. Consensus is the battery is done. Cx wants to replace via HC, which their collar is enrolled in. Advised cx that H5s are launching soon and suggested that they wait until then to upgrade the collar via HC. Next Steps: Resolved.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 14:59:29 UTC | Status: CLOSED

## Conversation: DTBzsRj-Qu2k27DMt5H9lw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:50:09 UTC to 2025-09-16 16:51:31 UTC

**Customer (axZPO9ae...)** | 2025-09-16 14:50:09 UTC | halocollar.com

I am about to leave with my dog, we are driving to a park, do I need to change the settings since he will be with me

**System/AI** | 2025-09-16 14:50:32 UTC | halocollar.com

You don't need to change any settings on the Halo Collar when traveling with your dog. When you're at the park, just ensure that the Halo app is updated with the park's boundaries if you plan to use the Halo Collar there. This will help in accurately monitoring and keeping your dog safe in the new location. Safe travels and enjoy your time at the park with your dog!

**STATUS CHANGE** | Unknown | 2025-09-16 16:51:31 UTC | Status: CLOSED

## Conversation: -1q-Q\_nnTnW89HI2X2bY0A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:50:40 UTC to 2025-09-16 14:53:39 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 14:50:40 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, PT5SzfGLQx6qJKX6efjzxA

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 14:50:52 UTC

Added: g5apmYsrTuGLWnaVZyD4ng

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 14:50:56 UTC

Live Team Notes Serial Numbers: n/a FW: n/a Issue/ Need: Cx needs help setting up fence , wants to know if he can set up boundaries in different locations and info on collar Troubleshooting & Actions Taken: Informed cx to get collar added to app Cx purchased membership Connection was not good,cx never reconnected back to call Gave cx info on how to get collar started , ending link via email to help get collar added Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Tier 1 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 14:53:37 UTC

**From:** support@halocollar.com

**To:** fxbylou@gmail.com

**Subject:** Halo Support: Add Collar to App

When you are adding your Halo Collar to your account in the Halo App, make sure the following pre-conditions are met to ensure a smooth process: Your Halo Collar must be plugged into its charger and able to connect to a good Wi-Fi network or cellular coverage. It is best to do this process near a window. a.) Use the original Halo Charging Cable. b.) Make sure the charging port is clean and \*\*dry \*\*c.) Make sure the battery light on the collar blinks green when you plug it in. Quickly and firmly press and release the Power Button on the front of the collar. Your phone's Bluetooth must be turned on. - Be sure to enable Bluetooth within your phone's settings. Make sure your phone is within Bluetooth range of your collar (within 50 feet [15.2 meters]). If you are connecting the collar to an Android Device: On Android 11 or earlier ( $\leq 11$ ), Location permission must be enabled. To check, go to Phone Settings > Apps > Halo > Permissions. On Android 12 or later ( $\geq 12$ ), both Location and Bluetooth permissions must be enabled. To check, go to Phone Settings > Apps > Halo > Permissions. Bluetooth must be enabled on your phone. To check, open the quick settings panel by swiping down and look for the Bluetooth icon—if it is highlighted, Bluetooth is on. You can also go to Phone Settings > Bluetooth > Connected Devices to check the Bluetooth status. Location Service must be enabled on your phone. To check, open the quick settings panel and look for the Location icon—if it is highlighted, the service is on. You can also go to Phone Settings > Location to check its status. If you are connecting the collar to an iOS Device: Bluetooth permission must be enabled. To check, go to iPhone Settings > Halo > Bluetooth Permission Bluetooth must be enabled on your iPhone. To check, open the Control Center by swiping down from the top-right corner and look for the Bluetooth icon—if it is highlighted, Bluetooth is on. You can also go to Settings > Bluetooth to check its status. OR you can go to Settings > Bluetooth > Allow New Connections Following these procedures should make your Halo Collar appear in the app. If you do not see your collar in the app, please contact our live support team at Halo and we will be happy to assist you further! With pawisitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 14:53:39 UTC | Status: CLOSED



## Conversation: G1MraY4VTQSqkeq-9ZU2qw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:51:11 UTC to 2025-09-16 14:53:49 UTC

**TOPIC CHANGE** | Agent (nhfFRvHb...) | 2025-09-16 14:51:11 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, PT5SzfGLQx6qJKX6efjzxA

### AGENT NOTE | Agent (nhfFRvHb...) | 2025-09-16 14:51:11 UTC

Live Team Notes Serial Numbers: 25h4133150rt FW: v. 03.00.05 Issue/ Need: Cx wanted to confirm if there was an extra attachment to keep the collar tighter together on the loop  
Troubleshooting & Actions Taken: Had cx show the full collar (screenshot below) Advised the cx no extra screw and once collar is measured and cut to appropriate length with end rivets collar shouldnt just move No further questions Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Gladly Tier 1 troubleshooting Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. - N/A

### EMAIL | Agent (nhfFRvHb...) | 2025-09-16 14:53:47 UTC

**From:** support@halocollar.com

**To:** laurabodenstedt@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Laura, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Sam Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (nhfFRvHb...) | 2025-09-16 14:53:49 UTC | Status: CLOSED

## Conversation: qiKcdBrZT7mapB3wo8P1ZA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:51:48 UTC to 2025-09-16 15:03:19 UTC

### EMAIL | Customer (s5m0iyRG...) | 2025-09-16 14:51:48 UTC

**From:** massey850@myyahoo.com

**To:** support@halocollar.com

**Subject:** Log Submission

Can someone help us with diagnosing whether the collar is functioning? Sent from my iPhone

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 15:03:08 UTC

**From:** support@halocollar.com

**To:** massey850@myyahoo.com

**Subject:** Re: Log Submission

Hello Anthony, Thank you for reaching out to our Halo Support team! I understand that you would like to know if your collar is functioning correctly. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. There is no account in our system with the email address provided. Please confirm the following information, and we will assist you. Email address on the account. The serial number of the collar. Looking forward to your reply. With pawstivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:51 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 2:51 PM "anthony Dryak" wrote: > > > Can someone help us with diagnosing whether the collar is functioning? > > > > Sent from my iPhone

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 15:03:10 UTC

First and Last Name: anthony Dryak Email: massey850@myyahoo.com Phone Number: Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: The cx wants to know if their collar is functioning correctly. There is no account in AP with the email provided. Next Steps: Email the cx to confirm the following information, and we will assist them. Email address on the account. The serial number of the collar. Submit as resolved.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 15:03:17 UTC

Added: w4-N2LKvQhW0agGKyIANbg

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 15:03:19 UTC | Status: CLOSED

## Conversation: 8Hjoac1BT5e4xf5Ova744A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:54:25 UTC to 2025-09-16 14:58:27 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 14:54:25 UTC

Added: rxefklGaTXGCpjC7oGEfPg

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 14:56:19 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing- cx looking for update on return for a refund & plan cancellation/refund Recap (When/Where/What the customer wants) RMA 9BA6TDAW was expired Both collars (25h4222724rt,25h4282837rt) have been returned & checked in as INM due to expired return Pushed return through \$1,120.20 has been refunded Cancelled plan immediately & refunded 2 year plan \$268.42 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 14:57:49 UTC

**From:** support@halocollar.com

**To:** josettealvarez87@gmail.com

**Subject:** Halo Collar Refund Update

Hello Josette, We hope you and your pups are doing well today! My name is Katherine, and I'm here to help. Thank you for your patience while we review your refund. I want to sincerely apologize for the delay. Here's what happened: There was a hiccup in our automated system due to the return being expired in our systems. As a result, your refund didn't go through as expected. The good news, it's now been resolved: I've manually issued your refund for your collars as well as your membership plan, \$268.42, to your original form of payment. You should see \$1,120.20 back in your account within 5–10 business days. We understand that delays like this can be frustrating, and we appreciate your understanding. If you have any other questions or if there's anything else we can assist you with, we're here and happy to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend ■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 14:58:27 UTC | Status: CLOSED

## Conversation: -5TqjDpWQN-cT25ugd\_Inq

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:55:16 UTC to 2025-09-16 15:14:47 UTC

**Customer (\_98vrfyV...) | 2025-09-16 14:55:16 UTC | halocollar.com**

We purchased a halo collar in 2021 and haven't used it for about a year it's not working now was seeing about a replacement or if there was something we needed to do

**System/AI | 2025-09-16 14:55:42 UTC | halocollar.com**

Hi there! To get your Halo Collar working again, you might want to consider enrolling in Halo Care or Halo Protection. These plans offer discounted replacements if your collar is damaged or if you wish to upgrade. First, check if your collar is eligible for a warranty replacement. Halo Collars come with a 1-year warranty that covers defects. If your collar is out of warranty, the Halo Care plan can help with reduced replacement costs. To proceed with a replacement, visit the Halo website, log in to your account, and find the "Redeem Halo Care or Protection" option. Let me know if you have any other questions!

**Customer (\_98vrfyV...) | 2025-09-16 15:13:35 UTC | halocollar.com**

Can I Have the order number from when we purchased the collar originally

**Customer (\_98vrfyV...) | 2025-09-16 15:13:50 UTC | halocollar.com**

Connerv96@gmail.com

**System/AI | 2025-09-16 15:14:47 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: e0DAZzQ7TBWFT-Rcvo8hMw

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:55:48 UTC to 2025-09-16 14:56:40 UTC*

**Customer (MROpln67...) | 2025-09-16 14:55:48 UTC | halocollar.com**

I need placement chargers

**Customer (MROpln67...) | 2025-09-16 14:56:01 UTC | halocollar.com**

replacement

**System/AI | 2025-09-16 14:56:40 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: 2xhWrSOPT86BvPi5yXjd-Q

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:59:02 UTC to 2025-09-16 17:00:35 UTC

**Customer (fP-ICIBN...)** | 2025-09-16 14:59:02 UTC | halocollar.com

Cancel membership

**System/AI** | 2025-09-16 14:59:45 UTC | halocollar.com

To cancel your Halo membership, log in to your account on the My Account page on the Halo website. Once logged in, click 'Cancel Plan' on your dashboard and confirm the cancellation. Your plan will remain active until the end of the current billing cycle. If you change your mind before the cycle ends, you can restore your plan without interruption. If you need further assistance, feel free to ask!

**STATUS CHANGE** | Unknown | 2025-09-16 17:00:35 UTC | Status: CLOSED

## Conversation: kVb9GWnKQFGgxmVDT-Zcxcg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 14:59:57 UTC to 2025-09-16 16:52:53 UTC

**Customer (dEK9yOJb...)** | 2025-09-16 14:59:57 UTC | halocollar.com

Error message about sensors

**System/AI** | 2025-09-16 15:00:34 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (dEK9yOJb...)** | 2025-09-16 15:01:16 UTC | halocollar.com

This is the error

**Customer (dEK9yOJb...)** | 2025-09-16 15:01:17 UTC | halocollar.com

**Customer (dEK9yOJb...)** | 2025-09-16 15:02:56 UTC | halocollar.com

Can you help?

**AGENT NOTE | Agent (Xia3KyCm...)** | 2025-09-16 16:52:41 UTC

Live Team Notes Serial Numbers:24h4510250rt FW:v.03.00.05 Issue/ Need: W/R Cx called to confirm shipping address. Resent email link to confirm. Cx stated he will talk to his wife and see what route to take. Cx is thinking of returning the collar from the store they bought it from and exchange it for a new one because he "cant go 3-5 business days" without a collar. Troubleshooting & Actions Taken: Resent email confirmation link Resources Used (provide details): (KB articles, Slack posts, internal docs.):AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (Xia3KyCm...)** | 2025-09-16 16:52:47 UTC

**From:** support@halocollar.com

**To:** adbristol@hotmail.com

**Subject:** Halo Collar: Thank you!

Hello Darcy, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rodrigo Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE | Agent (Xia3KyCm...)** | 2025-09-16 16:52:52 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

**STATUS CHANGE | Agent (Xia3KyCm...)** | 2025-09-16 16:52:53 UTC | Status: CLOSED

## Conversation: VZxvwwFoTaGxZvC682\_e8A

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:02:31 UTC to 2025-09-16 17:03:42 UTC

**Customer (yA1eW8UJ...)** | 2025-09-16 15:02:31 UTC | halocollar.com

I am looking for shipping information on a replacement collar

**System/AI** | 2025-09-16 15:02:55 UTC | halocollar.com

Hi there! Replacement collars are shipped using our standard shipping method, which typically takes 3–5 business days once shipped. You'll receive an email to confirm your shipping address and a tracking number to monitor its journey. For status updates, you can check your order using your order number and email on the Order Status Dashboard. If you need further assistance, please let us know!

**STATUS CHANGE** | Unknown | 2025-09-16 17:03:42 UTC | Status: CLOSED



## Conversation: 87s5ko\_8S26SqRBs\_Vcj6g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:03:06 UTC to 2025-09-16 15:03:19 UTC

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 15:03:06 UTC

First and Last Name: Jason & Janet Proper Email: jproper73@gmail.com Other contact info if possible: Sidekick Handoff (N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (37v57Mh0...) | 2025-09-16 15:03:07 UTC

**From:** support@halocollar.com

**To:** jproper73@gmail.com

**Subject:** Halo Support: Sorry We Were Unable To Connect!

Hello Jason, My name is Khadijah, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Khadijah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (37v57Mh0...) | 2025-09-16 15:03:17 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (37v57Mh0...) | 2025-09-16 15:03:19 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

## Conversation: piKwW97vTNK0dz3e8ykQ5A

Messages: 8 | Customers: 1 | Duration: 2025-09-16 15:03:23 UTC to 2025-09-16 16:12:20 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:03:23 UTC

Added: bQCGkOpiQVKvoHsRWeR4Eg

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:03:31 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Learn Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Learn Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:16:57 UTC

**From:** support@halocollar.com

**To:** sammorneault@hotmail.com

**Subject:** Halo Collar Feedback- We Want to Help!

Hello Samantha, We hope you and your pup are doing well today. My name is Bree, and I'm part of the Halo Collar Customer Success Team. Thank you for taking the time to share your feedback in our recent survey; it truly means a lot to us. I'm sorry to hear your experience hasn't been as smooth as it should be. We're grateful you spoke up, and I'd love the chance to help make things right. If you're open to it, I'm here to talk through what's been going on and find a solution that better supports you and your pup. Please either reply to this email, or you can schedule a call with me. I am eager to assist you and make things right. Thank you for your time, and I look forward to hearing back from you soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:20:51 UTC | Status: CLOSED

### EMAIL | Customer (zusGzSzz...) | 2025-09-16 15:28:57 UTC

**From:** sammorneault@hotmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Feedback- We Want to Help!

I attempted again this morning to walk what I think the fence perimeter is with my phone in my hand to monitor us. Josie had the collar on for the first time. At one point it showed what I thought was a safe space and she got a shock!! Scared the daylights out of both of us!! I just can't make sense of the fence. Could it be that because we are so far in the woods with no cell reception only the camp WiFi that I'm not get a consistent fence? Sam Get Outlook for iOS \_\_\_\_\_ From:

support@halocollar.com on behalf of Halo Collar Sent: Tuesday, September 16, 2025 11:16:57 AM To: sammorneault@hotmail.com Subject: Halo Collar Feedback- We Want to Help! Hello Samantha, We hope you and your pup are doing well today. My name is Bree, and I'm part of the Halo Collar Customer Success Team. Thank you for taking the time to share your feedback in our recent survey; it truly means a lot to us. I'm sorry to hear your experience hasn't been as smooth as it should be. We're grateful you spoke up, and I'd love the chance to help make things right. If you're open to it, I'm here to talk through what's been going on and find a solution that better supports you and your pup. Please either reply to this email, or you can schedule a call with me. I am eager to assist you and make things right. Thank you for your time, and I look forward to hearing back from you soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Customer (zusGzSzz...) | 2025-09-16 15:28:57 UTC | Status: OPEN

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:12:19 UTC

**From:** support@halocollar.com

**To:** sammorneault@hotmail.com

**Subject:** Re: Halo Collar Feedback- We Want to Help!

Hello Samantha, Thank you for sharing your experience—we completely understand how scary that must have been for both you and Josie. What you're describing could definitely be related to the limited connectivity in the woods. When the collar has only intermittent Wi-Fi or cellular signal, the GPS may not update as consistently, which can sometimes result in unexpected corrections. A few steps can help improve reliability in areas with limited signal: Walk the full boundary with your phone to ensure the fence is fully recognized by the app. Consider adjusting the boundaries to avoid heavily wooded areas where GPS can be inconsistent. Make sure the collar has a strong initial charge and is fully synced with the app before starting your walk. We want to help make this a safe and positive experience for Josie. If you'd like, we can schedule a call to go over your setup and provide guidance specific to your wooded area. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 11:28 AM "Samantha Morneault" wrote: > I attempted again this morning to walk what I think the fence perimeter is with my phone in my hand to monitor us. Josie had the collar on for the first time. At one point it showed what I thought was a safe space and she got a shock!! Scared the daylights out of both of us!! I just can't make sense of the fence. Could it be that because we are so far in the woods with no cell reception only the camp WiFi that I'm not get a consistent fence? > > Sam > > Get Outlook for iOS > \_\_\_\_\_ > From: support@halocollar.com on behalf of Halo Collar > Sent: Tuesday, September 16, 2025 11:16:57 AM > To: sammorneault@hotmail.com > Subject: Halo Collar Feedback- We Want to Help! > > Hello Samantha, > > We hope you and your pup are doing well today. > My name is Bree, and I'm part of the Halo Collar Customer Success Team. > > Thank you for taking the time to share your feedback in our recent survey; it truly means a lot to us. I'm sorry to hear your experience hasn't been as smooth as it should be. We're grateful you spoke up, and I'd love the chance to help make things right. > > If you're open to it, I'm here to talk through what's been going on and find a solution that better supports you and your pup. > > Please either reply to this email, or you can schedule a call with me. > > I am eager to assist you and make things right. > Thank you for your time, and I look forward to hearing back from you soon. > > Best Regards, > Bree > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ >

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:12:20 UTC | Status: CLOSED

## Conversation: ASDZGdwbSUuRRviulKnGxg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:04:00 UTC to 2025-09-16 15:04:10 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 15:04:00 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, XgG7bb7sStCdWy5Ryptnjw

### AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 15:04:01 UTC

Live Team Notes Serial Numbers: 25h4112191rt FW: 03.00.05 Issue/ Need: Cx is following up from eval email Troubleshooting & Actions Taken: Cx was emailed on 9/4 about collar 25h4112191rt needing to be replaced Cx didnt realize they needed to join again to start warranty Helped start warranty request and make sure shipping was verified Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (WBbod4uN...) | 2025-09-16 15:04:07 UTC

**From:** support@halocollar.com

**To:** sablesys@yahoo.com

**Subject:** Halo Support Warranty Request Submitted

Hello Michael, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (WBbod4uN...) | 2025-09-16 15:04:10 UTC | Status: CLOSED

## Conversation: tolsOKaRQDm71XXZ-l3elw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:06:48 UTC to 2025-09-16 15:07:39 UTC

### AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 15:06:48 UTC

Live Team Notes Serial Numbers: 24h4502426rt FW: 03.00.05 Issue/ Need: Cx collar receiving a diagnostic issue, was battery issue Troubleshooting & Actions Taken: -Cx was not aware that WR had already been initiated -Resent shipping confirmation email to cx to confirm -Cx was able to confirm shipping address -Cx wanted to know if he was able to return collar at this time, informed collar is 109 days outside the return window Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (LZsYfs6M...) | 2025-09-16 15:07:05 UTC

**From:** support@halocollar.com

**To:** gibbons220@gmail.com

**Subject:** Halo Collar: Thank you!

Hello John, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taijon Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 15:07:28 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, rdUSmYttSwKQFfR2AdKalw

**STATUS CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 15:07:39 UTC | Status: CLOSED

## Conversation: vZ8Jme7CScSTnmNWDpM4pA

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:06:54 UTC to 2025-09-16 15:09:15 UTC*

*PHONE\_CALL | Customer (Whbz-m0\_...) | 2025-09-16 15:06:54 UTC*

### **AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 15:08:57 UTC**

Caller looking for assistance with Halo Smart Light Bulb. Adv caller to Google. No follow-up.

*STATUS CHANGE | Agent (t75aKvM6...) | 2025-09-16 15:09:15 UTC | Status: CLOSED*

## Conversation: z-MeBrPFRZaBBGW\_Sa9P7w

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:07:55 UTC to 2025-09-16 15:28:29 UTC

**STATUS CHANGE** | Agent (iBPLP4RB...) | 2025-09-16 15:07:55 UTC | Status: OPEN

### AGENT NOTE | Agent (iBPLP4RB...) | 2025-09-16 15:08:00 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Collar with Issue's SN: 25h4162983rt Recap (When/Where/What the customer wants) Additional notes about the issue: "Cx has called earlier, the previous agent did a reset, but cx says as soon as the collars go outside, it stops connecting." Is This Resolved/Follow-Up Required? Y If Follow Up Is Required (What/When) Send e-mail to the customer that FW 3.1.2 was installed on the collar yesterday, and GPS needs to be reinitialized. Optional Additional Info: The screenshot submitted by the customer shows no wi-fi connection. System log for 9-15 reports multiple WLAN (wi-fi) connection issues. FW 3.1.2 was installed on the collar on 9-15, which has an improvement for wi-fi connectivity.

### EMAIL | Agent (iBPLP4RB...) | 2025-09-16 15:28:24 UTC

**From:** support@halocollar.com

**To:** baca.usa@gmail.com

**Subject:** Re: Halo Support Accessories Order

Hello Sarah, My name is John, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing GPS and connectivity issues with your Halo Collar, serial number 25h4162983rt. Our backend data check indicated no hardware problems. I checked the screenshot you submitted, and noticed that the wi-fi connection (now circled in red) was very weak, but I could not determine if the collar was inside or outside since the map was not visible. The collar reported that it was "updating live", so the collar had an Internet connection. A new, just released firmware was sent to the collar yesterday after this ticket was created. The firmware was written, in part, to improve connection with wi-fi networks. Please click on the following link, and follow the the steps shown to re-sync the collar to the satellites needed for GPS accuracy. [How to Optimize GPS Accuracy – Halo Collar Help Center](#) Please use the collar for the next two days both indoors and outdoors, and take a screen recording that shows any connectivity issues, then reply using the instructions found by clicking on the link below. Thank you. [How to Take and Share a Screen Recording – Halo Collar Help Center](#) With pawsitivity, John Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 1:16 PM "sarah baca" wrote: > Please see logs for Athena > > > On Sep 15, 2025, at 11:03 AM, Halo Collar wrote: > > > ■■ > > Hello Sarah, > > > Thank you for calling Halo Support today. This is Joy. It was truly a pleasure speaking with you and learning more about you and your pup. > > > As discussed, refer to the link below to send your logs to us. > > How to Send System Logs and or Diagnostics Files to the Halo Support Team > > > We're always happy to help, whether by phone, email, or through our live support options. > > Thank you for being part of our pack! > > > With pawsitivity, > > Joy > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > >

■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Monday, September 15, 2025, 10:28 AM support@halocollar.com wrote: > > Hello Sarah, > > > My name is Don, and I would like to thank you for your patience while we processed your order request. > > > I'm happy to let you know that your order for two H4 charging kits has been successfully set up and will be shipping out shortly. > > You can expect your order to arrive within roughly 5-7 days > > You will receive an email confirmation when the order ships > > You can check the status of your shipment: [Halo Collar Order Status](#) > > > If you have any questions in the meantime, just reply to this email. We're always here to help. > > > Best Regards, > > Don > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend ■ > > > On Monday, September 15, 2025, 12:22 PM support@halocollar.com

wrote: > > Hello Sarah, > > > My name is Wisha, and I'll be assisting you. > > > I've gone ahead and submitted the request to have your charging kit H4 shipped. > > > Here's an update: > > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. > > You will receive an email confirmation when it ships. > > We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > > With pawsitivity, > > Wisha > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Monday, September 15, 2025, 12:15 PM "Sarah Baca" wrote: > > > Sent from my iPhone > > > On Sep 15, 2025, at 10:13 AM, Halo Collar wrote: > > > ■ > > Hello Sarah, > > > Thank you for reaching out to Halo support. Please attach the screenshot of the pet card. > > > With pawsitivity, > > Wisha > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > > > > >

**STATUS CHANGE** | Agent (iBPLP4RB...) | 2025-09-16 15:28:29 UTC | Status: CLOSED



## Conversation: aKvxh2PBQgSxBXgzyLPcWQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:08:18 UTC to 2025-09-16 15:08:36 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 15:08:18 UTC

Live Team Notes Serial Numbers: 25h4133150rt FW: v.03.00.05 Issue/ Need: Feedback on beacon not going to collar Troubleshooting & Actions Taken: Had her check settings and the beacon is on She turned off and back on Beacon status is on under my map Had her test outside and the beacon is now working Resources Used Halo App Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (VM047vR9...) | 2025-09-16 15:08:30 UTC

**From:** support@halocollar.com

**To:** laurabodenstedt@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Laura, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (VM047vR9...) | 2025-09-16 15:08:36 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 15:08:36 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, knxFA9d\_QvCvKSD3FB0LTQ

## Conversation: cKaNbvmGTMKnV0Enay98bA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:08:28 UTC to 2025-09-16 15:31:13 UTC

**PHONE\_CALL** | Customer (4UDYSkxq...) | 2025-09-16 15:08:28 UTC

### **AGENT NOTE | Agent (qssY5KY8...) | 2025-09-16 15:30:33 UTC**

Live Team Notes Serial Numbers: 24H3501546RT (Halo 3) FW: v.01.23.04 Issue/ Need: Customer wants to add the Halo 3 to the account and was advised of the instructions, walked through removing old collar to add new collar. The customer has a critical error on the account. Has upgraded the collar to a H3 with purchasing the new collar from Amazon. Troubleshooting & Actions Taken: n/a Resources Used (provide details): KB, Gladly, ZD, AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **EMAIL | Agent (qssY5KY8...) | 2025-09-16 15:30:54 UTC**

**From:** support@halocollar.com

**To:** meblanton20870@aol.com

**Subject:** Halo Collar Halo Care Plan Information

Hello Marian, My name is Ashley, and I'm here to assist you with information on your Halo Care Plan. You can update your Halo Care Membership Plan at any time through your account on the Halo Collar website. If you'd like to switch from Halo Care to Halo Protection, follow the steps below. Steps to Change Your Plan Log in to your account on the Halo Collar Website. Click on Change Plan next to your current membership. Locate the Halo Care coverage section. Change your selection from Halo Care to Halo Protection. Click Update to save your changes. Your switch to Halo Protection will take effect at the start of your next billing cycle. Need to Switch Back? If you change your mind after updating your plan: Simply click Change again and reselect Halo Care. You will not be charged again—your original Halo Care plan will remain active as if it was never changed, and will renew on your next billing date. More information: Halo Care cannot be canceled within 60 days of enrollment. Halo Care Terms & Conditions. What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Ashley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (qssY5KY8...) | 2025-09-16 15:31:05 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**STATUS CHANGE** | Agent (qssY5KY8...) | 2025-09-16 15:31:13 UTC | Status: CLOSED

## Conversation: syLUqi0rTJq59V5dGOYRxxw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 15:08:42 UTC to 2025-09-16 15:31:02 UTC

**PHONE\_CALL** | Customer (XvPdP0Li...) | 2025-09-16 15:08:42 UTC

**EMAIL | Agent (6ow\_I6yX...) | 2025-09-16 15:16:37 UTC**

**From:** support@halocollar.com

**To:** eenoden@gmail.com

**Subject:** Halo Support Accessories Order

Hello Evelyn, My name is Coswayne, and I'll be assisting you. I've gone ahead and submitted the request to have your H3 Contact Tips (3.5mm) shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 15:17:09 UTC

Added: -LmskJFZShWIO0nMJuMqlA

**AGENT NOTE | Agent (6ow\_I6yX...) | 2025-09-16 15:17:12 UTC**

First and Last Name: Evelyn Noden Email: eenoden@gmail.com Collar SN: 24h3190448rt Collar FW: v.02.08.11 Resources: AP Recap/TS: CX states they ordered contact tips on 8/12 and have not received them Next Steps: CX does not have the order number No recent orders under this email address found. Last order was from 2024. Full Name: Evelyn Noden Email: eenoden@gmail.com Phone number: (315) 521-5625 Collar SN: 24h3190448rt Collar Model: 24h3190448rt Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 1880 Rt. 34B City: King Ferry State: NY Postal code: 13081 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 & H3 Contact Tips (3.5mm) For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

**STATUS CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 15:17:15 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 15:30:59 UTC | Status: OPEN

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 15:31:00 UTC**

Accessory Order Number-1660355 H3 Contact tips

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 15:31:02 UTC | Status: CLOSED

## Conversation: yI9LJKZ7RJi0tU1AJ3zUbg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:08:47 UTC to 2025-09-16 15:17:36 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 15:08:47 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx upset their collar is OOWW & would like to cancel their plan/refund Recap (When/Where/What the customer wants) Plan cancellation/refund AP; collars last heard 24 hours ago & 9/14 Went ahead and cancelled plan immediately & refunded \$254.78 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 15:09:13 UTC

**From:** support@halocollar.com

**To:** bleedingblue@hotmail.com

**Subject:** Halo Collar Subscription Update

Hello Cassidy, Thanks for reaching out to Halo Support! My name is Katherine. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Sunday, September 14, 2025, 12:39 PM support@halocollar.com wrote: > Hello Cassidy, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Angelina > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 15:17:36 UTC | Status: CLOSED

## Conversation: uqmem1iUQLugZICH29HKLQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:10:13 UTC to 2025-09-16 15:11:34 UTC

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 15:10:13 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 15:10:18 UTC

Added: PT5SzfGLQx6qJKX6efjzxA

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 15:10:29 UTC

Live Team Notes Serial Numbers: FW: v.03.00.05 Issue/ Need: Cx needs help to add the WR collar. Troubleshooting & Actions Taken: Helped cx to add the WR collar to the app. Explained setup and collar usage. Cx tried to minimize me and dropped the call. Follow up with setup steps. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 15:11:25 UTC

**From:** support@halocollar.com

**To:** sallie.king@cbmoves.com

**Subject:** Halo Collar: Setup

Hello Sallie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am so sorry that we got disconnected. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Please follow the steps below to add your collar. How to Add or Remove a Collar or Pet in the Halo App Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 15:11:34 UTC | Status: CLOSED

## Conversation: NZOAY9KtSr6dNSzDJdCOWw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:10:21 UTC to 2025-09-16 15:30:42 UTC

PHONE\_CALL | Customer (6IUOKe2v...) | 2025-09-16 15:10:21 UTC

EMAIL | Agent (1SOmeXH2...) | 2025-09-16 15:30:19 UTC

**From:** support@halocollar.com

**To:** tianadara@gmail.com

**Subject:** Email Subject - Halo Support Follow Up

Hello Tiana, Thank you for calling Halo Support today. This is Abdul. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Abdul Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 12:55 PM support@halocollar.com wrote: > Hello Tiana, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Ronald > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 2:24 PM support@halocollar.com wrote: > > > Hello Tiana, > > > Thank you for calling Halo Support today. This is Gale. It was truly a pleasure speaking with you and learning more about you and your pup. Sorry we were disconnected. Please give a call back at your convenience. > > > I hope I addressed all of your questions and provided the clarity you needed. > > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > > We're always happy to help, whether by phone, email, or through our live support options. > > Thank you for being part of our pack! > > > With pawsitivity, > > Gale > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■ support@halocollar.com | ■ Halo Help Center > > ■ Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

AGENT NOTE | Agent (1SOmeXH2...) | 2025-09-16 15:30:21 UTC

Live Team Notes Serial Numbers: 25h4220469rt FW: v.03.00.05 Issue/ Need: Collar battery is dying quickly, and it gives a correction when it shouldn't Troubleshooting & Actions Taken: Updated the fw on the collar Did a quick hard reset on the collar and advised cx to monitor the battery after allowing it to discharge Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZE OZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (1SOmeXH2...) | 2025-09-16 15:30:37 UTC

Added: ZKYz4UsHRG6\_\_sFoccYIEA, SMYZ9ncRSlyKFeGsLX1pew | Removed: jHyQ0PKARAKhHUZ\_rEmu6w

**STATUS CHANGE** | Agent (1SOmeXH2...) | 2025-09-16 15:30:42 UTC | Status: CLOSED

## Conversation: WtLrsUXCRp-D0Qhv7MBR7g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:10:50 UTC to 2025-09-16 15:23:52 UTC

PHONE\_CALL | Customer (fJOa20-D...) | 2025-09-16 15:10:50 UTC

EMAIL | Agent (gJyogQbb...) | 2025-09-16 15:18:32 UTC

**From:** support@halocollar.com

**To:** contact@jdwflooring.com

**Subject:** Halo Support

Hello Joshua, Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost - or for any other reason, such as wanting a new device or upgrading your older model to a newer model! The redemption price for the Halo Care plan depends on your membership plan. \* Bronze - \$199 Silver - \$174 Gold - \$149 You can enroll your collar(s) in Halo Care on the My Account screen when you are logged in to halocollar.com. Note: you can enroll in Halo Care at any time and redeem a reduced price replacement collar immediately. However, this subscription cannot be canceled for 60 days after enrollment. Halo Care is billed monthly at \$9.99 per collar Annual billing is available. If the Halo Care plan is canceled, remaining time will be used as a credited amount towards your next membership renewal. Save an additional \$25 on Halo Care or Halo Protection redemptions if you are a silver member. Save an additional \$50 on Halo Care or Halo Protection redemptions if you are a gold member. If you have multiple collars, you must enroll each one in Halo Care individually See Complete Halo Care Terms & Conditions Why Halo Care? The Halo lifestyle is about living life unleashed--and out in the world, anything can happen! This means you and your pup can get the most out of your Halo, with the confidence that you can easily get an affordable replacement if anything happens to your collar. Am I protected if I don't choose Halo Care? Yes! All Halo Pack members with an active plan are eligible for the Halo Protection, which requires no monthly/annual payment. Halo Protection offers collar replacements for \$449, or \$399 for Halo Pack members who signed up for a Gold Plan when selecting a plan or have maintained a Gold Plan for 3 months or longer. Click here to learn more about the Halo Protection. See Complete Halo Protection Terms & Conditions. With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 15:21:31 UTC

Live Team Notes Serial Numbers: 24h3170971rt FW:v.03.00.05 Issue/ Need: Cx has a dead unit h3 out of ww Troubleshooting & Actions Taken: cx wanted to see if he can replace the collar, adv to HC, explain how it works and sent the email. Issue resolved Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, Kb Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

STATUS CHANGE | Agent (gJyogQbb...) | 2025-09-16 15:23:52 UTC | Status: CLOSED



## Conversation: 1tIK5wu1S96wgaLJPiSenQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:11:57 UTC to 2025-09-16 17:12:55 UTC

**Customer (ISTe0dLA...)** | 2025-09-16 15:11:57 UTC | halocollar.com

I ordered a pro case on accident. I thought it was an actual replacement collar strap. I need to return.

**System/AI** | 2025-09-16 15:12:37 UTC | halocollar.com

I'm sorry to hear about the mix-up with your order. Unfortunately, accessories like protective cases are non-refundable as per our return policy. However, if you have any questions or need further assistance, feel free to reach out to our support team. For future purchases, you can explore our Accessory Shop to ensure you're ordering the correct items. If you need a replacement collar strap, you can find it there as well. If there's anything else I can do for you, please let me know!

**STATUS CHANGE** | Unknown | 2025-09-16 17:12:55 UTC | Status: CLOSED

## Conversation: vQllapkfQEGXQYwS7m-rhQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 15:12:40 UTC to 2025-09-16 15:29:10 UTC

**PHONE\_CALL** | Customer (dlcTJpfL...) | 2025-09-16 15:12:40 UTC

**TOPIC\_CHANGE** | Agent (poWIULpl...) | 2025-09-16 15:24:40 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**EMAIL | Agent (poWIULpl...) | 2025-09-16 15:24:41 UTC**

**From:** support@halocollar.com

**To:** andychirip@hotmail.com

**Subject:** Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Andy, Thank you for reaching out. My name is Kenny. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order Important Notes Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Agent (poWIULpl...) | 2025-09-16 15:26:52 UTC**

**From:** support@halocollar.com

**To:** andychirip@hotmail.com

**Subject:** Follow Up

Hello Andy, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 11:24 AM support@halocollar.com wrote: > Hello Andy, > > Thank you for reaching out. My name is Kenny. I'll be assisting you. > > How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection > If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. > > Step-by-Step Instructions > Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order > Important Notes > Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number > For more information on our coverage options, please

refer to the following articles: > What is Halo Care?What is Halo Protection? > If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! > > With pawstivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 15:29:09 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Andy Chirip Email: andychirip@hotmail.com Phone Number: +12016184940 Collar SN: 24h3160449rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx's collar not holding battery charge anymore but still powers when plugged into the charger. According to AP, collar is OWW and enrolled to HC. Advised cx to upgrade collar via HC, when H5s are launched. Email cx "How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection" Next Steps: Resolved.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 15:29:10 UTC | Status: CLOSED

## Conversation: X-ollfu4Q0epk9G1kzitXw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:13:45 UTC to 2025-09-16 16:13:15 UTC

**PHONE\_CALL** | Customer (OsThNhSH...) | 2025-09-16 15:13:45 UTC

**EMAIL | Agent (5amu5WSG...) | 2025-09-16 16:12:50 UTC**

**From:** support@halocollar.com

**To:** joenyz@yahoo.com

**Subject:** Halo Support Follow Up:

Hello Joe, Thank you for calling Halo Support. This is KC, and it was a pleasure speaking with you today. I apologize for missing some information. I see that you confirmed the address on Friday. That would make today the 2nd business day. As long as FedEx picks it up tomorrow, we will definitely have this to you by the 5th business day, which would be Friday. I will keep an eye on your account and escalate this tomorrow if the tracking doesn't come through by the end of the business day. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, KC Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (5amu5WSG...) | 2025-09-16 16:13:10 UTC**

2 replacements set up last week. 25h4283035rt 25h4272504rt Live Team Notes Serial Numbers: 25h4283035rt 25h4272504rt FW: Issue/ Need: wismo WR Troubleshooting & Actions Taken: friday is the 5th business day Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. Billing Team Escalation Notes Affected Serial Number: FW: Order ID: RMA Ticket #: Subscription Start Date: Reason for Escalation: Requested Action:

**TOPIC CHANGE** | Agent (5amu5WSG...) | 2025-09-16 16:13:13 UTC

Added: yuytZ0lnRc2UDUrYWXc\_JQ

**STATUS CHANGE** | Agent (5amu5WSG...) | 2025-09-16 16:13:15 UTC | Status: CLOSED

## Conversation: Hv0INISIQRCpvpX0sep-9Q

Messages: 6 | Customers: 1 | Duration: 2025-09-16 15:14:43 UTC to 2025-09-16 15:18:51 UTC

**PHONE\_CALL** | Customer (yr9EwuDa...) | 2025-09-16 15:14:43 UTC

**STATUS CHANGE** | Unknown | 2025-09-16 15:14:47 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 15:15:11 UTC | Status: OPEN

**PHONE\_CALL** | Agent (t75aKvM6...) | 2025-09-16 15:15:15 UTC

### **AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 15:18:26 UTC**

Auto dialer from Republican National Convention. Called back and asked to take number off of call list.

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 15:18:51 UTC | Status: CLOSED

## Conversation: ICQIFn75RgqQGfPTnct2XA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:14:53 UTC to 2025-09-16 15:15:03 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 15:14:53 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0lnRc2UDUrYWXc\_JQ

### AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 15:14:54 UTC

Live Team Notes Serial Numbers: Na FW: NA Issue/ Need: Cx wanted update on shipping for RMA AW-20250913-45693 Troubleshooting & Actions Taken: Cx got a diag notice on sunday and verified shipping Cx was concerned that they had missed something as the bot said it was under review Was able to see order had been created in our system Let them know it should be shipping soon and to watch for tracking Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehHzEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (WBbod4uN...) | 2025-09-16 15:15:02 UTC

**From:** support@halocollar.com

**To:** a262runner@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Allen, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (WBbod4uN...) | 2025-09-16 15:15:03 UTC | Status: CLOSED

## Conversation: DvA2H3myQc2jHmyLZKaWgw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:15:46 UTC to 2025-09-16 15:16:29 UTC

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 15:15:46 UTC

Live Team Notes Serial Numbers:24h4371854rt FW:v.03.00.05 Issue/ Need: cx wanted to know how to add replacement collar to her account Troubleshooting & Actions Taken: Advised cx this is done in settings under my collars Cx advised that she was having a hard time removing the screws from the strap Advised cx that if the allen key is not working she may try and use pliers Advised cx that she can return the defective unit in the box that the replacement came in Resources Used (provide details): (KB articles, Slack posts, internal docs.): How to Add a Replacement Collar to Your Account [<https://support.halocollar.com/hc/en-us/search/click?data=BAh7DjoHaWRsKwgX%2F3XdUQw6D2FjY291bnRfaWRpA5xBkzoJdHlwZUKiDGFydGljbGUGOGZFVDoldXJsSSJ0aHR0cHM6Ly9zdXBwb3J0LmhhbG9jb2xsYXluY29tL2hjL2VuLXVzL2FydGljbGVzLzEzNTQ1NzQ3MzgyMDM5LUhvdY10by1BZGQtYS1SZXBsYWNlbWVudC1Db2xsYXltdG8tWW91ci1BY2NvdW50BjSlVDoOc2Vhc mNoX2lkSSlpMjFmZml5YzgtZDRkNC00NWJkLTg3ODAtZDg5YmI0Y2NiNzAzBjSlRjoJcm Fua2kiOgtsb2NhbGVJlglbi11cwY7CFQ6CnF1ZXJ5SSlQcmVwbGFjZW1lbnQGOwhUOH JyZXN1bHRzX2NvdW50aRk%3D--9e8a8d6b77e74203c20d06a94001784b02bdc38f>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (37v57Mh0...) | 2025-09-16 15:16:18 UTC

**From:** support@halocollar.com

**To:** sallie.king@cbmoves.com

**Subject:** Halo Collar: Thank you!

Hello Sallie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. Here are the instructions on How to Add a Replacement Collar to Your Account. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Khadijah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (37v57Mh0...) | 2025-09-16 15:16:28 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (37v57Mh0...) | 2025-09-16 15:16:29 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, PT5SzfGLQx6qJKX6efjzxA

## Conversation: jeNzKp4fRVWsVyWudissfQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:16:01 UTC to 2025-09-16 15:23:49 UTC

**PHONE\_CALL** | Customer (2vC5exv4...) | 2025-09-16 15:16:01 UTC

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 15:23:35 UTC**

**From:** support@halocollar.com

**To:** connerv96@gmail.com

**Subject:** Account

Hello conner, Thank you for calling Halo Support today. This is Rabindra. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost - or for any other reason, such as wanting a new device or upgrading your older model to a newer model! The redemption price for the Halo Care plan depends on your membership plan. Bronze - \$199 Silver - \$174 Gold - \$149 You can enroll your collar(s) in Halo Care on the My Account screen when you are logged in to halocollar.com. Note: you can enroll in Halo Care at any time and redeem a reduced price replacement collar immediately. However, this subscription cannot be canceled for 60 days after enrollment. Halo Care is billed monthly at \$9.99 per collar. Annual billing is available. If the Halo Care plan is canceled, remaining time will be used as a credited amount towards your next membership renewal. Save an additional \$25 on Halo Care or Halo Protection redemptions if you are a silver member. Save an additional \$50 on Halo Care or Halo Protection redemptions if you are a gold member. If you have multiple collars, you can select how many Halo Care memberships you would like. Keep in mind that Halo Care can only be used once a year. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 15:23:37 UTC**

First and Last Name: conner varner Email: connerv96@gmail.com Phone Number: 14196307241 Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: The cx wants to link their collar to the account, and they are having difficulty. The cx does not have the collar with them. Next Steps: The cx will call us back. Submit as resolved.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 15:23:47 UTC

Added: UNYy8zJMRzuqZ0-CQlyc1Q

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 15:23:49 UTC | Status: CLOSED



## Conversation: wNyBIFSASZKQSuq5Nf2AzQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:17:50 UTC to 2025-09-16 15:21:32 UTC

### AGENT NOTE | Agent (vi\_2Fjmb...) | 2025-09-16 15:17:50 UTC

Live Team Notes Serial Numbers: 24h2010025rt (AW-534656 - added Mar 13, 2024 2:15 PM) FW: v. 02.08.11 Verifying Issue/ Need: Had a new debit card so it was not being charged, and got a message that the account was being deactivated The dog was not even there, so he was not using the collar and he completely forgot to update the card Troubleshooting & Actions Taken: Advised he would just need to update the card He said that he did but still says he does not a package Asked him to share the screen Walked him to the Restore Plan and Agree & Pay Walked him back to the App to Settings >MyCollars >Add Collar, he said it has power AP shows Battery level 1% Last Heard Jul 16, 2025 9:20 AM BT is ON The collar was added to the App, and assigned the Pet WIFI password was wrong, he had to look for it, it kept rejecting it but finally came through Sent the latest FW update to the collar 03.01.02 PROD BETA (screenshot) Explained to let it charge, then initialize it and hand-test it, etc Is my collar old? Advised of the versions following his H2+ and that he could get the latest version of the collar by signing up for Halo Care, explained how it works, etc Sending him info on the email Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 15:20:41 UTC

**From:** support@halocollar.com  
**To:** johnmpoole1968@gmail.com  
**Subject:** Halo Collar: Thank you!

Hello John, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am glad that I was able to help you reinstate your plan and add your collar back to the App. I also sent the latest version of the software to your collar, so you would need to leave it charging until it updates over-the-air and then take it outside to initialize it, hand-test the feedback, etc. We also discussed your options for upgrading your collar to the newest version. I explained how Halo Care works. I am sending additional information below: What is Halo Care? Halo Care vs Halo Protection Here are the steps on how to upgrade to the latest Halo Model: How to Sign Up for Halo Care – Halo Collar Help Center How to Purchase Replacement Collars using Halo Care or Halo Protection – Halo Collar Help Center Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 15:21:16 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, CF6\_882xQ3eGEtbPbwDdWQ, UNYy8zJMRzuqZ0-CQlyc1Q, PT5SzfGLQx6qJKX6efjzxA, bDcJwjoMTjeffz13hM6gAA

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 15:21:32 UTC | Status: CLOSED

## Conversation: 9du9fC8DQc2r9V\_60wBhWQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:19:25 UTC to 2025-09-16 15:26:00 UTC

**Customer (QzH1Ntrw...)** | 2025-09-16 15:19:25 UTC | halocollar.com

Yet another walk that didn't register at all because the GPS is not working. I recalibrated it yesterday as you suggested evidently that wasn't the problem.

**Customer (QzH1Ntrw...)** | 2025-09-16 15:22:04 UTC | halocollar.com

Is anybody home?

**EMAIL | Agent (vayOmd0l...)** | 2025-09-16 15:25:52 UTC

**From:** support@halocollar.com

**To:** noz34me@gmail.com

**Subject:** Halo Collar Troubleshooting

Hi, Thomas, Thank you for contacting Halo Support. We apologize for the difficulty you are experiencing with your GPS tracking in the App. We understand that you are facing issues with the Halo App's live tracking feature. We want to inform you that the collar does not require cell service or Wi-Fi to provide feedback to your dog. The fence feedback relies on GPS, so if you have little to no Internet signal the collar will still issue feedback when your dog is approaching the boundary line. The Internet connection is how the collar communicates with the app. So if you are in an area with low cellular service there will be a delay in getting notifications and live tracking updates on the app, but the collar will still work to keep your dog in the boundary using GPS technology. See more in this article. Additional Note Through the use of innovative new technology, your Halo Collar will receive satellite position data when plugged in to charge and connected to Wi-Fi. This data will alleviate the need for you to reinitialize your collar's GPS often. Please note: You may see notifications on occasion asking you to reinitialize your GPS. Be familiar with the above procedure in the event that you need to reinitialize again. After reinitializing, please follow the hand test instructions to test your fence. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 15:25:58 UTC

Added: yUdj74HoRguBsTQ2B0ZktA

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 15:26:00 UTC | Status: CLOSED

## Conversation: kT-TNz95T62zoASFjFzaPA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 15:19:34 UTC to 2025-09-16 15:20:11 UTC

**Customer (1Nrr\_cxW...)** | 2025-09-16 15:19:34 UTC | halocollar.com

the shock feature is very inconsistent so much so it's unclear if it's even working at times

**System/AI** | 2025-09-16 15:20:11 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: szbVysazRwihlxeQz2vjbw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:19:35 UTC to 2025-09-16 15:28:07 UTC

**EMAIL | Customer (4\_NhIIR2...) | 2025-09-16 15:19:35 UTC**

**From:** carnochanjesslyn@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Shipping Label

Hi, I'm just realizing now. This is only for FedEx. However, FedEx drop-offs for about an hour from my house. Is there a possibility I can just mail it ? Jesslyn Carnochan On Wed, Sep 3, 2025, 10:56 a.m. Halo Collar wrote: > Hello Jesslyn, > > My name is Katherine, and I hope you and your pup are doing well! > > \*I've attached your PDF return label to this email.\* > > - Please use it to send your old collar back to us. > - The label will expire on 9/17, so please ship before that date. > > > If you have any questions or need help with anything along the way, I'm > here and happy to assist. > Thank you again for being part of the Halo Pack! > > Best Regards, > Katherine > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

**EMAIL | Agent (sR--y62-...) | 2025-09-16 15:27:55 UTC**

**From:** support@halocollar.com

**To:** carnochanjesslyn@gmail.com

**Subject:** Re: Halo Collar Shipping Label

Hello Jesslyn, Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. Unfortunately, we do not have prepaid labels for the USPS as we ship exclusively with FedEx. If you have any further questions or concerns, please do not hesitate to contact us. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 11:19 AM "Jesslyn Carnochan" wrote: > Hi, I'm just realizing now. This is only for FedEx. However, FedEx > drop-offs for about an hour from my house. Is there a possibility I can > just mail it ? > Jesslyn Carnochan > > On Wed, Sep 3, 2025, 10:56 a.m. Halo Collar wrote: > > > Hello Jesslyn, > > > My name is Katherine, and I hope you and your pup are doing well! > > > \*I've attached your PDF return label to this email.\* > > > > - Please use it to send your old collar back to us. > > - The label will expire on 9/17, so please ship before that date. > > > > > If you have any questions or need help with anything along the way, I'm > > here and happy to assist. > > Thank you again for being part of the Halo Pack! > > > Best Regards, > > Katherine > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > >

**TOPIC CHANGE | Agent (sR--y62-...) | 2025-09-16 15:28:06 UTC**

Added: PIOeudXYRhqGCLwE5ykYeQ

**STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 15:28:07 UTC | Status: CLOSED**

## Conversation: zCCTRUKpQBCVacON1s3hBw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:19:48 UTC to 2025-09-16 15:28:33 UTC

**PHONE\_CALL** | Customer (oglLD0Ta...) | 2025-09-16 15:19:48 UTC

**EMAIL** | Agent (t75aKvM6...) | 2025-09-16 15:23:01 UTC

**From:** support@halocollar.com

**To:** bayoublueasstchief101@yahoo.com

**Subject:** Halo Collar Shipping Address Confirmation Needed - AW-20250831-43039

Hello Robert, Thanks for reaching out to Halo Support! My name is Ronald, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. Please click here to confirm your shipping address: AW-20250831-43039 What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (t75aKvM6...) | 2025-09-16 15:27:25 UTC

First and Last Name: Email: bayoublueasstchief101@yahoo.com Collar SN: 25h4175226rt Collar FW: v.03.00.05 Resources: AP Answers Recap/TS: AW-20250831-43039 Address Confirmation Next Steps: Provided address confirmation link via email Walked CX through address confirmation

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 15:27:32 UTC

Added: oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 15:28:33 UTC | Status: CLOSED

## Conversation: PAUbOZy2QNe4-0-hnd1WHg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 15:20:14 UTC to 2025-09-16 16:12:03 UTC

**PHONE\_CALL** | Customer (b94NU2Kn...) | 2025-09-16 15:20:14 UTC

**PHONE\_CALL** | Agent (5amu5WSG...) | 2025-09-16 15:29:09 UTC

**PHONE\_CALL** | Agent (5amu5WSG...) | 2025-09-16 15:36:32 UTC

**EMAIL** | Agent (5amu5WSG...) | 2025-09-16 16:11:24 UTC

**From:** support@halocollar.com

**To:** sphdo@msn.com

**Subject:** Halo Support Follow Up:

Hello Erin, Thank you for calling Halo Support today. This is KC, and it was truly a pleasure speaking with you and learning more about you and your pups! I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, KC Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (5amu5WSG...) | 2025-09-16 16:11:40 UTC

Live Team Notes Serial Numbers:25h4162376rt FW:3.1.2 Issue/ Need: 4 pups none tracking well. Tested boundaries, not consistent and delayed Troubleshooting & Actions Taken: pushed update took outside, didn't switch to LTE. Wanted wifi in all 10 acres. Deleted collars and added them w/o wifi. Now giving feedback at boundaries Resources Used (provide details): (KB articles, Slack posts, internal docs.): ap gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (5amu5WSG...) | 2025-09-16 16:11:47 UTC

Added: ZKYz4UsHRG6\_\_sFoccYiEA, yUdj74HoRguBsTQ2B0ZktA

**STATUS CHANGE** | Agent (5amu5WSG...) | 2025-09-16 16:12:03 UTC | Status: CLOSED

## Conversation: Erk29nLCTbKr4u0CzPfcqA

Messages: 11 | Customers: 1 | Duration: 2025-09-16 15:20:33 UTC to 2025-09-16 18:30:16 UTC

**Customer (Qp6skP0l...)** | 2025-09-16 15:20:33 UTC | halocollar.com

My collar is essentially dead. No lights, charger is working appropriately, tried hard restart, etc. I was told (by troubleshooting in the app) to call for live support

**System/AI** | 2025-09-16 15:20:52 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

*PHONE\_CALL | Customer (JR141b-t...) | 2025-09-16 15:21:36 UTC*

**EMAIL | Agent (jAIUuvEy...)** | 2025-09-16 15:40:08 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [mueller.acm@gmail.com](mailto:mueller.acm@gmail.com)

**Subject:** Dead unit

Hello Aaron, Thank you for calling Halo Support today. This is Rabindra. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (jAIUuvEy...)** | 2025-09-16 15:40:11 UTC

First and Last Name: Aaron Mueller Email: [mueller.acm@gmail.com](mailto:mueller.acm@gmail.com) Phone Number: 15079935226 Collar SN: 22h2195508rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The cx says the collar is dead, no lights. Next Steps: Guide the cx on the dead unit TS instructions. Guide the cx on how to upgrade their collar. Submit as resolved.

*TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 15:40:27 UTC*

*Added: PT5SzfGLQx6qJKX6efjzxA*

*STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 15:40:31 UTC | Status: CLOSED*

**Customer (JR141b-t...)** | 2025-09-16 16:29:04 UTC | halocollar.com

How do I change my account password?

*STATUS CHANGE | Customer (JR141b-t...) | 2025-09-16 16:29:04 UTC | Status: OPEN*

**System/AI** | 2025-09-16 16:29:41 UTC | halocollar.com

Hey there! Changing your account password is easy. You can do it through the Halo website or the app. On the Website: Go to the Halo website and tap Log In. Tap Forgot Password. Enter your email and tap Send Recovery Link. Check your email and open the reset link to create a new password. In the App: Open the Halo App and tap Log In. Tap Forgot Password? Enter your email and request the recovery link. Open the email, reset your password, and tap Submit. Just a quick tip: Make sure your new password includes at least 8 characters, 1 lowercase letter, 1 uppercase letter, and 1 number or special character. Let me know if you need any more help!

*STATUS CHANGE | Unknown | 2025-09-16 18:30:16 UTC | Status: CLOSED*



## Conversation: 7TFIqNrWQgmq3HrK5pdKPw

Messages: 7 | Customers: 1 | Duration: 2025-09-16 15:21:15 UTC to 2025-09-16 15:58:34 UTC

EMAIL | Customer (PVPzwxNC...) | 2025-09-16 15:21:15 UTC

**From:** juampasilvera@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Urgent: malfunction detected

Hi Brandon, Thank you for your reply. I fully understand Halo does not ship abroad and only ships to the US and Canada — that's exactly why I provided a valid US shipping address. That said, this is the \*second time I've experienced a malfunction with the Halo Collar\*. Given that this is a repeated defect on Halo's side, I believe it is reasonable to request an \*exception\* so that I can receive the replacement with the correct paperwork to manage customs on my side. To be specific, I need Halo to provide a commercial invoice at \*USD 150\* with the shipment. Without this, Uruguay customs will calculate the value directly from your website, which would force me to pay over \*60% in duties and taxes\*. This is not something I should have to bear considering the collar failed again under warranty. If Halo is not willing to support me on this request, it unfortunately reflects a very poor customer experience. In that case, I will have no option but to escalate this matter publicly, including a detailed \*1-star review on Amazon\* to ensure other customers are aware of both the product reliability issues and the lack of support when problems arise. Please escalate this request to your \*upper management\* for review. I kindly ask for a clear response and a resolution path. Thanks, Juan Pablo Silvera

On Mon, 15 Sept 2025 at 18:46, Halo Collar wrote: > Hello Juan, > > I understand your situation, and I wish we could help you with this > matter. We never ship abroad, so we have no paperwork that we fill out. > It's just not something we would be able to offer. > > Best Regards, > Brandon > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Monday, September 15, 2025, 5:35 PM "Juan Pablo Silvera" juampasilvera@gmail.com> wrote: > > Hi Brandon, > > > Thank you for your reply. I fully understand Halo only ships to the US and > Canada — that's why I provided you with my US shipping address. From there, > I will personally handle the shipment to Uruguay. > > > However, as this is the second malfunction I'm experiencing with the same > product, and since I'm currently abroad, I kindly ask for an exception > regarding the paperwork. Specifically: > > > - > > Please include a \*commercial invoice for USD 150\* with the replacement > shipment. > - > > Also, kindly email me a copy of this invoice so I can pre-declare it > with Uruguay customs. > > > Without this, customs will apply duties and taxes based on the retail value > listed on your website (60% over the full price), which would make this > replacement extremely costly on my side — despite it being a warranty > issue. > > > To clarify: > > > - > > > You just need to ship the replacement collar to the \*US address I > provided\*. > - > > > I will cover and arrange the shipment from the US to Uruguay myself. > - > > > The only request is that you \*declare the value at USD 150\* on the > invoice so customs will process it smoothly. > > > I kindly ask for your support with this exception given the circumstances. > > > Thank you in advance, > > Juan Pablo Silvera > > On Mon, 15 Sept 2025 at 18:23, Halo Collar wrote: > > > Hello Juan, > > > > This isn't something we can do. We don't ship to Uruguay. We only ship to > > the US and Canada. > > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > On Monday, September 15, 2025, 5:18 PM "Juan Pablo Silvera" > juampasilvera@gmail.com> wrote: > > > > Great, thanks so much! > > > > I'm able to access everything now. Before you ship, as mentioned, I'm > > \*abroad\* and this will be imported into \*Uruguay\*. I need a \*commercial > > invoice for USD 150\* to pre-declare with customs. It \*cannot exceed USD > > 200\*—otherwise duties and taxes apply. > > > > Could you please confirm you'll issue the invoice at \*USD 150\*, include > > it with the shipment, and \*email me a copy\* so I can register it with > > customs in advance? > > > > Thanks again! > > > > On Mon, 15 Sept 2025 at 15:50, Halo Collar wrote: > > > > > Subject: Quick Note About Your Order > > > > > Hi Juan, > > > > > I hope you're doing well! If you're confident that FedEx can deliver to > > > > your address, go ahead and select "keep my original address." If it > > happens > > to come back to us, we can always explore a different address together. > > If > > > > you've received our collars there before, it should be just fine! > > > > > Take care, > > > > Brandon > > > > Halo Senior Customer





please contact our Customer > > >> Support team in the Halo Dog Park > > >> > >  
>>> . > > >> > > >> \*— The Halo Team\* > > >> > > >> > > >> > > >>  
\*Note: Halo will never ask you for your password. If you suspect > fraud > > >> please  
contact us directly for assistance. \* > > >> [image: Facebook] > > >> > > >>  
[image: Instagram] > > >> > > >> [image: TikTok] > > >> > > >> [image:  
YouTube] > > >> > > >> > > >> Halo by Protect Animals with Satellites LLC | 50  
Tice Boulevard | > > Suite > > >> 340 | Woodcliff Lake, NJ 07677 > > >> > > >>  
No longer want to receive these emails? Unsubscribe > > >> > > >> . > > >> > >  
>> >> >> > > >> > > >> > > >> > > >> > > >>

**STATUS CHANGE** | Customer (PVPzwxNC...) | 2025-09-16 15:21:15 UTC | Status: OPEN

**AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 15:25:06 UTC**

Manager Request Notes Customer Information Serial Number: 25h4200306rt Firmware Version: na Order Number: na Why is this being escalated? (What happened?) Cx's second time with an HC issue, he expects an exception, as well as wants upper management to review. Threatening 1 star review if we don't comply with his request. What is the customer requesting? CX wants the collar shipped to FL and then they will ship to Uruguay They want the value declared to \$150 so they don't have to pay customs extra taxes What has already been done with the customer? (Previous steps taken?) Brandon notified via Lindsey that we can't do this Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) Phone number: Email address: juampasilvera@gmail.com Please do not promise a time frame for a response.

**EMAIL | Agent (DRL3eEs5...) | 2025-09-16 15:25:10 UTC**

**From:** support@halocollar.com

**To:** juampasilvera@gmail.com

**Subject:** Re: Urgent: malfunction detected

Hello Juan, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 11:21 AM "Juan Pablo Silvera" wrote: > Hi Brandon, > > Thank you for your reply. I fully understand Halo does not ship abroad and > only ships to the US and Canada — that's exactly why I provided a valid US > shipping address. > > That said, this is the \*second time I've experienced a malfunction with the > Halo Collar\*. Given that this is a repeated defect on Halo's side, I > believe it is reasonable to request an \*exception\* so that I can receive > the replacement with the correct paperwork to manage customs on my side. > > To be specific, I need Halo to provide a commercial invoice at \*USD 150\* > with the shipment. Without this, Uruguay customs will calculate the value > directly from your website, which would force me to pay over \*60% in duties > and taxes\*. This is not something I should have to bear considering the > collar failed again under warranty. > > If Halo is not willing to support me on this request, it unfortunately > reflects a very poor customer experience. In that case, I will have no > option but to escalate this matter publicly, including a detailed \*1-star > review on Amazon\* to ensure other customers are aware of both the product > reliability issues and the lack of support when problems arise. > > Please escalate this request to your \*upper management\* for review. I > kindly ask for a clear response and a resolution path. > > > Thanks, > > Juan Pablo Silvera > > On Mon, 15 Sept 2025 at 18:46, Halo Collar wrote: > > > Hello Juan, > > > I understand your situation, and I wish we could help you with this > > matter. We never ship abroad, so we have no paperwork that we fill out. > > It's just not something we would be able to offer. > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > On Monday, September 15, 2025, 5:35 PM "Juan Pablo Silvera" > juampasilvera@gmail.com> wrote: > > > > Hi Brandon, > > > > > Thank you for your

[illegible]

Hi Juan, My name is Marissa and I'm with Halo's Management Team. Thank you for reaching out to us. Unfortunately, we are unable to fulfill your request. We understand this may not have been the answer you were looking for, and we apologize for the inconvenience. Let me know if there's anything else we can do for you. We're happy to help. Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 10:25 AM support@halocollar.com wrote: > Hello Juan, > > Thank you for reaching out and sharing your concern. We're

genuinely sorry for the trouble you've experienced. > We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > > If you need anything in the meantime, we're right here and happy to help. > > Best Regards, > Robinson > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 11:21 AM "Juan Pablo Silvera" wrote: > > > Hi Brandon, > > > Thank you for your reply. I fully understand Halo does not ship abroad and > > only ships to the US and Canada — that's exactly why I provided a valid US > > shipping address. > > > That said, this is the \*second time I've experienced a malfunction with the > > Halo Collar\*. Given that this is a repeated defect on Halo's side, I > > believe it is reasonable to request an \*exception\* so that I can receive > > the replacement with the correct paperwork to manage customs on my side. > > > To be specific, I need Halo to provide a commercial invoice at \*USD 150\* > > with the shipment. Without this, Uruguay customs will calculate the value > > directly from your website, which would force me to pay over \*60% in duties > > and taxes\*. This is not something I should have to bear considering the > > collar failed again under warranty. > > > If Halo is not willing to support me on this request, it unfortunately > > reflects a very poor customer experience. In that case, I will have no > > option but to escalate this matter publicly, including a detailed \*1-star > > review on Amazon\* to ensure other customers are aware of both the product > > reliability issues and the lack of support when problems arise. > > > Please escalate this request to your \*upper management\* for review. I > > kindly ask for a clear response and a resolution path. > > > > Thanks, > > > Juan Pablo Silvera > > > On Mon, 15 Sept 2025 at 18:46, Halo Collar wrote: > > > > Hello Juan, > > > > I understand your situation, and I wish we could help you with this > > > matter. We never ship abroad, so we have no paperwork that we fill out. > > > It's just not something we would be able to offer. > > > > Best Regards, > > > Brandon > > > Halo Senior Customer Support > > > \*Halo Collar\* | Here for you and your best friend■ > > > > On Monday, September 15, 2025, 5:35 PM "Juan Pablo Silvera" > > juampasilvera@gmail.com> wrote: > > > > > Hi Brandon, > > > > > > Thank you for your reply. I fully understand Halo only ships to the US and > > > Canada — that's why I provided you with my US shipping address. From there, > > > I will personally handle the shipment to Uruguay. > > > > > > However, as this is the second malfunction I'm experiencing with the same > > > product, and since I'm currently abroad, I kindly ask for an exception > > > regarding the paperwork. Specifically: > > > > > > - > > > > > Please include a \*commercial invoice for USD 150\* with the replacement > > > shipment. > > > - > > > > > > Also, kindly email me a copy of this invoice so I can pre-declare it > > > with Uruguay customs. > > > > > > Without this, customs will apply duties and taxes based on the retail value > > > listed on your website (60% over the full price), which would make this > > > replacement extremely costly on my side — despite it being a warranty > > > issue. > > > > > > To clarify: > > > > > > - > > > > > > You just need to ship the replacement collar to the \*US address I > > > provided\*. > > > - > > > > > > I will cover and arrange the shipment from the US to Uruguay myself. > > > - > > > > > > The only request is that you \*declare the value at USD 150\* on the > > > invoice so customs will process it smoothly. > > > > > > I kindly ask for your support with this exception given the circumstances. > > > > > > Thank you in advance, > > > > Juan Pablo Silvera > > > > On Mon, 15 Sept 2025 at 18:23, Halo Collar wrote: > > > > > Hello Juan, > > > > > > This isn't something we can do. We don't ship to Uruguay. We only ship to > > > > the US and Canada. > > > > > > Best Regards, > > > > Brandon > > > > Halo Senior Customer Support > > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > > On Monday, September 15, 2025, 5:18 PM "Juan Pablo Silvera" > > > juampasilvera@gmail.com> wrote: > > > > > > Great, thanks so much! > > > > > > I'm able to access everything now. Before you ship, as mentioned, I'm > > > > > > \*abroad\* and this will be imported into \*Uruguay\*. I need a \*commercial > > > > invoice for USD 150\* to pre-declare with customs. It \*cannot exceed USD > > > > 200\*—otherwise duties and taxes apply. > > > > > > Could you please confirm you'll issue the invoice at \*USD 150\*, include > > > > it with the shipment, and \*email me a copy\* so I can register it with > > > > customs in advance? > > > > > > Thanks again! > > > > > > On Mon, 15 Sept 2025 at 15:50, Halo Collar wrote: > > > > > > Subject: Quick Note About

Your Order >>> Hi Juan, >>> I hope you're doing well! If you're confident that FedEx can deliver to >>> your address, go ahead and select "keep my original address." If it >>> happens >>> to come back to us, we can always explore a different address together. >>> If >>> you've received our collars there before, it should be just fine! >>> Take care, >>> Brandon >>> Halo Senior Customer Support >>> Halo Collar | Here for you and your best friend█. >>> On Monday, September 15, 2025, 2:32 PM support@halocollar.com wrote: >>> Hello Juan, >>> What is it you're trying to order? >>> Best Regards, >>> Brandon >>> Halo Senior Customer Support >>> \*Halo Collar\* | Here for you and your best friend█ >>> On Monday, September 15, 2025, 1:50 PM "Juan Pablo Silvera" >>> juampasilvera@gmail.com> wrote: >>> I have shipped to that address from Amazon and other US Brands without >>> any >>> issues and this is the only address I have, sadly >>> On Mon, 15 Sept 2025 at 14:31, Halo Collar wrote: >>> Hello Juan, >>> This is Brandon with Halo Support. >>> Do you happen to have a family member, friend, or neighbor that we can >>> ship it to? Does FedEx normally ship to your address? >>> Best Regards, >>> Brandon >>> Halo Senior Customer Support >>> \*Halo Collar\* | Here for you and your best friend█ >>> On Monday, September 15, 2025, 1:24 PM "Juan Pablo Silvera" >>> juampasilvera@gmail.com> wrote: >>> Hi I added the address but it's giving an error (attached). How can >>> you >>> ship to that address? >>> Thanks >>> On Mon, 15 Sept 2025 at 11:43, Halo Collar wrote: >>> Hello Juan, >>> Thank you for contacting Halo Support. My name is Don and I am with >>> the >>> RMA Team. I hope this message finds you well. I have resent the link >>> for >>> you to verify your shipping address for your replacement collar. You >>> should >>> have received the email for this (I've also included it below). Once >>> that >>> has been completed we can prepare your replacement. If you have any >>> further >>> questions or concerns, please do not hesitate to contact us. >>> https://haloapp.app.link/dynamic-warranty?dlref=https%3a%2f%2fhalocollar.com%2fwarranty-access%3fwarrantylID%3dAW-20250812-39276 >>> Best Regards, >>> Don >>> Halo Senior Customer Support >>> \*Halo Collar\* | Here for you and your best friend█ >>> On Monday, September 15, 2025, 8:28 AM "Juan Pablo Silvera" >>> juampasilvera@gmail.com> wrote: >>> Hi Halo Support Team, >>> This is the \*second time\* we've experienced the same malfunction with >>> our Halo Collar (Serial No. \*25h4200306rt\*). Could you please help me >>> understand \*how this could happen again\* and what corrective action >>> is >>> being taken? It's a real safety issue for our dogs and family, as we >>> rely >>> on the collar to keep them within our lot. >>> I'm currently outside the country, so for the \*replacement\* please: >>> 1. >>> \*Ship to this address:\* >>> Ludmila Umpierrez Menendez >>> 3970 NW 132nd St >>> \*UNIT A-150005\* >>> Opa Locka, FL 33054 >>> United States >>> Phone: +1 (786) 417-4062\* >>> 2. >>> Issue a \*commercial invoice for US\$150\* (declared value) and include >>> a copy with the shipment and by email. I need this amount on the >>> invoice to >>> clear \*Uruguayan customs\* without issues. >>> Important: I \*cannot return the defective unit\* at this time because >>> I'm >>> abroad and the international shipping, duties, and handling would be >>> \*prohibitively >>> expensive\*. If a return is absolutely required, please advise on an >>> alternative solution (e.g., certified disposal or photos/serial >>> verification) that avoids those costs. >>> Please confirm the shipping date, tracking, and any next steps. >>> Thanks in advance for your prompt help. >>> Best regards, >>> \*Juan Pablo Silvera\* >>> On Fri, 22 Aug 2025 at 07:25, The Halo Team >>> thehaloteam@member.halocollar.com> wrote: >>> You're eligible for a free warranty replacement Halo Collar >>> [image: Halo®] >>> Juan Pablo S. Bronze >>> Member since 2024 >>> Hi Juan Pablo, >>>

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 15:58:34 UTC | Status: CLOSED

## Conversation: bChfEoD2RfijUu-u4gNzuQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 15:22:08 UTC to 2025-09-16 16:01:53 UTC

**EMAIL | Agent (YumuZHIE...) | 2025-09-16 15:22:08 UTC**

**From:** support@halocollar.com

**To:** runcyn0915@gmail.com

**Subject:** Halo Collar Success Team

Hello Cyndi, After further review, we'd like to assist with setting up the return of all collars associated with your account. While this request falls outside our standard 90-day return window, we're happy to offer this as a courtesy. Since Emma is out until tomorrow, I'd like to go ahead and get started to avoid you having to wait any longer. To proceed, I'll first need your confirmation that none of the collars associated with your account are currently in use. This is an important safety step, as the collars may be deactivated once the return is submitted. With this, we want to be sure you're no longer using any on your dogs. Once I have your confirmation, I'll initiate the return on our end and provide a return label for you to send back all collars in your possession, including any replacements or previously warranted collars. Receiving all items is essential for us to successfully process the refund. After we receive the returned collars, your refund will be processed to the original form of payment within 7–10 days, and you'll receive updates via email throughout the process. I hope this helps clarify everything. Once you confirm that the collars are no longer in use, I'll move forward with the return process. Thank you again for your time and for bringing this to our attention. I look forward to assisting you and making this as smooth as possible. Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**TOPIC CHANGE | Agent (YumuZHIE...) | 2025-09-16 15:24:45 UTC**

Added: aXIAIFSOSpCQh-gy6D9WcQ

**STATUS CHANGE | Agent (YumuZHIE...) | 2025-09-16 15:25:07 UTC | Status: CLOSED**

**EMAIL | Customer (dFAR47Fv...) | 2025-09-16 15:31:30 UTC**

**From:** runcyn0915@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Success Team

All collars are no longer in use. Thanks Haley Thanks, Cyndi Schnabel > On Sep 16, 2025, at 11:22 AM, Halo Collar wrote: > > ■ > Hello Cyndi, > > After further review, we'd like to assist with setting up the return of all collars associated with your account. While this request falls outside our standard 90-day return window, we're happy to offer this as a courtesy. Since Emma is out until tomorrow, I'd like to go ahead and get started to avoid you having to wait any longer. > > To proceed, I'll first need your confirmation that none of the collars associated with your account are currently in use. This is an important safety step, as the collars may be deactivated once the return is submitted. With this, we want to be sure you're no longer using any on your dogs. > > Once I have your confirmation, I'll initiate the return on our end and provide a return label for you to send back all collars in your possession, including any replacements or previously warranted collars. Receiving all items is essential for us to successfully process the refund. > > After we receive the returned collars, your refund will be processed to the original form of payment within 7–10 days, and you'll receive updates via email throughout the process. > > I hope this helps clarify everything. Once you confirm that the collars are no longer in use, I'll move forward with the return process. Thank you again for your time and for bringing this to our attention. I look forward to assisting you and making this as smooth as possible. > > Best Regards, > Haley > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■

**STATUS CHANGE | Customer (dFAR47Fv...) | 2025-09-16 15:31:30 UTC | Status: OPEN**

**EMAIL | Agent (YumuZHIE...) | 2025-09-16 16:01:53 UTC**



**From:** support@halocollar.com

**To:** runcyn0915@gmail.com

**Subject:** Re: Halo Collar Success Team

Hello Cyndi, Thank you for confirming! I've gone ahead and initiated your return, and your return label is attached to this message. You can use this label to send back all collars, and once they are received at our warehouse, you'll receive an email update when your refund has been processed. Please note that you'll need to cancel your plan to prevent any future charges. While we're sad to see you go, we truly appreciate the time you spent with Halo and wish you all the best in your next adventures. If you have any questions or need assistance along the way, please don't hesitate to reach out. We're happy to help!

Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 11:31 AM "Cyndi Schnabel" wrote: > All collars are no longer in use. > Thanks Haley > > Thanks, > Cyndi Schnabel > > > On Sep 16, 2025, at 11:22 AM, Halo Collar wrote: > > > ■ > > Hello Cyndi, > > > After further review, we'd like to assist with setting up the return of all collars associated with your account. While this request falls outside our standard 90-day return window, we're happy to offer this as a courtesy. Since Emma is out until tomorrow, I'd like to go ahead and get started to avoid you having to wait any longer. > > > > To proceed, I'll first need your confirmation that none of the collars associated with your account are currently in use.

This is an important safety step, as the collars may be deactivated once the return is submitted. With this, we want to be sure you're no longer using any on your dogs. > > > > Once I have your confirmation, I'll initiate the return on our end and provide a return label for you to send back all collars in your possession, including any replacements or previously warrantied collars. Receiving all items is essential for us to successfully process the refund. > > > > After we receive the returned collars, your refund will be processed to the original form of payment within 7–10 days, and you'll receive updates via email throughout the process. > > > > I hope this helps clarify everything. Once you confirm that the collars are no longer in use, I'll move forward with the return process. Thank you again for your time and for bringing this to our attention. I look forward to assisting you and making this as smooth as possible. > > > > Best Regards, > > Haley > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend■ >

## Conversation: Bih\_86loQHC8fSXoMp2U1w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:22:40 UTC to 2025-09-16 17:24:03 UTC

**Customer (MbcC5if6...) | 2025-09-16 15:22:40 UTC | halocollar.com**

Ummmmmm

**System/AI | 2025-09-16 15:22:58 UTC | halocollar.com**

Hi Stacy! How can I assist you with your Halo Collar today? Whether you have questions about functionality, setup, or anything else, I'm here to help.

**Customer (MbcC5if6...) | 2025-09-16 15:23:09 UTC | halocollar.com**

sorry. Need to return a collar. How can I do that?

**System/AI | 2025-09-16 15:23:35 UTC | halocollar.com**

Hi there! To return your Halo Collar, please make sure it was purchased directly from [www.halocollar.com](http://www.halocollar.com) and is not damaged. You'll need a Return Merchandise Authorization (RMA) and must return it within 90 days of receipt. Start by visiting this link and clicking "Submit a Return for Refund." Follow the steps, including entering your order number and purchase email. You'll receive an email with a pre-paid shipping label. Please note, a \$25 return fee applies, and original shipping costs are non-refundable.

**STATUS CHANGE** | Unknown | 2025-09-16 17:24:03 UTC | Status: CLOSED

## Conversation: MENpQNTsRmqaTv2yubikrg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:23:12 UTC to 2025-09-16 15:23:33 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:23:12 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:23:13 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:23:32 UTC

**From:** support@halocollar.com

**To:** palmer\_darla@hotmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Darla, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:23:33 UTC | Status: CLOSED

## Conversation: Y7wRjOkFTBqdRCUmCCgpdQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:23:29 UTC to 2025-09-16 15:24:26 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 15:23:29 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, MllsYsoXS1qWWFbZys35mg

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 15:23:34 UTC

Added: OeTzDXf5Qt2378nYRu\_ilw

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 15:23:34 UTC

Live Team Notes Serial Numbers: 24h4492390rt FW: v.03.00.05 Issue/ Need: Cx has received issues with collar not connecting in one area of fence to wifi/lte Troubleshooting & Actions Taken: Pushed up to date fw, collar was outdated Informed cx to hand test collar after update Cx will send screen recordings to Dog Park to forward to CET if update does not correct issue Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Tier 1 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 15:24:20 UTC

**From:** support@halocollar.com

**To:** tim.sparstad@gmail.com

**Subject:** Halo Support: How to Take and Share a Screen Recording

Here's How to Capture and Share a Screen Recording If you run into an issue while using the Halo App, a screen recording can help our Customer Support team better understand and resolve the problem. What to Record If you're experiencing GPS issues, please record your screen while the My Map tab is open and your Pet Card is visible. While recording, test the collar along your fence line by following the steps in this article: [How to Hand Test The Collar Accuracy](#) How to Screen Record (iOS) Open the Control Center Swipe from the very top or bottom of your screen (depending on your iPhone model) to access the Control Center. Find the Screen Record Button Look for the circular icon (a solid dot inside a ring). If you don't see it, follow these instructions to add screen recording to your Control Center. Start the Recording Tap and hold the Screen Record icon. Turn the microphone ON (it should appear red). Tap Photos (if listed) to save the recording to your Camera Roll. Begin the Test Swipe the Control Center away and open the Halo App. Start your GPS test with the Pet Card open. You can switch to your Camera app during the recording to show where you or your dog are in real life vs. the app view. Stop the Recording Swipe to open the Control Center again and tap the record button to stop. You'll see a confirmation that your video has been saved. How to Screen Record (Android) Android 11 and Later: Follow these instructions to start a screen recording. Be sure to enable both Media Sounds and Microphone so we can hear what you're experiencing. Android 10 and Earlier: Download AZ Screen Recorder from the Google Play Store. Open the app and tap the camera icon. Grant microphone and file access. Start recording and walk through your issue in the Halo App. Use the microphone to describe what you're seeing/hearing in real time. Submitting Your Recording Once your video is recorded: Email attachment: Open your email app Reply to your support thread Attach the video from your Photos or Camera Roll. Then hit Send. If the file is too large: Upload it to your preferred cloud service and share the link: [How to share a file via iCloud](#) [How to share a file via Google Drive](#) [How to share a file via Dropbox](#) While recording, you can switch between apps, like Halo and your camera, to help us see the whole picture. Do you need additional help? Please contact Halo Collar Customer Service. We're happy to assist you! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 15:24:26 UTC | Status: CLOSED

## Conversation: 9ZEHLETARF-p7iGBw8nrPg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:23:41 UTC to 2025-09-16 15:28:23 UTC

**PHONE\_CALL** | Customer (PyJBAN8t...) | 2025-09-16 15:23:41 UTC

### **AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 15:28:03 UTC**

Live Team Notes Serial Numbers: NA FW:NA Issue/ Need: Cx wanted to return the collar bought from amazon Troubleshooting & Actions Taken: explain it has to be through amazon support for the refunds Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap, kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (gJyogQbb...) | 2025-09-16 15:28:23 UTC | Status: CLOSED

## Conversation: wAxRdVM8T8ux1ydnYi5KRA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:23:42 UTC to 2025-09-16 15:23:55 UTC

**EMAIL | Agent (KshEi1Yy...) | 2025-09-16 15:23:42 UTC**

**From:** support@halocollar.com

**To:** stephanieamtate@yahoo.com

**Subject:** Halo Management

Hi Stephanie, My name is Marissa and I'm with Halo's Management Team. To clarify, are you missing your replacement collar or your original collar? If the original collar is missing, it is unlikely we can waive the non-return fee. However, if you have not received the replacement collar, we can arrange to send another one and mark the previous shipment as lost. I'd be happy to discuss this further with you directly. I've included my call schedule below—please choose a time that works for you, and I'll reach out. If you prefer to respond by email, that's also fine. I just need a bit more information to assist you. Marissa's Call Schedule I look forward to hearing back from you! Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**TOPIC CHANGE | Agent (KshEi1Yy...) | 2025-09-16 15:23:52 UTC**

Added: Vc4PMz7yTqecSVPaJlmbZQ

**STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 15:23:55 UTC | Status: CLOSED**

## Conversation: r1SzNn9FQ-K0f\_Yj3IoDUQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:23:56 UTC to 2025-09-16 15:24:17 UTC

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:23:56 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:23:56 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:24:16 UTC

**From:** support@halocollar.com

**To:** amharbin53@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Amber, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:24:17 UTC | Status: CLOSED

## Conversation: 6n--A-XaTVGmNf3VCSr4FQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:24:30 UTC to 2025-09-16 15:28:15 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:24:30 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:24:30 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:28:15 UTC

**From:** support@halocollar.com

**To:** megan.morrow@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Meghan, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:28:15 UTC | Status: CLOSED



## Conversation: 9L4TabnASKCRDDcENiCFLw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 15:24:30 UTC to 2025-09-16 18:33:26 UTC

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 15:24:30 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 15:37:52 UTC

Live Team Notes Serial Numbers: 24h3200390rt - Callie FW: 03.01.02 PRODBETA Issue/ Need: Redeem HC Issues Troubleshooting & Actions Taken: The customer is not getting the "add to cart button when she tries on phone or computer Had the customer send in a screenshot The customer has tried multiple devices Reached out to Slack Support Confirmed phone number, will call the customer back after follow-up Resources Used (provide details): (KB articles, Slack posts, internal docs.): Halocollar.com [http://Halocollar.com] Personal device Slack Support [https://halocollarworkspace.slack.com/archives/C03JKV1S5C5/p1758036769964629] Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 15:38:25 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 18:03:42 UTC | Status: OPEN

**PHONE\_CALL** | Agent (CgaCndlh...) | 2025-09-16 18:03:45 UTC

### AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 18:29:35 UTC

Intermediate Notes Issue/ Need: Redeem HC Issues Previous Steps:(previous interactions) The customer is not getting the "add to cart button when she tries on phone or computer Had the customer send in a screenshot The customer has tried multiple devices Reached out to Slack Support Confirmed phone number, will call the customer back after follow-up Recap/TS: (current interaction) Called the customer at 14135197784 as she preferred Attempted to redeem HC online, but changed the deactivation time to "immediately" Confirmed a color was selected However, "Add to Cart" was not an option Requested an OTAC The same thing occurred when I attempted from my computer Reached out to the lead (Ashley) Lead is sent this up to Softeq The customer asked how long this would take Advised I'm unclear of an exact time and could not guarantee a time, but many issues are solved within 48 hours Resources: (Articles, Slack Threads, Docs) Admin Lead Next Steps: Waiting for Softeq follow-up Will reach out to the customer by phone if any information is resolved

### EMAIL | Agent (CgaCndlh...) | 2025-09-16 18:32:57 UTC

**From:** support@halocollar.com

**To:** tarapg93@gmail.com

**Subject:** Halo Collar: Update on Your Halo Care Issue

Hello Tara, Thank you for your continued patience as we work to resolve the issue you've been experiencing with redeeming Halo Care. I wanted to let you know that this matter has been escalated to our IT team for further investigation. Once a resolution is found or we receive additional information, I will personally follow up with you via phone to provide an update. If I'm unable to reach you by phone, I will be sure to send you a follow-up email instead. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 18:33:26 UTC | Status: CLOSED

## Conversation: jUYTvB5cRwaeWq\_x2emfuQ

Messages: 16 | Customers: 1 | Duration: 2025-09-16 15:26:12 UTC to 2025-09-16 18:37:21 UTC

**PHONE\_CALL** | Customer (v4hXDnQL...) | 2025-09-16 15:26:12 UTC

### AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 15:32:13 UTC

Live Team Notes Serial Numbers: 25h4271161rt FW: 3.01.02 Issue/ Need: Battery life issues Troubleshooting & Actions Taken: Cx said they've gone thru the TS, draining the battery and waited 5 hrs before charging FW is updated yesterday Cx said after the collar was fully charged, it said 20 hrs on their app and then after 4 hrs, it went to 11 hrs left Said this is their 2nd replacement collar Started last week or so, cx noticed that it's draining faster than it should Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, gladly notes, TS for T1 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 15:35:06 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 25h4271161rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Battery life issue Date & Time of Occurrence: Cx said it happened in the last week or so Is the Issue Reproducible? (Yes/No – If Yes, include steps): n/a Additional notes about the issue: Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] Steps Completed:(Y/N) & Outcome of Troubleshooting: Y Cx had went thru the TS steps of draining the battery and waited 5 hrs before charging, Monitored for 48 hrs at least and still the battery of the collar is draining faster than it should Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) Screenshots: (Yes/No) System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) App Logs (App issues): (Yes/No)

### EMAIL | Agent (wIA9Uacl...) | 2025-09-16 15:35:22 UTC

**From:** support@halocollar.com

**To:** casteele1957@gmail.com

**Subject:** Halo Collar Next Steps Investigation

Hello Cheryl, My name is Psyche, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 15:35:27 UTC

Added: C601BWVnSViGn9DDMDr6WQ

**STATUS CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 15:35:30 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (Rh0xdCH1...) | 2025-09-16 17:19:34 UTC | Status: OPEN

### AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 17:19:36 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Bo's (25h4271161rt) Recap (When/Where/What the customer wants) Battery life issues Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) Sending cx wr confirmation macro Optional Additional Info:

Unit has excessive brout resets The battery has reset too many times The collar has excessive LTE init fails Collar is failing to connect to the LTE modem LTE socket err is 142 on 9/14 and 201 on 9/13 Unit is not saving gps data 9/14 Unit needs to be replaced Predicted battery life shows a sharp decline to 20.2 hours over the last 3 days

**EMAIL | Agent (Rh0xdCH1...) | 2025-09-16 17:20:08 UTC**

**From:** support@halocollar.com

**To:** casteele1957@gmail.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hello Cheryl, My name is Quinn, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing battery life issues with Bo's Halo Collar (25h4271161rt). Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call. You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Quinn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 11:35 AM support@halocollar.com wrote: > Hello Cheryl, > > My name is Psyche, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Psyche > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*STATUS CHANGE | Agent (Rh0xdCH1...) | 2025-09-16 17:20:17 UTC | Status: CLOSED*

*STATUS CHANGE | Customer (v4hXDnQL...) | 2025-09-16 18:28:01 UTC | Status: OPEN*

*PHONE\_CALL | Customer (v4hXDnQL...) | 2025-09-16 18:28:01 UTC*

**AGENT NOTE | Agent (WoybUALE...) | 2025-09-16 18:36:24 UTC**

Live Team Notes Serial Numbers: 25h4271161rt FW: v.03.01.02 PRODBETA Issue/ Need: cx called to find out if she could put the collar on her pup while the CET evaluates her collar Troubleshooting & Actions Taken: advised cx that per email from CET an hour ago Bo's Collar will need to be replaced and started the replacement process on behalf of cx and advised that the collar will be deactivated once this process is started Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, Gladly, Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (WoybUALE...) | 2025-09-16 18:36:53 UTC**

**From:** support@halocollar.com

**To:** casteele1957@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Cheryl, My name is Michelle, and I want to thank you for your call. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Michelle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:20 PM support@halocollar.com wrote: > Hello Cheryl, > > My name is Quinn, and I'm with the Collar Evaluation Technical Team. > I understand you are experiencing battery life issues with Bo's Halo Collar (25h4271161rt). > > Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. > > To proceed with the replacement, follow these steps: > Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent > We're committed to making this right for you and ensuring your pup stays safe and protected. > Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. > > This is a requirement and can't be bypassed. > If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. > > With pawsitivity, > Quinn > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 11:35 AM support@halocollar.com wrote: > > > Hello Cheryl, > > > My name is Psyche, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > > What happens next: > > • Our specialists deep dive into our system > > • They'll email you with their findings and clear next steps > > • We'll stay with you until everything's working the way it should > > > If you have any questions in the meantime, just hit reply. > > We're here for you and your pup every step of the way. > > > We'll be in touch as soon as possible! > > > With pawsitivity, > > Psyche > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**TOPIC CHANGE** | Agent (WoybUALE...) | 2025-09-16 18:37:17 UTC

Added: WprjYFTuRsSIVmqirbejqg, N\_yHDZizTi2I1otDSOr9Q | Removed: C601BWVnSViGn9DDMDr6WQ

**STATUS CHANGE** | Agent (WoybUALE...) | 2025-09-16 18:37:21 UTC | Status: CLOSED

## Conversation: tFVRrVOXQHugWHE1B6\_zhA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 15:26:58 UTC to 2025-09-16 15:37:56 UTC

**Customer (88wicckU...)** | 2025-09-16 15:26:58 UTC | halocollar.com

I need to cancel one collar due to it got wet and stopped working

**System/AI** | 2025-09-16 15:27:42 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Agent (YYRYgGjy...)** | 2025-09-16 15:36:54 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [splitofatom@protonmail.com](mailto:splitofatom@protonmail.com)

**Subject:** Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Mick, Thank you for reaching out. My name is Ariel. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order Important Notes Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (YYRYgGjy...)** | 2025-09-16 15:37:48 UTC

Live Team Notes Serial Numbers: 23h2163158rt FW: v.01.21.06 Issue/ Need: Needing to change amount of collars on account Troubleshooting & Actions Taken: Walked Cx through removing collar from account Cx saw HC and HP options Sent HC/HP email Cx will discuss w/ spouse Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE | Agent (YYRYgGjy...)** | 2025-09-16 15:37:55 UTC

Added: bDcJwjoMTjeffz13hM6gAA, 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE | Agent (YYRYgGjy...)** | 2025-09-16 15:37:56 UTC | Status: CLOSED

## Conversation: yOcJAKcKRRGzvy8zsN24sA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:27:15 UTC to 2025-09-16 15:34:22 UTC

**PHONE\_CALL** | Customer (hHsV7zi...) | 2025-09-16 15:27:15 UTC

### **AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 15:33:46 UTC**

Live Team Notes Serial Numbers:25h4249442rt FW:v.03.00.05 Issue/ Need: one dog passed away, return Troubleshooting & Actions Taken: still within window, returned the collar on behalf of cx, confirmed cx received the label. Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 15:34:17 UTC**

**From:** support@halocollar.com

**To:** bourquedm@gmail.com

**Subject:** Halo Support Follow Up

Hello David, Thank you for calling Halo Support today. This is Heather O. It was truly a pleasure speaking with you. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 15:34:22 UTC

Added: rxefklGaTXGCpjC7oGEfPg

**STATUS CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 15:34:22 UTC | Status: CLOSED



## Conversation: QOW3ORJBQYiQamGANSEj5g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:27:17 UTC to 2025-09-16 15:27:41 UTC

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 15:27:17 UTC

Live Team Notes Serial Numbers: 25h4308873rt FW:v.03.00.05 Issue/ Need: Questions about setting up a fence Troubleshooting & Actions Taken: Answered questions for fence placement Explained the feedback options Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (ne4kLbEh...) | 2025-09-16 15:27:25 UTC

**From:** support@halocollar.com

**To:** sandietalbot@hotmail.com

**Subject:** Halo Collar Instructions On Creating A Fence

Hello Sandie, My name is Chance, and I'm happy to provide you with more information on how to create a Fence. Creating a custom fence in the Halo App is quick and easy. Follow the steps below to set up your dog's boundaries safely. Creating a Fence Open the Halo App Tap My Map in the bottom-left corner Slide up the Find & Manage Pets card Select Add Fence You'll be presented with a map and a movable marker. Drag the marker to your property and tap Create Fence Or, enter your home address in the search bar to position the marker automatically Once you select Create Fence, the app will generate a unique fence around your property based on your layout and Halo's safety guidelines. Important Safety Guidelines Ensure at least 20 feet (6.1 meters) between: Your fence and any nearby roads Your fence and your house Warning Feedback activates when your dog is 7–10 feet (2.1–3.0 meters) from the fence boundary. This spacing gives your dog time to respond and helps prevent accidental feedback near roads or your home. Additional Notes You cannot create a fence inside another fence or allow any fences to overlap. To edit existing fences, check out this article: [How to Edit or Delete a Fence](#) If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 15:27:38 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, g5apmYsrTuGLWnaVZyD4ng

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 15:27:41 UTC | Status: CLOSED

## Conversation: xS-8MA7XSN2I2Xz9QhU2sw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:27:23 UTC to 2025-09-16 17:28:05 UTC

**Customer (DtDUC7Eh...)** | 2025-09-16 15:27:23 UTC | [halocollar.com](https://halocollar.com)

Clyde's collar isn't tracking when he goes outdoors. I'm connected and can whistle him but it's not tracking his location

**System/AI** | 2025-09-16 15:27:48 UTC | [halocollar.com](https://halocollar.com)

Hi there! To resolve the tracking issue, try reinitializing the GPS. Take Clyde's collar outside to an open area away from buildings and trees. Keep it still until the GPS light changes to blinking green (Halo 4) or blue (Halo 3/older). Gently shake the collar to trigger motion sensors and update its location in the app. Make sure the collar is charged and connected to Wi-Fi or cellular for optimal performance. If problems persist, check for any GPS initialization notifications in the Halo App and consider running diagnostics from the Collar Settings. Let me know if you need further assistance!

**STATUS CHANGE** | *Unknown* | 2025-09-16 17:28:05 UTC | Status: *CLOSED*



## Conversation: uVNKo54JTUSdjYw-SHow\_g

Messages: 9 | Customers: 1 | Duration: 2025-09-16 15:27:45 UTC to 2025-09-16 15:59:52 UTC

**Customer (vlhes7db...)** | 2025-09-16 15:27:45 UTC | halocollar.com

Can I call a live agent?

**System/AI** | 2025-09-16 15:27:55 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (vlhes7db...)** | 2025-09-16 15:28:51 UTC | halocollar.com

Can I speak to a live agent?

**System/AI** | 2025-09-16 15:29:06 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**PHONE\_CALL** | Customer (Wa248x1J...) | 2025-09-16 15:30:39 UTC

**AGENT NOTE | Agent (gJyogQbb...)** | 2025-09-16 15:59:26 UTC

Live Team Notes Serial Numbers: 25h4274549rt FW: v.03.01.02 PRODBETA Issue/ Need: cx wanted to set up the fence and edit feedback settings Troubleshooting & Actions Taken: edited the fence and feedback settings , hand tested the collar its working. The cx is having hard time with the training of the dog as the dog doesnt turn around so I suggested the cx to change the feedback setting and do practice with the dog daily Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, Kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (gJyogQbb...)** | 2025-09-16 15:59:44 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [mmmcd1@yahoo.com](mailto:mmmcd1@yahoo.com)

**Subject:** Halo Support Follow Up

Hello Brian, Thank you for calling Halo Support today. This is Wisha. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (gJyogQbb...) | 2025-09-16 15:59:51 UTC

Added: g5apmYsrTuGLWnaVZyD4ng

**STATUS CHANGE** | Agent (gJyogQbb...) | 2025-09-16 15:59:52 UTC | Status: CLOSED

## Conversation: T4KkNbbESXKflu202-BJA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 15:28:41 UTC to 2025-09-16 15:48:28 UTC

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:28:41 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:28:49 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:28:54 UTC

**From:** support@halocollar.com

**To:** eelsberry@berry.edu

**Subject:** Re: Halo Collar Next Steps Investigation

Hello Ed, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend

■ On Saturday, September 13, 2025, 1:10 PM "Elsberry, Eddie" wrote: > But Halos website says battery last 3-5 years. > > From your website. > > > The Halo Collar contains a non-replaceable lithium-ion battery, and you will never need to replace the battery itself! The performance of the battery will not be impacted for at least 3-5 years with typical daily charging and normal daily use. > > > \* iPhone. iTypos. iApologize. > > On Sep 13, 2025, at 1:06 PM, Halo Collar wrote: > > ■ > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hello Ed, > > eBay is not an authorized seller of the Halo Collar. The collars include a one-year warranty. I suggest reaching out to the seller if they are promoting it as new. > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > \* 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 9:15 AM "Elsberry, Eddie" wrote: > I was told it was new and even if it was from 2024, the battery should last longer than 1 year correct? Or do just tell all customers to expect to buy new collar yearly? > > I really appreciate the support you have given but \$500 a year is not acceptable. > > \* iPhone. iTypos. iApologize. > > On Sep 13, 2025, at 10:47 AM, Halo Collar wrote: > > ■ > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hello Ed, > > The warranty starts from the original purchase date. It looks like collar was purchased used from Ebay. It was originally purchased and added to an account in March of 2024. > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > \* 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Friday, September 12, 2025, 4:43 PM "Elsberry, Eddie" wrote: > Thank you for the excellent support but I just bought this collar in June of this year. > > > > \* iPhone. iTypos. iApologize. > > On Sep 12, 2025, at 3:55 PM, Halo Collar wrote: > > ■ > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hi Ed, > > My name is Les with the Collar Evaluation Technical Team. Thank you for your patience while we completed the evaluation of Jake's Halo Collar. After a thorough review, we've determined that your

collar requires replacement. For the safety of your pup, please discontinue use of the collar immediately. > > Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: > > Replacement Options: > > \* Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. > > \* Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. > > Here are the steps on How to Upgrade to the Latest Halo Model. > Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. > > You can review our warranty policy here. > > Please let us know if you have any additional questions! > We're here to help! > > If you have any questions, please do not hesitate to reach out, and we'll be happy to help! > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > \* 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Friday, September 12, 2025, 10:57 AM support@halocollar.com wrote: > Hello Ed, > > My name is Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > \* 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Friday, September 12, 2025, 12:48 PM "Elsberry, Eddie" wrote: > Thanks for the quick response. > > The battery is lasting about 2-3 hours. I am attaching screen shot of notification log. > > > > > > > > > > > > > > \* > \* > \* > \* iPhone. iTypos. iApologize. > > On Sep 12, 2025, at 12:40 PM, Halo Collar wrote: > > ■ > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hello Ed, > > Thanks for reaching out to Halo Support! > > Before we can escalate this to our Collar Evaluation Team, please provide the following information: > > \* How many hours does the battery last > \* Screenshots/recording of Pet Card + Notifications > \* Date/time collar was placed on/removed from charger > > If you have any questions, please do not hesitate to reach out, and we'll be happy to help! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > \* 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > >

**EMAIL | Customer (I5x5F\_\_J...) | 2025-09-16 15:35:02 UTC**

**From:** eelsberry@berry.edu

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hi there, I can do call or email. I have been very happy with the collar until it started to lose charge so fast. I called your support team and they walked me through a "reset". Unfortunately, that didn't help. I was then told by Halo I would have to purchase a new collar since it was not a replaceable battery. One of the reasons I had justified spending \$500 and yearly subscription on top of that was you claim on your website that battery will last 3-5 years. Mine lasted 14 months at full charge then started to lose power. Many thanks for any help you can offer. Sorry for the poor review, but I feel others should be warned there may be a battery issue and it is not replaceable. Many thanks Ed

From: Halo Collar Sent: Tuesday, September 16, 2025 11:28 AM To: Elsberry, Eddie Subject: Re: Halo Collar Next Steps Investigation

BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. Hello Ed, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend

■ On Saturday, September 13, 2025, 1:10 PM "Elsberry, Eddie" wrote: But Halos website says battery last 3-5 years. From your website. The Halo Collar contains a non-replaceable lithium-ion battery, and you will never need to replace the battery itself! The performance of the battery will not be impacted for at least 3-5 years with typical daily charging and normal daily use. \* iPhone. iTypos. iApologize. On Sep 13, 2025, at 1:06 PM, Halo Collar wrote: ■ BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. Hello Ed, eBay is not an authorized seller of the Halo Collar. The collars include a one-year warranty. I suggest reaching out to the seller if they are promoting it as new. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend

■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 9:15 AM "Elsberry, Eddie" wrote: I was told it was new and even if it was from 2024, the battery should last longer than 1 year correct? Or do just tell all customers to expect to buy new collar yearly? I really appreciate the support you have given but \$500 a year is not acceptable. \* iPhone. iTypos. iApologize. On Sep 13, 2025, at 10:47 AM, Halo Collar wrote: ■ BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. Hello Ed, The warranty starts from the original purchase date. It looks like collar was purchased used from Ebay. It was originally purchased and added to an account in March of 2024. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend

■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Friday, September 12, 2025, 4:43 PM "Elsberry, Eddie" wrote: Thank you for the excellent support but I just bought this collar in June of this year. \* iPhone. iTypos. iApologize. On Sep 12, 2025, at 3:55 PM, Halo Collar wrote: ■ BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. Hi Ed, My name is Les with the Collar Evaluation Technical Team. Thank you for your patience while we completed the evaluation of Jake's Halo Collar. After a thorough review, we've determined that your collar requires replacement. For the safety of your pup, please discontinue use of the collar immediately. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: \* Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. \* Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend

■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Friday, September 12, 2025, 10:57 AM support@halocollar.com wrote: Hello Ed, My name is

Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Friday, September 12, 2025, 12:48 PM "Elsberry, Eddie" wrote: Thanks for the quick response. The battery is lasting about 2-3 hours. I am attaching screen shot of notification log. \* \* \* \* iPhone. iTypos. iApologize. On Sep 12, 2025, at 12:40 PM, Halo Collar wrote: ■ BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. Hello Ed, Thanks for reaching out to Halo Support! Before we can escalate this to our Collar Evaluation Team, please provide the following information: \* How many hours does the battery last \* Screenshots/recording of Pet Card + Notifications \* Date/time collar was placed on/removed from charger If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:48:27 UTC**

**From:** support@halocollar.com

**To:** eelsberry@berry.edu

**Subject:** Re: Halo Collar Next Steps Investigation

Hello Ed, Thank you for sharing your experience, and we're sorry to hear about the battery issue. We understand how frustrating it can be, especially when you were counting on long-term performance. To get this resolved, please use the link provided in our initial email to schedule a date and time that works best for you. Once scheduled, we can review your situation in detail and discuss the best solution to ensure your collar is working reliably again. We appreciate your patience and your feedback—it helps us improve our products and support for all customers. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 11:35 AM "Elsberry, Eddie" wrote: > Hi there, > > I can do call or email. > > I have been very happy with the collar until it started to lose charge so fast. I called your support team and they walker me through a "reset" . Unfortunately, that didn't help. > > I was then told by Halo I would have to purchase a new collar since it was not a replaceable battery. > > One of the reasons I had justified spending \$500 and yearly subscription on top of that was you claim on your website that battery will last 3-5 years. Mine lasted 14 months at full charge then started to lose power. > > Many thanks for any help you can offer. Sorry for the poor review, but I feel others should be warned there may be a battery issue and it is not replaceable. > > Many thanks > > Ed > > > \_\_\_\_\_ > From: Halo Collar > Sent: Tuesday, September 16, 2025 11:28 AM > To: Elsberry, Eddie > Subject: Re: Halo Collar Next Steps Investigation > > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hello Ed, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. > > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, > Bree > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Saturday, September 13, 2025, 1:10 PM "Elsberry, Eddie" wrote: > But Halos website says battery last 3-5 years. > > From your



website. > > > The Halo Collar contains a non-replaceable lithium-ion battery, and you will never need to replace the battery itself! The performance of the battery will not be impacted for at least 3-5 years with typical daily charging and normal daily use. > > > \* iPhone. iTypos. iApologize. > > On Sep 13, 2025, at 1:06 PM, Halo Collar wrote: > > ■ > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hello Ed, > > eBay is not an authorized seller of the Halo Collar. The collars include a one-year warranty. I suggest reaching out to the seller if they are promoting it as new. > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > \* 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 9:15 AM "Elsberry, Eddie" wrote: > I was told it was new and even if it was from 2024, the battery should last longer than 1 year correct? Or do just tell all customers to expect to buy new collar yearly? > > I really appreciate the support you have given but \$500 a year is not acceptable. > > \* iPhone. iTypos. iApologize. > > On Sep 13, 2025, at 10:47 AM, Halo Collar wrote: > > ■ > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hello Ed, > > The warranty starts from the original purchase date. It looks like collar was purchased used from Ebay. It was originally purchased and added to an account in March of 2024. > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > \* 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Friday, September 12, 2025, 4:43 PM "Elsberry, Eddie" wrote: > Thank you for the excellent support but I just bought this collar in June of this year. > > > > \* iPhone. iTypos. iApologize. > > On Sep 12, 2025, at 3:55 PM, Halo Collar wrote: > > ■ > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hi Ed, > > My name is Les with the Collar Evaluation Technical Team. Thank you for your patience while we completed the evaluation of Jake's Halo Collar. After a thorough review, we've determined that your collar requires replacement. For the safety of your pup, please discontinue use of the collar immediately. > > Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: > > Replacement Options: > > \* Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. > > > \* Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. > > Here are the steps on How to Upgrade to the Latest Halo Model. > Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. > > You can review our warranty policy here. > > Please let us know if you have any additional questions! > We're here to help! > > If you have any questions, please do not hesitate to reach out, and we'll be happy to help! > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > \* 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Friday, September 12, 2025, 10:57 AM support@halocollar.com wrote: > Hello Ed, > > My name is Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > > • Our specialists deep dive into our system > > • They'll email you with their findings and clear next steps > > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:48:28 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:48:28 UTC | Status: CLOSED

## Conversation: SRpHQjAuRQ-X1yGNUF--eA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:29:20 UTC to 2025-09-16 15:35:51 UTC

**TOPIC CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 15:29:20 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (\_mb2l5Ls...) | 2025-09-16 15:35:39 UTC

Live Team Notes Serial Numbers: 25h4304219rt FW: v.03.00.05 Issue/ Need: Mag adapter is not working according to cx Troubleshooting & Actions Taken: Sending new mag adapter to cx Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Order #1660357 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 15:35:45 UTC

Added: 76jKdDJqQKG1X52gm4kjGg

### EMAIL | Agent (\_mb2l5Ls...) | 2025-09-16 15:35:50 UTC

**From:** support@halocollar.com

**To:** bouncecraze@yahoo.com

**Subject:** Halo Collar: Thank you!

Hello Yvonne, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jazmine Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 15:35:51 UTC | Status: CLOSED



## Conversation: \_SLsROxRQQuzBHserxntpA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:31:16 UTC to 2025-09-16 15:31:18 UTC

**TOPIC CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 15:31:16 UTC

Added: Vc4PMz7yTqecSVPaJlmbZQ

**EMAIL | Agent (KshEi1Yy...) | 2025-09-16 15:31:17 UTC**

**From:** support@halocollar.com

**To:** deb-hargis@outlook.com

**Subject:** Halo Management

Hi Deborah, My name is Marissa and I'm with Halo's Management Team. We're deeply concerned to hear about Izzy and completely understand why this has brought up some worries. I'd love the opportunity to connect with you directly and talk through how we can best support Izzy moving forward. I've included my call schedule below—please pick a time that works best, and I'll be sure to reach out. Marissa's Call Schedule I look forward to our conversation. Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 15:31:18 UTC | Status: CLOSED

## Conversation: Cc-IZ6VTSQmbe6oXRFkzVw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:33:20 UTC to 2025-09-16 15:33:43 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:33:20 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:33:20 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:33:42 UTC

**From:** support@halocollar.com

**To:** jhammels@outlook.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Jeremy, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:33:43 UTC | Status: CLOSED

## Conversation: luOmQmCdTgeb9mWlr6f9wQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:33:49 UTC to 2025-09-16 17:34:17 UTC

**Customer (C6QwjUYS...)** | 2025-09-16 15:33:49 UTC | halocollar.com

Yes, hi, I ordered the halo collar for my dog. But unfortunately, I need to return them. I've actually never even really use them.

**System/AI** | 2025-09-16 15:34:16 UTC | halocollar.com

Hi there! To return your unused Halo Collar, please make sure it was purchased directly from our website and is not damaged. You need to request a Return Merchandise Authorization (RMA) within 90 days of receiving it. Please note, a \$25 return fee applies, and original shipping costs are non-refundable. To start the return process, visit this link and submit a return request. Just follow the instructions provided to complete everything. If you need any more help, feel free to reach out to our support team. We're here to assist you!

**STATUS CHANGE** | Unknown | 2025-09-16 17:34:17 UTC | Status: CLOSED

## Conversation: g0Gylu13RpOaQ0UISBY0Cg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:33:57 UTC to 2025-09-16 15:34:18 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:33:57 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:33:58 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:34:18 UTC

**From:** support@halocollar.com

**To:** laurel\_mcleod@yahoo.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Laurel, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:34:18 UTC | Status: CLOSED

## Conversation: NzK0pr5LQReICHx-rrYnNA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 15:34:20 UTC to 2025-09-16 15:34:25 UTC

EMAIL | Agent (iBPLP4RB...) | 2025-09-16 15:34:20 UTC

**From:** support@halocollar.com

**To:** jdemars862@yahoo.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hello Jessica, This is usually a question that can be answered by one of our live support agents. It is also answered in the article found by clicking on the following link. When Does the Collar Give Prevention Feedback? – Halo Collar Help Center With pawsitivity, John Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 5:53 PM "J DeMars" wrote: > Okay can you help understand how the fence works. Do they get the shock when they get to the perimeter then the boundary when on the line and then emergency shock after they cross the line? > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 15, 2025 at 5:46 PM, Halo Collar wrote: Hello Jessica, > I am happy that expanding the fence away from your house helped. As for the static level, there is no set level at which dogs react. I would start low and test the feedback with your pup. Increase the level by one until the pup reacts, and stops at the fence. > With pawsitivity, John Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Monday, September 15, 2025, 5:39 PM "J DeMars" wrote: > Thanks. > I've tightened the collar and expanded the perimeter so he isn't shocked in the house > I believe I have the setting shock at 6, but I see that it goes up to 15, any guidance on how much I can go up safely? > > Yahoo Mail: Search, Organize, Conquer > > On Sun, Sep 14, 2025 at 5:40 PM, Halo Collar wrote: Hello Jessica, > My name is John, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing feedback issues with your Halo Collar, serial number 25h4260082rt. > Our backend data check indicated no hardware problems. > I watched the screen recording you submitted and noticed a two issues. First, the message on the pet card that said "feedback paused when in or near building", and also that the collar's orientation was such that the GPS receiver reported facing sideways, instead of near the top of your pup's neck, which will lower the GPS signal received. > Please adjust the collar on Luca's neck using the steps found by clicking on the following link. Collar Orientation – Halo Collar Help Center. > Then, if the issue persists, please adjust your fence so that it is at least twenty feet from any buildings. Please then test the collar using the steps found in the following link How to Optimize GPS Accuracy – Halo Collar Help Center and take a screen recording by following the link below and submit the recording. Thank you. > How to Take and Share a Screen Recording – Halo Collar Help Center > > With pawsitivity, John Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Sunday, September 14, 2025, 4:02 PM "J DeMars" wrote: > Hi there > > When I click on boundary or Emergency on the app, it does now ring the collar. The collar itself when crossing the perimeter line is doing the warning but not buzzing for boundary or emergency, allowing the dog to run > > Yahoo Mail: Search, Organize, Conquer > > On Sun, Sep 14, 2025 at 1:42 PM, Halo Collar wrote: Hello Jessica, > My name is Quinn, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing GPS issues with Luca's Halo Collar (25h4260082rt). > Our backend data check showed no hardware issues. We suggest initializing the collar outside, as the solar panels may affect GPS tracking indoors. > > If the problem continues, please reply to this email, and I will investigate further. Additionally, a screen recording of the collar behaving irregularly or showing delayed feedback at the fence line would greatly assist our team. > Here is a link to our help page on how to capture a screen recording: > - How to Take and Share a Screen Recording > > If you have any questions in the meantime, please don't hesitate to reach out. We're here

to help. > With pawsitivity, Quinn Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Sunday, September 14, 2025, 11:36 AM support@halocollar.com wrote: > Hello Jessica, > My name is Adella, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. > We'll be in touch as soon as possible! > With pawsitivity, Adella Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > > > > > >

**STATUS CHANGE** | Agent (iBPLP4RB...) | 2025-09-16 15:34:25 UTC | Status: CLOSED

## Conversation: S6OjepEWSsWEmPcqFE\_-Vw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 15:34:31 UTC to 2025-09-16 20:14:23 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:34:31 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:34:31 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:37:49 UTC

**From:** support@halocollar.com

**To:** william@flynnsigns.net

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello William, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:37:49 UTC | Status: CLOSED

### EMAIL | Customer (TO4E1sPz...) | 2025-09-16 20:14:22 UTC

**From:** william@flynnsigns.net

**To:** support@halocollar.com

**Subject:** RE: Halo Collar Your Satisfaction Is Important!

I've only given very positive feedback. I'm a little confused. W From: support@halocollar.com Sent: Tuesday, September 16, 2025 10:38 AM To: Wil Flynn Subject: Halo Collar Your Satisfaction Is Important! Hello William, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Customer (TO4E1sPz...) | 2025-09-16 20:14:23 UTC | Status: OPEN

## Conversation: IQPYI5OeQsOPr2myfKbB-g

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:34:44 UTC to 2025-09-16 15:36:38 UTC

**EMAIL | Customer (0M6wcX8q...) | 2025-09-16 15:34:44 UTC**

**From:** steven\_schram@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Management

Thank you for your understanding and assistance. I mailed the unit back last Friday. Yahoo Mail: Search, Organize, Conquer On Thu, Sep 11, 2025 at 9:53 AM, Halo Collar wrote: Hello Steven, My name is Shari from the Halo Collar Management Team. Thank you for sharing your experience and providing context about your situation. I completely understand your concerns and the frustration you've experienced, especially given the investment in the product and the safety of your puppy. I wanted to let you know that I have started the return for your collar, and I have attached the shipping label to this email. You can use this label to send the collar back to us. Once we receive it, we'll process the return promptly. We truly appreciate you taking the time to explain your situation, and I hope this resolution helps provide some peace of mind. Please don't hesitate to reach out if you have any questions about the return process. Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

**TOPIC CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 15:36:32 UTC

Added: VMJV3XpQT36TjMPwkXkCJw, IE0X\_KncQI6vMmRGK1vGrA

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 15:36:38 UTC | Status: CLOSED



## Conversation: ZIZH9Z9pSCC6gmkBNzY6OQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:34:49 UTC to 2025-09-16 17:36:24 UTC

**Customer (SkkHMULb...)** | 2025-09-16 15:34:49 UTC | halocollar.com

Hello, looking at your system and was wondering about puppies. We have a 12 week old lab.

**System/AI** | 2025-09-16 15:35:15 UTC | halocollar.com

Hi there! The Halo Collar is perfect for dogs of all sizes, including puppies that weigh at least 20 lbs. Your 12-week-old lab should definitely benefit from our safety and training features. Make sure the collar fits comfortably as your pup grows. If you have any more questions or need help, just let me know!

**Customer (SkkHMULb...)** | 2025-09-16 15:35:50 UTC | halocollar.com

thank you

**System/AI** | 2025-09-16 15:36:07 UTC | halocollar.com

You're welcome! If you have any more questions in the future, feel free to reach out. Have a great day with your lab! ■

**STATUS CHANGE** | Unknown | 2025-09-16 17:36:24 UTC | Status: CLOSED

## Conversation: P\_pxzxQsRNWl6FpsBhTmig

Messages: 9 | Customers: 1 | Duration: 2025-09-16 15:35:32 UTC to 2025-09-16 18:23:25 UTC

### AGENT NOTE | Agent (KiK-0-RR...) | 2025-09-16 15:35:32 UTC

Manager Request Notes Customer Information Serial Number: 25h4312437rt Firmware Version: v.03.00.05 Order Number: AW-20250831-43079 Why is this being escalated? (What happened?) Customer is angry due to not getting a call from a member of Manager request that he had scheduled What is the customer requesting? To receive a call as scheduled by previous manager What has already been done with the customer? (Previous steps taken?) CET escalation, Manager escalation, scheduled call with Marissa Macintyre, no call came through according to the customer. Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone) Phone number: 816-217-2711 Email address: dwboyd2011@gmail.com Please do not promise a time frame for a response.

### AGENT NOTE | Agent (KiK-0-RR...) | 2025-09-16 15:40:31 UTC

Live Team Notes Serial Numbers: 25h4312437rt FW: v.03.00.05 Issue/ Need: Customer is angry due to not getting a call from a member of Manager request that he had scheduled Troubleshooting & Actions Taken: Escalate to Manager Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (KiK-0-RR...) | 2025-09-16 15:40:53 UTC

**From:** support@halocollar.com

**To:** dwboyd2011@gmail.com

**Subject:** Halo Collar Your Request Has Been Escalated

Hello Doug, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Ryan Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*TOPIC CHANGE | Agent (KiK-0-RR...) | 2025-09-16 15:41:04 UTC*

*Added: fyFFNohUSm2oIvCfe9HM0A, 5PPI2RS4TSeSg5z-6z7TAQ*

*PHONE\_CALL | Agent (KshEi1Yy...) | 2025-09-16 18:11:07 UTC*

### AGENT NOTE | Agent (KshEi1Yy...) | 2025-09-16 18:21:10 UTC

Intermediate Notes Issue/ Need: The cx requested to be downgraded to h3 for their h4 rep Previous Steps:(previous interactions) The cx was demanding h3 as their rep They have been through 4 h4s and currently have 2 older h3s that are working just fine Sent call link and informed the cx we could not downgrade their rep as the order had already made it to NS. Recap/TS: (current interaction) Cold called the cx due to them saying they scheduled a call (they did not) Informed the cx that while we can't downgrade their collar at this time, I would leave a note in their file that stated if it happened again, we could make an exception and send h3 as rep. The cx was happy with this. The cx says it is a service dog (Knucklehead) and it's imperative they have a collar he can trust. Resources: (Articles, Slack Threads, Docs) Gladly, AP Next Steps: If the cx has another H4 collar failure, please send H3 as their REP.

### EMAIL | Agent (KshEi1Yy...) | 2025-09-16 18:22:51 UTC

**From:** support@halocollar.com

**To:** dwboyd2011@gmail.com

**Subject:** Re: Halo Collar Your Request Has Been Escalated

Hi Doug, Thanks so much for speaking with me today. As discussed, I'm including my call schedule link below should you need to reach out to me again in the future. I am hopeful that your most recent replacement will perform at our standards and restore your trust in our newest model. Marissa's Call Schedule I hope you have an amazing rest of your day! Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 10:40 AM support@halocollar.com wrote:  
> Hello Doug, > > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. > We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > > If you need anything in the meantime, we're right here and happy to help. > > With pawsitivity, > Ryan > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (KshEi1Yy...) | 2025-09-16 18:23:24 UTC**

Forgot to add: Someone informed the CX of H4 internal manufacturing issues.

**STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 18:23:25 UTC | Status: CLOSED**

## Conversation: KfK258RJyqWw961JYeqg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:38:04 UTC to 2025-09-16 15:46:52 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:38:04 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:38:05 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:46:51 UTC

**From:** support@halocollar.com

**To:** lgreenlund@verizon.net

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Lisa, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:46:52 UTC | Status: CLOSED

## Conversation: c\_t\_A0vQRGqpVcPtBGbo0A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:39:17 UTC to 2025-09-16 15:45:24 UTC

**PHONE\_CALL** | Customer (KRpbEGJC...) | 2025-09-16 15:39:17 UTC

**EMAIL** | Agent (t75aKvM6...) | 2025-09-16 15:43:30 UTC

**From:** support@halocollar.com

**To:** dropped.jag@gmail.com

**Subject:** Halo Collar Shipping Address Confirmation Needed - AW-20250915-45899

Hello Warren, Thanks for reaching out to Halo Support! My name is Ronald, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. Please click here to confirm your shipping address: AW-20250915-45899 What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 support@halocollar.com | 📺 Halo Help Center 🗨️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (t75aKvM6...) | 2025-09-16 15:45:18 UTC

First and Last Name: Warren Walton Email: dropped.jag@gmail.com Collar SN: 25h4200565rt Collar FW: v.03.00.05 Resources: AP Answer Recap/TS: AW-20250915-45899 Address confirmation Next Steps: Provided address confirmation link via email Walked CX through address confirmation

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 15:45:22 UTC

Added: oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 15:45:24 UTC | Status: CLOSED

## Conversation: B0QoHb4eRpSm11onVfZxpw

Messages: 7 | Customers: 1 | Duration: 2025-09-16 15:40:31 UTC to 2025-09-16 15:52:01 UTC

**PHONE\_CALL** | Customer (kSURk65i...) | 2025-09-16 15:40:31 UTC

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 15:49:09 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Annie Black Email: pblack458@aol.com Phone number: +12082507799 Collar SN: 25h4163916rt, 25h4163861r Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 14303 Descanso Dr City: Perris State: CA Postal code: 92570 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! Two H4 Charging Kits For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why". Cx had lost both chargers at their old location after moving.

### EMAIL | Agent (poWIULpl...) | 2025-09-16 15:49:50 UTC

**From:** support@halocollar.com

**To:** pblack458@aol.com

**Subject:** Halo Support Accessories Order

Hello Annie, My name is Kenny, and I'll be assisting you. I've gone ahead and submitted the request to have your two Halo Collar 4 Charger shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 15:49:54 UTC

Added: -LmskJFZShWIO0nMJuMqlA

### EMAIL | Agent (poWIULpl...) | 2025-09-16 15:51:16 UTC

**From:** support@halocollar.com

**To:** pblack458@aol.com

**Subject:** Follow Up

Hello Annie, We hope you and your pups are doing great today! My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: leave a review! Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 11:49 AM support@halocollar.com wrote: > Hello Annie, > > My name is Kenny, and I'll be assisting you. > > I've gone ahead and submitted the request to have your two Halo Collar 4 Charger shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully

functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 15:51:24 UTC**

Accessory Order Number-1660361 2x h4 charging kits

***STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 15:52:01 UTC | Status: CLOSED*

## Conversation: -tsLE5AITjWEaDRrHUuBCw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:41:59 UTC to 2025-09-16 17:43:28 UTC

**Customer (ZbYcKcVR...)** | 2025-09-16 15:41:59 UTC | halocollar.com

My dog collar

**System/AI** | 2025-09-16 15:42:35 UTC | halocollar.com

Hi there! Could you please provide more details about your Halo dog collar issue? Whether it's a question about setup, features, or a specific problem, I'm here to help! If your concern is about pairing, cleaning, or troubleshooting, let me know, and I can provide specific guidance. For issues like replacement parts or battery life, I can also assist with those. Feel free to elaborate on the problem you're experiencing so I can offer the best support possible.

**Customer (ZbYcKcVR...)** | 2025-09-16 15:42:45 UTC | halocollar.com

My dog collar has very poor signal and hardly ever connects while he's out. It hasn't done this in the past

**System/AI** | 2025-09-16 15:43:10 UTC | halocollar.com

Hi there! Poor GPS signal can be due to several factors. Firstly, ensure your dog's collar is properly fitted, as good contact improves signal reception. Try initializing the GPS by taking the collar outside to an open area, away from buildings or heavy tree cover, and hold it still until the GPS light turns green. This helps re-establish a strong satellite connection. If the problem persists, keep your collar charged and connected to Wi-Fi overnight for software updates and optimized GPS performance. Let me know if you need more help!

**STATUS CHANGE** | Unknown | 2025-09-16 17:43:28 UTC | Status: CLOSED



## Conversation: YCZsg2r5TUCCMlzmu8ak5A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:43:42 UTC to 2025-09-16 17:45:29 UTC

**Customer (pl8vmSqZ...)** | 2025-09-16 15:43:42 UTC | halocollar.com

can a halo collar fit a 4 pound dog

**System/AI** | 2025-09-16 15:44:16 UTC | halocollar.com

The Halo Collar is recommended for dogs weighing at least 10 pounds. For a 4-pound dog, the collar may be too bulky and uncomfortable, and it might not fit properly. It's best to wait until your dog reaches the minimum weight requirement for a proper fit and comfort. If you have any more questions or need further assistance, feel free to ask!

**Customer (pl8vmSqZ...)** | 2025-09-16 15:44:31 UTC | halocollar.com

ok

**System/AI** | 2025-09-16 15:44:51 UTC | halocollar.com

Thank you for reaching out! If you have any more questions, feel free to ask anytime. Have a great day! ■

**STATUS CHANGE** | Unknown | 2025-09-16 17:45:29 UTC | Status: CLOSED

## Conversation: ESww6at7Tzun1MPckG7fDA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:45:53 UTC to 2025-09-16 15:46:09 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 15:45:53 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, rxefklGaTXGCpjC7oGEfPg

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 15:45:54 UTC

Live Team Notes Serial Numbers: 25h4344240rt FW: v.03.01.02 Issue/ Need: Cx just wanted to confirm how to return malfunctioned collar Troubleshooting & Actions Taken: Informed cx to remove strap/case Return shipping label, package Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 15:46:04 UTC

Added: WprjYFTuRsSIVmqirbejqg

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 15:46:09 UTC

**From:** support@halocollar.com

**To:** thomasbloom@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Thomas, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 15:46:09 UTC | Status: CLOSED

## Conversation: \_Scl\_1mYT2i-Oel8pr2rqw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:46:00 UTC to 2025-09-16 15:46:18 UTC

### AGENT NOTE | Agent (CCEwld9i...) | 2025-09-16 15:46:00 UTC

Live Team Notes Serial Numbers: 24h4402251rt FW:v.03.00.05 Issue/ Need: Customer called to check tracking info for warranty collar Informed customer that the collar has not shipped yet Troubleshooting & Actions Taken: Tier one Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (CCEwld9i...) | 2025-09-16 15:46:12 UTC

**From:** support@halocollar.com

**To:** kesscoggin@yahoo.com

**Subject:** Halo Collar: Thank you!

Hello Kirsten, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! Hello Kirsten, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧support@halocollar.com | 📺Halo Help Center 🗣️Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (CCEwld9i...) | 2025-09-16 15:46:17 UTC

Added: dG-ljZuyRaaSTewLvto6tw, 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE** | Agent (CCEwld9i...) | 2025-09-16 15:46:18 UTC | Status: CLOSED

## Conversation: IOeLbrOJSp6aWBHC2tWHQw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:48:49 UTC to 2025-09-16 16:00:25 UTC

### EMAIL | Customer (PbE4B8oB...) | 2025-09-16 15:48:49 UTC

**From:** qfxmgjn2xc@privaterelay.appleid.com

**To:** info@halocollar.com

**Subject:** Re: We cancelled your Halo Collar account

Yes reactivate my account Sent from my iPhone > On Sep 16, 2025, at 11:45 AM, Katie Wilson wrote: > > ■ > Hey Drew, > We tried to process your Halo Collar subscription payment a number of times, but unfortunately they didn't go through. Since the billing information was not updated, your account was cancelled automatically. > Let us know if you want to re-activate the account. > — > Katie Wilson > Customer Success >

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 15:57:26 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx responded to email about payment failure Membership was cancelled due to no payment Recap (When/Where/What the customer wants) Unable to locate account with email address qfxmgjn2xc@privaterelay.appleid.com Is This Resolved/Follow-Up Required? Asking cx what email address account is under If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 16:00:22 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 16:00:23 UTC

Cx responded to under email address braydrew20@icloud.com [https://halocollar.us-1.gladly.com/customer/5oV-jYLdQwm\\_PBH1prkqPg/conversation/\\_WC8eaHjR168KtIW7fEY0g](https://halocollar.us-1.gladly.com/customer/5oV-jYLdQwm_PBH1prkqPg/conversation/_WC8eaHjR168KtIW7fEY0g) [ [https://halocollar.us-1.gladly.com/customer/5oV-jYLdQwm\\_PBH1prkqPg/conversation/\\_WC8eaHjR168KtIW7fEY0g](https://halocollar.us-1.gladly.com/customer/5oV-jYLdQwm_PBH1prkqPg/conversation/_WC8eaHjR168KtIW7fEY0g)] Closing ticket

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 16:00:25 UTC | Status: CLOSED

## Conversation: uWB0-h-RRlqKcRTRNihJ4Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:48:52 UTC to 2025-09-16 15:50:53 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:48:52 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:48:53 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:50:52 UTC

**From:** support@halocollar.com

**To:** ellievreich@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Ellie, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:50:53 UTC | Status: CLOSED

## Conversation: xh76QEXrQTSp5bO9RgbLCQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:49:53 UTC to 2025-09-16 17:18:54 UTC

### EMAIL | Customer (C-zNhUr4...) | 2025-09-16 15:49:53 UTC

**From:** meeta101@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Subscription Update

Thank you! On Monday, September 15, 2025 at 12:42:58 PM CDT, Halo Collar wrote: Hello Marie, Thanks for reaching out to Halo Support! My name is Jessica with the Billing Team. My deepest sympathies on the passing of your pup. I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up please let us know. With pawsitivity, Jessica Halo Customer SupportHalo Collar | Here for you and your best friend■ Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 12:44 PM support@halocollar.com wrote: Hello Marie, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: - Our team is reviewing the details of your request and any related activity. - We're checking systems to get a complete picture. - You'll hear back from us as soon as we have an update or resolution to share. In the meantime: - Please know we're prioritizing this for you. - We truly appreciate your patience while we dig in and work on a solution. - Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Wisha Halo Customer SupportHalo Collar | Here for you and your best friend■ Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*STATUS CHANGE | Customer (C-zNhUr4...) | 2025-09-16 15:49:53 UTC | Status: OPEN*

### EMAIL | Agent (K5Oem0q0...) | 2025-09-16 17:18:51 UTC

**From:** support@halocollar.com

**To:** meeta101@yahoo.com

**Subject:** Re: Halo Collar Subscription Update

Hello Marie, You are very welcome. Thanks for being part of the Halo Pack! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 11:49 AM "Marie Bohler" wrote: > Thank you! > On Monday, September 15, 2025 at 12:42:58 PM CDT, Halo Collar wrote: > > Hello Marie, > > Thanks for reaching out to Halo Support! My name is Jessica with the Billing Team. > My deepest sympathies on the passing of your pup. I've gone ahead and canceled your subscription. No further payments will be taken. > If anything else comes up please let us know. > With pawsitivity, Jessica Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Monday, September 15, 2025, 12:44 PM support@halocollar.com wrote: > Hello Marie, > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > Here's what you can expect: > - Our team is reviewing the details of your request and any related activity. > - We're checking systems to get a complete picture. > - You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > - Please know we're prioritizing this for you. > - We truly

appreciate your patience while we dig in and work on a solution. > - Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > With pawsitivity, Wisha Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > >

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 17:18:54 UTC | Status: CLOSED

## Conversation: Ae\_YK2H\_TZSso9gt6lv2Wg

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 15:50:57 UTC to 2025-09-16 15:51:10 UTC*

**Customer (gTlf8nSj...) | 2025-09-16 15:50:57 UTC | halocollar.com**

I have lost a collar and it is now dead, so I cannot send any signals. Is there any way to send a signal?

**System/AI | 2025-09-16 15:51:10 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)



## Conversation: T8rNtyDLRQ26l-AuS\_b8ww

Messages: 10 | Customers: 1 | Duration: 2025-09-16 15:51:06 UTC to 2025-09-16 20:07:25 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:51:06 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:51:06 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:51:27 UTC

**From:** support@halocollar.com

**To:** motolife548@icloud.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Kimberly, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:51:28 UTC | Status: CLOSED

### EMAIL | Customer (PbtNZLEJ...) | 2025-09-16 17:45:42 UTC

**From:** motolife548@icloud.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Here's the issue the collar doesn't work you are sending a new one and yet to gotten a email saying your sending it I'm paying for the subscription when I do not have a collar that works Sent from my iPhone On Sep 16, 2025, at 11:51 AM, Halo Collar wrote: Hello Kimberly, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can.  
(<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) Thanks again for your time, and I hope we'll talk soon. Best Regards , Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Customer (PbtNZLEJ...) | 2025-09-16 17:45:42 UTC | Status: OPEN

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:06:01 UTC

**From:** support@halocollar.com

**To:** motolife548@icloud.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Hello Kimberly, Thank you for reaching out. I completely understand your frustration, especially while your subscription is active and your collar isn't working. Your replacement collar is currently being processed and has not shipped yet, but it should be on its way

within the next few business days. I'll keep an eye on the shipment and will send you the tracking information as soon as it becomes available so you'll know exactly when to expect it. We appreciate your patience, and we want to make sure you're back up and running as soon as possible. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:45 PM "Kay L" wrote: > Here's the issue the collar doesn't work you are sending a new one and yet to gotten a email saying your sending it I'm paying for the subscription when I do not have a collar that works > > Sent from my iPhone > On Sep 16, 2025, at 11:51 AM, Halo Collar wrote: > > Hello Kimberly, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) > > Thanks again for your time, and I hope we'll talk soon. > > Best Regards , > Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:06:03 UTC | Status: CLOSED

**EMAIL | Customer (PbtNZLEJ...) | 2025-09-16 20:07:25 UTC**

**From:** motolife548@icloud.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Yeah that makes zero sense to me pay for something you can't use I wish honestly I never bought from here Sent from my iPhone On Sep 16, 2025, at 2:06 PM, Halo Collar wrote: Hello Kimberly, Thank you for reaching out. I completely understand your frustration, especially while your subscription is active and your collar isn't working. Your replacement collar is currently being processed and has not shipped yet, but it should be on its way within the next few business days. I'll keep an eye on the shipment and will send you the tracking information as soon as it becomes available so you'll know exactly when to expect it. We appreciate your patience, and we want to make sure you're back up and running as soon as possible. Best Regards , Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:45 PM "Kay L" wrote: Here's the issue the collar doesn't work you are sending a new one and yet to gotten a email saying your sending it I'm paying for the subscription when I do not have a collar that works Sent from my iPhone On Sep 16, 2025, at 11:51 AM, Halo Collar wrote: Hello Kimberly, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) Thanks again for your time, and I hope we'll talk soon. Best Regards , Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Customer (PbtNZLEJ...) | 2025-09-16 20:07:25 UTC | Status: OPEN

## Conversation: wTl8TyA7Rueolfit6aoLJw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:51:41 UTC to 2025-09-16 15:53:09 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:51:41 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:51:42 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:53:08 UTC

**From:** support@halocollar.com

**To:** denbec1200@yahoo.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Becky, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:53:09 UTC | Status: CLOSED

## Conversation: \_WC8eaHjR168KtIW7fEY0g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:53:19 UTC to 2025-09-16 15:54:05 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 15:53:19 UTC

Live Team Notes Serial Numbers: 22h2321246rt FW: v.02.06.00 Issue/ Need: Wanting to reactivate collar Troubleshooting & Actions Taken: Adv he needs to go online to do this-reinstate account Cx states hes tried but its not doing anything Call got disconnected Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (VM047vR9...) | 2025-09-16 15:53:56 UTC

**From:** support@halocollar.com

**To:** braydrew20@icloud.com

**Subject:** Halo Collar Membership Information

Hello Drew, My name is Taylor, and I'm happy to assist you with Membership information. Here is an overview: How to Reactivate or Update Your Halo Membership Plan Go to the My Account page at halocollar.com Log in using the same email address you use for the Halo App Possible Reasons Your Plan Is Inactive You canceled your plan from the My Account page You contacted Halo Support and requested a cancellation Your payment method failed (e.g., insufficient funds, lost or stolen card) You would have received five reminder emails over four weeks before your plan was deactivated You requested automatic cancellation and returned all collars on your account Next Steps to Reactivate Your Plan Make sure a valid credit card is on file Go to the Billing section on the left side of the My Account page Click Edit to update your payment information Once your billing info is up to date, go to the My Plan section Choose a new plan: Bronze, Silver, or Gold, based on your needs Halo Collar Subscription Plans If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 15:54:05 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw, bDcJwjoMTjefz13hM6gAA

**STATUS CHANGE** | Agent (VM047vR9...) | 2025-09-16 15:54:05 UTC | Status: CLOSED

## Conversation: ST-j9GGeTfqK1PRpjk8avw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:53:26 UTC to 2025-09-16 15:55:32 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:53:26 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:53:27 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:55:31 UTC

**From:** support@halocollar.com

**To:** lafleuve@aol.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Brooke, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:55:32 UTC | Status: CLOSED

## Conversation: M7J\_GKDiTb2pZi8mDJrg1A

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:54:15 UTC to 2025-09-16 17:57:41 UTC

### EMAIL | Customer (eZyDx8d9...) | 2025-09-16 15:54:15 UTC

**From:** collins.kelly@ace.aaa.com

**To:** support@halocollar.com

**Subject:** missing collar

I have lost one of my collars, it is dead now so I cannot send it any signal. Are there any other options? I have gone to the last place it was active, but not there. I have multiple dogs and have had to replace collars because they have chewed them off each other. So it could have been pick up by one of the others and dropped somewhere else. Would appreciate any assistance. Thank you! Kelly Collins

### EMAIL | Customer (eZyDx8d9...) | 2025-09-16 15:56:15 UTC

**From:** collins.kelly@ace.aaa.com

**To:** support@halocollar.com

**Subject:** RE: missing collar

Yeah, I am aware that I can spend another \$550 on a collar, but didn't really want to go that route. We bought 6 so already invested a lot with the company. Thank you, Kelly  
From: support@halocollar.com Sent: Tuesday, September 16, 2025 11:55 AM To: Collins.Kelly Subject: Re: missing collar ! CAUTION! EXTERNAL SENDER! STOP, ASSESS, AND VERIFY Do you know this person? Were you expecting this email? If not, report it using the Report Phishing Button! We're sorry to hear about your lost collar. Since it's not responding to signals, we recommend considering a replacement. You can conveniently purchase a new collar or any necessary accessories directly from our Accessories Page. If you have any further questions or need assistance with the purchase, feel free to reach out. We're here to help! The Halo Collar Virtual Assistant On Tuesday, September 16, 2025, 3:54 PM "Collins.Kelly" > wrote: I have lost one of my collars, it is dead now so I cannot send it any signal. Are there any other options? I have gone to the last place it was active, but not there. I have multiple dogs and have had to replace collars because they have chewed them off each other. So it could have been pick up by one of the others and dropped somewhere else. Would appreciate any assistance. Thank you! Kelly Collins

**STATUS CHANGE** | Unknown | 2025-09-16 17:57:41 UTC | Status: CLOSED

## Conversation: LMsLOuE1SxqZqlpmaVqT1g

Messages: 2 | Customers: 1 | Duration: 2025-09-16 15:54:18 UTC to 2025-09-16 15:54:32 UTC

**Customer (m-Gth4le...)** | 2025-09-16 15:54:18 UTC | halocollar.com

Why did I only get a partial refund?

**System/AI** | 2025-09-16 15:54:32 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: Otqxtry4T7ez-IsAl7h71w

Messages: 10 | Customers: 1 | Duration: 2025-09-16 15:55:03 UTC to 2025-09-16 16:41:05 UTC

**PHONE\_CALL** | Customer (X1yM4NRG...) | 2025-09-16 15:55:03 UTC

**EMAIL | Agent (6ow\_I6yX...) | 2025-09-16 16:03:53 UTC**

**From:** support@halocollar.com

**To:** catcobb93@gmail.com

**Subject:** Halo Collar Next Steps Investigation

Hello Catherine, My name is Coswayne, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 16:04:03 UTC

Added: jwlJ3FbQTW2nPIHkhIkBIA

**AGENT NOTE | Agent (6ow\_I6yX...) | 2025-09-16 16:04:13 UTC**

First and Last Name: Catherine Conrad Email: catcobb93@gmail.com Collar SN: 25h4100875rt Collar FW: v.02.08.11 Resources: AP Recap/TS: CX states her collar hasn't charged in a few weeks. CX was sent a new charging kit Collar has been on the charger all night and has not charged Next Steps: AP shows last heard Aug 13, 2025 12:58 PM @ 0% battery CX did dead unit TS with another agent. CX states they did another HR after receiving the new charging kit. No LED's and no vibrate during HR CX's Collar Evaluation Notes: Issue Details Collar with Issue's SN: 25h4100875rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Dead unit Date & Time of Occurrence: 8/13 - 9/16 Is the Issue Reproducible? (Yes/No – If Yes, include steps): Yes. Dead unit TS New charging accessories Additional notes about the issue: Collar is currently on the charger using the new charging accessories. No LED. No vibration during HR. Troubleshooting Summary Tier 1 TSing [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] Steps Completed:(Y/N) & Outcome of Troubleshooting: Dead unit Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) n Screenshots: (Yes/No) n System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) n App Logs (App issues): (Yes/No) n

**STATUS CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 16:04:20 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (-LDMikjl...) | 2025-09-16 16:23:17 UTC | Status: OPEN

**AGENT NOTE | Agent (-LDMikjl...) | 2025-09-16 16:39:17 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) 25h4100875rt - Willow Dead unit Recap (When/Where/What the customer wants) Collar is currently on the charger using the new charging accessories. No LED. No vibration during HR. AP shows last heard Aug 13, 2025 12:58 PM @ 0% battery CX did dead unit TS with another agent. CX states they did another HR after receiving the new charging kit. No LED's and no vibrate during HR Is This Resolved/Follow-Up Required? If Follow Up Is Required (What/When) Optional Additional Info: Last heard Aug 13, 2025 with 0% charge WB diagnostic data reports battery failure starting 8/12 Collar needs to be replaced

**AGENT NOTE | Agent (-LDMikjl...) | 2025-09-16 16:39:53 UTC**



Pet name is Foxy, not Willow

**EMAIL | Agent (-LDMikjl...) | 2025-09-16 16:40:21 UTC**

**From:** support@halocollar.com

**To:** catcobb93@gmail.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hello Catherine, My name is Les, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing charging issues with Foxy's Halo Collar. Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call. You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:03 AM support@halocollar.com wrote: > Hello Catherine, > > My name is Coswayne, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Coswayne > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE | Agent (-LDMikjl...) | 2025-09-16 16:41:05 UTC | Status: CLOSED**

## Conversation: yQLiZqI0QbeUkf9qBG6AyQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:55:09 UTC to 2025-09-16 17:12:58 UTC

**TOPIC CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 15:55:09 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ, bDcJwjoMTjeffz13hM6gAA

### AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 17:12:04 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants refund of annual sub plan Recap (When/Where/What the customer wants) Per AP no collars linked to account Unknown retailer on AP Cx cancelled plan on 9/16, sub start 8/11 Refunding sub plan to cx Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Email to cx on refund status Optional Additional Info:

### EMAIL | Agent (K5Oem0q0...) | 2025-09-16 17:12:52 UTC

**From:** support@halocollar.com

**To:** joshuacerna1@yahoo.com

**Subject:** Halo Collar Subscription Update

Hello Joshua, Thanks for reaching out to Halo Support! My name is Jessica. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 5:36 PM support@halocollar.com wrote: > Hello Joshua, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Rodrigo > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 17:12:58 UTC | Status: CLOSED

## Conversation: uvTGWkarTXqsNrJ4cCNQOw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:55:20 UTC to 2025-09-16 15:58:04 UTC

### AGENT NOTE | Agent (WnnJ5spb...) | 2025-09-16 15:55:20 UTC

Live Team Notes4 Serial Numbers:24h3100504rt FW: v.02.08.11 Issue/ Need: failure to connect to call Troubleshooting & Actions Taken: Failed connection waited 2 min for customer to join Sending FTC Macro Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (WnnJ5spb...) | 2025-09-16 15:56:31 UTC

**From:** support@halocollar.com

**To:** braydrew20@icloud.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Drew, My name is Jessica, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday)10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (WnnJ5spb...) | 2025-09-16 15:57:14 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (WnnJ5spb...) | 2025-09-16 15:57:53 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (WnnJ5spb...) | 2025-09-16 15:58:04 UTC | Status: CLOSED

## Conversation: JnVblyGmS8-q4eoYNeS\_NA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 15:55:27 UTC to 2025-09-16 15:56:14 UTC

**Customer (HSa7xg9b...) | 2025-09-16 15:55:27 UTC | halocollar.com**

I just bought a halo call for my dog and the battery only lasts a few hours

**System/AI | 2025-09-16 15:56:14 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: DwLsXBCISzOoGafPASK29w

Messages: 11 | Customers: 1 | Duration: 2025-09-16 15:55:58 UTC to 2025-09-16 22:03:26 UTC

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:55:58 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:55:59 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:57:11 UTC

**From:** support@halocollar.com

**To:** sarahhollyday@yahoo.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Sarah, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:57:12 UTC | Status: CLOSED

### EMAIL | Customer (GWGxcO2y...) | 2025-09-16 16:21:34 UTC

**From:** sarahhollyday@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Hello Bree, I have appt at 12:30 tomorrow with you. I need advice and some hand holding. Freddie is a sensitive dog and training is slow. I am sensitive too.■ He is afraid to go out via mudroom door and my partner is upset about behavior changes in Freddie. I am being patient and gentle and focusing on recall with feedback settings. Freddie is too afraid to go after high reward treat so we can't move on to the leave it training. Freddie is two, did well in dog school and is a good canine citizen. I don't want to mess him up. Partner is scared, skeptical of the Halo process so I am trying to be confident in training and believe we will get there one day. I look forward to getting advice, validation and support. ThanksSarah Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 11:57 AM, Halo Collar wrote: Hello Sarah, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

**STATUS CHANGE** | Customer (GWGxcO2y...) | 2025-09-16 16:21:34 UTC | Status: OPEN

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:51:56 UTC

**From:** support@halocollar.com

**To:** sarahhollyday@yahoo.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Hello Sarah, Thank you for sharing all of this! It's completely understandable—both you and Freddie are navigating a big adjustment, and it's clear how much care and patience you're putting into his training. Sensitive dogs can take a little longer to adapt, and it's great that you're focusing on gentle, positive reinforcement with recall and feedback settings. I'm looking forward to our 12:30 appointment tomorrow and will provide guidance, validation, and hands-on support to help you feel confident in the Halo training process. We'll go step by step with Freddie, address any concerns your partner has, and make sure you feel comfortable every step of the way. You're doing all the right things, and together we'll help Freddie gain confidence while keeping the process calm and positive. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:21 PM "sarah hollyday" wrote: > Hello Bree, I have appt at 12:30 tomorrow with you. I need advice and some hand holding. Freddie is a sensitive dog and training is slow. I am sensitive too.■ He is afraid to go out via mudroom door and my partner is upset about behavior changes in Freddie. I am being patient and gentle and focusing on recall with feedback settings. Freddie is too afraid to go after high reward treat so we can't move on to the leave it training. Freddie is two, did well in dog school and is a good canine citizen. I don't want to mess him up. Partner is scared, skeptical of the Halo process so I am trying to be confident in training and believe we will get there one day. I look forward to getting advice, validation and support. ThanksSarah > > Sent from Yahoo Mail for iPhone > > On Tuesday, September 16, 2025, 11:57 AM, Halo Collar wrote: > > Hello Sarah, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. > I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. > Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. > You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > > >

*STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:52:04 UTC | Status: CLOSED*

**EMAIL | Customer (GWGxcO2y...) | 2025-09-16 21:11:36 UTC**

**From:** sarahhollyday@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Thank you Bree, you are making my day. Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 12:51 PM, Halo Collar wrote: Hello Sarah, Thank you for sharing all of this! It's completely understandable—both you and Freddie are navigating a big adjustment, and it's clear how much care and patience you're putting into his training. Sensitive dogs can take a little longer to adapt, and it's great that you're focusing on gentle, positive reinforcement with recall and feedback settings. I'm looking forward to our 12:30 appointment tomorrow and will provide guidance, validation, and hands-on support to help you feel confident in the Halo training process. We'll go step by step with Freddie, address any concerns your partner has, and make sure you feel comfortable every step of the way. You're doing all the right things, and together we'll help Freddie gain confidence while keeping the process calm and positive. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:21 PM "sarah hollyday" wrote: Hello Bree, I have appt at 12:30 tomorrow with you. I need advice and some hand holding. Freddie is a sensitive dog and training is slow. I am sensitive too.■ He is afraid to go out via mudroom door and my partner is upset about behavior changes in Freddie. I am being patient and gentle and focusing on recall with feedback settings. Freddie is too afraid to go after high reward treat so we can't move on to the leave it training. Freddie is two, did well in dog school and is a good canine citizen. I don't want to mess him up. Partner is scared, skeptical of the Halo process so I am trying to be confident in training and believe we will get there one day. I look forward to getting advice, validation and support. ThanksSarah Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 11:57 AM, Halo Collar wrote: Hello Sarah, I hope you're

doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

*STATUS CHANGE | Customer (GWGxcO2y...) | 2025-09-16 21:11:36 UTC | Status: OPEN*

**EMAIL | Customer (GWGxcO2y...) | 2025-09-16 22:03:26 UTC**

**From:** sarahhollyday@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Hi Bree, this is Freddie I get the sense that Freddie in some ways is a slow processor. He is lab mix and has been with us for 13 months. He can be cautious, a little aloof and Darling. We are incredibly lucky to have him. He is smart, curious, loves people and kids. I look forward to talking tomorrow Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 5:11 PM, sarah hollyday wrote: Thank you Bree, you are making my day. Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 12:51 PM, Halo Collar wrote: Hello Sarah, Thank you for sharing all of this! It's completely understandable—both you and Freddie are navigating a big adjustment, and it's clear how much care and patience you're putting into his training. Sensitive dogs can take a little longer to adapt, and it's great that you're focusing on gentle, positive reinforcement with recall and feedback settings. I'm looking forward to our 12:30 appointment tomorrow and will provide guidance, validation, and hands-on support to help you feel confident in the Halo training process. We'll go step by step with Freddie, address any concerns your partner has, and make sure you feel comfortable every step of the way. You're doing all the right things, and together we'll help Freddie gain confidence while keeping the process calm and positive. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:21 PM "sarah hollyday" wrote: Hello Bree, I have appt at 12:30 tomorrow with you. I need advice and some hand holding. Freddie is a sensitive dog and training is slow. I am sensitive too.■ He is afraid to go out via mudroom door and my partner is upset about behavior changes in Freddie. I am being patient and gentle and focusing on recall with feedback settings. Freddie is too afraid to go after high reward treat so we can't move on to the leave it training. Freddie is two, did well in dog school and is a good canine citizen. I don't want to mess him up. Partner is scared, skeptical of the Halo process so I am trying to be confident in training and believe we will get there one day. I look forward to getting advice, validation and support. Thanks Sarah Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 11:57 AM, Halo Collar wrote: Hello Sarah, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■



## Conversation: K5CqXpwkRtikAo\_L-B734Q

Messages: 8 | Customers: 1 | Duration: 2025-09-16 15:57:14 UTC to 2025-09-16 18:04:11 UTC

PHONE\_CALL | Customer (FC6xaTpp...) | 2025-09-16 15:57:14 UTC

### AGENT NOTE | Agent (qssY5KY8...) | 2025-09-16 16:02:40 UTC

Live Team Notes Serial Numbers: 25h4283710rt FW:v.03.00.05 Issue/ Need: Customer stated that he recieved a partial refund on the account he removed the collar and canceled the pack plan effective today, would like a further explanation Troubleshooting & Actions Taken: Escalated Billing / RMA Resources Used (provide details): KB, ZD, AP, Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (qssY5KY8...) | 2025-09-16 16:02:51 UTC

Added: bDcJwjoMTjfez13hM6gAA, jHyQ0PKARAKhHUZ\_rEmu6w

### EMAIL | Agent (qssY5KY8...) | 2025-09-16 16:05:14 UTC

**From:** support@halocollar.com

**To:** k\_wilhoite@sbcglobal.net

**Subject:** Halo Support: Your Request is Under Review

Hello Keith, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Ashley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 18:02:35 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx is requesting info on why he only received a partial refund Recap (When/Where/What the customer wants) RMA #Q5Z5HQP0 was resolved 9/16. Cx was refunded for order# 1643153 -\$530.44 to Paypal Cx also cancelled plan and refund already initiated 9/16 No action needed- advising cx on withholding amounts per refund policy Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Sending email to cx on withholding/ shipping fee Optional Additional Info:

### EMAIL | Agent (K5Oem0q0...) | 2025-09-16 18:04:00 UTC

**From:** support@halocollar.com

**To:** k\_wilhoite@sbcglobal.net

**Subject:** Halo Collar Refund Processed

Hello Keith, We've processed your refund for the \$530.44 to your original payment method in accordance with our Return Policy. As outlined in the policy, the following amounts were withheld: \$25 for return shipping and restocking The original shipping cost (plus sales tax, where applicable) You can find full details here: Return Policy Details Please allow 7–10 business days for the refund to reflect on your account, depending on your bank's processing time. If you have any questions or need further assistance, reply to this email. We're happy to help. With pawsitivity, Jessica Halo Customer Support Halo Collar | Here



for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:05 PM support@halocollar.com wrote: > Hello Keith, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Ashley > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 18:04:10 UTC

Added: rxefklGaTXGCpjC7oGEfPg

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 18:04:11 UTC | Status: CLOSED

## Conversation: 8BTsow1KQoS LuMXnVtw3BQ

Messages: 8 | Customers: 1 | Duration: 2025-09-16 15:57:26 UTC to 2025-09-16 17:59:46 UTC

**Customer (mRhY9pVa...)** | 2025-09-16 15:57:26 UTC | halocollar.com

Hi.

**Customer (mRhY9pVa...)** | 2025-09-16 15:57:26 UTC | halocollar.com

Hi

**Customer (mRhY9pVa...)** | 2025-09-16 15:57:41 UTC | halocollar.com

I need a new magnetic piece to charge my collar

**System/AI** | 2025-09-16 15:57:43 UTC | halocollar.com

Hi there! How can I help you with your Halo Collar today? If you have any questions or need support, just let me know!

**System/AI** | 2025-09-16 15:58:16 UTC | halocollar.com

You can purchase a new magnetic charger adapter for your Halo Collar from our Accessory Shop on the Halo website. Make sure to select the correct adapter for your specific collar model to ensure compatibility. If you have any other questions or need further assistance, feel free to ask!

**Customer (mRhY9pVa...)** | 2025-09-16 15:58:35 UTC | halocollar.com

Is there a way just to get the magnetic piece?

**System/AI** | 2025-09-16 15:59:11 UTC | halocollar.com

Hi there! Unfortunately, the magnetic charging adapter is only available as part of the complete charging kit and can't be purchased separately. You can check out the full set in our Accessory Shop. If you're having trouble with your charger, our support team might be able to help. Just let me know if you need more assistance!

**STATUS CHANGE** | Unknown | 2025-09-16 17:59:46 UTC | Status: CLOSED

## Conversation: gDS9qfjnRtqK4gK2qvwFDw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:57:51 UTC to 2025-09-16 15:58:13 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:57:51 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:57:51 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:58:12 UTC

**From:** support@halocollar.com

**To:** raptor4016@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Alexander, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:58:13 UTC | Status: CLOSED

## Conversation: ajTbPNUGRp2UNXz5oS3XoA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:58:24 UTC to 2025-09-16 15:59:08 UTC

### AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 15:58:24 UTC

First and Last Name: Drew Bray Email: braydrew20@icloud.com Other contact info if possible: Sidekick Handoff (Y\*N) N If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (LZsYfs6M...) | 2025-09-16 15:58:31 UTC

**From:** support@halocollar.com

**To:** braydrew20@icloud.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Drew, My name is Taijon, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Taijon Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 15:58:52 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 15:59:08 UTC | Status: CLOSED

## Conversation: IVI7789RSSW7XIIXmWN5BA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:58:27 UTC to 2025-09-16 15:58:47 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:58:27 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:58:28 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:58:46 UTC

**From:** support@halocollar.com

**To:** bowercollin81@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Collin, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:58:47 UTC | Status: CLOSED

## Conversation: 2P3o\_xwvRlyIA2vPbMryw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:59:00 UTC to 2025-09-16 16:04:44 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 15:59:00 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:59:01 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:04:43 UTC

**From:** support@halocollar.com

**To:** burdman1955@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Burdette, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:04:44 UTC | Status: CLOSED

## Conversation: SuCxPyWlQkOFYBdaEHfuHg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:59:24 UTC to 2025-09-16 18:02:54 UTC

**Customer (94Yv2urw...)** | 2025-09-16 15:59:24 UTC | halocollar.com

will the dog be confused why we can go through the front area in walk mode when its usually a boundary?

**System/AI** | 2025-09-16 15:59:50 UTC | halocollar.com

Dogs are generally adaptable and can learn to differentiate between different modes of operation, like walk mode and boundary mode. In walk mode, the collar is designed to allow your dog to move freely with you, even through areas that are usually set as boundaries. Training and consistency in using the Halo Collar's features will help your dog understand the difference. If you have any concerns, reinforcing training with positive reinforcement can be beneficial.

**Customer (94Yv2urw...)** | 2025-09-16 16:01:36 UTC | halocollar.com

so its more about the dog responding to the boundary feedback wherever they encounter it then memorizing where the lines are?

**System/AI** | 2025-09-16 16:02:01 UTC | halocollar.com

That's right! Dogs learn to respond to the Halo Collar's boundary feedback instead of memorizing exact boundary locations. The collar's feedback, which can be customized as sounds, vibrations, or static pulses, guides your dog to stay within safe zones. By consistently using the feedback, your dog will understand where they shouldn't go, regardless of physical boundary lines. This adaptability is a key feature of the Halo system, promoting your dog's safety and training wherever you go.

**STATUS CHANGE** | Unknown | 2025-09-16 18:02:54 UTC | Status: CLOSED

## Conversation: FWQz\_HX\_QgC0kl9ff2SA7g

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:59:36 UTC to 2025-09-16 16:00:02 UTC

**Customer (gywWQm9l...) | 2025-09-16 15:59:36 UTC | halocollar.com**

Hello I paid 575 for a collar that I returned in perfect condition and I was only refunded 530. Can you explain why?

**Customer (gywWQm9l...) | 2025-09-16 15:59:48 UTC | halocollar.com**

Order #1653458

**System/AI | 2025-09-16 16:00:02 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)



## Conversation: kFYOwqFvSF6YtSAnHD8fSA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 15:59:49 UTC to 2025-09-16 18:51:59 UTC

**Customer (agm7kycq...)** | 2025-09-16 15:59:49 UTC | halocollar.com

I received an email saying my collar has been upgraded to halo 5. Trying to determine if it's real

**System/AI** | 2025-09-16 16:00:42 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Customer (agm7kycq...)** | 2025-09-16 17:08:13 UTC

**From:** clovr317@hotmail.com

**To:** [support@halocollar.com](mailto:support@halocollar.com)

**Subject:** Collar Upgrade Email

I received an email stating my collar was upgraded to a halo 5. From what I can tell there is no such thing so I wanted to make you aware I received the email, incase anyone else does. Jackie Johnston Sent from my iPhone

**EMAIL | Agent (chgMWdgT...)** | 2025-09-16 18:50:13 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** clovr317@hotmail.com

**Subject:** Re: Collar Upgrade Email

Hello Jackie, This is Brandon with Halo Support. I hope you're having a great day. The Halo 5 is not officially being launched until 9/18. It's price is going to be \$599. As a courtesy to our new customer orders, we are upgrading them to our newest Halo 5 collar. We appreciate you being a part of the pack. Please let us know if you have any other questions. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 1:08 PM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 5:08 PM "Jackie Johnston" wrote: > > > I received an email stating my collar was upgraded to a halo 5. From what I can tell there is no such thing so I wanted to make you aware I received the email, incase anyone else does. > > > Jackie Johnston > > Sent from my iPhone

**AGENT NOTE | Agent (chgMWdgT...)** | 2025-09-16 18:51:31 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX was concerned about the email they received upgrading their order to an H5 Recap (When/Where/What the customer wants) Ensured them the email was legit and they were being upgraded Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

**TOPIC CHANGE** | Agent (chgMWdgT...) | 2025-09-16 18:51:58 UTC

Added: w4-N2LKvQhW0agGKylANbg, PIOeudXYRhqGCLwE5ykYeQ

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 18:51:59 UTC | Status: CLOSED

## Conversation: Z8lfHllvTJuLaS-obNkqog

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:00:23 UTC to 2025-09-16 16:00:38 UTC*

**Customer (3iaKZ4qg...) | 2025-09-16 16:00:23 UTC | halocollar.com**

I called and talked to someone last week about callor not shocking. he updated it and it still is not working correctly

**System/AI | 2025-09-16 16:00:38 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: n2BHLFWoQLiA2lyrfzTV1w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:00:39 UTC to 2025-09-16 17:24:05 UTC

### EMAIL | Customer (2xNx02zN...) | 2025-09-16 16:00:39 UTC

**From:** scvan05@gmail.com

**To:** support@halocollar.com

**Subject:** Return and cancel service

I am returning the two halo collars purchased as they do not work for my dogs and the satellite tracking is unusable for our property .Serial Number: 25h4304183rt) I would like information on how to return and cancel my subscription plan. Receipt #2020-0959 Thank you Susanna Van Norman

### AGENT NOTE | Agent (5Xverlxv...) | 2025-09-16 17:23:45 UTC

First and Last Name: Susanna Van Norman Email: scvan05@gmail.com Other contact info if possible: Sidekick Handoff (Y\*N) N If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (5Xverlxv...) | 2025-09-16 17:23:58 UTC

**From:** support@halocollar.com

**To:** scvan05@gmail.com

**Subject:** Re: Return and cancel service

Hello susanna, My name is Renee, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday)10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Renee Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:01 PM support@halocollar.com wrote: > Hi Susanna, > > To return your Halo Collars, please follow these steps: > > \* Visit the Halo Returns Page ( <https://www.halocollar.com/returns-and-replacements/> ) . > \* Click on "Submit a Return for Refund." > \* Enter your order number (Receipt #2020-0959) and purchase email. > \* Follow the prompts to complete your return request. > > To cancel your subscription plan: > > \* Log in to your account on the Halo website ( <https://auth.halocollar.com/pages/account/log-in> ) . > \* Navigate to your account dashboard and click "Cancel Plan." > \* Confirm the cancellation. > > If you need further assistance, feel free to reach out! > > Best regards, Halo Collar Customer Experience Team > > The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 4:00 PM "susanna van norman" wrote: > > > I am returning the two halo collars purchased as they do not work for my dogs and the satellite tracking is unusable for our property .Serial Number: 25h4304183rt) > > > I would like information on how to return and cancel my subscription plan. Receipt #2020-0959 > > > Thank you > > Susanna Van Norman > > > > >

**TOPIC CHANGE** | Agent (5Xverlxv...) | 2025-09-16 17:24:05 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (5Xverlxv...) | 2025-09-16 17:24:05 UTC | Status: CLOSED

## Conversation: fVwM2Jh4TietYq6iVzu-tA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:01:34 UTC to 2025-09-16 18:07:58 UTC

**Customer (uUjuWB3w...)** | 2025-09-16 16:01:34 UTC | halocollar.com

My dogs collar is a month old and the battery seems to go dead after a few hours

**System/AI** | 2025-09-16 16:02:02 UTC | halocollar.com

I'm sorry to hear about the battery issue with your Halo Collar. To recalibrate the battery, try this: plug the collar into the charger, hold the power button for 15 seconds, then release. Let it fully discharge, rest it for 5 hours, and then charge it uninterrupted to 100%. Monitor the battery life for 48 hours. If the issue persists, please contact our support team for further assistance.

**Customer (uUjuWB3w...)** | 2025-09-16 16:07:13 UTC | halocollar.com

Ok

**System/AI** | 2025-09-16 16:07:53 UTC | halocollar.com

If you have any more questions or need further assistance, feel free to reach out. We're here to help! ■

**STATUS CHANGE** | Unknown | 2025-09-16 18:07:58 UTC | Status: CLOSED

## Conversation: UPriYEVYSXianS36n1JU8w

Messages: 7 | Customers: 1 | Duration: 2025-09-16 16:01:43 UTC to 2025-09-16 18:34:53 UTC

### EMAIL | Agent (KshEi1Yy...) | 2025-09-16 16:01:43 UTC

**From:** support@halocollar.com

**To:** chtburks@gmail.com

**Subject:** Halo Management

Hi Chelsea, My name is Marissa and I'm with Halo's Management Team. Thank you so much for reaching out to us, though I wish it was under better circumstances. We can go ahead and grant your request to return the collars as a one-time courtesy. I just need your consent that the collars are no longer in use before proceeding. Let me know if you have any additional questions or concerns, in the meantime. I'm happy to address them for you. We appreciate your patience! Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**TOPIC CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 16:01:51 UTC

Added: Vc4PMz7yTqecSVPaJlmbZQ

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 16:01:52 UTC | Status: CLOSED

### EMAIL | Customer (DrTWQ7WG...) | 2025-09-16 17:23:19 UTC

**From:** chtburks@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Management

You have my consent, the collars are not being used at the moment. On Tue, Sep 16, 2025 at 11:01 AM Halo Collar wrote: > Hi Chelsea, > > My name is Marissa and I'm with Halo's Management Team. > > Thank you so much for reaching out to us, though I wish it was under > better circumstances. > > We can go ahead and grant your request to return the collars as a one-time > courtesy. I just need your consent that the collars are no longer in use > before proceeding. > > Let me know if you have any additional questions or concerns, in the > meantime. I'm happy to address them for you. > > We appreciate your patience! > > Best Regards, > Marissa > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

**STATUS CHANGE** | Customer (DrTWQ7WG...) | 2025-09-16 17:23:20 UTC | Status: OPEN

### EMAIL | Agent (KshEi1Yy...) | 2025-09-16 18:34:51 UTC

**From:** support@halocollar.com

**To:** chtburks@gmail.com

**Subject:** Re: Halo Management

Hi Chelsea, Thank you for providing your consent. I'm including the return label below. Once we receive your return with an approved RMA: A Halo team member will inspect the item. We may reach out to assist with troubleshooting any reported issue. If approved, a refund will be issued to your original payment method. A \$25 return shipping and handling fee (plus tax) will be deducted. If the collar was purchased from another retailer, please contact them directly to process the return per their policy. For more details, see: Here is our Return Policy. Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:23 PM "Chelsey Burks" wrote: > You have my consent, the collars are not being used at the moment. > > On Tue, Sep 16, 2025 at 11:01 AM Halo Collar wrote: > > > Hi Chelsea, > > > My name is Marissa and I'm with Halo's Management Team. > > > Thank you so much for reaching out to us, though I wish it was under > > better circumstances. > > > We can go ahead and grant your request to return the collars as a one-time > > courtesy. I just need your consent that the collars are no longer in use > > before proceeding. > > > Let me know if you have any additional questions or concerns, in the > > meantime. I'm happy to address them for you. > > > We appreciate your patience! > > > Best Regards, > >

Marissa > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > >

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 18:34:53 UTC | Status: CLOSED

## Conversation: WzygfFfpThW2xAGAWu2zwQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:01:55 UTC to 2025-09-16 16:08:32 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 16:01:55 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 16:02:32 UTC

Added: Z3qy\_B6uR8CPWZWZA-uJWg

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 16:02:36 UTC

Live Team Notes Serial Numbers: 25h4090697rt FW: v.03.01.02 PRODBETA Issue/Need: Gps in accurate ; while on walk showed pet at home Troubleshooting & Actions Taken: First we updated the cx's FW; cx got a bit upset that it didn't go automatically. Explained to cx we can process the FW update as the collar is charging and connected to WIFI Next we moved on the the collar's orientation on the pup Directed cx to go on their pet card to check the collar's orientation and make sure its correct and facing the sky Cx stated he didn't know how to go back to the pet card; directed cx to look for "more" icon or "three little dots" on his screen . Cx cannot locate the minimize option at all to bring us back to the pet card Cx stated he will update app and return for more assistance Sent follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (B63iEj1y...) | 2025-09-16 16:08:31 UTC

**From:** support@halocollar.com

**To:** noz34me@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Thomas, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! It looks like your collar is showing reduced GPS accuracy. Once your app is updated, you can follow the steps I've put together to help improve its performance. Ensure Proper Collar Orientation Perform the Hand Test If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 16:08:32 UTC | Status: CLOSED

## Conversation: InwuMDuhQO-khZgFsAmsWg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 16:02:03 UTC to 2025-09-16 16:02:19 UTC

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 16:02:03 UTC | Status: OPEN

**EMAIL** | Agent (vi\_2Fjmb...) | 2025-09-16 16:02:04 UTC

**From:** support@halocollar.com

**To:** jmsadlowski@gmail.com

**Subject:** Halo Collar Order Tracking Information

Hello Melissa, My name is Monica, and I'm here to assist you! We understand the importance of staying updated on your order, so we wanted to let you know that your Halo Collar is on its way and will arrive within the estimated delivery timeframe by FedEx: SCHEDULED DELIVERY DATE Wednesday 9/17/25 before 8:00 PM Estimated between 12:00 PM - 4:00 PM You can track your shipment here: 393214815116 Our team packed your order with care, and we're excited for you and your pup to get started! If you have any questions in the meantime, we're here and happy to help. With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 16:02:19 UTC | Status: CLOSED



## Conversation: yHwyo4rCQwOmlv42J-07qg

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:03:58 UTC to 2025-09-16 16:04:00 UTC*

**TOPIC CHANGE** | Agent (YumuZHIE...) | 2025-09-16 16:03:58 UTC

*Added: VMJV3XpQT36TjMPwkXkCJw*

**STATUS CHANGE** | Agent (YumuZHIE...) | 2025-09-16 16:04:00 UTC | Status: CLOSED

## Conversation: U-BU2IlkS-eFwMI1qWOkXQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:04:09 UTC to 2025-09-16 16:04:11 UTC

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:04:09 UTC

**From:** support@halocollar.com

**To:** awheeler10@yahoo.com

**Subject:** Re: Halo Collar- Your Thoughts Matter!

Hello Ashley, Thank you for letting us know. We'd like to help resolve the issues you're experiencing as quickly as possible. Please use the link provided to schedule a call at a date and time that works best for you, so we can review everything and provide the assistance you need. We look forward to speaking with you and getting things sorted. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 12:41 PM "Ashley Wheeler" wrote: > Yes i have quite a few issues > > Sent from my iPhone > On Sep 15, 2025, at 11:45 AM, Halo Collar wrote: > > Hello Ashley, > > My name is Bree, and I want to thank you for sharing your feedback. I read your comments , and I completely understand how important this is for you and your dog's safety. > I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) > I'm here when you're ready. Your dog's safety always comes first. > > Best Regards , > Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:04:11 UTC | Status: CLOSED

## Conversation: plq3S8ikT8qvF3qmdYa-Nw

Messages: 14 | Customers: 1 | Duration: 2025-09-16 16:04:25 UTC to 2025-09-16 22:00:50 UTC

**Customer (K\_SYYuwT...)** | 2025-09-16 16:04:25 UTC | halocollar.com

HALO 5 does not work like HALO 2+

**System/AI** | 2025-09-16 16:05:01 UTC | halocollar.com

I'm sorry you're experiencing issues with your Halo 5. While both models aim to provide top-notch safety and training, the features and technology might vary slightly. Could you please specify what functions aren't working as expected? This will allow us to assist you more effectively.

**Customer (K\_SYYuwT...)** | 2025-09-16 16:07:12 UTC | halocollar.com

I have yet to see a location where my dog is... she is always shown as "last known location" and is grayed out. The previous Halo showed her location, roaming all around the property.

**System/AI** | 2025-09-16 16:07:55 UTC | halocollar.com

Hi there! It sounds like your Halo 5 collar might need a GPS initialization. This can happen after updates or if the collar has been off for a while. To get it set up, take the collar outside to an open area, away from buildings and trees, and keep it still until the GPS light turns green. Giving it a gentle shake can also help update its location in the app. Make sure the collar is charged and connected to Wi-Fi for the best performance. If you're still having trouble, feel free to reach out to our support team for more help.

**Customer (K\_SYYuwT...)** | 2025-09-16 16:08:50 UTC | halocollar.com

i will try to reinitialize.

**System/AI** | 2025-09-16 16:09:12 UTC | halocollar.com

Great choice, Marcy! Reinitializing the GPS often resolves these location display issues. If you need any more help during the process, don't hesitate to reach out to us. We're happy to assist you anytime!

**Customer (K\_SYYuwT...)** | 2025-09-16 16:09:57 UTC | halocollar.com

But the collar is never connected to WiFi when the collar is outside ! Is this a new requirement?

**System/AI** | 2025-09-16 16:10:39 UTC | halocollar.com

Hi there! The Halo Collar doesn't need a constant Wi-Fi connection when it's outside. It uses GPS to track your dog's location and maintain virtual fences, so it works independently of Wi-Fi or cellular data. Wi-Fi is mainly used for updating the collar and syncing data. If your collar is showing "last known location," it might need GPS initialization or there could be a connectivity issue. Once it's initialized, it should give you accurate, real-time location updates without needing Wi-Fi access outdoors.

**Customer (K\_SYYuwT...)** | 2025-09-16 16:11:26 UTC | halocollar.com

ok. Thanks.

**System/AI** | 2025-09-16 16:11:46 UTC | halocollar.com

You're welcome, Marcy! If you have any more questions or need further assistance, feel free to reach out. Have a great day!

**STATUS CHANGE** | Unknown | 2025-09-16 18:11:59 UTC | Status: CLOSED

**Customer (K\_SYYuwT...)** | 2025-09-16 22:00:14 UTC | halocollar.com

I've tried for most of the day to calibrate this Halo collar... no green light ever. Once every so often I see a short RED blink. Apparently this collar is defective--I've not seen a green light since I received it and replaced my old faithful Halo 2+ with it. Right now I'm wishing I had not accepted the courtesy upgrade, because I cannot go back to my old setup can I ?

**STATUS CHANGE** | Customer (K\_SYYuwT...) | 2025-09-16 22:00:14 UTC | Status: OPEN

**System/AI | 2025-09-16 22:00:50 UTC | [halocollar.com](https://halocollar.com)**

Hi there! I'm sorry to hear about the issues with your Halo collar. The red blink usually means there's a weak GPS signal or the collar needs setup. Please make sure your collar is fully charged using a USB-C cable and a compatible adapter, and try a hard reset by holding the power button for 15 seconds while plugged in. If these steps don't fix the issue, it might be a defective unit. Unfortunately, once a collar is deactivated, it can't be reactivated, so going back to your old setup isn't possible. Please reach out to our support team for further assistance or replacement options. For more detailed troubleshooting, check out our [Battery and Charging Resource](#).

## Conversation: \_9qgxBNUQqG0vw9ulx\_yjQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:06:09 UTC to 2025-09-16 16:06:53 UTC

**Customer (RLtr9Jk...)** | 2025-09-16 16:06:09 UTC | halocollar.com

Can this cover 15 acres?

**System/AI** | 2025-09-16 16:06:53 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: RL-7RbNTQM6I-8RQaKOFeA

Messages: 10 | Customers: 1 | Duration: 2025-09-16 16:06:36 UTC to 2025-09-16 18:14:38 UTC

**PHONE\_CALL** | Customer (CN5fLRpo...) | 2025-09-16 16:06:36 UTC

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 16:11:15 UTC

Added: bDcJwjoMTjeffz13hM6gAA

### EMAIL | Agent (poWIULpl...) | 2025-09-16 16:11:15 UTC

**From:** support@halocollar.com

**To:** kenagy34@yahoo.com

**Subject:** Login

Hello Sean, tdn82mq6qt@privaterelay.appleid.com With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 16:18:19 UTC

Billing Team Escalation Notes Affected Serial Number: 22h2010595rt FW: Order ID: RMA Ticket #: Subscription Start Date: Dec 9, 2023 Reason for Escalation: Cx wants to cancel sub due to their dog being deceased. Cx unable to login into account to cancel sub due to Apple Private Relay email masking, preventing cx from getting password reset email. Requested Action: Cancel sub for cx.

### EMAIL | Agent (poWIULpl...) | 2025-09-16 16:18:40 UTC

**From:** support@halocollar.com

**To:** kenagy34@yahoo.com

**Subject:** Halo Support: Your Request is Under Review

Hello Sean, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:11 PM support@halocollar.com wrote: > Hello Sean, > > tdn82mq6qt@privaterelay.appleid.com > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 16:19:00 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

### AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 18:09:59 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants to cancel sub due to dog passing and unable to do so on the website Recap (When/Where/What the customer wants) Per stripe account is

showing active Collar no longer linked to account Collar removed from account on March 2025 Cancelling monthly silver sub immediately for cx Is This Resolved/Follow-Up Required? Y- sub cancelled If Follow Up Is Required (What/When) Sending email to cx on sub cancellation Optional Additional Info:

**EMAIL | Agent (K5Oem0q0...) | 2025-09-16 18:14:32 UTC**

**From:** support@halocollar.com

**To:** kenagy34@yahoo.com

**Subject:** Halo Collar Subscription Update

Hello Sean, Thanks for reaching out to Halo Support! My name is Jessica with the Billing Team. We are very sorry to hear of the passing of Pearl and we offer our deepest sympathies. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription No further payments will be taken. If anything else comes up please let us know. With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE | Agent (K5Oem0q0...) | 2025-09-16 18:14:37 UTC**

*Added: Of tt8viJQcq6OAbjGHi0iQ*

**STATUS CHANGE | Agent (K5Oem0q0...) | 2025-09-16 18:14:38 UTC | Status: CLOSED**

## Conversation: cSxBpNNST9igLSPsnvZj9w

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:06:44 UTC to 2025-09-16 16:07:13 UTC

### AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 16:06:44 UTC

Live Team Notes Serial Numbers: NA FW: NA Issue/ Need: Cx had pre-order questions Troubleshooting & Actions Taken: Cx wanted to know more about how the collars worked if there was not cell service Cx states they live in an area that does not always have service Let them know that the collars will still send feedback off at the fence line but they may not get the live notification Walked with cx through some general collar info and how the app and collar connect They also wanted to know the return policy Provided the return info and fees Also talked through possible damage as pups are 6 months old Cx is going to look into buying 2 collars for their pups Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 16:06:53 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, NCR2eulFTRyzoCpXePNHpw

### EMAIL | Agent (WBbod4uN...) | 2025-09-16 16:07:12 UTC

**From:** support@halocollar.com

**To:** dnkelly@sopris.net

**Subject:** Halo Collar: Thank you!

Hello Nan, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pups many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (WBbod4uN...) | 2025-09-16 16:07:13 UTC | Status: CLOSED



## Conversation: yaqx-5j\_S0iUS3cnkv293g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:08:20 UTC to 2025-09-16 18:09:58 UTC

**Customer (IRZBeScs...)** | 2025-09-16 16:08:20 UTC | halocollar.com

Th collar is falling g apart

**Customer (IRZBeScs...)** | 2025-09-16 16:08:53 UTC | halocollar.com

A prong fell off while it was on him, the screw fell out of the piece that holds the belt part in.  
The dog barely wears it

**System/AI** | 2025-09-16 16:09:50 UTC | halocollar.com

I'm sorry to hear about the issues with your collar. If the screws or clips holding your Halo Collar have fallen out or broken, please contact our live support team. They can assist you in obtaining the necessary replacement parts to fix your collar. For immediate assistance, you can also explore purchasing replacement parts, such as screws or clips, through our Accessory Shop. If you need further help, feel free to reach out to our support team for more personalized assistance.

**STATUS CHANGE** | Unknown | 2025-09-16 18:09:58 UTC | Status: CLOSED

## Conversation: OOEBaR1AQW2mUI1rqXZGgA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 16:09:06 UTC to 2025-09-16 16:12:17 UTC

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 16:09:06 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 16:09:17 UTC

Added: -LmskJFZShWIO0nMJuMqlA

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 16:09:22 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Jason Bacon Email: jsnbcn12312@gmail.com Phone number: 9045573832 Collar SN: 25h4244490rt Collar Model: Halo 4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 12511 Remler Dr. W. City: Jacksonville State: FL Postal code: 32233 Country: US What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Strap Kit( Strap with tools to adjust) Midnight Blue For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 16:09:43 UTC

**From:** support@halocollar.com

**To:** jsnbcn12312@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Jason, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 16:12:15 UTC

Accessory Order Number-1660369

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 16:12:17 UTC | Status: CLOSED

## Conversation: 7CPwJ-ZPRL-27Fyj-yxTSQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:10:17 UTC to 2025-09-16 16:15:10 UTC

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 16:10:17 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 16:14:44 UTC

Live Team Notes Serial Numbers: 25h4161215rt FW: N/A Issue/ Need: WISMO - WR Troubleshooting & Actions Taken: AW-20250908-44622 FedEx Tracking Number: 393225354345 [<https://www.fedex.com/fedextrack/?trknbr=393225354345&trkqual;=2460934000~393225354345~FX>] Scheduled to deliver: 9/17/25 Resources Used (provide details): (KB articles, Slack posts, internal docs.): FedEx Tracking CS Tracker Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (CgaCndlh...) | 2025-09-16 16:15:03 UTC

**From:** support@halocollar.com

**To:** josefish5@aol.com

**Subject:** Halo Collar Tracking Information

Hello Joseph, Great news! Your Halo Collar for Remi is on its way! It's scheduled to arrive: 9/17/2025 FedEx Tracking Number: 393225354345 You can also monitor it here: Halo Collar Order Status We've packed your items with care, and they'll arrive shortly! If you have any further questions, please don't hesitate to contact us. With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 16:15:09 UTC

Added: yuytZ0InRc2UDUrYWXc\_JQ

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 16:15:10 UTC | Status: CLOSED

## Conversation: 0ONmTnetR6WTBluVo\_KiaA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:10:44 UTC to 2025-09-16 16:11:35 UTC

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 16:10:44 UTC

Live Team Notesret Serial Numbers: n/a FW: n/a Issue/ Need: cx advised that he doesn't have much time to complete training and would like to know if his collars are eligible for return Troubleshooting & Actions Taken: Order was placed back in July; advised cx that he has 90 days to return for a refund Cx wanted to know more about the collar and how it works Explained to cx the benefits and functions of the collar Resources Used (provide details): (KB articles, Slack posts, internal docs.): How to Return Your Halo Collar for a Refund [<https://support.halocollar.com/hc/en-us/search/click?data=BAh7DjoHaWRsKwiXmkEBAwQ6D2FjY291bnRfaWRpA5xBkzoJdHlwZUkiDGFydGljbGUGOGZFVDoIdXJsSSJvaHR0cHM6Ly9zdXBwb3J0LmhhbG9jb2xsYXluY29tL2hjL2VuLXVzL2FydGljbGVzLzQ0MTA5NTI0ODk2MjMtSG93LXRvLVJldHVybi1Zb3VyLUhhbG8tQ29sbGFyLWZvci1hLVJIZnVuZAY7CFQ6DnNIYXJjaF9pZEkiKTQ0NDIhNGQ4LTQwNWYtNDAXMy05MDA4LTc2NjU1NTgzOTI4YgY7CEY6CXJhbmtCToLbG9jYXVlSSIKZW4tdXMGOWhUOgpxdWVyeUkiDHJldHVybiAGOWhUOhJyZXN1bHRzX2NvdW50aSg%3D--d57da01b5e846d9855d76e81abf7b16e1fd9cff6>] Return Policy Details [<https://support.halocollar.com/hc/en-us/search/click?data=BAh7DjoHaWRsKwjuA8fUuWA6D2FjY291bnRfaWRpA5xBkzoJdHlwZUkiDGFydGljbGUGOGZFVDoIdXJsSSJYahR0cHM6Ly9zdXBwb3J0LmhhbG9jb2xsYXluY29tL2hjL2VuLXVzL2FydGljbGVzLzQ0MTA5NTI0ODk2MjMtSG93LXRvLVJldHVybi1Zb3VyLUhhbG8tQ29sbGFyLWZvci1hLVJIZnVuZAY7CFQ6DnNIYXJjaF9pZEkiKTQ0NDIhNGQ4LTQwNWYtNDAXMy05MDA4LTc2NjU1NTgzOTI4YgY7CEY6CXJhbmtCToLbG9jYXVlSSIKZW4tdXMGOWhUOgpxdWVyeUkiDHJldHVybiAGOWhUOhJyZXN1bHRzX2NvdW50aSg%3D--d57da01b5e846d9855d76e81abf7b16e1fd9cff6>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (37v57Mh0...) | 2025-09-16 16:11:16 UTC

**From:** support@halocollar.com

**To:** jeffrunge@gmail.com

**Subject:** Halo Collar: Return Process

Hello Jeff, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! You may be eligible for a refund under our Return Policy. Here is everything you need to know to get started: Return PolicyHow to Return Your Halo Collar for a Refund If you have any questions or encounter any issues along the way, please reply to this email. We're always happy to help and want to ensure everything goes smoothly for you and your pup! With pawsitivity, Khadijah Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (37v57Mh0...) | 2025-09-16 16:11:29 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, rxefklGaTXGCpjC7oGEfPg

**STATUS CHANGE** | Agent (37v57Mh0...) | 2025-09-16 16:11:35 UTC | Status: CLOSED

## Conversation: xL6Xps76SJqgMoZ32IKSLQ

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:11:06 UTC to 2025-09-16 16:11:20 UTC*

**Customer (9g-8C-o2...) | 2025-09-16 16:11:06 UTC | halocollar.com**

Live assistance

**System/AI | 2025-09-16 16:11:20 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: ffSe9gQ1SN2jBU4SWhOQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 16:12:48 UTC to 2025-09-16 18:14:00 UTC

**Customer (H3q5tDel...)** | 2025-09-16 16:12:48 UTC | halocollar.com

Hi there! I would love to order a collar for our Malinois! We already use an e-collar, and it looks like this would replace it- if we get the beacon like we already do now....If Im thinking of trying the Gold lever Pack service, would the 50% discount kick in for that order? Or would I need to wait and make a second one?

**System/AI** | 2025-09-16 16:13:34 UTC | halocollar.com

Hi there! The Gold Pack service gives you a 50% discount on accessories like beacons, straps, cases, and charging equipment. This discount will automatically apply at checkout when you're logged into your Halo Account. For your first collar order, any active discounts or promotions will be visible on our website. If you don't see a current promotion, you might need to place a separate order to enjoy the Gold Pack benefits. Joining our mailing list can also keep you updated on promotions. For more details, feel free to access your account on the Halo website.

**STATUS CHANGE** | Unknown | 2025-09-16 18:14:00 UTC | Status: CLOSED

## Conversation: DAQZXDSKRgih2icybdeoWA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 16:13:28 UTC to 2025-09-16 16:34:01 UTC

**Customer (AlihkJyi...)** | 2025-09-16 16:13:28 UTC | halocollar.com

trouble with set up

**System/AI** | 2025-09-16 16:13:53 UTC | halocollar.com

Hi there! I'm here to help with your Halo Collar setup. First, make sure your dog is calm before fitting the collar. For Halo Collar 4, place it around the middle of the neck, aligning the power button with the dog's ear. Ensure the contact tips avoid the throat and tighten the strap so two fingers fit between the strap and neck. If you need further assistance, please use the Halo App's Collar Orientation feature or let me know if you have specific questions!

**Customer (AlihkJyi...)** | 2025-09-16 16:15:45 UTC | halocollar.com

no. it's the app. I created an account but it's not letting me proceed

**System/AI** | 2025-09-16 16:16:24 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

*PHONE\_CALL | Customer (ZaQggjHR...) | 2025-09-16 16:18:26 UTC*

**EMAIL | Agent (kx0B3Ww9...)** | 2025-09-16 16:33:18 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [kathryn\\_krouse@yahoo.com](mailto:kathryn_krouse@yahoo.com)

**Subject:** Halo Support Follow Up

Hello Kathryn, Thank you for calling Halo Support today. This is Joy. It was truly a pleasure speaking with you. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (kx0B3Ww9...)** | 2025-09-16 16:33:35 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Kathryn Krouse Email: [kathryn\\_krouse@yahoo.com](mailto:kathryn_krouse@yahoo.com) Phone Number: +17164359982 Collar SN: Collar FW: Collar Purchased From: Resources: AP Recap/TS: Cx is trying to get started using her collar. Cx does not have a plan yet. Assisted cx with getting a plan. Cx has not charged her collar so she will do that and call us back if she needs to. Next Steps: Sending email to cx

*TOPIC CHANGE | Agent (kx0B3Ww9...) | 2025-09-16 16:33:59 UTC*

*Added: UNYy8zJMRzuqZ0-CQlyc1Q*

**STATUS CHANGE | Agent (kx0B3Ww9...)** | 2025-09-16 16:34:01 UTC | Status: CLOSED

## Conversation: nxC4rKbJTSSev9-quKb8IA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:13:48 UTC to 2025-09-16 16:14:21 UTC

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 16:13:48 UTC

Live Team Notes Serial Numbers: 25h4290523rt FW: v.03.00.05 Issue/ Need: Battery not holding Troubleshooting & Actions Taken: Test Charger & Cable 15-sec reset CX will complete these on own Fully Drain Battery Monitor Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP T1TSG Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (ne4kLbEh...) | 2025-09-16 16:14:02 UTC

**From:** support@halocollar.com

**To:** erikludlow@hotmail.com

**Subject:** Halo Collar Battery Instructions

Hello Erik, Thank you for reaching out about the battery performance of your Halo Collar. My name is Chance, and I'll be assisting you. To get started, please follow the steps below to reset and evaluate the battery: Fully discharge the collar- Use the collar until the battery is completely drained and the device powers off. Leave it powered off for at least 5 hours- This rest period helps reset the battery behavior. Charge the collar fully- Plug it in and allow it to reach 100% without interruption. Monitor over the next 48 hours- Use the collar as usual and keep an eye on the battery life. If the issue persists after completing these steps, please reply to this email. We'll send your case to our Collar Evaluation Team to determine next steps. We're here to help! With pawssitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧support@halocollar.com | 📺Halo Help Center 🗣️Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 16:14:19 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, SMYZ9ncRSlyKFeGsLX1pew

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 16:14:21 UTC | Status: CLOSED



## Conversation: mO3krXJ\_T5CK1PnGB9OsBw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 16:14:14 UTC to 2025-09-16 16:58:02 UTC

PHONE\_CALL | Customer (26Vqa5yp...) | 2025-09-16 16:14:14 UTC

### AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 16:47:09 UTC

Live Team Notes Serial Numbers: 24h3221304rt FW: v.02.08.11 Issue/ Need: H3 Collar doesn't work and wants to upgrade. Warranty expired, it's been 89 days since activation. Even if within warranty, he would've received an H3 replacement, right? Cx has a 2-year Bronze plan since June 8, 2024, and now wants to opt into HC for 60 days. However, the system is not allowing him to choose the monthly HC plan, it's either switching the HPP to monthly or requiring him to select a 2-year HC plan. Will he still be able to cancel HC after 60 days? Troubleshooting & Actions Taken: HC 2-year billing. If the HC plan is canceled after the 60 day waiting period, remaining funds will be used as a CREDIT towards their next membership renewal. Yes, we can also offer a refund if the customer would like that instead of a credit. If they would like a refund, they need to be escalated to RMA!!! Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, Kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (R0Luxcqv...) | 2025-09-16 16:56:56 UTC

**From:** support@halocollar.com

**To:** scottmarkowitzmd@gmail.com

**Subject:** Halo Collar Upgrade Options

Hello Scott, Thank you for contacting Halo Collar Support! We would be happy to help with replacing your collar. It appears that your collar is not covered under warranty, as per our warranty policy. We apologize for any inconvenience this may cause. Here are alternative methods for replacing your collar: 1. Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. 2. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. If you need time to think about the upgrade, we can proceed with troubleshooting the battery life and GPS issues your collar is experiencing by escalating the case to our Engineering Team. Please reply to this email with details about the issue with the collar, or feel free to call us anytime for troubleshooting assistance. If you decide to upgrade your collar using the Halo Care plan, please note that you'll need to select the 2-year billing option. If the plan is canceled after the 60-day waiting period, any remaining funds will be issued as a credit toward your next membership renewal. If you'd prefer a refund instead of a credit, we can offer that too, just let us know, and we'll escalate your request to the RMA team. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (R0Luxcqv...) | 2025-09-16 16:57:26 UTC

**From:** support@halocollar.com

**To:** scottmarkowitzmd@gmail.com

**Subject:** Halo Collar Battery Instructions

Hello Scott, Thank you for reaching out about the battery performance of your Halo Collar. My name is Sneha, and I'll be assisting you. To get started, please follow the steps below

to reset and evaluate the battery: Fully discharge the collar- Use the collar until the battery is completely drained and the device powers off. Leave it powered off for at least 5 hours- This rest period helps reset the battery behavior. Charge the collar fully- Plug it in and allow it to reach 100% without interruption. Monitor over the next 48 hours- Use the collar as usual and keep an eye on the battery life. If the issue persists after completing these steps, please reply to this email. We'll send your case to our Collar Evaluation Team to determine next steps. We're here to help! With pawsitivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:56 AM support@halocollar.com wrote: > Hello Scott, > > Thank you for contacting Halo Collar Support! We would be happy to help with replacing your collar. > It appears that your collar is not covered under warranty, as per our warranty policy. We apologize for any inconvenience this may cause. > > Here are alternative methods for replacing your collar: > > 1. Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. > > 2. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. > > Here are the steps on How to Upgrade to the Latest Halo Model. > Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. > > If you need time to think about the upgrade, we can proceed with troubleshooting the battery life and GPS issues your collar is experiencing by escalating the case to our Engineering Team. Please reply to this email with details about the issue with the collar, or feel free to call us anytime for troubleshooting assistance. > > If you decide to upgrade your collar using the Halo Care plan, please note that you'll need to select the 2-year billing option. If the plan is canceled after the 60-day waiting period, any remaining funds will be issued as a credit toward your next membership renewal. If you'd prefer a refund instead of a credit, we can offer that too, just let us know, and we'll escalate your request to the RMA team. > > Please let us know if you have any additional questions! We're here to help! > If you have any questions, please do not hesitate to reach out, and we'll be happy to help! > > With pawsitivity, > Sneha > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 16:57:41 UTC

Added: SMYZ9ncRSlyKFeGsLX1pew

**STATUS CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 16:58:02 UTC | Status: CLOSED

## Conversation: c5sFoVPjSrSFouCAWEIRHw

Messages: 9 | Customers: 1 | Duration: 2025-09-16 16:15:10 UTC to 2025-09-16 18:31:22 UTC

PHONE\_CALL | Customer (bxn5nbWY...) | 2025-09-16 16:15:10 UTC

### AGENT NOTE | Agent (AMYuZ1d7...) | 2025-09-16 16:35:38 UTC

Live Team Notes Serial Numbers: 22h2460160rt FW: N/A Issue/ Need: Cancel Subscription Troubleshooting & Actions Taken: Customer calling to receive a refund for an annual membership charge, they have not used the collar for around a year. Customer says that they had call to have their subscription cancelled around this time a year ago, and the collar was removed from their account. Customer says they were told explicitly that their membership was cancelled and says they received a refund for their membership fees up to that point. Reached out to slack and they advised cancelling the membership and escalating to rma Membership cancelled, escalating issue to billing Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly Slack Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (AMYuZ1d7...) | 2025-09-16 16:44:21 UTC

Billing Team Escalation Notes Affected Serial Number: 22h2460160rt FW: v.01.04.14 Order ID: 979671 RMA Ticket #: N/A Subscription Start Date: 9/14/24 Reason for Escalation: Customer called to cancel their membership about a year ago and was told that the membership was cancelled, and they received a refund for their membership fees up to that point. They were just charged again a couple of days ago for the renewal of the annual membership they had been told was cancelled. Requested Action: Customer would like to receive a refund for the annual membership renewal charge from a couple of days ago, as they have not used their collar in about a year.

### EMAIL | Agent (AMYuZ1d7...) | 2025-09-16 16:44:37 UTC

**From:** support@halocollar.com

**To:** njw@waterstonepm.com

**Subject:** Halo Support: Your Request is Under Review

Hello Ned, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Ransom-John Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (AMYuZ1d7...) | 2025-09-16 16:44:46 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

### AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 18:30:22 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx is asking for refund on annual sub plan, states they thought it was cancelled this time last year Recap (When/Where/What the customer wants) Per previous gladly interactions, cx did request a cancel of sub 09/2024, cx received a refund in stripe but acct was not cancelled AP showing sub is active Per stripe sub is still showing as active as well Cancelling sub immediately and refunding last charge

Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Sending sub email for cancel/refund Optional Additional Info:

**EMAIL | Agent (K5Oem0q0...) | 2025-09-16 18:31:16 UTC**

**From:** support@halocollar.com

**To:** njw@waterstonepm.com

**Subject:** Halo Collar Subscription Update

Hello Ned, Thanks for reaching out to Halo Support! My name is Jessica with the Billing Team. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:44 PM support@halocollar.com wrote: > Hello Ned, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Ransom-John > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE | Agent (K5Oem0q0...) | 2025-09-16 18:31:22 UTC | Status: CLOSED**

**TOPIC CHANGE | Agent (K5Oem0q0...) | 2025-09-16 18:31:22 UTC**

Added: OfTt8viJQcq6OAbjGHI0iQ, BV6q0qW9QZKAbEVdca7vNQ

## Conversation: OOtB4GWnTtuiWuLTgfe7nA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:15:41 UTC to 2025-09-16 16:46:25 UTC

**EMAIL | Customer (qPIOTSr8...) | 2025-09-16 16:15:41 UTC**

**From:** larry.www.b@gmail.com

**To:** info@halocollar.com

**Subject:** Re: You left something in your cart: Get \$25 off

Bought two collars put the code in on each one and it didn't accept it Larry Burns Sent from my iPad On Sep 16, 2025, at 10:05 AM, Halo Collar wrote: ■ This offer won't last! Get the all-new redesigned Halo Collar 4 today! Say goodbye to in-ground fences The safest GPS dog fence ever created. Build GPS Fences Positive reinforcement and customizable feedback keep your dog contained. No Installation Easily create unlimited fences in the app — no wires or digging required. Protected by Halo Always-on GPS tech guides your dog back to safety. Travel Companion Take your dog hiking, to the beach — make a fence anywhere you go! ([http://clicks.halocollar.com/f/a/udvYdJT9s\\_69\\_AQvmT8i\\_w~/AAQRxRA~/rCsufSJD4TnfTPweoCDVrO3L77de3KQvBJAA4r9TK01wMTXkPWqpjMH6MQr7Na\\_gdBfDA\\_JCqo5-nSiRWAK0zIMrI7VpMWxFVLEweXQ1ub0ZbKXmps1Uyikwev2B0K96](http://clicks.halocollar.com/f/a/udvYdJT9s_69_AQvmT8i_w~/AAQRxRA~/rCsufSJD4TnfTPweoCDVrO3L77de3KQvBJAA4r9TK01wMTXkPWqpjMH6MQr7Na_gdBfDA_JCqo5-nSiRWAK0zIMrI7VpMWxFVLEweXQ1ub0ZbKXmps1Uyikwev2B0K96)) (<http://clicks.halocollar.com/f/a/03Gh6J4hGFtclM5zS13KYQ~/AAQRxRA~/xos6P-GkbyU8vPJoZu5QSKJRPPPGyf-M4so4QGnHPSpZmIY-H3qL5AANUkHs4XwlEWMSO1reLJ08TYwRwRX5QfzrANvC7Ch3idMdl4JZP4WdTSvw1PPgmi3bcU1hWzH>) (<http://clicks.halocollar.com/f/a/Ni1MnnkThbG81ygNzaBbPg~/AAQRxRA~/rCsufSJD4TnfTPweoCDVrP56lexB1FfGwITIOc-wGP6Gq23vW13zLsv203squP0fFu9APdmXpudQuMj4ZYT7iSU7idqJXGBZh3kj56iZ2hb92YijT7zQKuGCSWSsAhgn>) ([http://clicks.halocollar.com/f/a/SmhNr-DZf4D0gLeCWe6oFw~/AAQRxRA~/rCsufSJD4TnfTPweoCDVrIGYyUmvsOtlgtCW hWWoHxKvUMJBfYPTXXoHoUfKMPqVvsYT-E08ijNqKfd53t3KalDInxG0fELyWuTEoPLlfruJZn2M5nMy\\_qb3603H3Gx](http://clicks.halocollar.com/f/a/SmhNr-DZf4D0gLeCWe6oFw~/AAQRxRA~/rCsufSJD4TnfTPweoCDVrIGYyUmvsOtlgtCW hWWoHxKvUMJBfYPTXXoHoUfKMPqVvsYT-E08ijNqKfd53t3KalDInxG0fELyWuTEoPLlfruJZn2M5nMy_qb3603H3Gx)) Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 No longer want to receive these emails? Unsubscribe. ([http://clicks.halocollar.com/f/a/vGf9AmyhplcGsB558\\_nBHg~/AAQRxRA~/QfvzbNaFpmz-qMZ04tKmbuoo8UkvJAzHk8f0MBFtBdbTHwt7oAS-J6-tlDHbjr9RBWyaPXLdGpLajxQbvKBAlS0wWEd85uod10lkF2bO1qsEYndD20Ua0OZelZd-bJpqiyuYfOXb9QYo4qK\\_4MBT8CWqOOMQ-4FBgG1XKDiGoElayNQ8wFp3Wb3JRLZdnkpWLq0fazJUkNkQeB4Q-6PXIW9rs3JluTkh\\_hXyrg56yJlH44OwspC-N3y1xf6DRu\\_Rbn6mqCJPgtqCoWqN16U7Fvb0DSD56NXatX4v6lfaszWUOjmwWr\\_PALGEPrlYyXc8hNDmSbLXWzDWRqpNPzyrlKwz-6MIG4I77sfC\\_m19WPaGz35kAB2\\_7V4r-xRKc-8kPOSLHPCfeneGbkp8n128IMHOH6MKMY\\_607mF\\_jR6a5RMASkMLRfe0BVylJmi8PpoAz4qKuoaPB-OeAlzXcr7xDiO6GXP9knpz3b05n0kbsspDVy28\\_Ic8O1Gvgk79ZQw\\_ksBcCJq97YxsUQYub0f5K-QUFrMz1hg3FvGN6oUE96RFFQqgbmNTammHN1kTJqrjD4rzy3mcGIMW3G9Zdoal1BjB5Bunu0uxeGeKJt\\_6yrKKvtKKMbS-3u8g-prhN2Ev4es1PsXFRqYHTeSEICGmw4M-5C\\_O-FuRvt2nq0g3Wos-20xkSaDMcmkBXeXgNMhnK9SmY3kZRMaOUCwO9XmhxtzhNwD73UNkClxSGOB DQFFjvZ3GX2qbTmoFVILAU](http://clicks.halocollar.com/f/a/vGf9AmyhplcGsB558_nBHg~/AAQRxRA~/QfvzbNaFpmz-qMZ04tKmbuoo8UkvJAzHk8f0MBFtBdbTHwt7oAS-J6-tlDHbjr9RBWyaPXLdGpLajxQbvKBAlS0wWEd85uod10lkF2bO1qsEYndD20Ua0OZelZd-bJpqiyuYfOXb9QYo4qK_4MBT8CWqOOMQ-4FBgG1XKDiGoElayNQ8wFp3Wb3JRLZdnkpWLq0fazJUkNkQeB4Q-6PXIW9rs3JluTkh_hXyrg56yJlH44OwspC-N3y1xf6DRu_Rbn6mqCJPgtqCoWqN16U7Fvb0DSD56NXatX4v6lfaszWUOjmwWr_PALGEPrlYyXc8hNDmSbLXWzDWRqpNPzyrlKwz-6MIG4I77sfC_m19WPaGz35kAB2_7V4r-xRKc-8kPOSLHPCfeneGbkp8n128IMHOH6MKMY_607mF_jR6a5RMASkMLRfe0BVylJmi8PpoAz4qKuoaPB-OeAlzXcr7xDiO6GXP9knpz3b05n0kbsspDVy28_Ic8O1Gvgk79ZQw_ksBcCJq97YxsUQYub0f5K-QUFrMz1hg3FvGN6oUE96RFFQqgbmNTammHN1kTJqrjD4rzy3mcGIMW3G9Zdoal1BjB5Bunu0uxeGeKJt_6yrKKvtKKMbS-3u8g-prhN2Ev4es1PsXFRqYHTeSEICGmw4M-5C_O-FuRvt2nq0g3Wos-20xkSaDMcmkBXeXgNMhnK9SmY3kZRMaOUCwO9XmhxtzhNwD73UNkClxSGOB DQFFjvZ3GX2qbTmoFVILAU))

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 16:23:50 UTC**

**From:** support@halocollar.com

**To:** larry.www.b@gmail.com

**Subject:** Re: You left something in your cart: Get \$25 off

Hello Larry, This is Brandon with Halo Support. I hope you're having a great day. We apologize for any misunderstanding, but the \$25 off only works on a new collar purchase. Since you used your Halo Care protection to upgrade your collar, no other promos can be used. Please let us know if you need any other assistance. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:15 PM "Larry Burns" wrote: > Bought two collars put the code in on each one and it didn't accept it > > Larry Burns > > Sent from my iPad > On Sep 16, 2025, at 10:05 AM, Halo Collar wrote: > > ■ > This offer won't last! Get the all-new redesigned Halo Collar 4 today! Say goodbye to in-ground fences > > > The safest GPS dog fence ever created. > > > Build GPS Fences > Positive reinforcement and customizable feedback keep your dog contained. > No Installation > Easily create unlimited fences in the app — no wires or digging required. > Protected by Halo >

Always-on GPS tech guides your dog back to safety. > Travel Companion > Take your dog hiking, to the beach — make a fence anywhere you go! > > > > > > > (http://clicks.halocollar.com/f/a/udvYdJT9s\_69\_AQvmT8i\_w~~/AAQRxRA~/rCsufSJD4TnfTPweoCDVrO3L77de3KQvBJAA4r9TK01wMTXkPWqpjMH6MQr7Na\_gdBfDA\_JCqo5-nSiRWAK0zIMrI7VpMWxFVLEweXQ1ub0ZbKXmps1Uyikwev2B0K96) > > (http://clicks.halocollar.com/f/a/03Gh6J4hGFtclM5zS13KYQ~~/AAQRxRA~/lxos6P-GkbyU8vPJoZu5QSKJRPPPGyf-M4so4QGnHPSPzmlY-H3qL5AANUKHs4XwlEwMSO1reLJ08TYwRwRX5QfzrANvC7Ch3idMdl4JZP4WdTSvw1PPgmi3bcU1hWzH) > > (http://clicks.halocollar.com/f/a/Ni1MnnkThbG81ygNzaBbPg~~/AAQRxRA~/rCsufSJD4TnfTPweoCDVrP56lexB1FfGwlTIOc-wGP6Gq23vW13zLsv203squP0fFu9APdmXpudQuMj4ZYT7iSU7idqJXGBzH3kj56iZ2hb92YijT7zQKuGCWSsAhgn) > > (http://clicks.halocollar.com/f/a/SmhNr-DZf4D0gLecWe6oFw~~/AAQRxRA~/rCsufSJD4TnfTPweoCDVrIGYyUmvsOtlgtCWWhWWoHxKvUMJBfYPTXXoHoUfKMPqVvsYT-E08ijNqKfd53t3KalDlnxG0fcELyWuTEoPLIfuJZn2M5nMy\_qb3603H3Gx) > > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 > > No longer want to receive these emails? Unsubscribe. (http://clicks.halocollar.com/f/a/vGf9AmyhplcGsB558\_nBHg~~/AAQRxRA~/QfvzbNaFpmz-qMZ04tKmbuoo8UkvJAzHk8f0MBFtBdbTHwt7oAS-J6-tlDHbjr9RBWyaPXLdGpLajxQbvKBAlS0wWEed85uod10lkF2bO1qsEYndD20Ua0OZelZd-bJpqiyuYfOXb9QYo4qK\_4MBT8CWqOOMQ-4FBgG1XKDIgoElayNQ8wFp3Wb3JRLZdnkpWLq0fazJUkNkQeB4Q-6PXIW9rs3JluTkh\_hXyrg56yJlH44OwspC-N3y1xf6DRu\_Rbn6mqCJPgtqCoWqN16U7Fvb0DSD56NXatX4v6lfaszWUUojmWr\_PALGEPriYyXc8hNDmSbLXWzDWRqpNPzyrIKwz-6MIG4I77sfC\_m19WPaGz35kAB2\_7V4r-xRKc-8kPOSLHPCfeneGbkp8n128IMHOH6MKMY\_607mF\_jR6a5RMA SkMLRfe0BVylJmi8PpoAz4qKuoapB-OeAlzXcr7xDi0G6XP9knpz3b05n0kbsspDVy28\_lc8O1Gvgk79ZQw\_ksBcCJq97YxsUQYub0f5K-QUFrMz1hg3FvGN6oUE96RFFQqgbmNTa mmHN1kTJqrjD4rzy3mcGIMW3G9ZdoalL1BJB5Bunu0uxeGeKJt\_6yrKKvtKKMbS-3u8g-prhN2Ev4es1PsXFRqYHTeSEICGmw4M-5C\_O-FuRvtt2nq0g3Wos-20xkSaDMcmkBXeXg NMhnK9SmY3kZRmA0UCwO9XmhxtzhNwD73UNkClxSGOBDQFFjvZ3GX2qbTmoFVIL AU)

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 16:29:56 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX upgraded 2 collars with HC and says they didn't get \$25 off promo Recap (When/Where/What the customer wants) Let them know it won't work with Halo Care purchased Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

*TOPIC CHANGE | Agent (chgMWdgT...) | 2025-09-16 16:46:22 UTC*

*Added: PIOeudXYRhqGCLwE5ykYeQ, w4-N2LKvQhW0agGKylANbg*

*STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 16:46:25 UTC | Status: CLOSED*



## Conversation: PInFReVoQRaMvf5pvrrvxQ

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:15:42 UTC to 2025-09-16 18:17:01 UTC*

**EMAIL | Customer (QkNq0gn8...) | 2025-09-16 16:15:42 UTC**

**From:** kc.carter1019@gmail.com

**To:** support@halocollar.com

**Subject:** return on order #1656810

Hello, I would like to return my collar order number #1656810. I haven't opened or created a dog park account yet.

**STATUS CHANGE** | *Unknown* | 2025-09-16 18:17:01 UTC | Status: CLOSED

## Conversation: W9IPpSTcTwS-HNDH7aY86g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:16:20 UTC to 2025-09-16 16:19:58 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:16:20 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:16:20 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:19:57 UTC

**From:** support@halocollar.com

**To:** hhall@hpa.edu

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Howard, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:19:58 UTC | Status: CLOSED



## Conversation: e\_w9hKJKQTWXAZpVoQNgfQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:16:25 UTC to 2025-09-16 16:16:36 UTC

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 16:16:25 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, majmLeKgR.JekuZZECNBxAQ,  
zHerDDHSRyKoaFtPZdCcew

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 16:16:25 UTC

Live Team Notes Serial Numbers: 25h4090697rt FW: 03.01.02 Issue/ Need: Cx calls reporting Troubleshooting & Actions Taken: inside signal levels low 50, Higher than 2000 outside When trying to hand test collar is stuck in paused mode and inside, in the app tracking is active Advised in CS dept and it is stuck pet pin Resources Used (provide details): (KB articles, Slack posts, internal docs.): T1 Troubleshooting Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (JuW94Dok...) | 2025-09-16 16:16:34 UTC

**From:** support@halocollar.com

**To:** noz34me@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Tom, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (JuW94Dok...) | 2025-09-16 16:16:36 UTC | Status: CLOSED

## Conversation: qyBJ56A3T7i-logs9zmaBQ

Messages: 9 | Customers: 1 | Duration: 2025-09-16 16:16:35 UTC to 2025-09-16 21:43:19 UTC

**PHONE\_CALL** | Customer (hJS3wN3M...) | 2025-09-16 16:16:35 UTC

**TOPIC CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 16:21:59 UTC

Added: yuytZ0InRc2UDUrYWXc\_JQ

### AGENT NOTE | Agent (WCBmyO3-...) | 2025-09-16 16:22:00 UTC

Account Info Customer First and Last Name: Mike Moran Customer Email: mmike4910@gmail.com Collar Serial Number: 25h4120933rt Firmware Build: 03.00.05 Previous tickets related to the issue?: Notes Issue/Question/Request(s) recap Cx wanted to know when the replacement collar will get there. His dog is with a friend and he's worried about his dog's safety without the collar. Applicable Articles/Resources Next Steps (Was it solved or are you following up with additional steps, if so what steps?)

**STATUS CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 16:22:01 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 21:42:36 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 21:42:45 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 21:42:49 UTC

**From:** support@halocollar.com

**To:** mmike4910@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Mike, I hope you're doing well. My name is Thomas, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon.

### AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 21:42:56 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 21:43:19 UTC | Status: CLOSED

## Conversation: Q9DkJ5a0T\_S7QLum2vqIHHA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:18:35 UTC to 2025-09-16 16:35:47 UTC

**PHONE\_CALL** | Customer (KPv0PIJL...) | 2025-09-16 16:18:35 UTC

### AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 16:35:16 UTC

First and Last Name: Donald Skillings Email: DonaldLSkillings@gmail.com Collar SN: 25h4286979rt, 25h4287473rt, 25h4287362rt Collar FW: v.02.06.05 Resources: AP Answers Recap/TS: Multiple collar setup assistance Next Steps: Walked CX through setting up 2nd and 3rd collars. Walked CX through GPS Initialization. Walked CX through how to update FW.

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 16:35:29 UTC

Added: PT5SzfGLQx6qJKX6efjzxA, xuobtcPqSGuD7uwjUFZzMQ

### EMAIL | Agent (t75aKvM6...) | 2025-09-16 16:35:45 UTC

**From:** support@halocollar.com

**To:** donaldskillings@gmail.com

**Subject:** Halo Support Follow Up

Hello Donald, Thank you for calling Halo Support today. This is Ronald. It was truly a pleasure speaking with you and learning more about you and your pups. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 16:35:47 UTC | Status: CLOSED

## Conversation: yC5I5GCWT0qbbh8eyjVPwA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:19:08 UTC to 2025-09-16 16:19:48 UTC

**Customer (ZEVMB2To...)** | 2025-09-16 16:19:08 UTC | [halocollar.com](https://halocollar.com)

Good morning, I'm concerned on how wide of an area does the boundary detect.

**System/AI** | 2025-09-16 16:19:48 UTC | [halocollar.com](https://halocollar.com)

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: OAou6rr5TEuengLPuE8ifg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:20:14 UTC to 2025-09-16 16:23:24 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:20:14 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:20:14 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:23:24 UTC

**From:** support@halocollar.com

**To:** allinlogging12@yahoo.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Ryan, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:23:24 UTC | Status: CLOSED

## Conversation: V3P6lyTOSveccuRqnXbWtg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:20:40 UTC to 2025-09-16 16:37:48 UTC

PHONE\_CALL | Customer (JTMrgiSo...) | 2025-09-16 16:20:40 UTC

EMAIL | Agent (qssY5KY8...) | 2025-09-16 16:33:15 UTC

**From:** support@halocollar.com

**To:** mherring62@hotmail.com

**Subject:** What is the Halo Beacon Range?

Hi Michael, The beacon range is adjustable and isn't fixed to a specific number of feet per range level. Think of it as an adjustment of signal strength. Increasing the range expands the transmission radius, and decreasing it reduces the radius. The beacon's radius is spherical, meaning if you increase the range, your pup might receive feedback even on another floor. You'll need to experiment to find the optimal setting that meets your specific needs. This radius will work both in keep away mode & ignore fences functions. Let's take a look at a use case where you'd like to keep your dog out of the kitchen using the keep away function. Take note of the red 'X' marks. These marks represent the points which warning feedback will be applied on the outermost 'X' and then boundary feedback on the second 'X' as your pup approaches the beacon. On the contrary, you can use the ignore fences function to walk with your dog through your fence outside while going for a walk or a drive and the collar will not receive any feedback. Let's take a look at a visual representation of this 'dome' of protection below. So long as your pup's collar is within range (Blue Circle) of the ignore fences beacon on your person, no feedback will be issued at the fence warning zone, allowing you to pass through. Additional Notes If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! With pawsitivity, Ashley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

EMAIL | Agent (qssY5KY8...) | 2025-09-16 16:37:31 UTC

**From:** support@halocollar.com

**To:** mherring62@hotmail.com

**Subject:** Halo Collar Your Feedback Helps Create a Safer World For Pets!

Hello Michael, We hope you and your pup are doing great today! My name is Ashley, and I'm following up on your recent experience with our Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Ashley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 11:33 AM support@halocollar.com wrote: > > Hi Michael, > > The beacon range is adjustable and isn't fixed to a specific number of feet per range level. Think of it as an adjustment of signal strength. Increasing the range expands the transmission radius, and decreasing it reduces the radius. > > The beacon's radius is spherical, meaning if you increase the range, your pup might receive feedback even on another floor. You'll need to experiment to find the optimal setting that meets your specific needs. This radius will work both in keep away mode & ignore fences functions. > > Let's take a look at a use case where you'd like to keep your dog out of the kitchen using the keep away function. > > Take note of the red 'X' marks. These marks represent the points which warning feedback will be applied on the outermost 'X' and then boundary feedback on the second 'X' as your pup approaches the beacon. > > > > On the contrary, you can use the ignore fences function to walk with your

dog through your fence outside while going for a walk or a drive and the collar will not receive any feedback. Let's take a look at a visual representation of this 'dome' of protection below. > > So long as your pup's collar is within range (Blue Circle) of the ignore fences beacon on your person, no feedback will be issued at the fence warning zone, allowing you to pass through. > > > Additional Notes > > If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! > > With pawsitivity, > Ashley > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■[support@halocollar.com](mailto:support@halocollar.com) | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (qssY5KY8...) | 2025-09-16 16:37:41 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**STATUS CHANGE** | Agent (qssY5KY8...) | 2025-09-16 16:37:48 UTC | Status: CLOSED

## Conversation: gIMFRfPMQ9SKVnsY4NMtBA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 16:20:40 UTC to 2025-09-16 18:22:05 UTC

**Customer (VBOalulx...)** | 2025-09-16 16:20:40 UTC | halocollar.com

How do I turn off the Halo 4 collar?

**System/AI** | 2025-09-16 16:21:20 UTC | halocollar.com

The Halo 4 collar can't be completely turned off, but you can use Low Power Mode to save battery life when it's not in use. To activate it, press and hold the power button until the collar vibrates and the battery light turns red. Release the button when the red light goes off. If you won't be using the collar for a while, Low Power Mode is a great option. For daily use, keep the collar charged and active for the best performance.

**STATUS CHANGE** | Unknown | 2025-09-16 18:22:05 UTC | Status: CLOSED



## Conversation: KPqi4Ws-T\_mLIQ-YHxJTow

Messages: 17 | Customers: 1 | Duration: 2025-09-16 16:20:41 UTC to 2025-09-16 17:34:00 UTC

**Customer (fZNzux-S...)** | 2025-09-16 16:20:41 UTC | halocollar.com

i need a refund of the membership plan. we tried the product, and returned it promptly after it shocked out dog twice indoors. we

**System/AI** | 2025-09-16 16:20:50 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**PHONE\_CALL** | Customer (FLGYqcrR...) | 2025-09-16 16:23:13 UTC

**TOPIC CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 16:26:50 UTC

Added: BV6q0qW9QZKAbEVdca7vNQ

**EMAIL | Agent (TXZmSWWr...) | 2025-09-16 16:28:48 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [crroan001@gmail.com](mailto:crroan001@gmail.com)

**Subject:** Halo Support: Account Inquiry

Hello Christopher, Thank you for reaching out to Halo Support. We understand you are inquiring about a refund for an annual subscription plan for a collar you returned. We apologize for any inconvenience caused, but rest assured, we are here to assist you. To process a refund of the membership you will need to initiate the cancellation online and provide proof of the return collar (screenshot of the return page). Once you do, we would be happy to assist with a refund of the membership. Please reply to this email with the screenshot from Amazon. Here are the steps for canceling your membership plan: Login to your account on [www.halocollar.com](http://www.halocollar.com) Once you sign in, you will see your My Account dashboard. On the right-hand side of your dashboard (or at the bottom on mobile), select "Cancel Plan" Your plan will not terminate until the end of the current billing cycle. Therefore, you have the option to restore your plan if you change your mind before it terminates. If you select "Restore", you will retain access to all the features provided by your current plan, as if you never selected Cancel. If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! Thank you for choosing Halo! With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 16:28:55 UTC**

First and Last Name: Christopher Roan Email: [crroan001@gmail.com](mailto:crroan001@gmail.com) Phone: 16784675730 Serial number: no collar on file Firmware Build: no collar on file Purchased From: Amazon Recap/TS: Customer requesting refund for annual subscription for collar they returned to Amazon Resources: AP Next Steps: Customer will send documentation of return so refund request can be submitted.

**STATUS CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 16:28:57 UTC | Status: CLOSED

**EMAIL | Customer (FLGYqcrR...) | 2025-09-16 16:35:25 UTC**

**From:** [crroan001@gmail.com](mailto:crroan001@gmail.com)

**To:** [support@halocollar.com](mailto:support@halocollar.com)

**Subject:** Re: Halo Support: Account Inquiry

Hi Peggy and team, Please find proof of the refund processed by Amazon attached to this email. I've also cancelled the membership on your site. Please reply back with confirmation on your end once the refund has been initiated on your end by sending this to the billing team. Please cc me on that so I can stay apprised. All the best, On Tue, Sep 16, 2025 at 12:28 PM Halo Collar wrote: > Hello Christopher, > > Thank you for reaching out to Halo Support. We understand you are > inquiring about a refund for an annual subscription plan for a collar you > returned. We apologize for any inconvenience caused, but rest assured, we > are here to assist you. > > To process a refund of the membership you will need to initiate the > cancellation online and provide proof of the return collar (screenshot of > the return page). Once you do, we would be happy to assist with a refund of > the membership. > Please reply to this email with the screenshot from Amazon. > > Here are the steps for canceling your membership plan: > > Login to your account on ■www.halocollar.com > Once you sign in, you will see your My Account dashboard. > On the right-hand side of your dashboard (or at the bottom on mobile), > select "Cancel Plan" > Your plan will not terminate until the end of the current billing cycle. > Therefore, you have the option to restore your plan if you change your mind > before it terminates. If you select "Restore", you will retain access to > all the features provided by your current plan, as if you never selected > Cancel. > > If you have any further questions or need additional assistance, please do > not hesitate to contact our customer support. We are here to help! > > Thank you for choosing Halo! > > > With Pawsitivity, > Peggy > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

**STATUS CHANGE** | Customer (FLGYqcrR...) | 2025-09-16 16:35:25 UTC | Status: OPEN

**AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 16:39:50 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) cx not using collar at this time collar returned to Amazon Recap (When/Where/What the customer wants) cx requesting to cancel membership plan refunded \$101.90 Action Taken To Date (What has been completed) cancelled plan Customer Notified (Y/ N)? Y Is This Resolved/Follow-Up Required? n/a If Follow Up Is Required (What/When) advising of cancellation and refund Optional Additional Info: n/a Alternate Refunds Team ONLY Note Used by: Live Agent and Alternate Refunds Team When to use: Only when processing an approved alternate refund. Must complete "Live" Note

**EMAIL | Agent (sR--y62-...) | 2025-09-16 16:42:42 UTC**

**From:** support@halocollar.com

**To:** crroan001@gmail.com

**Subject:** Re: Halo Support: Account Inquiry

Hello Christopher, Thanks for reaching out to Halo Support! My name is Don. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:35 PM "Christopher Roan" wrote: > Hi Peggy and team, > > Please find proof of the refund processed by Amazon attached to this email. > I've also cancelled the membership on your site. Please reply back with > confirmation on your end once the refund has been initiated on your end by > sending this to the billing team. Please cc me on that so I can stay > apprised. > > All the best, > > On Tue, Sep 16, 2025 at 12:28 PM Halo Collar wrote: > > > Hello Christopher, > > > Thank you for reaching out to Halo Support. We understand you are > > inquiring about a refund for an annual subscription plan for a collar you > > returned. We apologize for any inconvenience caused, but rest assured, we > > are here to assist you. > > > To process a refund of the membership you will need to initiate the > > cancellation online and provide proof of the return collar (screenshot of > > the return page). Once you do, we would be happy to assist with a refund of > > the membership. > > Please reply to this email with the screenshot from Amazon. > > >

Here are the steps for canceling your membership plan: > > > Login to your account on ■www.halocollar.com > > Once you sign in, you will see your My Account dashboard. > > On the right-hand side of your dashboard (or at the bottom on mobile), > > select "Cancel Plan" > > Your plan will not terminate until the end of the current billing cycle. > > Therefore, you have the option to restore your plan if you change your mind > > before it terminates. If you select "Restore", you will retain access to > > all the features provided by your current plan, as if you never selected > > Cancel. > > > If you have any further questions or need additional assistance, please do > > not hesitate to contact our customer support. We are here to help! > > > Thank you for choosing Halo! > > > > With Pawsitivity, > > Peggy > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > >

*STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 16:42:44 UTC | Status: CLOSED*

**EMAIL | Customer (FLGYqcrR...) | 2025-09-16 17:30:42 UTC**

**From:** crroan001@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support: Account Inquiry

Thank you. On Tue, Sep 16, 2025 at 12:42 PM Halo Collar wrote: > Hello Christopher, > > Thanks for reaching out to Halo Support! My name is Don. > > \*I'm reaching out with an update on your subscription:\* > > - I've gone ahead and canceled your subscription and refunded your > most recent charge. > > - You should see the refund in your account within 5–10 business days. > > - No further payments will be taken. > > > If anything else comes up, we're always here for you and your pup! > > Best Regards, > Don > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 12:35 PM "Christopher Roan" crroan001@gmail.com> wrote: > > Hi Peggy and team, > > Please find proof of the refund processed by Amazon attached to this > email. I've also cancelled the membership on your site. Please reply back > with confirmation on your end once the refund has been initiated on your > end by sending this to the billing team. Please cc me on that so I can stay > apprised. > > All the best, > > On Tue, Sep 16, 2025 at 12:28 PM Halo Collar > wrote: > > > Hello Christopher, > > > Thank you for reaching out to Halo Support. We understand you are > > inquiring about a refund for an annual subscription plan for a collar you > > returned. We apologize for any inconvenience caused, but rest assured, we > > are here to assist you. > > > To process a refund of the membership you will need to initiate the > > cancellation online and provide proof of the return collar (screenshot of > > the return page). Once you do, we would be happy to assist with a refund of > > the membership. > > Please reply to this email with the screenshot from Amazon. > > > Here are the steps for canceling your membership plan: > > > Login to your account on ■www.halocollar.com > > Once you sign in, you will see your My Account dashboard. > > On the right-hand side of your dashboard (or at the bottom on mobile), > > select "Cancel Plan" > > Your plan will not terminate until the end of the current billing cycle. > > Therefore, you have the option to restore your plan if you change your mind > > before it terminates. If you select "Restore", you will retain access to > > all the features provided by your current plan, as if you never selected > > Cancel. > > > If you have any further questions or need additional assistance, please > > do not hesitate to contact our customer support. We are here to help! > > > Thank you for choosing Halo! > > > > With Pawsitivity, > > Peggy > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > >

*STATUS CHANGE | Customer (FLGYqcrR...) | 2025-09-16 17:30:42 UTC | Status: OPEN*

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 17:33:57 UTC**

**From:** support@halocollar.com

**To:** crroan001@gmail.com

**Subject:** Re: Halo Support: Account Inquiry

Hello Christopher, Thank you for contacting our Halo Support team! It was a pleasure for one of our agents to assist you. I apologize for any inconvenience caused during the process. Please don't hesitate to contact us with any further questions or concerns. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 1:30 PM

"Christopher Roan" wrote: > Thank you. > > On Tue, Sep 16, 2025 at 12:42 PM Halo Collar wrote: > > > Hello Christopher, > > > Thanks for reaching out to Halo Support! My name is Don. > > > \*I'm reaching out with an update on your subscription:\* > > > - I've gone ahead and canceled your subscription and refunded your > > most recent charge. > > - You should see the refund in your account within 5–10 business days. > > - No further payments will be taken. > > > > If anything else comes up, we're always here for you and your pup! > > > Best Regards, > > Don > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > On Tuesday, September 16, 2025, 12:35 PM "Christopher Roan" > crrroan001@gmail.com > wrote: > > > > Hi Peggy and team, > > > Please find proof of the refund processed by Amazon attached to this > > email. I've also cancelled the membership on your site. Please reply back > > with confirmation on your end once the refund has been initiated on your > > end by sending this to the billing team. Please cc me on that so I can stay > > apprised. > > > All the best, > > > On Tue, Sep 16, 2025 at 12:28 PM Halo Collar > > wrote: > > > > Hello Christopher, > > > > Thank you for reaching out to Halo Support. We understand you are > > > inquiring about a refund for an annual subscription plan for a collar you > > > returned. We apologize for any inconvenience caused, but rest assured, we > > > are here to assist you. > > > > To process a refund of the membership you will need to initiate the > > > cancellation online and provide proof of the return collar (screenshot of > > > the return page). Once you do, we would be happy to assist with a refund of > > > the membership. > > > Please reply to this email with the screenshot from Amazon. > > > > Here are the steps for canceling your membership plan: > > > > Login to your account on ■www.halocollar.com > > > Once you sign in, you will see your My Account dashboard. > > > On the right-hand side of your dashboard (or at the bottom on mobile), > > > select "Cancel Plan" > > > Your plan will not terminate until the end of the current billing cycle. > > > Therefore, you have the option to restore your plan if you change your mind > > > before it terminates. If you select "Restore", you will retain access to > > > all the features provided by your current plan, as if you never selected > > > Cancel. > > > > If you have any further questions or need additional assistance, please > > > do not hesitate to contact our customer support. We are here to help! > > > > Thank you for choosing Halo! > > > > > > With Pawsitivity, > > > Peggy > > > Halo Customer Support > > > \*Halo Collar\* | Here for you and your best friend ■ > > > > \*Need more help?\* > > > > ■\*support@halocollar.com\* | ■\*Halo Help > > > Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > > >

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 17:33:58 UTC**

First and Last Name: Christopher Roan Email: crrroan001@gmail.com Phone Number: 16784675730 Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: The previous agent assisted the cx with their subscription refund. The cx says thank you. Next Steps: Send the cx a follow-up email. Submit as resolved.

**STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 17:34:00 UTC | Status: CLOSED**

## Conversation: 5R8yT1aRQ0K-KnuciR9WWQ

Messages: 15 | Customers: 1 | Duration: 2025-09-16 16:20:46 UTC to 2025-09-16 17:15:50 UTC

**Customer (BMtgKS\_-...)** | 2025-09-16 16:20:46 UTC | halocollar.com

Good morning, we received a warranty replacement a few weeks ago and we are experiencing the same issue with the collar not charging.

**System/AI** | 2025-09-16 16:21:34 UTC | halocollar.com

I'm sorry to hear you're having charging issues with your replacement collar. Let's try a few steps to resolve this: Check Power Source: Use the original USB-C cable and charging block. Make sure the collar isn't connected to a computer. Inspect Charging Port: Gently clean the gold pins with a Q-tip and rubbing alcohol. Perform a Hard Reset: Keep the collar plugged in for 5 minutes, hold the power button for 15 seconds, then release. If the problem continues, please reach out to our live support for more help. They can assist you with the warranty process if necessary.

**Customer (BMtgKS\_-...)** | 2025-09-16 16:23:06 UTC | halocollar.com

We tried all the above. The light is green when on the charger but as soon as we remove the charger it goes dead.

**System/AI** | 2025-09-16 16:23:21 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

*PHONE\_CALL | Customer (BMtgKS\_-...) | 2025-09-16 16:24:12 UTC*

**EMAIL | Agent (jAIUuvEy...)** | 2025-09-16 16:29:30 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [gskoshiol@outlook.com](mailto:gskoshiol@outlook.com)

**Subject:** Dead Unit

Hello Sharon, Thank you for calling Halo Support today. This is Rabindra. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (jAIUuvEy...)** | 2025-09-16 16:29:32 UTC

First and Last Name: Sharon Koshiol Email: [gskoshiol@outlook.com](mailto:gskoshiol@outlook.com) Phone Number: 17152940733 Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: The cx received a replacement collar, and it is dead. The cx does not have the collar with them. Next Steps: The cx will call us back. Submit as resolved.

*TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 16:29:51 UTC*

*Added: 76jKdDJqQKG1X52gm4kjGg*

*STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 16:34:43 UTC | Status: CLOSED*

*STATUS CHANGE | Customer (BMtgKS\_-...) | 2025-09-16 16:43:15 UTC | Status: OPEN*

*PHONE\_CALL | Customer (BMtgKS\_-...) | 2025-09-16 16:43:15 UTC*

**EMAIL | Agent (DBqblO4n...)** | 2025-09-16 17:08:11 UTC



**From:** support@halocollar.com

**To:** gskoshiol@outlook.com

**Subject:** Halo Support: Your Request is Under Review

Hello Sharon, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. I have sent a request to our Billing Team to have another warranty replacement collar approved and sent to you. They're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please be assured that we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:29 PM support@halocollar.com wrote: > Hello Sharon, > > Thank you for calling Halo Support today. This is Rabindra. It was truly a pleasure speaking with you and learning more about you and your pup. > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > > With pawsitivity, > Rabindra > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 17:08:14 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Sharon Koshiol Email: gskoshiol@outlook.com Phone Number: 17152940733 Collar SN: 24h3341986rt Collar FW: Collar Purchased From: Halo Resources: gladly, a/p Recap/TS: Cx states newly rec'd WR collar will not charge. WR AW-20250730-36449 Prev rep requested S/N of collar. Cx provided sn. Advsd cx collar in possession is old collar that was supposed to be returned. Cx states they already sent back a collar and realized they sent back the WR collar. Esc to RMA to request approval to send another WR collar. Next Steps: sending RMA esc p/r

**AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 17:14:50 UTC**

Billing Team Escalation Notes Affected Serial Number: 24h3341986rt FW: Order ID: RMA Ticket #: AW-20250730-36449 Subscription Start Date: Feb 25, 2022 Reason for Escalation: Cx c/i to report WR collar rec'd is not charging. Found collar in question is old collar that was supposed to be returned. Cx states they may have gotten collars mixed up and the WR collar was returned in error. Requested Action: Please approve sending another WR collar as cx seem to have returned the WR collar instead of the affected collar.

**TOPIC CHANGE | Agent (DBqblO4n...) | 2025-09-16 17:15:50 UTC**

Added: jHyQ0PKARAKhHUZ\_rEmu6w

## Conversation: 1rS-5eumSYyAJa9ohpQ7-w

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:22:36 UTC to 2025-09-16 16:22:49 UTC

**Customer (58dTmHCp...)** | 2025-09-16 16:22:36 UTC | halocollar.com

i need a refund on the membership

**System/AI** | 2025-09-16 16:22:49 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: ucnfsHD4Qze3cxIVZKUZbg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:23:49 UTC to 2025-09-16 16:30:55 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:23:49 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:23:49 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:30:54 UTC

**From:** support@halocollar.com

**To:** jblgkl@yahoo.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello John, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:30:55 UTC | Status: CLOSED



## Conversation: gSG1MPjBR7qE9mqzocWM\_g

Messages: 7 | Customers: 1 | Duration: 2025-09-16 16:24:27 UTC to 2025-09-16 16:27:19 UTC

**Customer (B-OK9B8D...) | 2025-09-16 16:24:27 UTC | halocollar.com**

does this device work with andriod

**System/AI | 2025-09-16 16:24:50 UTC | halocollar.com**

Yes, the Halo Collar works with Android devices! You can download the Halo app from the Google Play Store to use it with your Android phone. If you have any more questions, feel free to ask!

**Customer (B-OK9B8D...) | 2025-09-16 16:25:22 UTC | halocollar.com**

is there a subscription

**System/AI | 2025-09-16 16:25:46 UTC | halocollar.com**

Yes, a subscription is required to use the Halo Collar. Halo offers three membership plans: Bronze, Silver, and Gold, starting at \$9.99/month. Each plan includes features like GPS tracking, custom fences, and training content. You can choose from monthly, yearly, or 2-year plans. For more details and to compare plans, visit Halo Membership Plans. If you need further assistance, feel free to ask!

**Customer (B-OK9B8D...) | 2025-09-16 16:26:22 UTC | halocollar.com**

does it work in heavily wooded areas up to 10 acres away?

**System/AI | 2025-09-16 16:27:01 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (B-OK9B8D...) | 2025-09-16 16:27:19 UTC | halocollar.com**

ty

## Conversation: 1PIX8TJATLqZIExTEJaDFQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:25:56 UTC to 2025-09-16 16:31:49 UTC

**Customer (ra7jNk4J...)** | 2025-09-16 16:25:56 UTC | halocollar.com

I would like to renew my plan

**System/AI** | 2025-09-16 16:26:45 UTC | halocollar.com

To renew your Halo Collar plan, simply log in to your account on the Halo website. Once you're logged in, head over to your subscription settings to renew or update your plan. If you run into any issues or need more help, feel free to reach out to our customer support team. They're always ready to assist you with your subscription needs.

**Customer (ra7jNk4J...)** | 2025-09-16 16:30:12 UTC | halocollar.com

I logged in but it won't let me purchase a plan

**System/AI** | 2025-09-16 16:31:49 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: hH9OvoINQeGs3ptOvE3Q4w

Messages: 8 | Customers: 1 | Duration: 2025-09-16 16:28:15 UTC to 2025-09-16 20:29:24 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 16:28:15 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx has had two recent warranties & is requesting plan time reimbursement, new pro case, & contact tips Recap (When/Where/What the customer wants) AP; cx has had two WR 25h4330934rt is attached to the account Cx has also requested a new pro-case & contact tips Stripe; cx has 2 year bronze plan Offering cx \$25 GC for plan time reimbursement for recent WRs Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Issue \$25 gc if cx accepts Put in pro-cas & contact tip order once cx confirms which color they would like Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 16:33:28 UTC

**From:** support@halocollar.com

**To:** jamielboesch@gmail.com

**Subject:** Your Halo Membership Reimbursement Request

Hello Jamie, My name is Katherine and I'm with the Halo Management Team. We are saddened to hear of your recent experience and would appreciate the opportunity to make things right! I would like to offer you a \$25 gift card to cover some of your unused plan time. This gift card is sent directly to your email from Tremendous and can be used anywhere that accepts Visa or even deposited directly into your bank account. I would also be happy to send you another set of contact tips and a Halo Pro case as a one-time courtesy. Can you please confirm which color you would like? We look forward to hearing from you and getting this resolved right away! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Sunday, September 14, 2025, 1:36 PM support@halocollar.com wrote: > Hello Jamie, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > > With pawssitivity, > Gabriel > Halo Customer Support > Halo Collar | Here for you and your best friend

> > Need more help? > support@halocollar.com | Halo Help Center > Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Sunday, September 14, 2025, 12:31 PM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Sunday, September 14, 2025, 4:31 PM "Jamie Boesch" wrote: > > > > I'm really disappointed. This is now the 2nd collar that's being replaced due to a malfunction on halo's end. My dog has now gone months without the collar due to this issue. I am asking for a refund of part of my yearly membership. The fabric cover has now ripped from me removing it all these times to put on the new collar. I also have accidentally sent back the long prongs on the collar. You never sent a return label so I had to wait for that. I then had to drive a far distance to find a store that would return an item with a battery. It's been such a disappointment experience. I am asking for a partial refund, new prongs and a new cover. Please advise > > > Thank you > > > Jamie Boesch > > > > Sent from my iPhone > > > On Sep 12, 2025, at 11:20 AM, Jamie Boesch

wrote: > > > There was no return label > > > 180 County Road 579 > > > Bloomsbury NJ 08804 > > > > > Sent from my iPhone > > > On Sep 12, 2025, at 10:53 AM, Halo Collar wrote: > > > > > Hello Jamie, > > > > > Thank you for contacting Halo Support. I'm happy to assist you, and I apologize for any confusion regarding the return window. > > > > > If you received a replacement collar, it should have included a return label for sending the original collar back. If you did not receive a return label, please reply to this email with your shipping address, and we will be happy to request a return label to be sent to you. > > > > > If you have any further questions or need additional assistance, please let us know. We're here to help! > > > With pawsitivity, > > > Psyche Halo Customer Support Halo Collar | Here for you and your best friend■ > > > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > > > > On Friday, September 12, 2025, 10:40 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > > > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > > > → Tap Settings > > > → Tap Halo Dog Park > > > → Tap Halo Support > > > → Tap Join Session > > > → Allow any requested permissions. > > > > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > > On Friday, September 12, 2025, 2:40 PM "Jamie" wrote: It says it's outside the return window. > > > > > On Sep 12, 2025, at 9:30 am, Halo Collar wrote: > > > > > To return your old collar, please obtain a Return Merchandise Authorization (RMA) by visiting this link. Once you submit your return request, you'll receive a pre-paid shipping label via email to send the collar back. (<https://www.halocollar.com/returns-and-replacements/>) > > > If you have any issues or need further assistance, feel free to reach out! > > > > > The Halo Collar Virtual Assistant > > > > > On Friday, September 12, 2025, 1:30 PM "Jamie Boesch" wrote: >

*STATUS CHANGE | Agent (M0svworG...) | 2025-09-16 16:33:50 UTC | Status: CLOSED*

**EMAIL | Customer (ctCwk8pB...) | 2025-09-16 16:47:35 UTC**

**From:** jamielboesch@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Your Halo Membership Reimbursement Request

Thank you I appreciate it. Is it normal to have to have it replaced twice? The blaze color would be nice. Sent from my iPhone On Sep 16, 2025, at 12:33 PM, Halo Collar wrote: Hello Jamie, My name is Katherine and I'm with the Halo Management Team. We are saddened to hear of your recent experience and would appreciate the opportunity to make things right! I would like to offer you a \$25 gift card to cover some of your unused plan time. This gift card is sent directly to your email from Tremendous and can be used anywhere that accepts Visa or even deposited directly into your bank account. I would also be happy to send you another set of contact tips and a Halo Pro case as a one-time courtesy. Can you please confirm which color you would like? We look forward to hearing from you and getting this resolved right away! Best Regards , Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Sunday, September 14, 2025, 1:36 PM support@halocollar.com wrote: Hello Jamie, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: \* Our team is reviewing the details of your request and any related activity. \* We're checking systems to get a complete picture. \* You'll hear back from us as soon as we have an update or resolution to share. In the meantime: \* Please know we're prioritizing this for you. \* We truly appreciate your patience while we dig in and work on a solution. \* Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Gabriel Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Sunday, September 14, 2025, 12:31 PM support@halocollar.com wrote: Thank you for reaching out! I've

shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Sunday, September 14, 2025, 4:31 PM "Jamie Boesch" wrote: I'm really disappointed. This is now the 2nd collar that's being replaced due to a malfunction on halo's end. My dog has now gone months without the collar due to this issue. I am asking for a refund of part of my yearly membership. The fabric cover has now ripped from me removing it all these times to put on the new collar. I also have accidentally sent back the long prongs on the collar. You never sent a return label so I had to wait for that. I then had to drive a far distance to find a store that would return an item with a battery. It's been such a disappointment experience. I am asking for a partial refund, new prongs and a new cover. Please advise Thank you Jamie Boesch Sent from my iPhone On Sep 12, 2025, at 11:20 AM, Jamie Boesch wrote: There was no return label 180 County Road 579 Bloomsbury NJ 08804 Sent from my iPhone On Sep 12, 2025, at 10:53 AM, Halo Collar wrote: Hello Jamie, Thank you for contacting Halo Support. I'm happy to assist you, and I apologize for any confusion regarding the return window. If you received a replacement collar, it should have included a return label for sending the original collar back. If you did not receive a return label, please reply to this email with your shipping address, and we will be happy to request a return label to be sent to you. If you have any further questions or need additional assistance, please let us know. We're here to help! With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Friday, September 12, 2025, 10:40 AM [support@halocollar.com](mailto:support@halocollar.com) wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Friday, September 12, 2025, 2:40 PM "Jamie" wrote: It says it's outside the return window. On Sep 12, 2025, at 9:30 am, Halo Collar wrote: To return your old collar, please obtain a Return Merchandise Authorization (RMA) by visiting this link. Once you submit your return request, you'll receive a pre-paid shipping label via email to send the collar back. (<https://www.halocollar.com/returns-and-replacements/>) If you have any issues or need further assistance, feel free to reach out! The Halo Collar Virtual Assistant On Friday, September 12, 2025, 1:30 PM "Jamie Boesch" wrote:

**STATUS CHANGE** | Customer (ctCwk8pB...) | 2025-09-16 16:47:35 UTC | Status: OPEN

**AGENT NOTE | Agent (M0svworG...) | 2025-09-16 20:26:05 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx reached back out stating they would like a blaze pro case & accepted \$25 gc for unused membership time Recap (When/Where/What the customer wants) Cx wants blaze accessory - we are unable to send blaze accessories & cx original order was graphite Issued \$25 gc in AP Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Put in ACC order for pro-case & contact tips once cx confirms other color they would like Optional Additional Info:

**EMAIL | Agent (M0svworG...) | 2025-09-16 20:28:38 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [jamielboesch@gmail.com](mailto:jamielboesch@gmail.com)

**Subject:** Your Halo Membership Reimbursement Request

Hello Jamie, Thank you for your quick reply! I have issued your \$25 gift card, please be on the lookout for it! It works just like a VISA and can be used almost anywhere. Here's what to expect: You'll receive the gift card by email from TremendousIt should arrive within the next couple of daysIf it's not in your inbox, be sure to check your junk or spam folder Additionally, at this time, we do not have the Blaze accessory color available for

Pro-Cases and Straps. We apologize for any inconvenience! Is there another color you would like us to send you? If you have any other questions or if there's anything else we can do, just let us know. We look forward to hearing from you! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 10:47 AM "Jamie Boesch" wrote: > Thank you I appreciate it. > Is it normal to have to have it replaced twice? > The blaze color would be nice. > > Sent from my iPhone > On Sep 16, 2025, at 12:33 PM, Halo Collar wrote: > > Hello Jamie, > > My name is Katherine and I'm with the Halo Management Team. > > We are saddened to hear of your recent experience and would appreciate the opportunity to make things right! I would like to offer you a \$25 gift card to cover some of your unused plan time. This gift card is sent directly to your email from Tremendous and can be used anywhere that accepts Visa or even deposited directly into your bank account. > > I would also be happy to send you another set of contact tips and a Halo Pro case as a one-time courtesy. Can you please confirm which color you would like? > > We look forward to hearing from you and getting this resolved right away! > > Best Regards , > Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Sunday, September 14, 2025, 1:36 PM support@halocollar.com wrote: > Hello Jamie, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > Here's what you can expect: > \* Our team is reviewing the details of your request and any related activity. > \* We're checking systems to get a complete picture. > \* You'll hear back from us as soon as we have an update or resolution to share. In the meantime: > \* Please know we're prioritizing this for you. > \* We truly appreciate your patience while we dig in and work on a solution. > \* Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > With pawsitivity, > Gabriel Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Sunday, September 14, 2025, 12:31 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Sunday, September 14, 2025, 4:31 PM "Jamie Boesch" wrote: I'm really disappointed. This is now the 2nd collar that's being replaced due to a malfunction on halos end. My dog has now gone months without the collar due to this issue. I am asking for a refund of part of my yearly membership. The fabric cover has now ripped from me removing it all these times to put on the new collar. I also have accidentally sent back the long prongs on the collar. You never sent a return label so I had to wait for that. I then had to drive a far distance to find a store that would return an item with a battery. It's been such a disappointment experience . I am asking for a partial refund, new prongs and a new cover. Please advise > Thank you > Jamie Boesch > > Sent from my iPhone > On Sep 12, 2025, at 11:20 AM, Jamie Boesch wrote: > There was no return label > 180 County Road 579 > Bloomsbury NJ 08804 > > Sent from my iPhone > On Sep 12, 2025, at 10:53 AM, Halo Collar wrote: > > Hello Jamie, > > Thank you for contacting Halo Support. I'm happy to assist you, and I apologize for any confusion regarding the return window. > > If you received a replacement collar, it should have included a return label for sending the original collar back. If you did not receive a return label, please reply to this email with your shipping address, and we will be happy to request a return label to be sent to you. > > If you have any further questions or need additional assistance, please let us know. We're here to help! > With pawsitivity, > Psyche Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Friday, September 12, 2025, 10:40 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest

reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Friday, September 12, 2025, 2:40 PM "Jamie" wrote: It says it's outside the return window. > > On Sep 12, 2025, at 9:30 am, Halo Collar wrote: > > To return your old collar, please obtain a Return Merchandise Authorization (RMA) by visiting this link. Once you submit your return request, you'll receive a pre-paid shipping label via email to send the collar back. (<https://www.halocollar.com/returns-and-replacements/>) > If you have any issues or need further assistance, feel free to reach out! > > The Halo Collar Virtual Assistant > > On Friday, September 12, 2025, 1:30 PM "Jamie Boesch" wrote:

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 20:29:24 UTC | Status: CLOSED

## Conversation: 2y-LxBeGT2WdJOkVsNIBfA

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:30:58 UTC to 2025-09-16 16:31:36 UTC*

**Customer (vp7Q90W6...) | 2025-09-16 16:30:58 UTC | halocollar.com**

can Halo upload more recent topography for the maps

**System/AI | 2025-09-16 16:31:36 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)



## Conversation: zhmlLocQTISEJPmVsgUN2g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:31:12 UTC to 2025-09-16 16:31:32 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:31:12 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:31:12 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:31:31 UTC

**From:** support@halocollar.com

**To:** wjladnier@yahoo.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello William, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:31:32 UTC | Status: CLOSED

## Conversation: sdm3tJJ0TFGjCLpDh\_pQdw

Messages: 10 | Customers: 1 | Duration: 2025-09-16 16:31:47 UTC to 2025-09-16 22:44:11 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:31:47 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:31:48 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:35:02 UTC

**From:** support@halocollar.com

**To:** timbog1979@yahoo.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Timothy/Lyndsey, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:35:02 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 22:16:56 UTC | Status: OPEN

**PHONE\_CALL** | Agent (KshEi1Yy...) | 2025-09-16 22:16:59 UTC

### AGENT NOTE | Agent (KshEi1Yy...) | 2025-09-16 22:34:50 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) The cx is asking for a refund on their collars and sub. Recap (When/Where/What the customer wants) The cx wants a refund for their collars. The cx explained that they have been through their dogs becoming lost numerous times over the years. Most recently, their dogs escaped and now they have a fine to pay because the cops were called. The cx says they have also dealt with unwanted feedback in safe zones. At one point, their dog Holly would no longer go outside and would pee in the home. The cx expressed being done with the collars/Halo and they are asking for a refund, especially to compensate for the ticket they received. Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Refund Holly's collar ~ 25h4174658rt 1596490 31 days OOW Investigate Bowie's collar/ask lead if this can be refunded (very old order) 24h3501003rt ~ 1065126 Refund 3 months of their membership plan. \$137.88 Optional Additional Info:

### EMAIL | Agent (KshEi1Yy...) | 2025-09-16 22:42:29 UTC

**From:** support@halocollar.com

**To:** timbog1979@yahoo.com

**Subject:** Halo Management

Hi Timothy and Lyndsey, Thank you so much for speaking with me today and sharing your journey with Halo. We're grateful to have had you as a part of our pack, and sad to see you go. As discussed, I refunded some of your membership fees. You should see a refund of \$137.88 back in your account within 5-10 business days, depending on your bank. I also initiated the return process for Holly's collar, and I'm including the return label for that below. As for Bowie's collar, I'm still looking for the original order details. I'll need to touch

base with our Billing Manager tomorrow once she's back in office. I'll be sure to update you then! In the meantime, if you have any questions or concerns you forgot to mention during our phone call, feel free to ask me here! Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**EMAIL | Agent (KshEi1Yy...) | 2025-09-16 22:43:38 UTC**

**From:** support@halocollar.com

**To:** timbog1979@yahoo.com

**Subject:** Re: Halo Management

Hi Lyndsey and Tim, I completely forgot to attach the PDF for your return. Here you go! My apologies. Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 5:42 PM support@halocollar.com wrote: > Hi Timothy and Lyndsey, > > Thank you so much for speaking with me today and sharing your journey with Halo. > > We're grateful to have had you as a part of our pack, and sad to see you go. > > As discussed, I refunded some of your membership fees. You should see a refund of \$137.88 back in your account within 5-10 business days, depending on your bank. > > I also initiated the return process for Holly's collar, and I'm including the return label for that below. As for Bowie's collar, I'm still looking for the original order details. I'll need to touch base with our Billing Manager tomorrow once she's back in office. I'll be sure to update you then! > > In the meantime, if you have any questions or concerns you forgot to mention during our phone call, feel free to ask me here! > > Best Regards, > Marissa > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■

**STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 22:44:11 UTC | Status: CLOSED**

## Conversation: U3lgJSu5SmquuFN9CYJ68Q

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 16:32:35 UTC to 2025-09-16 18:33:24 UTC*

**Customer (g\_tuksJk...)** | 2025-09-16 16:32:35 UTC | halocollar.com

My Halo account is in my name and login. How can I link my wife's phone so she can view my dog's info on the app as well?

**System/AI** | 2025-09-16 16:33:04 UTC | halocollar.com

To link your wife's phone to view your dog's info on the Halo app, simply use the same login credentials on both devices. Separate user profiles aren't supported, so anyone with the login can access the app and control settings. Please ensure your wife completes the User Training for safe and proper handling of the collar. If you have more questions, feel free to ask!

**STATUS CHANGE** | *Unknown* | 2025-09-16 18:33:24 UTC | Status: *CLOSED*

## Conversation: FQ94fyG1RhOwBt4B\_n4zeg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:34:09 UTC to 2025-09-16 16:35:53 UTC

EMAIL | Customer (WftxYWtb...) | 2025-09-16 16:34:09 UTC

**From:** hedge724@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Your Halo Warranty AW-20250902-43345

Good afternoon, we received Daisy's collar and it's connected, but we did not receive a return label. Can y'all forward one so I can get the failed Collar shipped back to you? Steve Hedges 281-744-4805 On Wed, Sep 10, 2025, 08:20 Halo Collar wrote: > Hello Steve, > > Thank you so much for your patience and quick response! > > I'm happy to let you know that your order for a Halo 4 Replacement Unit > has been successfully set up and will be shipping out shortly. > > - Your order number is \*1657649.\* > - You can expect your order to arrive within roughly 3-5 business days > - You will receive an email confirmation when the order ships > - You can check the status of your shipment: \*Halo Collar Order Status\* > > > If you have any questions in the meantime, just reply to this email. > We're always here to help. > > Best Regards, > Katherine > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Tuesday, September 9, 2025, 4:56 PM "Steve Hedges" > wrote: > > Thank you Katherine, > > My address is: > 1771 County Road 1190 > > Kopperl, TX 76652 > > > On Tue, Sep 9, 2025, 15:31 Halo Collar wrote: > > > Hello Steve, > > > Thank you for reaching out regarding your replacement order for > > AW-20250902-43345. We are saddened to hear that FedEx delivered your order > > to the wrong address, and we have filed a claim on your behalf. > > > Moving forward, could you please confirm your address with us before we > > send your replacement again? You can respond to this email or reach out to > > our Dog Park. > > > We look forward to hearing from you and getting that replacement sent out > > ASAP! > > > Best Regards, > > Katherine > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > On Saturday, September 6, 2025, 1:46 PM support@halocollar.com wrote: > > > Hello Steve, > > > Thank you for reaching out to the Halo Support Team, and for giving us > > the chance to help. > > > Your situation has been sent to our Billing Team, and they're actively > > investigating the issue to ensure we resolve it as quickly and accurately > > as possible. > > > \*Here's what you can expect:\* > > > - Our team is reviewing the details of your request and any related > > activity. > > - We're checking systems to get a complete picture. > > - You'll hear back from us as soon as we have an update or resolution > > to share. > > > > \*In the meantime:\* > > > - Please know we're prioritizing this for you. > > - We truly appreciate your patience while we dig in and work on a > > solution. > > - Our goal, always, is to keep tails wagging and give you peace of > > mind. > > > > If you have any questions or if anything changes on your end, feel free > > to reply to this message. We're here, and we're ready to help every step of > > the way. > > > With pawssitivity, > > Paisley > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Saturday, September 6, 2025, 12:32 PM "Steve Hedges" > > hedge724@gmail.com> wrote: > > > I tracked this package since we didn't receive it. The picture is not > > our address nor is it our neighbors. FedEx doesn't have a good track > > record in our area. > > > On Wed, Sep 3, 2025, 20:58 The Halo Team > > thehaloteam@member.halocollar.com> wrote: > > > > [image: Halo@] > > > > Steve Hedges Bronze > > > Member since 2024 > > > > > > Hi Steve, > > > > > > > > Good news! Your replacement Halo Collar for RMA #AW-20250902-43345 > > > shipped. > > > > > > > > Here are your tracking details: > > > > > - \*Tracking Number:\* 1195269280470007665200392818664022 > > > - \*Carrier:\* FedEx > > > > > For your dog's safety, please do not use Halo Collar 24h4390867rt. > > > > > > > > > If you have any questions, visit the Halo Dog Park > > > > > . > > > > > > > > \*— The Halo Team\* > > > [image: Facebook] > > > [image: Instagram] > > > [image: TikTok] > > > [image: YouTube] > > > > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite > > > 340 | Woodcliff Lake, NJ 07677 > > > > > > > > No longer want to receive these emails? Unsubscribe > > > > > . > > > > > > > > >

**AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 16:35:28 UTC**

Label Request Notes RMA Number from Admin Portal- AW-20250902-43345 Reason for Request- Return label not included with replacement. Accessory or Collar- Collar Customer's Shipping Address- 1771 County Road 1190 Kopperl, TX 76652 If the Shipping Address or the RMA Number is missing, we will not be able to send the label and the conversation will be sent back to you to complete

**EMAIL | Agent (poWIULpl...) | 2025-09-16 16:35:45 UTC**

**From:** support@halocollar.com

**To:** hedge724@gmail.com

**Subject:** Halo Collar Shipping Label Update

Hello Steve, Thanks for reaching out! My name is Kenny, and I'm happy to help get this sorted for you! I've just submitted a request for a new shipping label to be sent to your email. These typically arrive within 1–2 business days, so keep an eye on your inbox. A few quick tips: The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. If you have any other questions, please let us know! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:34 PM "Steve Hedges" wrote: > Good afternoon, we received Daisy's collar and it's connected, but we did > not receive a return label. Can y'all forward one so I can get the failed > Collar shipped back to you? > > Steve Hedges > 281-744-4805 > > On Wed, Sep 10, 2025, 08:20 Halo Collar wrote: > > > Hello Steve, > > > Thank you so much for your patience and quick response! > > > I'm happy to let you know that your order for a Halo 4 Replacement Unit > > has been successfully set up and will be shipping out shortly. > > > - Your order number is \*1657649.\* > > - You can expect your order to arrive within roughly 3-5 business days > > - You will receive an email confirmation when the order ships > > - You can check the status of your shipment: \*Halo Collar Order Status\* > > > > > If you have any questions in the meantime, just reply to this email. > > We're always here to help. > > > Best Regards, > > Katherine > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > On Tuesday, September 9, 2025, 4:56 PM "Steve Hedges" > > wrote: > > > Thank you Katherine, > > > My address is: > > 1771 County Road 1190 > > > Kopperl, TX 76652 > > > > > On Tue, Sep 9, 2025, 15:31 Halo Collar wrote: > > > > Hello Steve, > > > > Thank you for reaching out regarding your replacement order for > > AW-20250902-43345. We are saddened to hear that FedEx delivered your order > > to the wrong address, and we have filed a claim on your behalf. > > > > Moving forward, could you please confirm your address with us before we > > send your replacement again? You can respond to this email or reach out to > > our Dog Park. > > > > We look forward to hearing from you and getting that replacement sent out > > ASAP! > > > > Best Regards, > > Katherine > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > > On Saturday, September 6, 2025, 1:46 PM support@halocollar.com wrote: > > > > Hello Steve, > > > > Thank you for reaching out to the Halo Support Team, and for giving us > > the chance to help. > > > > Your situation has been sent to our Billing Team, and they're actively > > investigating the issue to ensure we resolve it as quickly and accurately > > as possible. > > > > \*Here's what you can expect:\* > > > > - Our team is reviewing the details of your request and any related > > activity. > > - We're checking systems to get a complete picture. > > - You'll hear back from us as soon as we have an update or resolution > > to share. > > > > > > \*In the meantime:\* > > > > - Please know we're prioritizing this for you. > > - We truly appreciate your patience while we dig in and work on a > > solution. > > - Our goal, always, is to keep tails wagging and give you peace of > > mind. > > > > > > If you have any questions or if anything changes on your end, feel free > > to reply to this message. We're here, and we're ready to help every step of > > the way. > > > > > With pawsitivity, > > Paisley > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > > \*Need more help?\* > > > ■ \*support@halocollar.com\* | ■ \*Halo Help > > Center\* > > > > ■ \*Speak to a live agent face-to-face at our \*\*Dog

Park\* > >> > >> > >> - 9:00 am - 8:00 pm EST \*7 days a week\* > >> > >> \*Join Session\*  
to speak with the next available agent > >> > >> On Saturday, September 6, 2025, 12:32  
PM "Steve Hedges" >> hedge724@gmail.com> wrote: > >> > >> I tracked this package  
since we didn't receive it. The picture is not > >> our address nor is it our neighbors.  
FedEx doesn't have a good track > >> record in our area. > >> > >> On Wed, Sep 3, 2025,  
20:58 The Halo Team >> thehaloteam@member.halocollar.com> wrote: > >> > >>  
[image: Halo®] > >> > >> Steve Hedges Bronze > >> Member since 2024 > >> > >>  
Hi Steve, > >> > >> > >> > >> > >> Good news! Your replacement Halo Collar for RMA  
#AW-20250902-43345 > >> shipped. > >> > >> > >> > >> > >> Here are your tracking  
details: > >> > >> - \*Tracking Number:\* 1195269280470007665200392818664022 >  
>> - \*Carrier:\* FedEx > >> > >> For your dog's safety, please do not use Halo Collar  
24h4390867rt. > >> > >> > >> > >> > >> If you have any questions, visit the Halo Dog  
Park > >> > >> . > >> > >> > >> > >> > >> \*— The Halo Team\* > >> [image:  
Facebook] > >> > >> [image: Instagram] > >> > >> [image: TikTok] > >> > >>  
[image: YouTube] > >> > >> > >> Halo by Protect Animals with Satellites LLC | 50 Tice  
Boulevard | Suite > >> 340 | Woodcliff Lake, NJ 07677 > >> > >> > >> No longer  
want to receive these emails? Unsubscribe > >> > >> . > >> > >> > >> > >> > >>

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 16:35:51 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 16:35:53 UTC | Status: CLOSED

## Conversation: j5cy7OtBSkWT7jqH7Qczpg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:34:26 UTC to 2025-09-16 16:40:27 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 16:34:26 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**AGENT NOTE** | Agent (M0svworG...) | 2025-09-16 16:39:06 UTC

Label request for old WR Tracking: 791942369337 AW-685859

**EMAIL** | Agent (M0svworG...) | 2025-09-16 16:40:21 UTC

**From:** support@halocollar.com

**To:** cathy@empiregp.com

**Subject:** Halo Collar Shipping Label

Hello Cathy, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 16:40:27 UTC | Status: CLOSED



## Conversation: acwqT4cZTj-IZDtZjSHdgg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:34:38 UTC to 2025-09-16 16:39:48 UTC

**PHONE\_CALL** | Customer (9a79CN9p...) | 2025-09-16 16:34:38 UTC

### **AGENT NOTE | Agent (WCBmyO3-...) | 2025-09-16 16:39:27 UTC**

Account Info Customer First and Last Name: Lori Toher Customer Email: lrhtoher@gmail.com Collar Serial Number: Firmware Build: Previous tickets related to the issue?: Notes Issue/Question/Request(s) recap Cx was having trouble logging in but they were using the wrong email address. Applicable Articles/Resources Next Steps (Was it solved or are you following up with additional steps, if so what steps?)

**TOPIC CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 16:39:35 UTC

Added: L9jaUhpTSjKkls\_YzL0tDg

**STATUS CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 16:39:48 UTC | Status: CLOSED

## Conversation: ZoYqFs1rRBKWtHqCGGITqA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 16:34:55 UTC to 2025-09-16 16:44:48 UTC

**STATUS CHANGE** | Customer (xS1JUb5D...) | 2025-09-16 16:34:55 UTC | Status: OPEN

**PHONE\_CALL** | Customer (xS1JUb5D...) | 2025-09-16 16:34:55 UTC

**TOPIC CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 16:37:30 UTC

Removed: yuytZ0InRc2UDUrYWXc\_JQ

**EMAIL | Agent (TXZmSWWr...) | 2025-09-16 16:44:34 UTC**

**From:** support@halocollar.com

**To:** tabitha\_jade@yahoo.com

**Subject:** Halo Support: Collar Inquiry

Hello Tabitha, Thank you for reaching out to Halo Collar Support. We understand that your Halo collar is experiencing issues with the GPS. We apologize for any inconvenience caused, but rest assured, we are here to assist you. ■■■Please see the information below for collar placement: A properly fitting collar is crucial for accurate feedback from the device. The collar utilizes GPS technology, which requires an unobstructed line of sight to the satellites in the sky. To ensure the collar antenna orientation is correct, follow these steps in the Halo App: ■■■ Go to Settings > My Collars. Select the collar, then go to Advanced Settings > GPS Signal Level. Ensure the Collar Antenna Orientation shows a green check mark and "Correct (facing sky)" Halo Collar 4: ■■■ Contact Tips should be placed on the left side of the dog's neck, avoiding the trachea. The Halo logo on the protective Pro Case should face down under the dog's head. The collar should fit snugly with just enough space to fit two fingers in to ensure the collar doesn't shift Please check the Pet Card and ensure that the fence is set to "Feedback on. Check the feedback settings to ensure everything is appropriately enabled. No or Low GPS (and no tracking) is NORMAL when indoors or just outside the house. If the level is always Low, further from the house, with a fully clear sky view, AND if the orientation is good, please adjust the GPS levels accordingly. Please see the article below to adjust your GPS settings if needed: GPS settings If the issue is not resolved after trying the steps above, we may need a screen recording for further analysis. Please see the steps below to send a screen recording to customer service: Screen recording ■■■If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! ■■■Thank you for choosing Halo! With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 16:44:47 UTC**

First and Last Name: Tabitha Story Email: tabitha\_jade@yahoo.com Phone: +19047699541 Serial number: 25h4150600rt Firmware Build: v.03.00.05 Purchased From: Halo 1582752 Recap/TS: Customer advised their GPS is not always accurate Resources: AP Next Steps: Provided fitment information- collar-collar was not situated Provided GPS TS

**STATUS CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 16:44:48 UTC | Status: CLOSED

## Conversation: E-rw3veARcGxEjOIJL0bhg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:35:15 UTC to 2025-09-16 16:37:27 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:35:15 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:35:15 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:37:26 UTC

**From:** support@halocollar.com

**To:** bill@libbylawoffice.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello William, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:37:27 UTC | Status: CLOSED

## Conversation: SUnECLhrQGay\_tamJnKeWQ

Messages: 12 | Customers: 1 | Duration: 2025-09-16 16:35:30 UTC to 2025-09-16 18:08:20 UTC

**Customer (k-hZ-Gn0...)** | 2025-09-16 16:35:30 UTC | halocollar.com

Need to talk to representative

**System/AI** | 2025-09-16 16:35:40 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

*PHONE\_CALL | Customer (k-hZ-Gn0...) | 2025-09-16 16:41:08 UTC*

**EMAIL | Agent (wIA9Uacl...)** | 2025-09-16 16:50:46 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [brzozowskianna@yahoo.com](mailto:brzozowskianna@yahoo.com)

**Subject:** Shipping Address

Hello Anna, Please reply to this email with your shipping address With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (wIA9Uacl...)** | 2025-09-16 16:53:52 UTC

Live Team Notes Serial Numbers: 25h4141194rt ; 24h4411806rt FW: 3.00.05 Issue/ Need: Collars not charging Troubleshooting & Actions Taken: Said it's been over a week that they have not used for a week Said both collars are not showing lights Gucci and collar is plugged in on the charger Cx said they one working charger for both collars Check Power Source Remove Case Test Charger & Cable - cx said they only have one charger for both collars Inspect Charging Port - cx cleaned it Hard Reset - for both collars Send charging kit for both collars per TS steps Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, T1 TS Please complete all steps in the Tier 1 Troubleshooting Guide [ <https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**AGENT NOTE | Agent (wIA9Uacl...)** | 2025-09-16 16:56:48 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name:Anna Brzozowski Email:[brzozowskianna@yahoo.com](mailto:brzozowskianna@yahoo.com) Phone number:+19176209502 Collar SN:25h4141194rt ; 24h4411806rt Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 17 Woodruff Way City: Columbia State: New Jersey Postal code: 07832 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! 2x charging kits for H4s For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

**EMAIL | Agent (wIA9Uacl...)** | 2025-09-16 16:57:13 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [brzozowskianna@yahoo.com](mailto:brzozowskianna@yahoo.com)

**Subject:** Halo Support Accessories Order

Hello Anna, My name is Psyche, and I'll be assisting you. I've gone ahead and submitted the request to have your charging kits shipped. Here's an update: Our Orders Team is

working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:50 PM support@halocollar.com wrote: > Hello Anna, > > Please reply to this email with your shipping address > > With pawsitivity, > Psyche > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 16:57:18 UTC

Added: -LmskJFZShWIOOnMJUmqlA

**STATUS CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 16:57:21 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 18:06:09 UTC | Status: OPEN

**EMAIL | Agent (sR--y62-...) | 2025-09-16 18:08:19 UTC**

**From:** support@halocollar.com

**To:** brzozowskianna@yahoo.com

**Subject:** Re: Halo Support Accessories Order

Hello Anna, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for two H4 charging kits has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 12:57 PM support@halocollar.com wrote: > Hello Anna, > > My name is Psyche, and I'll be assisting you. > > I've gone ahead and submitted the request to have your charging kits shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Psyche > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 12:50 PM support@halocollar.com wrote: > > > Hello Anna, > > > Please reply to this email with your shipping address > > > With pawsitivity, > > Psyche > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■ support@halocollar.com | ■ Halo Help Center > > ■ Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 18:08:20 UTC | Status: CLOSED

## Conversation: rTalf4ruRMG-a7buvmyrgQ

Messages: 7 | Customers: 1 | Duration: 2025-09-16 16:37:39 UTC to 2025-09-16 17:08:59 UTC

### EMAIL | Customer (wWIYUn1s...) | 2025-09-16 16:37:39 UTC

**From:** leahlschmidt62@gmail.com

**To:** support@halocollar.com

**Subject:** Reactivating account

Please help.

### EMAIL | Customer (wWIYUn1s...) | 2025-09-16 16:58:34 UTC

**From:** leahlschmidt62@gmail.com

**To:** support@halocollar.com

**Subject:** Help

I have tried the help line and it doesn't work. I need assistance.

### EMAIL | Customer (wWIYUn1s...) | 2025-09-16 17:02:52 UTC

**From:** leahlschmidt62@gmail.com

**To:** support@halocollar.com

**Subject:** Phone support

Why can I not talk to a live person?

**TOPIC CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 17:06:00 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ

### EMAIL | Agent (TXZmSWWr...) | 2025-09-16 17:08:49 UTC

**From:** support@halocollar.com

**To:** leahlschmidt62@gmail.com

**Subject:** Halo Support: Inquiry

Hello Leah, Thank you for reaching out to Halo Collar Support. We understand that you are inquiring about speaking with our customer support team. We apologize for any inconvenience caused, but rest assured, we are here to assist you. We sincerely apologize for the issues you have experienced when trying to reach our customer support team. Please find our customer support phone number and hours of operation below: Call us at (214) 238-9788. Our team is available Monday–Friday, 8 AM – 6 PM EST, and Saturday–Sunday, 10 AM – 4 PM EST. If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! Thank you for choosing Halo! ■ With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:03 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 5:02 PM "Leah Schmidt" wrote: > > Why can I not talk to a live person? > >

### AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 17:08:59 UTC

First and Last Name: Leah Schmidt Email: leahlschmidt62@gmail.com Serial number: no collar on file Firmware Build: no collar on file Purchased From: unknown Recap/TS: Customer responding to AI chat that they would like to speak with a live person

Resources: AP Next Steps: Providing phone number for customer support

**STATUS CHANGE** | Agent (TXZmSwwr...) | 2025-09-16 17:08:59 UTC | Status: CLOSED

## Conversation: i7RDifTiTDqJyuZ2mYG8kA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:37:47 UTC to 2025-09-16 16:42:00 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:37:47 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:37:47 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:42:00 UTC

**From:** support@halocollar.com

**To:** 6cnff7j8dy@privaterelay.appleid.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello John, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:42:00 UTC | Status: CLOSED



## Conversation: 8p8E0x7URUCjGptyw3t8nQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:38:20 UTC to 2025-09-16 16:51:50 UTC

**PHONE\_CALL** | Customer (f7eVjMBO...) | 2025-09-16 16:38:20 UTC

**EMAIL** | Agent (kx0B3Ww9...) | 2025-09-16 16:51:04 UTC

**From:** support@halocollar.com

**To:** 78andsunny@gmail.com

**Subject:** Halo Support Follow Up

Hello Krysta, Thank you for calling Halo Support today. This is Joy. It was truly a pleasure speaking with you. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (kx0B3Ww9...) | 2025-09-16 16:51:22 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Krysta Glass Email: 78andsunny@gmail.com Phone Number: +14259224194 Collar SN: 25h4131199rt, 25h4132392rt Collar FW: v.02.02.11 Collar Purchased From: Halo Resources: AP Recap/TS: Collars do not work in her location, so cx she would want to cancel her plan and then sell her collars Assisted her with cancelling and taking the collar of her account. Next Steps: Sending email to cx

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 16:51:48 UTC

Added: OfTt8viJQcq6OAbjGHi0iQ

**STATUS CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 16:51:50 UTC | Status: CLOSED

## Conversation: PnuAMw55TuebU1WtTFtR8g

Messages: 6 | Customers: 1 | Duration: 2025-09-16 16:38:30 UTC to 2025-09-16 16:56:46 UTC

**Customer (iE4vuW3i...)** | 2025-09-16 16:38:30 UTC | halocollar.com

Checking on my return

**System/AI** | 2025-09-16 16:38:56 UTC | halocollar.com

To check the status of your return, make sure you have a Return Merchandise Authorization (RMA) and that your return is within the 90-day window from when you received your Halo Collar. Once we receive and inspect your return, we'll process your refund, minus a \$25 return fee. For detailed steps on processing your return, you can visit our returns page. If you need further assistance, feel free to reach out to our support team.

**AGENT NOTE | Agent (WnnJ5spb...)** | 2025-09-16 16:55:47 UTC

Live Team Notes Serial Numbers: 25h4285989rt /25h4288699rt FW:v.03.00.05 Issue/ Need: Customer returning both collars checking status of refund Did not work the way they were wanting Troubleshooting & Actions Taken: Informed customer that we have not received them yet Sent customer the follow up email with what to expect once we receive the collars. Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (WnnJ5spb...)** | 2025-09-16 16:56:21 UTC

**From:** support@halocollar.com

**To:** kaishabrielle@gmail.com

**Subject:** Halo Collar Refund Processing Information

Hello Kaisha, Thank you for reaching out about your refund—we completely understand how important this is, and we're here to help clarify what comes next. We are sad to see you go. Below you will see the next steps once we receive your collars. Here's what to expect: Once your return arrives at our warehouse, our team will inspect the item. After inspection, we'll process your refund for the purchase price minus the return fee outlined in our Return Policy. Please allow 7–10 business days from the date we receive your return for processing. Refunds typically take 1–2 billing cycles to appear on your statement, depending on your credit card company. You'll receive an email confirmation as soon as your refund has been issued. We truly appreciate your patience and understanding throughout this process. If you have any questions in the meantime, don't hesitate to reach out. We're always happy to help. With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE | Agent (WnnJ5spb...)** | 2025-09-16 16:56:34 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, IDABD6XfSDadjp6utMv7LA

**STATUS CHANGE | Agent (WnnJ5spb...)** | 2025-09-16 16:56:46 UTC | Status: CLOSED

## Conversation: eeBOyOKWRgyWAhLwcuYXJA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 16:40:08 UTC to 2025-09-16 16:46:16 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 16:40:08 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 16:41:03 UTC

Added: jjmywZ3VSKKjVyuw1USzJQ, Gw0dDqdqTzq781jSoMtrUA

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 16:41:07 UTC

Live Team Notes Serial Numbers: 25h4176333rt FW: v.03.01.02 PRODBETA Issue/Need: Cx got WR collar but it showing same issues as before (pet pin says "unsafe" when indoors and feedback is paused Troubleshooting & Actions Taken: Collar worked when first obtained but went back to the same issue as before Cx tried the battery drain Hard reset Adjusted GPS thresholds Tested FBS's Hand tested verified that GPS is high outdoors but once inside is still paused No beacons are on account to prevent FB Cx has agitated and wanted the issue resolved today told cx we will have to go over some other troubleshooting steps while providing empathy to her situation cx rather get her funds back from her membership plan and collar itself told cx I will escalate to billing sent follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 16:45:04 UTC

Billing Team Escalation Notes Affected Serial Number: 25h4176333rt FW: v.03.01.02 PRODBETA Order ID: AW-20250909-44890 RMA Ticket #: AW-20250909-44890 Subscription Start Date: Jul 9, 2025 8:23 AM Reason for Escalation: Cx got WR collar in the mail but it showing the same issues as before (pet pin says "unsafe" when indoors and feedback is paused Cx wants issues resolved today or a full refund on membership plan and collar itself Requested Action: full refund on membership plan and collar itself

### EMAIL | Agent (B63iEj1y...) | 2025-09-16 16:46:13 UTC

**From:** support@halocollar.com

**To:** williamsnicole0315@gmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Nicole, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 📺 Halo Help Center 🗣️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 16:46:16 UTC | Status: CLOSED

## Conversation: 68zQxvYyQbCeFBZ8Adh6\_w

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:41:25 UTC to 2025-09-16 16:41:37 UTC*

**Customer (mEg6uECM...) | 2025-09-16 16:41:25 UTC | halocollar.com**

One of my hall collars will not charge. I have tried all the things I was told to try still not working

**System/AI | 2025-09-16 16:41:37 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: t-RPRU-zTyqoilLraZ91wQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:42:19 UTC to 2025-09-16 16:49:07 UTC

**EMAIL | Customer (m9QZVws8...) | 2025-09-16 16:42:19 UTC**

**From:** mattaltepeter41@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Follow Up

Thank you On Mon, Sep 15, 2025 at 12:14 PM Halo Collar wrote: > Hello Matt, > > Yes, that's the strap and the case. This is what I'm sending you. > > Best Regards, > Brandon > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Monday, September 15, 2025, 1:07 PM "Matt Altepeter" mattaltepeter41@gmail.com> wrote: > > Pictures sent of outer fabric case and collar > > On Mon, Sep 15, 2025, 11:55 AM Matt Altepeter > wrote: > > > > > On Mon, Sep 15, 2025, 11:51 AM Halo Collar > > wrote: > > > Subject: Thank You for Your Call > > > Dear Matt, > > > Thank you for contacting Halo Support today. My name is Jeremy, and it > > > was a pleasure speaking with you and learning more about you and your dog. > > > Please send in the pictures of the parts you will need at your convenience. > > > I trust that I addressed all of your questions and provided the clarity > > > you were seeking. If there is anything that remains unclear or if you have > > > additional inquiries, please do not hesitate to reach out. > > > We are always happy to assist you, whether by phone, email, or through > > > our live support options. Thank you for being a valued member of our > > > community! > > > Best regards, > > > Jeremy > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend > > > Need further assistance? > > > ■ support@halocollar.com | ■ Halo Help Center > > > ■ Speak to a live agent face-to-face at our Dog Park > > > 9:00 am - 8:00 pm EST, 7 days a week > > > Join Session to connect with the next available agent. > > > >

**STATUS CHANGE | Customer (m9QZVws8...) | 2025-09-16 16:42:19 UTC | Status: OPEN**

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 16:49:04 UTC**

**From:** support@halocollar.com

**To:** mattaltepeter41@gmail.com

**Subject:** Re: Halo Support Follow Up

Hello Matt & April, Thank you for contacting our Halo Support team! It was a pleasure for one of our agents to assist you. I apologize for any inconvenience caused during the process. Please don't hesitate to contact us with any further questions or concerns. With pawstivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:42 PM "Matt Altepeter" wrote: > Thank you > > On Mon, Sep 15, 2025 at 12:14 PM Halo Collar wrote: > > > Hello Matt, > > > Yes, that's the strap and the case. This is what I'm sending you. > > > Best Regards, > > > Brandon > > > Halo Senior Customer Support > > > \*Halo Collar\* | Here for you and your best friend■ > > > On Monday, September 15, 2025, 1:07 PM "Matt Altepeter" > mattaltepeter41@gmail.com> wrote: > > > Pictures sent of outer fabric case and collar > > > On Mon, Sep 15, 2025, 11:55 AM Matt Altepeter > > wrote: > > > > > > > > > On Mon, Sep 15, 2025, 11:51 AM Halo Collar > > wrote: > > > > > Subject: Thank You for Your Call > > > > > Dear Matt, > > > > > Thank you for contacting Halo Support today. My name is Jeremy, and it > > > was a pleasure speaking with you and learning more about you and your dog. > > > Please send in the pictures of the parts you will need at your convenience. > > > I trust that I addressed all of your questions and provided the clarity > > > you were seeking. If there is anything that remains unclear or if you have > > > additional inquiries, please do not hesitate to reach out. > > > > > We are always happy to assist you, whether by phone, email, or through > > > our live support options. Thank you for being a valued member of our > > > community! > > > > > Best regards, > > > Jeremy > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend > > > > > Need further assistance? >

>>> ■ support@halocollar.com | ■ Halo Help Center > >>> ■ Speak to a live agent face-to-face at our Dog Park > >>> 9:00 am - 8:00 pm EST, 7 days a week > >>> Join Session to connect with the next available agent. > >>> > >> > >

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 16:49:05 UTC**

First and Last Name: Matt & April Altepeter Email: Mattaltepeter41@gmail.com Phone Number: +18152761534 Collar SN: 25h4152546rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The previous agent assisted the cx with their accessory request. The cx says thank you. Next Steps: Send the cx a follow-up email. Submit as resolved.

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 16:49:07 UTC | Status: CLOSED

## Conversation: npTB9YA1Q3WqyPhg-JaiUA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:42:29 UTC to 2025-09-16 16:45:24 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 16:42:29 UTC

New return label request AW-20250720-34019 Tracking: 791942376980

### EMAIL | Agent (M0svworG...) | 2025-09-16 16:45:11 UTC

**From:** support@halocollar.com

**To:** ldefabio@bwell4life.com

**Subject:** Halo Collar Shipping Label

Hello Laura, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 16:45:19 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 16:45:24 UTC | Status: CLOSED

## Conversation: 2Dte8kAJSyG8FkrnaSdrYw

Messages: 10 | Customers: 1 | Duration: 2025-09-16 16:42:42 UTC to 2025-09-16 17:04:53 UTC

**PHONE\_CALL** | Customer (Rd29ScyF...) | 2025-09-16 16:42:42 UTC

**PHONE\_CALL** | Customer (Rd29ScyF...) | 2025-09-16 16:43:52 UTC

**PHONE\_CALL** | Agent (jAIUuvEy...) | 2025-09-16 16:44:13 UTC

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 16:44:29 UTC

First and Last Name: Email: Phone Number: 19196361190 Collar SN: Collar FW: Collar Purchased From: Resources: Recap/TS: Next Steps: The call got disconnected.

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 16:44:44 UTC

I called back the cx and no answer.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 16:44:50 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

### EMAIL | Agent (poWIULpl...) | 2025-09-16 17:02:53 UTC

**From:** support@halocollar.com

**To:** james.b.tysinger@gmail.com

**Subject:** Follow Up

Hello James, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With paw positivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 17:03:04 UTC

Added: DxZWbe1XRPCUt24NT2R11Q | Removed: E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 17:04:50 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: James Tysinger Email: [james.b.tysinger@gmail.com](mailto:james.b.tysinger@gmail.com) Phone Number: Collar SN: 24h4290071rt Collar FW: Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx's collar's LED not flashing but collar working & charging. According to AP, cx's collar FW is outdated. Pushed the newest FW update. Cx wants to replace a broken H3 they have. According to AP, its enrolled to HC. Advised cx to upgrade via HC to H5s when they launch. Next Steps: Wait for cx to F/U.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 17:04:53 UTC | Status: CLOSED



## Conversation: WKaw6AGNR9OO7NfHSKOF2Q

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:43:02 UTC to 2025-09-16 16:54:20 UTC

**EMAIL | Customer (776lchSh...) | 2025-09-16 16:43:02 UTC**

**From:** emilyannenolan@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Refund

Still waiting on the refund. Please give me an eta On Sep 3, 2025, at 2:05 PM, Halo Collar wrote: Hello Emily, This is Brandon with Halo Support. Looking at the shipping label tracking we sent you, it shows the collar is still in transit to us. We have to receive the collar before we can issue a refund. Once we receive the collar and get it checked in, then we will be able to submit your refund. Please let us know if you have any other questions. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Wednesday, September 3, 2025, 12:30 PM "Emily Nolan" wrote: Will you please give me an eta on the refund On Aug 15, 2025, at 10:17 AM, Halo Collar wrote: Hello Emily, Thank you for reaching back out regarding your return, RMA QN8OT6AM. We are sorry you did not receive the FedEx prepaid return label. I have gone ahead and attached it directly to this email! Please let us know if you have any other questions or concerns, and we hope you have a wonderful rest of your day! Best Regards , Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Thursday, August 14, 2025, 6:57 PM "Emily Nolan" wrote: I have not received the return email On Aug 13, 2025, at 4:19 PM, Halo Collar wrote: Hello Emily Thank you for reaching out about your return and refund—we are saddened to hear that the collar did not meet your expectations, but we understand your reasoning for wanting to return. We're here to help clarify what comes next. We have manually pushed through your return, and your RMA number is QN8OT6AM. We have also gone ahead and refunded your August membership fee. Please allow 5-10 business days for this to reflect back on your account. Here's what to expect: \* You will receive a separate email with return instructions and a prepaid FedEx return shipping label. \* Once your return arrives at our warehouse, our team will inspect the item. \* After inspection, we'll process your refund for the purchase price minus the return fee outlined in our Return Policy. (<https://www.halocollar.com/unified-terms-and-conditions/#ReturnPolicy>) \* Please allow 7–10 business days from the date we receive your return for processing. \* Refunds typically take 1–2 billing cycles to appear on your statement, depending on your credit card company. \* You'll receive an email confirmation as soon as your refund has been issued. We truly appreciate your patience and understanding throughout this process. If you have any questions in the meantime, don't hesitate to reach out. We're always happy to help. Best Regards , Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 16:54:11 UTC**

**From:** support@halocollar.com

**To:** emilyannenolan@gmail.com

**Subject:** Re: Halo Collar Refund

Hello Emily, Thank you for reaching out to our Halo Support team! I understand that you are checking on the status of your refund. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. Here are the refund details: Please allow 7–10 days from the date we receive your returned item for processing. Refunds may take 1–2 billing cycles to appear on your credit card statement, depending on your bank. You'll receive an email once your return has been processed. Refunds can only be issued to the original payment method used at purchase. Return fee details: For collars in working condition with only minor signs of use (no tears, dents, bite marks, speaker damage, broken carabiners, or missing dirt flap). A \$25 return shipping and handling fee (plus sales tax, if applicable) will be deducted per collar. Eligibility requirements: The purchase must have been made directly through [www.halocollar.com](http://www.halocollar.com). The collar must not be damaged or broken. An approved Return Merchandise Authorization (RMA) is required. The return must be postmarked within 90

days of receiving the collarOnce your return is received and inspected, a Halo team member will review it. We may reach out to troubleshoot any reported issues. Once approved, your refund will be issued minus the \$25 return fee (plus tax).If the collar was purchased through a third-party seller or reseller, their return policy applies. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:43 PM "Emily Nolan" wrote: > Still waiting on the refund. Please give me an eta > On Sep 3, 2025, at 2:05 PM, Halo Collar wrote: > > Hello Emily, > > This is Brandon with Halo Support. > > Looking at the shipping label tracking we sent you, it shows the collar is still in transit to us. We have to receive the collar before we can issue a refund. Once we receive the collar and get it checked in, then we will be able to submit your refund. > > Please let us know if you have any other questions. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Wednesday, September 3, 2025, 12:30 PM "Emily Nolan" wrote: > Will you please give an eta on the refund > On Aug 15, 2025, at 10:17 AM, Halo Collar wrote: > > Hello Emily, > > Thank you for reaching back out regarding your return, RMA QN8OT6AM. We are sorry you did not receive the FedEx prepaid return label. I have gone ahead and attached it directly to this email! > > Please let us know if you have any other questions or concerns, and we hope you have a wonderful rest of your day! > > Best Regards , > Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Thursday, August 14, 2025, 6:57 PM "Emily Nolan" wrote: > I have not received the return email > On Aug 13, 2025, at 4:19 PM, Halo Collar wrote: > > Hello Emily > > Thank you for reaching out about your return and refund—we are saddened to hear that the collar did not meet your expectations, but we understand your reasoning for wanting to return. We're here to help clarify what comes next. > > We have manually pushed through your return, and your RMA number is QN8OT6AM. > > We have also gone ahead and refunded your August membership fee. Please allow 5-10 business days for this to reflect back on your account. > Here's what to expect: > \* You will receive a separate email with return instructions and a prepaid FedEx return shipping label. > \* Once your return arrives at our warehouse, our team will inspect the item. > \* After inspection, we'll process your refund for the purchase price minus the return fee outlined in our Return Policy. (https://www.halocollar.com/unified-terms-and-conditions/#ReturnPolicy) > \* Please allow 7–10 business days from the date we receive your return for processing. > \* Refunds typically take 1–2 billing cycles to appear on your statement, depending on your credit card company. > \* You'll receive an email confirmation as soon as your refund has been issued. > > We truly appreciate your patience and understanding throughout this process. > If you have any questions in the meantime, don't hesitate to reach out. > We're always happy to help. > > Best Regards , > Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > >

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 16:54:12 UTC**

First and Last Name: Emily Nolan Email: emilyannenolan@gmail.com Phone Number: +18437259301 Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: The cx is checking on the status of their refund. Next Steps: Email the cx the refund timeline macro. Submit as resolved.

**TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 16:54:17 UTC**

Added: IDABD6XfSDadjp6utMv7LA

**STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 16:54:20 UTC | Status: CLOSED**

## Conversation: IuoVk8uqSHCD6nv4i6KP-A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:43:03 UTC to 2025-09-16 16:55:13 UTC

### EMAIL | Customer (Oxx5c-ep...) | 2025-09-16 16:43:03 UTC

**From:** just4stef@yahoo.com

**To:** support@halocollar.com

**Subject:** Cxl subscription

Please cxl my subscription Get Outlook for iOS

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 16:52:53 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) cx not using collar at this time Recap (When/Where/What the customer wants) cx requesting to cancel membership plan refunded \$14.99 - Sept charge Action Taken To Date (What has been completed) cancelled plan Customer Notified (Y/ N)? Y Is This Resolved/Follow-Up Required? n/a If Follow Up Is Required (What/When) advising of cancellation and refund Optional Additional Info: n/a Alternate Refunds Team ONLY Note Used by: Live Agent and Alternate Refunds Team When to use: Only when processing an approved alternate refund. Must complete "Live" Note

### EMAIL | Agent (sR--y62-...) | 2025-09-16 16:55:06 UTC

**From:** support@halocollar.com

**To:** just4stef@yahoo.com

**Subject:** Re: Cxl subscription

Hello Stephanie, Thanks for reaching out to Halo Support! My name is Don. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5-10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:43 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 4:43 PM "Stephanie Allers" wrote: > > > Please cxl my subscription > > > Get Outlook for iOS > >

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 16:55:13 UTC

Added: Ofтт8viJQcq6OAbjGHI0iQ

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 16:55:13 UTC | Status: CLOSED

## Conversation: vFtG5l52Sb-iPfWWFFDHDA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 16:43:09 UTC to 2025-09-16 17:12:54 UTC

**Customer (4cGixc2r...)** | 2025-09-16 16:43:09 UTC | halocollar.com

where can I send this collar out for repair for charging port .

**Customer (4cGixc2r...)** | 2025-09-16 16:43:13 UTC | halocollar.com

**System/AI** | 2025-09-16 16:43:23 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**PHONE\_CALL** | Customer (sKY3ul7l...) | 2025-09-16 16:44:52 UTC

**AGENT NOTE** | Agent (qssY5KY8...) | 2025-09-16 17:06:48 UTC

Live Team Notes Serial Numbers: 23h3320501rt FW: v.02.08.11 Issue/ Need: My collar port is damaged, cx does not want to use HC or HP and does not want the outreach program to escalate ended up cancelling the account Troubleshooting & Actions Taken: n/a Resources Used (provide details): RES, Gladly, ZD, AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL** | Agent (qssY5KY8...) | 2025-09-16 17:12:49 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [acftmechphl@att.net](mailto:acftmechphl@att.net)

**Subject:** Halo Collar Subscription Update

Hello Charles, Thanks for reaching out to Halo Support! My name is Ashley. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up, we're always here for you and your pup! With pawsitivity, Ashley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (qssY5KY8...) | 2025-09-16 17:12:53 UTC

Added: Of8t8viJQcq6OAbjGHI0iQ

**STATUS CHANGE** | Agent (qssY5KY8...) | 2025-09-16 17:12:54 UTC | Status: CLOSED

## Conversation: CTtJlrSfRMSDpxmfB-hsWw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 16:43:45 UTC to 2025-09-16 18:44:30 UTC

**Customer (hCRFmB3X...)** | 2025-09-16 16:43:45 UTC | halocollar.com

How do I change the battery in a halo collar

**System/AI** | 2025-09-16 16:44:09 UTC | halocollar.com

The Halo Collar has a built-in lithium-ion battery that lasts 3-5 years with normal use, and it can't be replaced by the user. To keep the battery in good shape: Charge the collar every night for 2-2.5 hours. If the battery life seems short, try recalibrating by fully discharging the collar, letting it rest for 5 hours, then fully charging it. If you still have problems, please reach out to our support team for help.

**STATUS CHANGE** | Unknown | 2025-09-16 18:44:30 UTC | Status: CLOSED

## Conversation: Hsj7B7YwRzGk6nTzMrqyHA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 16:43:59 UTC to 2025-09-16 17:13:29 UTC

### EMAIL | Customer (t388ABd5...) | 2025-09-16 16:43:59 UTC

**From:** mblakehillis@gmail.com

**To:** info@halocollar.com

**Subject:** Re: Your ■ payment for Halo Collar failed

I got ride of my dog please cancel my subscription. On Mon, Sep 15, 2025 at 11:17 PM Katie Wilson wrote: > Hey Blake, > > Katie Wilson from Halo Collar here. It looks like your subscription > payment of \$10.29 didn't go through. Please update your information here > > and we'll give it another try. > > Let us know if you have any questions. > > — > Katie Wilson > Customer Success > >

**TOPIC CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 16:50:10 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

### EMAIL | Agent (DRL3eEs5...) | 2025-09-16 16:50:26 UTC

**From:** support@halocollar.com

**To:** mblakehillis@gmail.com

**Subject:** Re: Your ■ payment for Halo Collar failed

Hello Blake, Thanks for reaching out to Halo Support! My name is Robinson. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up, we're always here for you. Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 12:43 PM "Blake Hillis" wrote: > I got ride of my dog please cancel my subscription. > > On Mon, Sep 15, 2025 at 11:17 PM Katie Wilson > wrote: > > > Hey Blake, > > > Katie Wilson from Halo Collar here. It looks like your subscription > > payment of \$10.29 didn't go through. Please update your information here > > > and we'll give it another try. > > > Let us know if you have any questions. > > > — > > Katie Wilson > > Customer Success > > > >

### AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 16:51:03 UTC

Canceled cx sub as per request

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 16:51:04 UTC | Status: CLOSED

### EMAIL | Customer (t388ABd5...) | 2025-09-16 17:12:29 UTC

**From:** mblakehillis@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Your ■ payment for Halo Collar failed

Thank you. On Tue, Sep 16, 2025 at 8:50 AM Halo Collar wrote: > Hello Blake, > > Thanks for reaching out to Halo Support! My name is Robinson. > > \*I'm reaching out with an update on your subscription:\* > > - I've gone ahead and canceled your subscription > - No further payments will be taken. > > If anything else comes up, we're always here for you > > Best Regards, > Robinson > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend ■ > > On Tuesday, September 16, 2025, 12:43 PM "Blake Hillis" mblakehillis@gmail.com> wrote: > > I got ride of my dog please cancel my subscription. > > On Mon, Sep 15, 2025 at 11:17 PM Katie Wilson > wrote: > > > Hey Blake, > > > Katie Wilson from Halo Collar here. It looks like your subscription > > payment of \$10.29 didn't go through. Please update your information here > > > and we'll give it another try. > > > Let us know if you have any questions. > > > — > > Katie Wilson > > Customer Success > > > >

**STATUS CHANGE** | Customer (t388ABd5...) | 2025-09-16 17:12:29 UTC | Status: OPEN

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 17:13:29 UTC | Status: CLOSED



## Conversation: -fGTEG6aQYCx1\_m48exKRw

Messages: 9 | Customers: 1 | Duration: 2025-09-16 16:44:04 UTC to 2025-09-16 18:49:33 UTC

**Customer (x0qfydF8...) | 2025-09-16 16:44:04 UTC | halocollar.com**

why did my battery go from 35 hours to dead in 5 hours.

**System/AI | 2025-09-16 16:44:33 UTC | halocollar.com**

I'm sorry to hear about the battery issue with your Halo Collar. A sudden drop in battery life can be due to outdated firmware, frequent app usage, or poor LTE signal. To recalibrate the battery, try holding the power button for 15 seconds while charging, then fully discharge and recharge the collar. If the problem persists, please contact support for further assistance. Ensure your charger and cable are working properly, and clean the charging port if necessary. Let me know if you need more help!

**Customer (x0qfydF8...) | 2025-09-16 16:45:20 UTC | halocollar.com**

it's 2 weeks old

**System/AI | 2025-09-16 16:45:46 UTC | halocollar.com**

Hi there! Thanks for the update. Since your Halo Collar is just 2 weeks old, the battery performance is concerning. As a next step, I suggest performing a hard reset and recalibrating the battery as previously mentioned. If the battery issue continues, please get in touch with our support team to explore warranty options or further troubleshooting. We're here to help and will make sure to resolve this for you!

**Customer (x0qfydF8...) | 2025-09-16 16:46:59 UTC | halocollar.com**

if I return my device. am I given a full refund on the device as well as the subscription.

**System/AI | 2025-09-16 16:47:28 UTC | halocollar.com**

If you return your Halo Collar within 90 days of purchase, you can get a refund minus a \$25 return fee. Please note that shipping costs are non-refundable. For subscription plans, if you cancel your membership when returning the collar, you'll be refunded for the unused portion of your subscription. Make sure to obtain a Return Merchandise Authorization (RMA) before returning. If you need more help, just let me know!

**Customer (x0qfydF8...) | 2025-09-16 16:48:10 UTC | halocollar.com**

who issues the Return Merchandise Authorization

**System/AI | 2025-09-16 16:48:33 UTC | halocollar.com**

The Return Merchandise Authorization (RMA) is issued by Halo's support team. To start the return process and obtain an RMA, use this link to submit a return request. Let me know if you need any further assistance or have questions about the process!

**STATUS CHANGE | Unknown | 2025-09-16 18:49:33 UTC | Status: CLOSED**



## Conversation: y26ID6nhRJyk2fyCOjmm1Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:45:35 UTC to 2025-09-16 16:45:58 UTC

### AGENT NOTE | Agent (KiK-0-RR...) | 2025-09-16 16:45:35 UTC

Live Team Notes Serial Numbers: 25h4190752rt FW: v.03.00.05 Issue/ Need: Customer needed help with replacing her collar due to a DIAGREQ error Troubleshooting & Actions Taken: Address confirmation email sent, customer needed her husband to answer the email. Left the call to have him do it Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (KiK-0-RR...) | 2025-09-16 16:45:42 UTC

**From:** support@halocollar.com

**To:** muscutt@rogers.com

**Subject:** Halo Collar: Thank you!

Hello Kelly&Mark;, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ryan Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KiK-0-RR...) | 2025-09-16 16:45:48 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (KiK-0-RR...) | 2025-09-16 16:45:58 UTC | Status: CLOSED

## Conversation: flrSk5UERJiiGz214KZ95A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:46:27 UTC to 2025-09-16 16:46:58 UTC

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 16:46:27 UTC

Live Team Notes Serial Numbers: 23h3222216rt FW: v.02.08.11 Issue/ Need: Cx wants to inquire about replacement options because collar will not charge , all ts have been completed and warranty is expired Troubleshooting & Actions Taken: Informed and sending cx replacement options and pricing info Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 16:46:28 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 76jKdDJqQKG1X52gm4kjGg

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 16:46:38 UTC

Added: 6jk7DobMRw2g1ATE6kOMjw

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 16:46:52 UTC

**From:** support@halocollar.com

**To:** sesegrrl@att.net

**Subject:** Halo Collar Out Of Warranty

Hi Donna, My name is Sunella with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy [here](#). Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 📍 Halo Help Center 🗨️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 16:46:58 UTC | Status: CLOSED

## Conversation: tgddGto5Qn29x6QGS-y7cQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:47:06 UTC to 2025-09-16 16:58:32 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 16:47:06 UTC

Added: rxefklGaTXGCpjC7oGEfPg

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 16:53:16 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx slightly outside of return window & needs assistance with submitting return request Recap (When/Where/What the customer wants) Order: 1607619 - shipped 6/5/2025 - cx is 10 days OORW Pushed return through in AS RMA LT6DWBVX Collar was never linked to cx account Stripe; cx has cancelled plan already Is This Resolved/Follow-Up Required? Resolved- sending cx return label/processing details If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 16:58:22 UTC

**From:** support@halocollar.com

**To:** fredmacalus@gmail.com

**Subject:** Halo Collar Refund Processing Information

Hello Freddie Thank you for reaching out about your return and refund—we completely understand how important this is, and we're here to help clarify what comes next. Your return RMA number is LT6DWBVX and I have included your prepaid FedEx return label in this email. Here's what to expect: Once your return arrives at our warehouse, our team will inspect the item. After inspection, we'll process your refund for the purchase price minus the return fee outlined in our Return Policy. Please allow 7–10 business days from the date we receive your return for processing. Refunds typically take 1–2 billing cycles to appear on your statement, depending on your credit card company. You'll receive an email confirmation as soon as your refund has been issued. We truly appreciate your patience and understanding throughout this process. If you have any questions in the meantime, don't hesitate to reach out. We're always happy to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 16:58:32 UTC | Status: CLOSED

## Conversation: Lv94vWxwTAqjvL7WpBZwwg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 16:48:47 UTC to 2025-09-16 17:16:02 UTC

**Customer (nWpgxbYD...)** | 2025-09-16 16:48:47 UTC | halocollar.com

My collar thinks it's someplace else on my trip to my shop and will not change

**System/AI** | 2025-09-16 16:49:04 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (nWpgxbYD...)** | 2025-09-16 16:50:46 UTC | halocollar.com

I also cannot get it to shut down I e tried many times

*PHONE\_CALL | Customer (lyu5T8-L...) | 2025-09-16 16:51:19 UTC*

**EMAIL | Agent (gJyogQbb...)** | 2025-09-16 16:57:35 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [timb2553@icloud.com](mailto:timb2553@icloud.com)

**Subject:** Halo Support

Hello Tim, How to Apply a Wired Firmware Update to Your Halo Collar If you're unable to update your collar wirelessly, you can perform a wired firmware update using a computer. What You'll Need: Your Halo Collar The original charging cable (or any USB-C cable) A computer (PC or Mac) with a USB-C port (adapter may be needed) Tip: After the update, wait 5 minutes before trying to add the collar to your account. This allows the SIM card to activate. Step 1: Identify Your Collar and Download the Firmware Open the Halo App. Go to Settings > My Collars. Check your collar type: Halo 1, Halo 2, Halo 2+, Halo 3, or Halo 4. Download the correct firmware file for your collar: Halo 1 or 2 Halo 2+ Halo 3 Halo 4 The file will likely download to your Downloads folder. Step 2: Prepare Your Collar Plug your collar into your computer using the USB-C cable. Press and hold the power button for 5–7 seconds until: The collar vibrates twice The Halo logo blinks red This puts the collar into low-power mode, ready for the update. If your computer doesn't detect the collar: Hold the power button for 60 seconds to perform a hard reset, then try again. Step 3: Open the Collar Drive On your computer: Windows: Open File Explorer Mac: Open Finder Look for the collar as a new drive (usually labeled D:, E:, or No Name). Open the drive — you'll see folders like log and config. For Halo 3: If your PC doesn't detect the collar, make sure the charger is connected in the correct orientation. Step 4: Copy the Firmware File Locate the firmware file you downloaded (e.g., 1.26.5\_v2 or 2.0.3\_v4). Right-click the file and select Copy. Return to the collar drive window. Right-click in the main (root) area and select Paste. Important: Do not place the file inside any folder (like log or config). It should be pasted directly in the main drive window. Step 5: Install the Update Press the power button once (quick press, about 1 second). The battery light will blink red to show the update is in progress (takes ~3–4 minutes). When finished: Solid green light = fully charged Blinking green = charging Unplug the collar and press the power button once more to fully complete the update. Final Notes An active LTE connection is required for the update to complete successfully. Without it, we can't confirm the update worked. Once updated, take your collar outside for about 30 minutes so it can recalibrate GPS before use. The easiest way to update is wirelessly: Plug your collar into its charger overnight Ensure it's connected to Wi-Fi It will automatically update if an update is available. If you have any additional questions, please don't hesitate to reach out to our Halo Collar Customer Service team. We're happy to help! With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Agent (gJyogQbb...)** | 2025-09-16 17:12:44 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** timb2553@icloud.com

**Subject:** Re: Halo Support

Hello Tim, Adjusting GPS Signal Levels in the Halo App The Halo Collar is designed to work well right out of the box. But if you're seeing GPS issues like inaccurate locations or Low GPS readings outside, you may need to fine-tune your collar's GPS signal thresholds. When to Manually Adjust GPS Signal Levels You only need to adjust these settings if: Your collar shows High GPS, but the map location is clearly off Your collar shows Low GPS, even when you're outside near the fence If your collar is working as expected, there's no need to make any changes. This adjustment doesn't boost your GPS signal it just helps the collar better understand what should count as High or Low GPS in your environment. Before You Begin Your dog is wearing the collar (not holding it in your hand) The Pet Pin on the My Map screen is pulsing and shows "Updating Live" This ensures the GPS readings are accurate. How to Manually Adjust GPS Signal Levels Open the Halo App Tap Settings > My Collars Select your collar Tap Advanced Settings > GPS Signal Level Settings Step 1: Set High GPS Threshold Walk your dog outside, especially near your fence If the signal drops below the High threshold in those areas, lower the High threshold slightly Step 2: Set Low GPS Threshold Walk your dog indoors, especially where GPS has been inaccurate If the signal is above the Low threshold in those spots, raise the Low threshold slightly How to Make the Changes Tap Edit Signal Level Settings Move the sliders: White/pink = Low GPS Pink/blue = High GPS Tap Done to save your changes Need to undo your changes? Tap Revert to Halo Defaults Important Reminders Setting High GPS too high may prevent the collar from correcting your dog near the fence Setting Low GPS too low may cause your dog to get feedback indoors If there's an area where GPS just can't be dialed in perfectly, consider placing a Zone Beacon: Use Keep Away for outdoor areas that your dog should avoid Use Ignore Fences for indoor areas where GPS may cause unwanted feedback If you need additional assistance, please contact Halo Collar Customer Service. We're happy to help! With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:57 PM support@halocollar.com wrote: > Hello Tim, > > How to Apply a Wired Firmware Update to Your Halo Collar > If you're unable to update your collar wirelessly, you can perform a wired firmware update using a computer. > What You'll Need: > Your Halo Collar The original charging cable (or any USB-C cable) A computer (PC or Mac) with a USB-C port (adapter may be needed) Tip: After the update, wait 5 minutes before trying to add the collar to your account. This allows the SIM card to activate. > Step 1: Identify Your Collar and Download the Firmware > Open the Halo App. Go to Settings > My Collars. Check your collar type: Halo 1, Halo 2, Halo 2+, Halo 3, or Halo 4. > Download the correct firmware file for your collar: > Halo 1 or 2 Halo 2+ Halo 3 Halo 4 > The file will likely download to your Downloads folder. > Step 2: Prepare Your Collar > Plug your collar into your computer using the USB-C cable. Press and hold the power button for 5–7 seconds until: The collar vibrates twice The Halo logo blinks red This puts the collar into low-power mode, ready for the update. If your computer doesn't detect the collar: Hold the power button for 60 seconds to perform a hard reset, then try again. > Step 3: Open the Collar Drive > On your computer: Windows: Open File Explorer Mac: Open Finder Look for the collar as a new drive (usually labeled D:, E:, or No Name). Open the drive — you'll see folders like log and config. For Halo 3: If your PC doesn't detect the collar, make sure the charger is connected in the correct orientation. > Step 4: Copy the Firmware File > Locate the firmware file you downloaded (e.g., 1.26.5\_v2 or 2.0.3\_v4). Right-click the file and select Copy. Return to the collar drive window. Right-click in the main (root) area and select Paste. Important: Do not place the file inside any folder (like log or config). It should be pasted directly in the main drive window. > Step 5: Install the Update > Press the power button once (quick press, about 1 second). The battery light will blink red to show the update is in progress (takes ~3–4 minutes). When finished: Solid green light = fully charged Blinking green = charging Unplug the collar and press the power button once more to fully complete the update. > Final Notes > An active LTE connection is required for the update to complete successfully. Without it, we can't confirm the update worked. Once updated, take your collar outside for about 30 minutes so it can recalibrate GPS before use. The easiest way to update is wirelessly: Plug your collar into its charger overnight Ensure it's connected to

Wi-Fi will automatically update if an update is available. > If you have any additional questions, please don't hesitate to reach out to our Halo Collar Customer Service team. We're happy to help! > > > With pawsitivity, > Wisha > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 17:15:15 UTC**

Live Team Notes Serial Numbers:25h4245183rt FW:v.03.00.05 Issue/ Need: the cx has an issue with the location of the collar Troubleshooting & Actions Taken: the cx has been doing the hard reset on the collar, explain we do that for battery issues, also collar never turns off until it ran off battery, the fw is not uptodate, cx was without the charger couldnt push the update, added the collar again to the app, the gps signals with no bars, explain to adjust it manually, also sent how to update the fw, cx might call back tomorrow Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap, kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE | Agent (gJyogQbb...) | 2025-09-16 17:15:37 UTC**

Added: DWX7EuMeSkumrbZ8T4AUPQ, majmLeKgRJekuZZECNBxAQ

**STATUS CHANGE | Agent (gJyogQbb...) | 2025-09-16 17:16:02 UTC | Status: CLOSED**

## Conversation: 0AmM0iInS4u8rE56Dgb4SA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:49:00 UTC to 2025-09-16 16:50:28 UTC

**Customer (6TJV8DFr...) | 2025-09-16 16:49:00 UTC | halocollar.com**

hello, I have a Halo 3. this is my second halo 3 in the matter of months that has abruptly stopped charging. I tried to reset the collar and nothing will work.

**System/AI | 2025-09-16 16:49:25 UTC | halocollar.com**

I'm sorry to hear about your charging issues with the Halo 3 collar. Let's try a few steps to get it working again: Check Power Source: Use a USB-C cable and charging block, not a computer. Make sure the LED lights appear on the collar. Inspect Charging Port: Clean the gold charging pins with a Q-tip and rubbing alcohol. Hard Reset: Keep the collar plugged in for 5 minutes, hold the power button for 15 seconds, then release. If these steps don't work, please contact Halo support for further assistance.

**Customer (6TJV8DFr...) | 2025-09-16 16:49:46 UTC | halocollar.com**

as this is my second time with the same issue, I've tried these steps.

**System/AI | 2025-09-16 16:50:28 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: 74qm18GNSzy-2tD\_AdarTg

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 16:49:25 UTC to 2025-09-16 18:50:34 UTC*

**Customer (MT8JmK5Z...)** | 2025-09-16 16:49:25 UTC | [halocollar.com](#)

Where is the on button for my dogs collar?

**System/AI** | 2025-09-16 16:49:51 UTC | [halocollar.com](#)

To turn on your Halo Collar, press and release the power button. You should see a flashing battery light indicating it's active. If you have further questions or need assistance, feel free to ask!

**STATUS CHANGE** | *Unknown* | 2025-09-16 18:50:34 UTC | Status: *CLOSED*



## Conversation: AxqalrDBRP6WKBhAxABOkg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 16:49:27 UTC to 2025-09-16 16:52:49 UTC

**PHONE\_CALL** | Customer (-uWvcPn3...) | 2025-09-16 16:49:27 UTC

### **AGENT NOTE | Agent (WCBmyO3-...) | 2025-09-16 16:52:17 UTC**

Account Info Customer First and Last Name: Customer Email: Collar Serial Number:  
Firmware Build: Previous tickets related to the issue?: Notes Issue/Question/Request(s)  
recap Cx needs to update her card because it was compromised and wanted to update it  
over the phone. Applicable Articles/Resources Next Steps (Was it solved or are you  
following up with additional steps, if so what steps?) Directed cx to the website to update  
payment information.

**STATUS CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 16:52:49 UTC | Status: CLOSED

## Conversation: CZ5LKDMWQfC1MEpRPd1-jw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:52:47 UTC to 2025-09-16 16:52:57 UTC

### AGENT NOTE | Agent (5Xverlxv...) | 2025-09-16 16:52:47 UTC

First and Last Name: Elizabeth Kuhns Email: elizabethmiers@gmail.com Other contact info if possible: 7325895712 Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (5Xverlxv...) | 2025-09-16 16:52:53 UTC

**From:** support@halocollar.com

**To:** elizabethmiers@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Elizabeth, My name is Renee, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Renee Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (5Xverlxv...) | 2025-09-16 16:52:56 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (5Xverlxv...) | 2025-09-16 16:52:57 UTC | Status: CLOSED

## Conversation: 5ri56KVtSrOCz8gCDLKynw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:52:53 UTC to 2025-09-16 16:59:42 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:52:53 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:52:53 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:59:37 UTC

**From:** support@halocollar.com

**To:** markandi121314@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Lila, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:59:42 UTC | Status: CLOSED

## Conversation: BFdr2qt9T\_-7kXVuhxbcbA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:54:12 UTC to 2025-09-16 17:00:07 UTC

**PHONE\_CALL** | Customer (DLRjtFS2...) | 2025-09-16 16:54:12 UTC

### AGENT NOTE | Agent (AMYuZ1d7...) | 2025-09-16 16:59:02 UTC

Live Team Notes Serial Numbers: 24h3341911rt | 24h3341255rt FW: v.02.08.11 Issue/ Need: Charging Issue Troubleshooting & Actions Taken: Customer called in saying they were having an issue with one of their collars' charging adapters, saying they were was an issue with the charging cord. Customer then said she had just found backup cords in the original packaging, and would try those out and call back if necessary. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (AMYuZ1d7...) | 2025-09-16 16:59:33 UTC

**From:** support@halocollar.com

**To:** d.dwagler@yahoo.com

**Subject:** Halo Support Follow Up

Hello Donna, Thank you for calling Halo Support today, it was truly a pleasure speaking with you. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Ransom-John Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (AMYuZ1d7...) | 2025-09-16 17:00:07 UTC | Status: CLOSED

## Conversation: amuavaMTQtOlzFF1sw00Sg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:54:34 UTC to 2025-09-16 17:00:05 UTC

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 16:54:34 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 16:54:38 UTC

Added: majmLeKgRJekuZZECNBxAQ

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 16:59:48 UTC

Live Team Notes Serial Numbers: 25h4150600rt FW: v.03.00.05 Issue/ Need: cx is having issues with feedback and tracking for the collar. Cx says it's paused in one area. The past two days, it has not been updating correctly. Troubleshooting & Actions Taken: Helped cx reset the collar plugged in for pet pin issues. Then, a hand test is conducted outside for accuracy. Now the collar is tracking correctly and moving on the map. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 17:00:03 UTC

**From:** support@halocollar.com

**To:** tabitha\_jade@yahoo.com

**Subject:** Halo Collar: Thank you!

Hello Tabitha, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 17:00:05 UTC | Status: CLOSED

## Conversation: 97fgfQeTQMqPeeFAI9kWtA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:54:38 UTC to 2025-09-16 16:54:47 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 16:54:38 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 16:54:39 UTC

First and Last Name: Elizabeth Kuhns Email: elizabethmiers@gmail.com Other contact info if possible: 7325895712 Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (WBbod4uN...) | 2025-09-16 16:54:46 UTC

**From:** support@halocollar.com

**To:** elizabethmiers@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Elizabeth, My name is Jessica, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (WBbod4uN...) | 2025-09-16 16:54:47 UTC | Status: CLOSED

## Conversation: SDijwXVmRRom\_joWNZCnMQ

Messages: 11 | Customers: 1 | Duration: 2025-09-16 16:54:51 UTC to 2025-09-16 21:50:34 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 16:54:51 UTC

Added: li15gFsBROyE57fDr6LWlw, 5PPI2RS4TSeSg5z-6z7TAQ

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 17:00:37 UTC

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 17:04:25 UTC

**From:** support@halocollar.com

**To:** brainiac8808@gmail.com, klinechiropractic@yahoo.com

**Subject:** Halo Collar Subscription Cancellation Information

Hello Erin & Brian, I'm happy to help! Here are the steps to cancel your membership plan: Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" Important Information: Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed Let us know if you need any help along the way — we're always here for you and your pup! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (vayOmd0l...) | 2025-09-16 17:04:44 UTC

Live Team Notes Serial Numbers: 25h4308409rt & 25h4307134rt FW: 03.00.05 Issue/ Need: Cx stated, "GPS isn't working at the house; too many trees for the satellite to work; won't be an option to use for our 2 dogs." Tracking in the app has a delay Troubleshooting & Actions Taken: Cx bought them on Chewy Told cx to reach out to chewy Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap Next Steps: follow up with Subscription- Cancellation Instructions Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 17:04:47 UTC

Added: OfTt8viJQcq6OAbjGHi0iQ

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 17:04:47 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 21:50:13 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 21:50:20 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

**EMAIL** | Agent (b\_XA60eU...) | 2025-09-16 21:50:24 UTC

**From:** support@halocollar.com

**To:** brainiac8808@gmail.com, klinechiropractic@yahoo.com

**Subject:** Re: Halo Collar Subscription Cancellation Information

Hello Erin, I hope you're doing well. My name is Thomas, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. On Tuesday, September 16, 2025, 1:04 PM support@halocollar.com wrote: > Hello

Erin & Brian, > > I'm happy to help! Here are the steps to cancel your membership plan: >  
Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the  
right-hand side (or bottom on mobile), select "Cancel Plan" > Important Information: >  
Your plan will stay active until the end of your current billing cycle If you change your mind  
before that date, you can select "Restore" to keep your access just like nothing changed >  
> Let us know if you need any help along the way — we're always here for you and your  
pup! > > With pawsitivity, > Hannah > Halo Customer Support > Halo Collar | Here for you  
and your best friend ■ > > Need more help? > ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help  
Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7  
days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 21:50:31 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their  
issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details)  
(KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 21:50:34 UTC | Status: CLOSED



## Conversation: KK\_H5tTLR9Ko-ZB8M6F-Jw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:55:36 UTC to 2025-09-16 17:00:58 UTC

**PHONE\_CALL** | Customer (8Op5B7Ne...) | 2025-09-16 16:55:36 UTC

**TOPIC CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 16:58:08 UTC

Added: IDABD6XfSDadjp6utMv7LA

**EMAIL | Agent (TXZmSWWr...) | 2025-09-16 17:00:51 UTC**

**From:** support@halocollar.com

**To:** brettstewart2011@gmail.com

**Subject:** Halo Support: Refund Inquiry

Hello Brett, Thank you for reaching out to our Halo Support team! We understand that you are inquiring regarding the status of your refund. We apologize for any inconvenience caused, but rest assured, we are here to assist you. We understand that the return and refund process is important to you, and we're here to provide clarity on what to expect next. Per our Return Policy: After receiving your approved return at our warehouse and inspecting the condition of your item, we will process your return. You will be credited for your purchase price less the return fee specified. Please allow at least 7-10 business days from the receipt of your item for us to process your return or exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed. We appreciate your patience and understanding during this process. If you have any further questions or need additional assistance, please don't hesitate to reach out. Thank you for choosing Halo! With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 17:00:57 UTC**

First and Last Name: Brett Stewart Email: brettstewart2011@gmail.com Phone: 15128870960 Serial number: 25h4303225rt, 25h4321324rt Firmware Build: v.02.06.05 Purchased From: Halo 1655148 Recap/TS: Customer inquiring about refund status Resources: AP Next Steps: Provided refund timeline to the customer

**STATUS CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 17:00:58 UTC | Status: CLOSED

## Conversation: twFIB0O5Q8mMdxLn2F76sA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:57:15 UTC to 2025-09-16 16:57:29 UTC

**Customer (FbvRBN\_y...) | 2025-09-16 16:57:15 UTC | halocollar.com**

I returned a Halo Collar to Amazon and I received notice from Halo that they have now received it back from Amazon. I would like my membership fees for \$110.06 returned also since I could never get the collar to work. It could never locate my property in GPS. Serial number 25h4042348rt. Membership paid on April 3, 2025. Was told had to wait until collar was received to get refund. Please issue asap

**System/AI | 2025-09-16 16:57:29 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: jlvLi2JTFOpwiFNqwAFGw

Messages: 29 | Customers: 1 | Duration: 2025-09-16 16:58:23 UTC to 2025-09-16 17:56:19 UTC

**PHONE\_CALL** | Customer (KLbjBJ9O...) | 2025-09-16 16:58:23 UTC

**EMAIL | Customer (r0\_69Ous...) | 2025-09-16 17:02:50 UTC**

**From:** mmorsch01@icloud.com

**To:** support@halocollar.com

**Subject:** Returned collar email

Sent from my iPhone

**EMAIL | Customer (KLbjBJ9O...) | 2025-09-16 17:05:17 UTC**

**From:** mmorsch01@gmail.com

**To:** support@halocollar.com

**Subject:** Returned collar proof

Sent from my iPhone

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 17:07:39 UTC**

First and Last Name: Maureen Morsch Email: mmorsch01@gmail.com Phone Number: +19287103005 Collar SN: NA Collar FW: NA Collar Purchased From: Amazon Resources: AP Gladly Recap/TS: The cx purchased a collar from Amazon and returned it as it was not working for them. The cx is requesting a refund on the annual subscription. The cx sent a screenshot of the return to Amazon. Next Steps: No answer from the cx. Submit as resolved.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 17:07:48 UTC

Added: IDABD6XfSDadjp6utMv7LA

**PHONE\_CALL** | Customer (r0\_69Ous...) | 2025-09-16 17:09:04 UTC

**TOPIC CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 17:13:12 UTC

Added: BV6q0qW9QZKAbEVdca7vNQ | Removed: IDABD6XfSDadjp6utMv7LA

**EMAIL | Agent (TXZmSWWr...) | 2025-09-16 17:14:26 UTC**

**From:** support@halocollar.com

**To:** mmorsch01@gmail.com

**Subject:** Halo Support: Account Inquiry

Hello Maureen, Thank you for reaching out to Halo Support. We understand you are inquiring about a refund for an annual subscription plan for a collar you returned. We apologize for any inconvenience caused, but rest assured, we are here to assist you. To process a refund of the membership, you will need to initiate the cancellation online and provide proof of the return collar (screenshot of the return page). Once you do, we would be happy to assist with a refund of the membership. Please reply to this email with the screenshot from Amazon. Here are the steps for canceling your membership plan: Login to your account on [www.halocollar.com](https://www.halocollar.com) Once you sign in, you will see your My Account dashboard. On the right-hand side of your dashboard (or at the bottom on mobile), select "Cancel Plan" Your plan will not terminate until the end of the current billing cycle. Therefore, you have the option to restore your plan if you change your mind before it terminates. If you select "Restore", you will retain access to all the features provided by your current plan, as if you never selected Cancel. If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! Thank you for choosing Halo! ■ With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next

available agent On Tuesday, September 16, 2025, 10:05 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 5:05 PM "Maureen Morsch" wrote: > > > > Sent from my iPhone

**AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 17:14:43 UTC**

First and Last Name: Maureen Morsch Email: mmorsch01@gmail.com Phone: 19287103005 Serial number: no collar on file Firmware Build: no collar on file Purchased From: Amazon Recap/TS: Customer advised prior agent disconnected the call Customer inquiring about a refund for an annual subscription for a collar they returned to Amazon Resources: AP Next Steps: Customer will send copy of Amazon return documentation so refund request can be submitted

*STATUS CHANGE | Agent (TXZmSWWr...) | 2025-09-16 17:14:44 UTC | Status: CLOSED*

*STATUS CHANGE | Customer (En49arav...) | 2025-09-16 17:20:46 UTC | Status: OPEN*

*PHONE\_CALL | Customer (En49arav...) | 2025-09-16 17:20:46 UTC*

**AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 17:21:22 UTC**

First and Last Name: Maureen Morsch Email: mmorsch01@gmail.com Other contact info if possible: NA Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

**EMAIL | Agent (Xia3KyCm...) | 2025-09-16 17:21:25 UTC**

**From:** support@halocollar.com

**To:** mmorsch01@gmail.com

**Subject:** Re: Halo Support: Account Inquiry

Hello Maureen, My name is Rodrigo, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Rodrigo Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:14 PM support@halocollar.com wrote: > Hello Maureen, > > Thank you for reaching out to Halo Support. We understand you are inquiring about a refund for an annual subscription plan for a collar you returned. We apologize for any inconvenience caused, but rest assured, we are here to assist you. > > To process a refund of the membership, you will need to initiate the cancellation online and provide proof of the return collar (screenshot of the return page). Once you do, we would be happy to assist with a refund of the membership. > Please reply to this email with the screenshot from Amazon. > > Here are the steps for canceling your membership plan: > > Login to your account on ■ [www.halocollar.com](http://www.halocollar.com) > Once you sign in, you will see your My Account dashboard. > On the right-hand side of your dashboard (or at the bottom on mobile), select "Cancel Plan" > Your plan will not terminate until the end of the current billing cycle. Therefore, you have the option to restore your plan if you change your mind before it terminates. If you select "Restore", you will retain access to all the features provided by your current plan, as if you never selected Cancel. > > If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! >

> Thank you for choosing Halo! > ■ > > With Pawsitivity, > Peggy > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 10:05 AM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Tuesday, September 16, 2025, 5:05 PM "Maureen Morsch" wrote: > > > > > Sent from my iPhone >

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 17:21:34 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw | Removed: BV6q0qW9QZKAbEVdca7vNQ

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 17:22:17 UTC

Removed: E\_3WUdWpR2CLXta3n6vNgw

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 17:22:21 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**TOPIC CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 17:23:23 UTC

Added: BV6q0qW9QZKAbEVdca7vNQ | Removed: E\_3WUdWpR2CLXta3n6vNgw

**EMAIL | Agent (TXZmSWWr...) | 2025-09-16 17:24:19 UTC**

**From:** support@halocollar.com

**To:** mmorsch01@gmail.com

**Subject:** Halo Support: Account Inquiry

Hello Maureen, Thanks for giving us a call at Halo Support today, it was a pleasure speaking with you. We hope we were able to get everything taken care of for you today. We apologize for any inconvenience caused. If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! Thank you for choosing Halo!■ With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:14 AM support@halocollar.com wrote: > Hello Maureen, > > Thank you for reaching out to Halo Support. We understand you are inquiring about a refund for an annual subscription plan for a collar you returned. We apologize for any inconvenience caused, but rest assured, we are here to assist you. > > To process a refund of the membership, you will need to initiate the cancellation online and provide proof of the return collar (screenshot of the return page). Once you do, we would be happy to assist with a refund of the membership. > Please reply to this email with the screenshot from Amazon. > > Here are the steps for canceling your membership plan: > > Login to your account on ■[www.halocollar.com](http://www.halocollar.com) > Once you sign in, you will see your My Account dashboard. > On the right-hand side of your dashboard (or at the bottom on mobile), select "Cancel Plan" > Your plan will not terminate until the end of the current billing cycle. Therefore, you have the option to restore your plan if you change your mind before it terminates. If you select "Restore", you will retain access to all the features provided by your current plan, as if you never selected Cancel. > > If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! > > Thank you for choosing Halo! > ■ > > With Pawsitivity, > Peggy > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 10:05 AM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared

your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Tuesday, September 16, 2025, 5:05 PM "Maureen Morsch" wrote: > > > > > > Sent from my iPhone >

**AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 17:24:24 UTC**

First and Last Name: Maureen Morsch Email: mmorsch01@gmail.com Phone: 19287103005 Serial number: no collar on file Firmware Build: no collar on file Purchased From: Amazon Recap/TS: Customer inquiring about a refund for an annual subscription for a collar they returned to Amazon Resources: AP Next Steps: Customer will send copy of Amazon return documentation so refund request can be submitted Customer disconnected call before call was completed

*STATUS CHANGE | Agent (TXZmSWWr...) | 2025-09-16 17:24:26 UTC | Status: CLOSED*

*STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 17:30:07 UTC | Status: OPEN*

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 17:30:08 UTC**

**From:** support@halocollar.com  
**To:** mmorsch01@gmail.com  
**Subject:** Halo Collar Subscription Canceled

Hello Maureen, Thanks for reaching out to Halo Support! My name is Brandon. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge of \$110.06. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 17:31:15 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX returned their collar back to Amazon back in July and wants a refund for their annual membership Recap (When/Where/What the customer wants) Canceled and refunded \$110.06 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

*STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 17:31:19 UTC | Status: CLOSED*

**EMAIL | Customer (En49arav...) | 2025-09-16 17:31:27 UTC**

**From:** mmorsch01@gmail.com  
**To:** support@halocollar.com  
**Subject:** Re: Halo Support: Account Inquiry

Proof of Amazon return attached. On Tue, Sep 16, 2025 at 1:14 PM Halo Collar wrote: > Hello Maureen, > Thank you for reaching out to Halo Support. We understand you are > inquiring about a refund for an annual subscription plan for a collar you > returned. We apologize for any inconvenience caused, but rest assured, we > are here to assist you. > > To process a refund of the membership, you will need to initiate the > cancellation online and provide proof of the return collar (screenshot of > the return page). Once you do, we would be happy to assist with a refund of > the membership. > Please reply to this email with the screenshot from Amazon. > > Here are the steps for canceling your membership plan: > > Login to your account on ■www.halocollar.com > Once you sign in, you will see your My Account dashboard. > On the right-hand side of your dashboard (or at the bottom on mobile), > select "Cancel Plan" > Your plan will not terminate until the end of the current billing cycle. > Therefore, you have the option to restore your plan if you change your mind > before it terminates. If you select "Restore", you will retain access to > all the features provided by your current plan, as if you never selected > Cancel. > > If you have any further questions or need additional assistance, please do > not hesitate to contact our



customer support. We are here to help! > > Thank you for choosing Halo! > ■ > > With Pawsitivity, > Peggy > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Tuesday, September 16, 2025, 10:05 AM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 5:05 PM "Maureen Morsch" mmorsch01@gmail.com> wrote: > > > >

**STATUS CHANGE** | Customer (En49arav...) | 2025-09-16 17:31:27 UTC | Status: OPEN

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 17:56:13 UTC**

**From:** support@halocollar.com

**To:** mmorsch01@gmail.com

**Subject:** Re: Halo Support: Account Inquiry

Hello Maureen, Thank you for sending proof that you returned the collar. You should have received an email that I have refunded your annual membership in full. Please let us know if you need any other assistance. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:31 PM "Maureen Morsch" wrote: > Proof of Amazon return attached. > > On Tue, Sep 16, 2025 at 1:14 PM Halo Collar wrote: > > > Hello Maureen, > > > Thank you for reaching out to Halo Support. We understand you are > > inquiring about a refund for an annual subscription plan for a collar you > > returned. We apologize for any inconvenience caused, but rest assured, we > > are here to assist you. > > > To process a refund of the membership, you will need to initiate the > > cancellation online and provide proof of the return collar (screenshot of > > the return page). Once you do, we would be happy to assist with a refund of > > the membership. > > Please reply to this email with the screenshot from Amazon. > > > Here are the steps for canceling your membership plan: > > > Login to your account on ■[www.halocollar.com](http://www.halocollar.com) > > Once you sign in, you will see your My Account dashboard. > > On the right-hand side of your dashboard (or at the bottom on mobile), > > select "Cancel Plan" > > Your plan will not terminate until the end of the current billing cycle. > > Therefore, you have the option to restore your plan if you change your mind > > before it terminates. If you select "Restore", you will retain access to > > all the features provided by your current plan, as if you never selected > > Cancel. > > > If you have any further questions or need additional assistance, please do > > not hesitate to contact our customer support. We are here to help! > > > Thank you for choosing Halo! > > ■ > > > With Pawsitivity, > > Peggy > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Tuesday, September 16, 2025, 10:05 AM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Tuesday, September 16, 2025, 5:05 PM "Maureen Morsch" > mmorsch01@gmail.com> wrote: > > > > > > > > >

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 17:56:19 UTC | Status: CLOSED

## Conversation: 0eCBizeGQP26R6-2ofhbnA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 16:58:59 UTC to 2025-09-16 16:58:59 UTC*

**STATUS CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 16:58:59 UTC | Status: CLOSED



## Conversation: 6GcFqj\_rRvyCjxV9W\_lrog

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:59:02 UTC to 2025-09-16 16:59:16 UTC

**Customer (KSRxL8aF...) | 2025-09-16 16:59:02 UTC | halocollar.com**

my halo collar won't turn on and I already tried the hard reset

**System/AI | 2025-09-16 16:59:16 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: A1CyZmV0TQq6psy23MLOgQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:59:22 UTC to 2025-09-16 16:59:25 UTC

**TOPIC CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 16:59:22 UTC

Added: L9jaUhpTSjKkls\_YzL0tDg

**STATUS CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 16:59:25 UTC | Status: CLOSED

## Conversation: \_nQcXmrDSai-auapbit1hQ

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 17:00:07 UTC to 2025-09-16 17:00:07 UTC*

**STATUS CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 17:00:07 UTC | Status: CLOSED

## Conversation: dCZxXba8Rh2mYQzk0SiUwQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:00:10 UTC to 2025-09-16 17:00:50 UTC

### AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 17:00:10 UTC

Live Team Notes Serial Numbers: 25h4084221rt FW:03.00.05 Issue/ Need: Cx called in to confirm shipping address at this time, was updated via email 9/6 by CET that the next option would be to call into DP to have collar replaced Troubleshooting & Actions Taken: -Submitted WR for collar AW-20250916-46169 -Cx was able to confirm shipping address with no issue Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?t=ab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (LZsYfs6M...) | 2025-09-16 17:00:17 UTC

**From:** support@halocollar.com

**To:** elizabethmiers@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Elizabeth, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taijon Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 17:00:49 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 17:00:50 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, zHerDDHSRyKoaFtPZdCcew

## Conversation: QujdroKySPyiY\_FdElG\_Gw

Messages: 2 | Customers: 1 | Duration: 2025-09-16 17:00:29 UTC to 2025-09-16 17:00:31 UTC

**TOPIC CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 17:00:29 UTC

Added: 2ne7xWQcT7SR-eLsslslsQ

**STATUS CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 17:00:31 UTC | Status: CLOSED

## Conversation: Y2PUHmyxQOmfUYvZJwQAdg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 17:00:49 UTC to 2025-09-16 17:00:50 UTC

**TOPIC CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 17:00:49 UTC

Added: L9jaUhpTSjKkls\_YzL0tDg

**STATUS CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 17:00:50 UTC | Status: CLOSED

## Conversation: B7gOisWTTam7k1umoNPsrw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 17:01:09 UTC to 2025-09-16 17:22:21 UTC

**PHONE\_CALL** | Customer (HuKVrXdS...) | 2025-09-16 17:01:09 UTC

### **AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 17:19:20 UTC**

Live Team Notes Serial Numbers: 25h4303010rt ; 25h4303107rt FW: 3.00.05 Issue/ Need: Accessories order discount Troubleshooting & Actions Taken: Order number 1660311 Cx said they ordered accessories and didn't get the 50% discount they're supposed to have for signing up for gold plan Cx said they paid \$237 Checked with RES, adv discount will kick in after 60 days of signing up Cx said that is a scam as it's not saying that on the site Cx also ordered the accessories without logging in to account Adv by RES to escalate to billing and state their case for exception Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, order status, halo site Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 17:21:00 UTC**

Billing Team Escalation Notes Affected Serial Number: 25h4303010rt ; 25h4303107rt FW: 3.00.05 Order ID: 1658105 RMA Ticket #: Subscription Start Date: Sep 15, 2025 1:00 PM Reason for Escalation: Cx did not get the 50% discount they were supposed to get when they ordered accessories after signing up for gold plan Requested Action: Wants the discount for the accessories they ordered online since they signed up for a gold plan

### **EMAIL | Agent (wIA9Uacl...) | 2025-09-16 17:21:18 UTC**

**From:** support@halocollar.com

**To:** saramcneil@me.com

**Subject:** Halo Support: Your Request is Under Review

Hello Sara, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 📺 Halo Help Center 🗣️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 17:21:22 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**STATUS CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 17:22:21 UTC | Status: CLOSED

## Conversation: Qb2hUC3tQliVHDENrkyJWg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:02:32 UTC to 2025-09-16 17:05:57 UTC

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 17:02:32 UTC

Live Team Notes Serial Numbers: 25h4264676rt FW: v.03.00.12 Issue/ Need: Address Confirmation for warranty Troubleshooting & Actions Taken: Resent email for warranty address verification CX completed Address verification while on phone Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (ne4kLbEh...) | 2025-09-16 17:05:47 UTC

**From:** support@halocollar.com

**To:** jcolafson@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello John, Thank you for visiting us in the Dog Park today, my name is Chance —it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 17:05:55 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 17:05:57 UTC | Status: CLOSED



## Conversation: 5IXRYXKIRY-fmeY011y-Cw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:03:50 UTC to 2025-09-16 19:04:52 UTC

**Customer (xnxxaWqX...)** | 2025-09-16 17:03:50 UTC | [halocollar.com](https://halocollar.com)

Do you have a service to help me set up my yard boundaries

**System/AI** | 2025-09-16 17:04:23 UTC | [halocollar.com](https://halocollar.com)

Hi there! Yes, we do offer a service to help you set up yard boundaries with the Halo Collar. You can create customizable virtual fences using the Halo App, which can be adjusted to fit different yard sizes and layouts. To get started, just open the Halo App, go to 'My Map,' and follow the prompts to add and customize your fence. The app will guide you through the process to ensure your dog's safety within the designated area. For more detailed instructions, check out our support article.

**STATUS CHANGE** | *Unknown* | 2025-09-16 19:04:52 UTC | Status: *CLOSED*

## Conversation: QHwCF42GQMufdRpKfy583Q

Messages: 11 | Customers: 1 | Duration: 2025-09-16 17:03:57 UTC to 2025-09-16 19:09:56 UTC

**Customer (IZiLOKwG...)** | 2025-09-16 17:03:57 UTC | halocollar.com

Does the boundaries have to have a closed loop?

**System/AI** | 2025-09-16 17:04:17 UTC | halocollar.com

Yes, Halo Collar requires boundaries to form a closed loop. This ensures the safety and effectiveness of the virtual fence, keeping your dog secure within the designated area. If you have further questions about setting up boundaries, feel free to ask!

**Customer (IZiLOKwG...)** | 2025-09-16 17:04:59 UTC | halocollar.com

Can boundaries be set up out in the water?

**System/AI** | 2025-09-16 17:05:24 UTC | halocollar.com

Yes, you can set up Halo boundaries over water, like lakes or oceans. Just keep in mind that water can affect GPS signal strength and feedback reliability because it can absorb or reflect radio waves. For the best results, try to place fence posts on land or docks instead of directly in the water, and make sure to regularly test the fence to ensure it's working properly.

**Customer (IZiLOKwG...)** | 2025-09-16 17:06:34 UTC | halocollar.com

can you turn off the collar when you want to intentionally take the dog out of the boundaries set

**System/AI** | 2025-09-16 17:07:01 UTC | halocollar.com

While the Halo Collar can't be completely powered off, you can easily manage the boundaries using the Halo App. If you want to take your dog outside the set boundaries, simply turn off the fence feature in the app. This way, your dog won't receive any feedback when crossing the boundaries. Here's how: Open the Halo App, tap the My Map icon, select your pet, swipe up the Pet Card, and tap the Fences button to turn it off. The label will change to Ignore, indicating that the fences are off.

**Customer (IZiLOKwG...)** | 2025-09-16 17:08:09 UTC | halocollar.com

How close to the boundaries can the dog get before receiving its first warning signal

**System/AI** | 2025-09-16 17:08:39 UTC | halocollar.com

Your dog will receive the first warning signal when they are about 7–10 feet (2.1–3.0 meters) from the boundary. This helps guide them back to safety before reaching the boundary. If you have more questions about the feedback system or need further assistance, feel free to ask!

**Customer (IZiLOKwG...)** | 2025-09-16 17:09:21 UTC | halocollar.com

how old should my puppy be before using this system

**System/AI** | 2025-09-16 17:09:52 UTC | halocollar.com

Hey there! We recommend waiting until your puppy is at least 5 months old before using the Halo Collar. By this age, puppies are usually developed enough both physically and mentally for effective training with the system. If you have any more questions or need guidance on starting the training process, just let us know!

**STATUS CHANGE** | Unknown | 2025-09-16 19:09:56 UTC | Status: CLOSED

## Conversation: 3CySybDyR7msyuq2D08i4w

Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:04:48 UTC to 2025-09-16 19:05:54 UTC

**Customer (HriYgr01...)** | 2025-09-16 17:04:48 UTC | [halocollar.com](#)

How to reset halo collars? They are flashing red and white and vibrationg

**System/AI** | 2025-09-16 17:05:27 UTC | [halocollar.com](#)

Hi there! If your Halo Collar is flashing red and white and vibrating, it might be due to a membership payment issue or a firmware problem. This blinking starts when the collar detects movement. You can check the Halo App for more details on the issue. To reset, make sure the collar is charged and update the firmware via the Halo App. If the problem persists, please contact support for further assistance. Also, ensure your membership is active and up-to-date to avoid any service interruptions.

**STATUS CHANGE** | *Unknown* | 2025-09-16 19:05:54 UTC | Status: *CLOSED*

## Conversation: 7zSwi-2ZRjqghE7rPLHR9A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:04:52 UTC to 2025-09-16 17:05:14 UTC

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 17:04:52 UTC

Live Team Notes Serial Numbers: 25h4245496rt FW: v.03.00.05 Issue/ Need: cx advised that multiple lights are flashing on his collar Troubleshooting & Actions Taken: Collar has a malfunction Warranty request already submitted Cx confirmed address during the call Resources Used (provide details): (KB articles, Slack posts, internal docs.): Tier 1 Warranty and Returns Guide Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (37v57Mh0...) | 2025-09-16 17:05:06 UTC

**From:** support@halocollar.com

**To:** rbend@bendellingson.com

**Subject:** Halo Support: Warranty Request Submitted

Hello Richard, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Khadijah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (37v57Mh0...) | 2025-09-16 17:05:12 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (37v57Mh0...) | 2025-09-16 17:05:14 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

## Conversation: e5cJmXEjS9yGNXW7Rubhog

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 17:07:56 UTC to 2025-09-16 17:07:56 UTC*

**STATUS CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 17:07:56 UTC | Status: CLOSED

## Conversation: 8xU3VvSaTeGitpH0MPyCMA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:08:27 UTC to 2025-09-16 17:09:06 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 17:08:27 UTC

Live Team Notes Serial Numbers: 25h4082659rt FW: v.03.00.05 Issue/ Need: Having trouble with collar going off near fence- doing hand test Can not get exact location on map that flags are placed Troubleshooting & Actions Taken: Cx has not put the collar on the dog yet Cx is holding the collar near her ear and holding contact tips to her hand Adv on the correct orientation for a hand test Adv on how to place fence using herself (blue dot) on the map it makes it easier to get the fence exact Assisted with setting up fence- fence is now more accurate with where the cx wanted the fence Did another hand test and the collar is giving feedback near boundary Resources Used (provide details): (KB articles, Slack posts, internal docs.): Tier 1 TS Halo App Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (VM047vR9...) | 2025-09-16 17:08:35 UTC

**From:** support@halocollar.com

**To:** michelle.barone12@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Michelle, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 17:09:05 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yUdj74HoRguBsTQ2B0ZktA, ZKYz4UsHRG6\_\_sFoccYiEA, PT5SzfGLQx6qJKX6efjzxA, g5apmYsrTuGLWnaVZyD4ng

**STATUS CHANGE** | Agent (VM047vR9...) | 2025-09-16 17:09:06 UTC | Status: CLOSED

## Conversation: D5Wohl\_HThCG1aPHpsk3Zw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:08:35 UTC to 2025-09-16 17:10:01 UTC

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 17:08:35 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 4NylcZCDQ\_-IGn\_argWL\_w

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 17:08:35 UTC

Live Team Notes Juliana Neumann Serial Numbers: 25h4231561rt FW: 03.00.05 Issue/ Need: cx needs rivet for her collar missing Troubleshooting & Actions Taken: Adv cx I would send her a rivet kit asap Cx understands shipping timeline Order #1660391 Resources Used (provide details): (KB articles, Slack posts, internal docs.): WOOCOM Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (qY4E785E...) | 2025-09-16 17:09:59 UTC

**From:** support@halocollar.com

**To:** jmneumann1@hotmail.com

**Subject:** Halo Collar: Thank you!

Hello Juliana, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I'm happy to let you know that your order for Rivet Kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 3-5 business days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status Your order # 1660391. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 17:10:01 UTC | Status: CLOSED

## Conversation: TBDM0y0XQGWOtq9mcRdgeQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:08:50 UTC to 2025-09-16 17:42:14 UTC

**PHONE\_CALL** | Customer (W5Yjl2tY...) | 2025-09-16 17:08:50 UTC

**EMAIL | Agent (5amu5WSG...) | 2025-09-16 17:41:58 UTC**

**From:** support@halocollar.com

**To:** kholtermann@gmail.com

**Subject:** Halo Support Follow Up:

Hello Keith, Thank you for calling Halo Support. This is KC, and it was a pleasure speaking with you today. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options: Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park Via the Halo App: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) Phone Support Call us at: (214) 238-9788 Phone Support Hours: Monday–Friday: 8:00 AM – 6:00 PM EST Saturday–Sunday: 10:00 AM – 4:00 PM EST Thank you for being part of our pack! With pawsitivity, KC Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (5amu5WSG...) | 2025-09-16 17:42:05 UTC**

Live Team Notes Serial Numbers: 25h4310725rt FW: 3.0 > 3.1.2 Issue/ Need: not consistent feedback . Connected 16 hours ago Troubleshooting & Actions Taken: pushed FW, tested boundaries - not consistent, did HR, got in LTE range-it was not a normal carrier, it was a 5pt star 3of4 bars. tested boundaries-gave shock and no sound or vibrate Resources Used (provide details): (KB articles, Slack posts, internal docs.): ap gladly Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (5amu5WSG...) | 2025-09-16 17:42:11 UTC

Added: yUdj74HoRguBsTQ2B0ZktA, ZKYz4UsHRG6\_\_sFoccYiEA

**STATUS CHANGE** | Agent (5amu5WSG...) | 2025-09-16 17:42:14 UTC | Status: CLOSED



## Conversation: TawEDumXRTGO\_u6gtYUUnw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:13:25 UTC to 2025-09-16 19:13:57 UTC

**Customer (HB\_w98hq...)** | 2025-09-16 17:13:25 UTC | halocollar.com

zone beacon will not activate

**System/AI** | 2025-09-16 17:13:54 UTC | halocollar.com

Hey there! To get your Zone Beacon up and running, unscrew the cap, press and hold the small white button near the battery for 5 seconds, and release it when the blue ring light blinks once. Make sure the battery is properly installed and charged. If it still won't activate, try checking the battery and replacing it if needed. If there's no luck, it might be defective, and you should reach out to customer support for a replacement. Also, double-check that the beacon is registered in the Halo app under Settings > My Beacons. Let us know if you need more help!

**STATUS CHANGE** | Unknown | 2025-09-16 19:13:57 UTC | Status: CLOSED

## Conversation: MgpBRsPHRsuUuZotvwFOOg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:13:51 UTC to 2025-09-16 17:25:49 UTC

**PHONE\_CALL** | Customer (Nlley0w...) | 2025-09-16 17:13:51 UTC

### **AGENT NOTE | Agent (WCBmyO3-...) | 2025-09-16 17:24:54 UTC**

Account Info Customer First and Last Name: Leah Schmidt Customer Email: leahlschmidt62@gmail.com Collar Serial Number: 22h2430302rt Firmware Build: Previous tickets related to the issue?: Notes Issue/Question/Request(s) recap Cx gave the collar to a friend because she wasn't able to get it working for her. Cx kept complaining about the phone number but she was sent the correct number. Applicable Articles/Resources Next Steps (Was it solved or are you following up with additional steps, if so what steps?)

**STATUS CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 17:25:49 UTC | Status: CLOSED

## Conversation: jMFQGHayQFO9jRPdvyzUIQ

Messages: 7 | Customers: 1 | Duration: 2025-09-16 17:14:12 UTC to 2025-09-16 21:32:39 UTC

**TOPIC CHANGE** | Agent (1yVWMITL...) | 2025-09-16 17:14:12 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0InRc2UDUrYWXc\_JQ

### AGENT NOTE | Agent (1yVWMITL...) | 2025-09-16 17:14:13 UTC

Live Team Notes Serial Numbers: 25h4193130rt FW: v.03.00.05 Issue/ Need: Warranty replacement collar update status Troubleshooting & Actions Taken: Went into halo website to locate shipping status - unable to find Went into CS tracking- unable to find Let customer know once we have shipping information- follow up will be sent Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Halo Website Orders Tracking [<https://www.halocollar.com/order-status/>] CS order Tracking Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1yVWMITL...) | 2025-09-16 17:18:05 UTC

**From:** support@halocollar.com

**To:** bambervillagefarm@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Ashley, Thank you so much for joining me in the Dog Park today! It was a pleasure speaking with you regarding locating your warranty replacement order. Once we have more information regarding the shipping status, we will reach out to you with the tracking number. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Diana Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1yVWMITL...) | 2025-09-16 17:18:22 UTC | Status: CLOSED

### EMAIL | Customer (S-0\_3oy1...) | 2025-09-16 21:24:34 UTC

**From:** bambervillagefarm@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar: Thank you!

Has there been an update on this? Why is it taking so long to get a shipping update? Please excuse brevity and typos - Sent from my iPhone On Sep 16, 2025, at 1:18 PM, Halo Collar wrote: Hello Ashley, Thank you so much for joining me in the Dog Park today! It was a pleasure speaking with you regarding locating your warranty replacement order. Once we have more information regarding the shipping status, we will reach out to you with the tracking number. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support . We are here to help! With pawsitivity, Diana Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Customer (S-0\_3oy1...) | 2025-09-16 21:24:34 UTC | Status: OPEN

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 21:32:39 UTC | Status: CLOSED

## Conversation: RdhnSV1vTFO9wHqWkWgfaQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 17:15:55 UTC to 2025-09-16 17:16:13 UTC

**Customer (LLjkN8de...) | 2025-09-16 17:15:55 UTC | halocollar.com**

Hello, I had messaged last week about poor battery life with my collars. Halo Collar 3 less, I haven't had them very long. I did the full power reset I was asked to do and let it fully recharge. The collar still won't hold a charge for longer than a couple hours.

**System/AI | 2025-09-16 17:16:13 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: s3f02TSTSJuGSUZQRbLIDg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:18:11 UTC to 2025-09-16 17:25:28 UTC

**PHONE\_CALL** | Customer (RtS-Ea21...) | 2025-09-16 17:18:11 UTC

### AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 17:24:13 UTC

Live Team Notes Serial Numbers:25h4307357rt FW:3.00.05 Issue/ Need: returned the collar, wants the sub plan reimbursement, sent on Saturday Troubleshooting & Actions Taken: Asking if cx canceled the plan, cx will receive refund of the sub plan with collar refund once we send the refund Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 17:24:53 UTC

**From:** support@halocollar.com

**To:** rebeccameisner2@gmail.com

**Subject:** Halo Support Follow Up

Hello Becky, Thank you for calling Halo Support today. This is Heather O. It was truly a pleasure speaking with you. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 17:25:28 UTC | Status: CLOSED

## Conversation: ZXS8DAc0SLaxH\_Clse4SnQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:18:13 UTC to 2025-09-16 17:18:33 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:18:13 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:18:14 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:18:32 UTC

**From:** support@halocollar.com

**To:** rfente@bowdoin.edu

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Robert, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:18:33 UTC | Status: CLOSED

## Conversation: GUEoe-mERu2OvkYypktMXA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:18:46 UTC to 2025-09-16 17:19:07 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:18:46 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:18:46 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:19:06 UTC

**From:** support@halocollar.com

**To:** jcal4405@hotmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Jordan, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:19:07 UTC | Status: CLOSED



## Conversation: 7FqSPSRJQ6CB1vv77EvzuA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:19:20 UTC to 2025-09-16 17:19:38 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:19:20 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:19:20 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:19:37 UTC

**From:** support@halocollar.com

**To:** priscilla.liebenthal@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Priscilla, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:19:38 UTC | Status: CLOSED

## Conversation: 4dQPbZR4ShW4ERFB-Mwadg

Messages: 6 | Customers: 1 | Duration: 2025-09-16 17:20:11 UTC to 2025-09-16 21:22:57 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:20:11 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:20:12 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:26:22 UTC

**From:** support@halocollar.com

**To:** jte4444@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Joyce, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:26:22 UTC | Status: CLOSED

### EMAIL | Customer (4Sbx3JRw...) | 2025-09-16 21:22:57 UTC

**From:** jte4444@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Hello, Thanks for following up. Customer service has been very helpful, however, because our home is brand new and is not yet included on any of the online map services, we are apparently unable to use the Halo product to create an e-fence. Had we been able to create a fence by walking the boundaries, it might have worked, but my understanding is that is no longer something Halo offers. Additionally, we tried to use other features of the collars, but the app was extremely slow to switch from one dog to the dog that needed to be corrected at that moment. If you have any other suggestions, we are open to them, but it seems like it's just not going to work in our situation. \*Joyce Eastman\*  
\*jte4444@gmail.com \* 301-257-4939\* On Tue, Sep 16, 2025 at 1:26 PM Halo Collar wrote: > Hello Joyce, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar > Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar > hasn't gone as expected. Thank you for taking the time to share your > feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, > and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us > — whichever is > easier for you. I'm here and ready to help however I can. > > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, > Bree > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

**STATUS CHANGE** | Customer (4Sbx3JRw...) | 2025-09-16 21:22:57 UTC | Status: OPEN

## Conversation: WQv6s7DhSzqNqp-skM2btg

Messages: 10 | Customers: 1 | Duration: 2025-09-16 17:20:31 UTC to 2025-09-16 19:25:04 UTC

**Customer (hqujZGYh...)** | 2025-09-16 17:20:31 UTC | halocollar.com

Good afternoon. I got an alert today about a recall on one of the colors. I verified my shipping address and a new one is on the way. However, after that, it un synced the collar so now he does not have one until the other gets here. I have livestock guardian dogs, and it is imperative that I keep them on the property.

**Customer (hqujZGYh...)** | 2025-09-16 17:20:47 UTC | halocollar.com

Collars

**System/AI** | 2025-09-16 17:21:20 UTC | halocollar.com

I'm sorry to hear about the inconvenience. When a collar is recalled and a replacement is initiated, the old collar is automatically unsynced and removed from your account for safety reasons. You can track your replacement's status using the Order Status Dashboard. In the meantime, please ensure your property is secure for your livestock guardian dogs. If you have any further questions or need assistance, feel free to reach out. We're here to help!

**Customer (hqujZGYh...)** | 2025-09-16 17:21:57 UTC | halocollar.com

my property is secure, but with the increase in coyote activity it ensures they don't leave the property to get them

**System/AI** | 2025-09-16 17:22:33 UTC | halocollar.com

I'm glad to hear your property is secure. Keeping the dogs within these boundaries is crucial, especially with the increased coyote activity. Once your replacement collar arrives, it will help maintain these virtual boundaries using GPS without needing Wi-Fi or cellular data. If you need further assistance or updates on the shipping status, please let me know. I'm here to help ensure your dogs stay safe and secure on your property.

**Customer (hqujZGYh...)** | 2025-09-16 17:22:40 UTC | halocollar.com

The way I read it. It was a battery issue, so would that make it unsafe for him to wear until the new one got here?

**System/AI** | 2025-09-16 17:23:08 UTC | halocollar.com

Hi there! Yes, if there was a recall due to a battery issue, it's best not to use the collar until the replacement arrives. The recall indicates potential safety concerns, so waiting for the new collar is the safest option for your dog. If you have any more questions or need immediate help, feel free to reach out to customer support. Your dog's safety is our top priority!

**Customer (hqujZGYh...)** | 2025-09-16 17:23:48 UTC | halocollar.com

OK. Thank you for all your help!

**System/AI** | 2025-09-16 17:24:07 UTC | halocollar.com

You're welcome! If you have any more questions or need assistance in the future, don't hesitate to reach out. Take care and stay safe!

**STATUS CHANGE** | Unknown | 2025-09-16 19:25:04 UTC | Status: CLOSED

## Conversation: 8KI53qwXQYSDQJuFnIjpEg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:20:41 UTC to 2025-09-16 17:21:01 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 17:20:41 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 76jKdDJqQKG1X52gm4kjGg

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 17:20:41 UTC

Live Team Notes Serial Numbers:25h4173511rt FW: v.03.00.05 Issue/ Need: Collar will not charge, no lights since yesterday Troubleshooting & Actions Taken: Cx does not have the collar she is at work at the moment Sending cx ts steps for dead unit, suggest she calls to ts together when she gets collar Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Tier 1 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 17:20:51 UTC

**From:** support@halocollar.com

**To:** meaghanroot@hotmail.ca

**Subject:** Halo Collar Troubleshooting Steps

Hello Meaghan, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively:

1. Check the Power SourceEnsure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer.
2. Check the Protective CaseSometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again.
3. Test the Charging EquipmentTo verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly.
4. Inspect Charging PortCheck the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting.
5. Perform a Hard ResetPlug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue.

If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend

Need more help? [support@halocollar.com](mailto:support@halocollar.com) | Halo Help Center

Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 17:21:01 UTC | Status: CLOSED

## Conversation: rsf5hqhlRFGGrEW3GPxFfPA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:21:32 UTC to 2025-09-16 18:05:35 UTC

### EMAIL | Customer (968ywX-O...) | 2025-09-16 17:21:32 UTC

**From:** christinarosland@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Shipping Label

Thank you! I'll send back asap. Just wondering, can you look up why collars malfunction? I have two HALO collars, and both have malfunctioned multiple times since purchased last fall. I am wondering if there is a common issue that I can prevent? Or if the halo collar is maybe not compatible with my dogs farm life? Thanks for your help! Christina On Mon, Sep 15, 2025 at 9:47 AM Halo Collar wrote: > Hello Christina, > My name is Jessica, and I hope you and your pup are doing well! > \*I've attached your PDF return label to this email.\* > > - Please use it to send your old collar back to us. > - The label will expire on 09/29/25, so please ship before that date. > > > If you have any questions or need help with anything along the way, I'm > here and happy to assist. > Thank you again for being part of the Halo Pack! > > With pawsitivity, > Jessica > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

### EMAIL | Agent (DRL3eEs5...) | 2025-09-16 18:04:53 UTC

**From:** support@halocollar.com

**To:** christinarosland@gmail.com

**Subject:** Re: Halo Collar Shipping Label

Hello Christina, Thank you for reaching back out. After reviewing your previous collar, it appears that it was reported for replacement by our daily diagnostics check due to a MEMS chip issue (GPS chip) as well as a battery/battery life issue. Since Spring of this year, our replacements include the fixes to these issues, and you shouldn't encounter them again once you receive the replacements. In the case that you do, you can absolutely contact us with the issue you're encountering that way we can take a closer look. Please let us know if you have any other questions. Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:21 PM "Christina Rosland" wrote: > Thank you! I'll send back asap. > > Just wondering, can you look up why collars malfunction? I have two HALO > collars, and both have malfunctioned multiple times since purchased last > fall. I am wondering if there is a common issue that I can prevent? Or if > the halo collar is maybe not compatible with my dogs farm life? > > Thanks for your help! > > Christina > > On Mon, Sep 15, 2025 at 9:47 AM Halo Collar wrote: > > > Hello Christina, > > > My name is Jessica, and I hope you and your pup are doing well! > > > \*I've attached your PDF return label to this email.\* > > > > - Please use it to send your old collar back to us. > > > - The label will expire on 09/29/25, so please ship before that date. > > > > > If you have any questions or need help with anything along the way, I'm > > here and happy to assist. > > Thank you again for being part of the Halo Pack! > > > With pawsitivity, > > Jessica > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > >

**TOPIC CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 18:04:57 UTC

Added: w4-N2LKvQhW0agGKylANbg, yuytZ0lnRc2UDUrYWXc\_JQ

### AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 18:05:32 UTC

Sent cx malfunction reason for 25h4084791rt; memschipfail, battery issue, gas init fail

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 18:05:35 UTC | Status: CLOSED



## Conversation: Z0luY3Z9S2q0XtGr\_0nNFA

Messages: 11 | Customers: 1 | Duration: 2025-09-16 17:21:41 UTC to 2025-09-16 23:55:25 UTC

**EMAIL | Customer (WQNAjq3R...) | 2025-09-16 17:21:41 UTC**

**From:** meadowanncathers@gmail.com

**To:** support@halocollar.com

**Subject:** Warranty Request: AW-20250913-45579

Goodafternoon again, I received an email on the 13th with my warranty request and collar serial number. This is my fourth time reaching out in regards to this situation. I need that collar to ship. My Halo App removed my dogs old collar and I can not use it. Who can I contact in regards to that. Ridiculous this happened on last week and I have not received any information, very unhappy with the services you have provided. I don't understand why I haven't received any shipping information and why this issue wasn't taken seriously or expedited. I am in need of the collar, my dog can not go without it. If I don't receive the correct information that will help me actually get my new collar, I will be looking for another option at this point. Thank you Meadow Cathers

**EMAIL | Customer (WQNAjq3R...) | 2025-09-16 17:25:49 UTC**

**From:** meadowanncathers@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Warranty Request: AW-20250913-45579

I have not received an order number or email in regards to my situation. I want a number of someone who is in charge, I am tired of reaching out to people and platforms that are no assistance. Should not have taken more than 3 days for the collar to ship, especially when I expressed it was shocking my dog repeatedly. I have only had the collar for 4 months, no reason for it to malfunction then your company not take the situation seriously. On Tue, Sep 16, 2025 at 1:22 PM Halo Collar wrote: > We're sorry to hear about the inconvenience you're experiencing. To check > the status of your warranty replacement, please visit the Order Status > Dashboard using your order > number and email. > > If you haven't received a shipping confirmation email, please check your > spam or junk folders. For immediate assistance, we recommend contacting our > live support team through the Halo Dog Park. You can join a session via the > Halo App under Settings > Halo Dog Park > Halo Support > Join Session. > > Alternatively, you can reach out to our support team via email at > support@halocollar.com or by phone at (214) 238-9788. We're here to help > and ensure you receive your new collar promptly! > The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 5:21 PM "Meadow Cathers" meadowanncathers@gmail.com> wrote: > > Goodafternoon again, > I received an email on the 13th with my warranty request and collar serial > number. This is my fourth time reaching out in regards to this situation. > I need that collar to ship. My Halo App removed my dogs old collar and I > can not use it. Who can I contact in regards to that. Ridiculous this > happened on last week and I have not received any information, very unhappy > with the services you have provided. I don't understand why I haven't > received any shipping information and why this issue wasn't taken seriously > or expedited. I am in need of the collar, my dog can not go without it. If > I don't receive the correct information that will help me actually get my > new collar, I will be looking for another option at this point. > Thank you > Meadow Cathers > >

**EMAIL | Customer (WQNAjq3R...) | 2025-09-16 17:28:24 UTC**

**From:** meadowanncathers@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Warranty Request: AW-20250913-45579

Thank you. Will be waiting for the support teams response. On Tue, Sep 16, 2025 at 1:27 PM Halo Collar wrote: > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to



assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 5:25 PM "Meadow Cathers" meadowanncathers@gmail.com> wrote: > > I have not received an order number or email in regards to my situation. I > want a number of someone who is in charge, I am tired of reaching out to > people and platforms that are no assistance. Should not have taken more > than 3 days for the collar to ship, especially when I expressed it was > shocking my dog repeatedly. I have only had the collar for 4 months, no > reason for it to malfunction then your company not take the situation > seriously. > > On Tue, Sep 16, 2025 at 1:22 PM Halo Collar > wrote: > > We're sorry to hear about the inconvenience you're experiencing. To check >> the status of your warranty replacement, please visit the Order Status >> Dashboard using your order >> number and email. >> >> If you haven't received a shipping confirmation email, please check your >> spam or junk folders. For immediate assistance, we recommend contacting our >> live support team through the Halo Dog Park. You can join a session via the >> Halo App under Settings > Halo Dog Park > Halo Support > Join Session. >> >> Alternatively, you can reach out to our support team via email at >> support@halocollar.com or by phone at (214) 238-9788. We're here to help >> and ensure you receive your new collar promptly! >> The Halo Collar Virtual Assistant >> >> On Tuesday, September 16, 2025, 5:21 PM "Meadow Cathers" > meadowanncathers@gmail.com> wrote: >> >> Goodafternoon again, >> I received an email on the 13th with my warranty request and collar >> serial number. This is my fourth time reaching out in regards to this >> situation. >> I need that collar to ship. My Halo App removed my dogs old collar and I >> can not use it. Who can I contact in regards to that. Ridiculous this >> happened on last week and I have not received any information, very unhappy >> with the services you have provided. I don't understand why I haven't >> received any shipping information and why this issue wasn't taken seriously >> or expedited. I am in need of the collar, my dog can not go without it. If >> I don't receive the correct information that will help me actually get my >> new collar, I will be looking for another option at this point. >> Thank you >> Meadow Cathers >> >> >>

**EMAIL | Agent (chgMWdgtT...) | 2025-09-16 17:47:37 UTC**

**From:** support@halocollar.com

**To:** meadowanncathers@gmail.com

**Subject:** Re: Warranty Request: AW-20250913-45579

Subject: Your Halo Collar Replacement Hello Meadow, This is Brandon from Halo Support! I hope you're having a wonderful day. I'm really sorry to hear that your collar needed to be replaced. We understand how important it is for you and your pup! Typically, our warranty replacements arrive within 3-5 business days, and since today marks 2 business days, we're still right on track. We try to get the warranty collars shipped as fast as we can. Your collar should be shipping very soon! I'll also set a reminder to check on your order tomorrow to see if it's on its way. As soon as your order ships, you'll receive an email with your tracking details, allowing you to monitor the delivery. You track your order here: Halo Collar Order Tracking If you have any more questions, please don't hesitate to let us know. Thank you for being part of the Halo Family! Take care, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 1:28 PM "Meadow Cathers" wrote: > Thank you. Will be waiting for the support teams response. > > On Tue, Sep 16, 2025 at 1:27 PM Halo Collar wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 5:25 PM "Meadow Cathers" > meadowanncathers@gmail.com> wrote: > > > > I have not received an order number or email in regards to my situation. I > > want a number of someone who is in charge, I am tired of reaching out to > > people and platforms that are no assistance. Should not have taken more > > than 3 days for the collar to ship, especially when I expressed it was > >



EMAIL | Customer (WQNAjq3R...) | 2025-09-16 17:49:40 UTC

Thank you Brandon. I will be waiting to receive the email tomorrow then. It's of a lot of importance right now! On Tue, Sep 16, 2025 at 1:47 PM Halo Collar wrote: > Subject: Your Halo Collar Replacement > > Hello Meadow, > > This is Brandon from Halo Support! I hope you're having a wonderful day. > > I'm really sorry to hear that your collar needed to be replaced. We > understand how important it is for you and your pup! Typically, our > warranty replacements arrive within 3-5 business days, and since today > marks 2 business days, we're still right on track. We try to get the > warranty collars shipped as fast as we can. Your collar should be shipping > very soon! I'll also set a reminder to check on your order tomorrow to see > if it's on its way. > > - As soon as your order ships, you'll receive an email with your > tracking details, allowing you to monitor the delivery. > - You track your order here:\* Halo Collar Order Tracking\*> > - > > If you have any more questions, please don't hesitate to let us know. > Thank you for being part of the Halo Family! > > Take care, > Brandon > Halo Senior Customer Support > Halo Collar | Here for you and your best friend ■ > > On Tuesday, September 16, 2025, 1:28 PM "Meadow Cathers" meadowanncathers@gmail.com> wrote: > > Thank you. Will be waiting for the support teams response. > > On Tue, Sep 16, 2025 at 1:27 PM Halo Collar > wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer >> support team, and they will be in touch with you within the next 24 hours >> to assist you further. For a quicker resolution, we highly suggest reaching >> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → >> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any >> requested permissions. You can also join us via web using this link >> <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 >> >> On Tuesday, September 16, 2025, 5:25 PM "Meadow Cathers" > meadowanncathers@gmail.com> wrote: >> >> I have not received an order number or email in regards to my situation. >> I want a number of someone who is in charge, I am tired of reaching out to >> people and platforms that are no assistance. Should not have taken more >> than 3 days for the collar to ship, especially when I expressed it was >> shocking my dog repeatedly. I have only had the collar for 4 months, no >> reason for it to malfunction then your company not take the situation >> seriously. >> >> On Tue, Sep 16, 2025 at 1:22 PM Halo Collar >> wrote: >> >>> We're sorry to hear about the inconvenience you're experiencing. To >>> check the status of your warranty replacement,

please visit the Order >>> Status Dashboard using your >>> order number and email. >>>  
>>> If you haven't received a shipping confirmation email, please check your >>> spam or  
junk folders. For immediate assistance, we recommend contacting our >>> live support  
team through the Halo Dog Park. You can join a session via the >>> Halo App under  
Settings > Halo Dog Park > Halo Support > Join Session. >>> >>> Alternatively, you can  
reach out to our support team via email at >>> support@halocollar.com or by phone at  
(214) 238-9788. We're here to >>> help and ensure you receive your new collar promptly!  
>>> The Halo Collar Virtual Assistant >>> >>> On Tuesday, September 16, 2025, 5:21 PM  
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number. This is my fourth time reaching out in regards to this >>> situation. >>> I need  
that collar to ship. My Halo App removed my dogs old collar and I >>> can not use it. Who  
can I contact in regards to that. Ridiculous this >>> happened on last week and I have not  
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understand why I haven't >>> received any shipping information and why this issue wasn't  
taken seriously >>> or expedited. I am in need of the collar, my dog can not go without it. If  
>>> I don't receive the correct information that will help me actually get my >>> new collar,  
I will be looking for another option at this point. >>> Thank you >>> Meadow Cathers >>>  
>>> >>> >> >

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 17:49:40 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason  
for Escalation: (Explain Why) CX is upset that their warranty rep AW-20250913-45579  
hasn't shipped yet Recap (When/Where/What the customer wants) Informed them they  
are typically delivered within 3-5 business days and today is only the 2nd day Making a  
task to check if collar has shipped tom afternoon Is This Resolved/Follow-Up Required?  
Resolved If Follow Up Is Required (What/When) Optional Additional Info:

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 17:51:30 UTC**

**From:** support@halocollar.com

**To:** meadowanncathers@gmail.com

**Subject:** Re: Warranty Request: AW-20250913-45579

Hello Meadow, You're welcome. I totally understand its importance. My dog also uses a  
Halo Collar every time he goes out the door. I have a reminder set to check on it tomorrow.  
Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your  
best friend ■ On Tuesday, September 16, 2025, 1:49 PM "Meadow Cathers" wrote: >  
Thank you Brandon. I will be waiting to receive the email tomorrow then. > It's of a lot of  
importance right now! > > On Tue, Sep 16, 2025 at 1:47 PM Halo Collar wrote: > > >  
Subject: Your Halo Collar Replacement > > > Hello Meadow, > > > This is Brandon  
from Halo Support! I hope you're having a wonderful day. > > > I'm really sorry to hear  
that your collar needed to be replaced. We > > understand how important it is for you and  
your pup! Typically, our > > warranty replacements arrive within 3-5 business days, and  
since today > > marks 2 business days, we're still right on track. We try to get the > >  
warranty collars shipped as fast as we can. Your collar should be shipping > > very soon!  
I'll also set a reminder to check on your order tomorrow to see > > if it's on its way. > > >  
> > - As soon as your order ships, you'll receive an email with your > > tracking details,  
allowing you to monitor the delivery. > > - You track your order here:\* Halo Collar Order  
Tracking\* > > > > - > > > If you have any more questions, please don't hesitate to let us  
know. > > Thank you for being part of the Halo Family! > > > Take care, > > Brandon > >  
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web using this link >>> <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270  
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**TOPIC CHANGE** | Agent (chgMWdgT...) | 2025-09-16 17:53:32 UTC

Added: yuytZ0InRc2UDUrYWXc\_JQ, w4-N2LKvQhW0agGKylANbg

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 17:53:35 UTC | Status: CLOSED

**EMAIL | Customer (WQNAjq3R...) | 2025-09-16 23:55:25 UTC**

**From:** meadowanncathers@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Warranty Request: AW-20250913-45579

Thank you so much for the update! On Tue, Sep 16, 2025 at 1:51 PM Halo Collar wrote: > Hello Meadow, > > You're welcome. I totally understand its importance. My dog also uses a > Halo Collar every time he goes out the door. I have a reminder set to check > on it tomorrow. > > Best Regards, > Brandon > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend ■ > > On Tuesday, September 16, 2025, 1:49 PM "Meadow Cathers" meadowanncathers@gmail.com> wrote: > > Thank you Brandon. I will be waiting to receive the email tomorrow then. > It's of a lot of importance right now! > > On Tue, Sep 16, 2025 at 1:47 PM Halo Collar > wrote: > > > Subject: Your Halo Collar Replacement > > > Hello Meadow, > > > This is Brandon from Halo Support! I hope you're having a wonderful day. > > > I'm really sorry to hear that your collar needed to be replaced. We > > understand how important it is for you and your pup! Typically, our > > warranty replacements arrive within 3-5 business days, and since today > > marks 2 business days, we're still right on track. We try to get the > > warranty collars shipped as fast as we can. Your collar should be shipping > > very soon! I'll also set a reminder to check on your order tomorrow to see > > if it's on its way. > > > > > - As soon as your order ships, you'll receive an email with your > > tracking details, allowing you to monitor the delivery. > > > - You track your order here: \* Halo Collar Order Tracking\* > > > > > - > > > If you have any more questions, please don't hesitate to let us know. > > Thank you for being part of the Halo Family! > > > Take care, > > Brandon > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend ■ > > > On Tuesday, September 16, 2025, 1:28 PM "Meadow Cathers" > meadowanncathers@gmail.com> wrote: > > > Thank you. Will be waiting for the support teams response. > > > On Tue, Sep 16, 2025 at 1:27 PM

Halo Collar >> wrote: >> >>> Thank you for reaching out! I've shared your inquiry with our customer >>> support team, and they will be in touch with you within the next 24 hours >>> to assist you further. For a quicker resolution, we highly suggest reaching >>> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → >>> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any >>> requested permissions. You can also join us via web using this link >>> <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 >>> >>> On Tuesday, September 16, 2025, 5:25 PM "Meadow Cathers" >> meadowanncathers@gmail.com> wrote: >>> >>> I have not received an order number or email in regards to my situation. >>> I want a number of someone who is in charge, I am tired of reaching out to >>> people and platforms that are no assistance. Should not have taken more >>> than 3 days for the collar to ship, especially when I expressed it was >>> shocking my dog repeatedly. I have only had the collar for 4 months, no >>> reason for it to malfunction then your company not take the situation >>> seriously. >>> >>> On Tue, Sep 16, 2025 at 1:22 PM Halo Collar >>> wrote: >>> >>>> We're sorry to hear about the inconvenience you're experiencing. To >>>> check the status of your warranty replacement, please visit the Order >>>> Status Dashboard using your >>>> order number and email. >>>> >>>> If you haven't received a shipping confirmation email, please check >>>> your spam or junk folders. For immediate assistance, we recommend >>>> contacting our live support team through the Halo Dog Park. You can join a >>>> session via the Halo App under Settings > Halo Dog Park > Halo Support > >>>> Join Session. >>>> >>>> Alternatively, you can reach out to our support team via email at >>>> support@halocollar.com or by phone at (214) 238-9788. We're here to >>>> help and ensure you receive your new collar promptly! >>>> The Halo Collar Virtual Assistant >>>> >>>> On Tuesday, September 16, 2025, 5:21 PM "Meadow Cathers" >>> meadowanncathers@gmail.com> wrote: >>>> >>>> Goodafternoon again, >>>> I received an email on the 13th with my warranty request and collar >>>> serial number. This is my fourth time reaching out in regards to this >>>> situation. >>>> I need that collar to ship. My Halo App removed my dogs old collar and >>>> I can not use it. Who can I contact in regards to that. Ridiculous this >>>> happened on last week and I have not received any information, very unhappy >>>> with the services you have provided. I don't understand why I haven't >>>> received any shipping information and why this issue wasn't taken seriously >>>> or expedited. I am in need of the collar, my dog can not go without it. If >>>> I don't receive the correct information that will help me actually get my >>>> new collar, I will be looking for another option at this point. >>>> Thank you >>>> Meadow Cathers >>>> >>>> >>>> >>> >> >

**STATUS CHANGE** | Customer (WQNAjq3R...) | 2025-09-16 23:55:25 UTC | Status: OPEN

## Conversation: unpks2zIRF-GFsj-bjw-CA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:24:17 UTC to 2025-09-16 17:36:01 UTC

**PHONE\_CALL** | Customer (gqUfSCgM...) | 2025-09-16 17:24:17 UTC

**EMAIL** | Agent (t75aKvM6...) | 2025-09-16 17:32:59 UTC

**From:** support@halocollar.com

**To:** scvan05@gmail.com

**Subject:** Halo Support Follow Up

Hello Susanna, Thank you for calling Halo Support today. This is Ronald. It was truly a pleasure speaking with you and learning more about you and your pups. Below you will find the shipping label for returning your collars. You can place both in the same package. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (t75aKvM6...) | 2025-09-16 17:35:52 UTC

First and Last Name: Susanna Van Norman Email: scvan05@gmail.com Collar SN: Collar  
FW: Resources: AP Answer Recap/TS: CX trying to return collars due to size of dogs  
Getting error with email Email on order was misspelled Next Steps: Processed return for  
CX Emailed shipping label to CX

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 17:36:00 UTC

Added: -rDYn0fXSg2NQk6Xw6PZDA

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 17:36:01 UTC | Status: CLOSED

## Conversation: bwQa9g9LQJ-dBS8OrL-13g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:26:25 UTC to 2025-09-16 17:30:52 UTC

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 17:26:25 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 17:29:25 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 17:29:30 UTC

Live Team Notes Serial Numbers: 24h3182305rt FW: v.02.08.11 Issue/ Need: cx needs to cancel the plan. They are not using the collar anymore. Troubleshooting & Actions Taken: Helped cx to cancel the current plan per the cx request. Cx no longer uses the collar. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 17:30:49 UTC

**From:** support@halocollar.com

**To:** katrina.klokkevold@yahoo.com

**Subject:** Halo Collar Subscription Update

Hello Katrina, Thanks for reaching out to Halo Support! My name is Aaron. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! With pawstivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 17:30:52 UTC | Status: CLOSED

## Conversation: LjS6GNbKQFerYisM0DLfhA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:26:35 UTC to 2025-09-16 17:26:53 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:26:35 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:26:35 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:26:53 UTC

**From:** support@halocollar.com

**To:** teresarosefoster1934@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Teresa, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:26:53 UTC | Status: CLOSED



## Conversation: Zq\_K-sGjRiWESYBjNbN\_Sg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:27:03 UTC to 2025-09-16 17:31:07 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 17:27:03 UTC

Added: w4-N2LKvQhW0agGKylANbg, WprjYFTuRsSIVmqirbejqg, oa5e98htSpOozRqx9wftLg

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 17:27:05 UTC

Live Team Notes Serial Numbers: 23h2141173rt FW: v.02.08.11 Issue/ Need: Cx got notification of critical issue ; mailing address link isn't working Troubleshooting & Actions Taken: mailing link doesn't work due to cx being 467 days pass warranty window; offer HC doesn't want to opt in halo care due to having she opted in a year ago for the same issue Told cx that that would be the the best course of action to retrieving a replacement Assisted cx in opting in HC Also told cx how to replace afterwards with HC Sent follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (B63iEj1y...) | 2025-09-16 17:31:05 UTC

**From:** support@halocollar.com

**To:** urbanshawn@hotmail.com

**Subject:** Halo Collar: Thank you!

Hello Shawn, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! We appreciate you opting into the Halo Care Device Protection Program. With this coverage, you'll be able to receive a replacement collar for your pup. If you'd like step-by-step instructions on how to complete the replacement process, please click the link below. [How to Purchase Replacement Collars using Halo Care](#) If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 17:31:07 UTC | Status: CLOSED



## Conversation: 4FEQMhVbSIOMi84OwWuzw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 17:27:08 UTC to 2025-09-16 18:25:14 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:27:08 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:27:14 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:27:45 UTC

**From:** support@halocollar.com

**To:** jfontana85@aol.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Joe, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:27:46 UTC | Status: CLOSED

### EMAIL | Customer (0zevxmMj...) | 2025-09-16 18:14:43 UTC

**From:** jfontana85@aol.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Yes I would like to speak with someone who knows the next steps. Sent from the all new AOL app for iOS On Tuesday, September 16, 2025, 10:27 AM, Halo Collar wrote: Hello Joe, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Customer (0zevxmMj...) | 2025-09-16 18:14:43 UTC | Status: OPEN

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:25:13 UTC

**From:** support@halocollar.com

**To:** jfontana85@aol.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Hello Joe, Thank you for your quick response. Please use the scheduling link to schedule a call with a member of our team for a date and time that works the best for you. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:14 PM "jfontana85@aol.com" wrote: > Yes I would like to speak with someone who knows the next steps. > > > Sent from the all new AOL app for iOS > > > On Tuesday, September 16, 2025, 10:27 AM, Halo Collar wrote: >

> Hello Joe, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. > I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. > Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. > You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > > >

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:25:14 UTC | Status: CLOSED

## Conversation: x8j1x8KNSDKXJAIWcCEkAg

Messages: 12 | Customers: 1 | Duration: 2025-09-16 17:27:50 UTC to 2025-09-16 18:00:57 UTC

**PHONE\_CALL** | Customer (GJaGa3QE...) | 2025-09-16 17:27:50 UTC

**EMAIL | Agent (wIA9Uacl...) | 2025-09-16 17:30:34 UTC**

**From:** support@halocollar.com

**To:** haynesfarms1990@yahoo.com

**Subject:** Sully's Collar

Hello Stephanie, Please reply to this email with a picture of Sully's collar. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Customer (GJaGa3QE...) | 2025-09-16 17:39:37 UTC**

**From:** haynesfarms1990@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Sully's Collar

Stephanie Haynes 235 County Road 409 Section, Alabama 35771 Sent from my iPhone On Sep 16, 2025, at 12:30 PM, Halo Collar wrote: Hello Stephanie, Please reply to this email with a picture of Sully's collar. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**PHONE\_CALL** | Agent (wIA9Uacl...) | 2025-09-16 17:50:18 UTC

**AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 17:54:40 UTC**

Live Team Notes Serial Numbers: 25h4282276rt FW: 3.00.05 Issue/ Need: The collar was off the dog and lost some parts of the collar Troubleshooting & Actions Taken: Cx said they lost the part that holds the collar Adv to send pic, cx said it will take them a minute and asked for a call back in 10 mins, cx may need strap adjustment kit Adv will callback in 10 mins and to reply to the email with their shipping address Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, gladly notes Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 17:55:32 UTC**

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Stephanie Haynes Email: haynesfarms1990@yahoo.com Phone number: +12566385440 Collar SN: 25h4282276rt Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 235 County Road 409 City: Section State: Alabama Postal code:35771 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! 1x strap adjustment kit for H4 For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

**EMAIL | Agent (wIA9Uacl...) | 2025-09-16 17:55:55 UTC**

**From:** support@halocollar.com

**To:** haynesfarms1990@yahoo.com

**Subject:** Halo Support Accessories Order

Hello Stephanie, My name is Psyche, and I'll be assisting you. I've gone ahead and submitted the request to have your strap adjustment kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 1:39 PM "Byron Haynes" wrote: > Stephanie Haynes 235 County Road 409 Section, Alabama 35771 > > Sent from my iPhone > On Sep 16, 2025, at 12:30 PM, Halo Collar wrote: > > Hello Stephanie, > > Please reply to this email with a picture of Sully's collar. > With pawsitivity, > Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 17:55:59 UTC

Added: -LmskJFZShWIOOnMJuMqlA

**STATUS CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 17:56:01 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 17:56:28 UTC | Status: OPEN

**AGENT NOTE** | Agent (DRL3eEs5...) | 2025-09-16 18:00:55 UTC

Accessory Order Number-1660405

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 18:00:57 UTC | Status: CLOSED

## Conversation: AyMFFReGTWIrISxs1uIQ2g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:28:02 UTC to 2025-09-16 17:28:59 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:28:02 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:28:02 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:28:59 UTC

**From:** support@halocollar.com

**To:** nb12scott@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Nicole, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:28:59 UTC | Status: CLOSED

## Conversation: o2Zw0H3IRU2P4tFtlgBa8g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:28:15 UTC to 2025-09-16 18:05:06 UTC

### EMAIL | Customer (ITLbVXLj...) | 2025-09-16 17:28:15 UTC

**From:** jmiddleton@scrtc.com

**To:** support@halocollar.com

**Subject:** Halo Collar

We had purchased two halo collars at the same time last year and one of our collars has no issues at all. The other is having charging issues. This morning I took them both off charge and one was at 21 hours and the second was at 1.5 hours. Are you aware of a solution for this or is there an avenue for repairs. Joe Middleton, DNP, MSN, APRN, NP-C, CEN, CC/NRP, FACPE 1774 Spillman Road (x-apple-data-detectors://1/0) Cave City, Kentucky 42127 (x-apple-data-detectors://1/0) jmiddleton@scrtc.com (mailto:jmiddleton@scrtc.com) 270-537-5451

### EMAIL | Agent (JcamaQTb...) | 2025-09-16 17:47:12 UTC

**From:** support@halocollar.com

**To:** jmiddleton@scrtc.com

**Subject:** Re: Halo Collar

Hello Joe, Thank you for reaching out about the battery performance of your Halo Collar. My name is MeLissa, and I'll be assisting you. To get started, please follow the steps below to reset and evaluate the battery: Fully discharge the collar- Use the collar until the battery is completely drained and the device powers off. Leave it powered off for at least 5 hours- This rest period helps reset the battery behavior. Charge the collar fully- Plug it in and allow it to reach 100% without interruption. Monitor over the next 48 hours- Use the collar as usual and keep an eye on the battery life. If the issue persists after completing these steps, please reply to this email. We'll send your case to our Collar Evaluation Team to determine next steps. We're here to help! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:28 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 5:28 PM "Joe Middleton, DNP" wrote: > > We had purchased two halo collars at the same time last year and one of our collars has no issues at all. The other is having charging issues. This morning I took them both off charge and one was at 21 hours and the second was at 1.5 hours. Are you aware of a solution for this or is there an avenue for repairs. > > Joe Middleton, DNP, MSN, APRN, NP-C, CEN, CC/NRP, FACPE 1774 Spillman Road (x-apple-data-detectors://1/0) Cave City, Kentucky 42127 (x-apple-data-detectors://1/0) jmiddleton@scrtc.com (mailto:jmiddleton@scrtc.com) 270-537-5451

### AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 18:04:52 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Joe Middleton, DNP Email: jmiddleton@scrtc.com Phone Number: Collar SN: 24h3271961rt, 24h3271051rt Collar FW: v.03.00.05 Collar Purchased From: IPD Resources: Gladly AP KB T1 Recap/TS: The cx has two Halo 3s After a full night of charging, 1 collar is at 21 hours of battery life while the other collar is at 1.5 hours of battery life 24h3271051rt - Kouver's collar Battery level - 90% Last Heard - 1m ago 24h3271961rt - Ellie Mae's collar Battery level - 0% Last Heard -

1h 3m ago Sent follow-up email w/ Troubleshooting- Battery Life Next Steps: Wait for cx to reply to email

**TOPIC CHANGE** | Agent (JcamaQTb...) | 2025-09-16 18:05:05 UTC

Added: SMYZ9ncRSlyKFeGsLX1pew

**STATUS CHANGE** | Agent (JcamaQTb...) | 2025-09-16 18:05:06 UTC | Status: CLOSED

## Conversation: yuuN97kKSZGtk1j3zN-qKA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 17:29:07 UTC to 2025-09-16 17:53:57 UTC

**Customer (awZo9LHa...)** | 2025-09-16 17:29:07 UTC | halocollar.com

Hi. My dog is listed as unsafe and shows outside of her boundary, but she's in my kitchen.

**System/AI** | 2025-09-16 17:29:42 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**PHONE\_CALL** | Customer (ADIAu452...) | 2025-09-16 17:30:23 UTC

**EMAIL | Agent (YC\_UAXeV...)** | 2025-09-16 17:53:42 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [ddorman@windstream.net](mailto:ddorman@windstream.net)

**Subject:** Halo Support Follow Up

Hello Dan, Thank you for calling Halo Support today. This is Heather O. It was truly a pleasure speaking with you and learning more about you and your pup. Here is what we discussed: Steps to Perform a Hard Reset Plug the collar into the charger Place it on a flat surface with the charging cable facing up Press and hold the power button for 60 seconds Do not release early You may feel 3 vibrations and see a red flashing battery light, but continue holding for the full 60 seconds Release the button and wait 15–20 seconds The collar should restart automatically: The battery light will turn solid green briefly, then start flashing green The Paw LED will flash once when the collar turns back on What to Expect After a Hard Reset This will erase all GPS location data saved on the collar You will need to reinitialize GPS after completing the reset Orientation diagram How to take and send the screen recording if it happens again We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (YC\_UAXeV...)** | 2025-09-16 17:53:46 UTC

Live Team Notes Serial Numbers: 25h4273387rt FW: v.03.00.05 Issue/ Need: unsafe, showing different location, but in the house Jarett Troubleshooting & Actions Taken: check GPS, says antenna not correct, cx had to take it around yesterday to get it to work. Collar orientation correct with cx having in the hand. Low GPS 440 Stepped off porch and it now updated 2000 No GPS detected in house, so it is going to low. Cx can do a HR and then reinitialize GPS Cx needs to know the orientation Screen recording if it happens again Resources Used (provide details): (KB articles, Slack posts, internal docs.): ap

**TOPIC CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 17:53:56 UTC

Added: DWX7EuMeSkumrbZ8T4AUPQ

**STATUS CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 17:53:57 UTC | Status: CLOSED



## Conversation: feUXbLMyShupUkPbeUXJqw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:29:44 UTC to 2025-09-16 17:30:16 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:29:44 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:29:45 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:30:16 UTC

**From:** support@halocollar.com

**To:** buildingbodiesfc@aol.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Keri, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:30:16 UTC | Status: CLOSED

## Conversation: fyVmGk-gSMWzzb8S6aXAqQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 17:29:49 UTC to 2025-09-16 17:30:33 UTC

**Customer (JLpPMarN...)** | 2025-09-16 17:29:49 UTC | halocollar.com

My collar is not working as it should, can't get GPS to work properly and it will shock my dog inside the fence line

**System/AI** | 2025-09-16 17:30:33 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: vXar\_pg6TBi5ldKxCtkATA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:30:32 UTC to 2025-09-16 17:31:43 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:30:32 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:30:32 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:31:43 UTC

**From:** support@halocollar.com

**To:** baisleysexpress@hotmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Rodney, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:31:43 UTC | Status: CLOSED

Conversation: qdVOxvf0SGuPkdwEwdmLNg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 17:30:46 UTC to 2025-09-16 19:32:09 UTC

EMAIL | Customer (FZxbsyWy...) | 2025-09-16 17:30:46 UTC

**From:** carlynolsson@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Your receipt from Halo Collar #2920-4659

[illegible]

> > > > Halo Collar > > > >  
 Receipt from Halo Collar > \$14.99 > Paid August 21, 2025 > > > [image: invoice  
 illustration] > Download invoice > > Download receipt > > > Receipt number 2920-4659  
 > > Invoice number 8BCBA485-0026 > > Payment method [image: American Express] -  
 2016 > > > > Receipt #2920-4659 > > > Aug 21 – Sep 21, 2025 > > > > Silver  
 Subscription Plan > > > Qty 1 > > > First 1 > > > Qty 1 > \$0.00 > > > Flat fee for first 1 > >  
 > Qty 0 > \$14.99 > > > Halo Care Subscription Plan > > > Qty 0 > \$0.00 > > > Sales Tax  
 calculated by AvaTax > > > Qty 1 > \$0.00 > > > > > Total > \$14.99 > > > > > Amount  
 paid > \$14.99 > > > > > Questions? Visit our support site , > contact us at  
 support@halocollar.com, or call us at +1 214-712-2270 > . > > > > > Powered by [image:  
 stripe logo] > | > Learn more about Stripe Billing > > > > >

**STATUS CHANGE** | Unknown | 2025-09-16 19:32:09 UTC | Status: CLOSED

## Conversation: oYQVMqj7ScqSbD5rW1yhzA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:30:53 UTC to 2025-09-16 17:47:32 UTC

### AGENT NOTE | Agent (CCEwld9i...) | 2025-09-16 17:30:53 UTC

Live Team Notes Serial Numbers: 25h4175778rt FW: v.03.00.05 Issue/ Need: Customer called frustrated about being on his 4th warranty collar within 9 months of purchase. Customer requested that the replacement collar be shipped overnight. Agent advised customer that overnight shipping cannot be promised but will escalate the request. Troubleshooting & Actions Taken: Tier one Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (CCEwld9i...) | 2025-09-16 17:30:57 UTC

**From:** support@halocollar.com

**To:** justinfrey333@gmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Justin, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (CCEwld9i...) | 2025-09-16 17:47:11 UTC

**From:** support@halocollar.com

**To:** justinfrey333@gmail.com

**Subject:** Update on Your Warranty Collar Replacement

Hello Justin, Thank you for reaching out. I wanted to let you know that unfortunately, we are not able to expedite or overnight your replacement collar at this time. Please rest assured that we will notify you by email as soon as your collar (Serial Number: 25h4175778rt) ships out, so you'll have the tracking details right away. We sincerely apologize for the inconvenience this may cause and truly understand your frustration. Your experience matters to us, and we appreciate your patience as we work to get your replacement to you as quickly as possible through our standard process. Thank you for being part of the Halo Pack. With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:30 PM support@halocollar.com wrote: > Hello Justin, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions

or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Adella > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (CCEwld9i...) | 2025-09-16 17:47:31 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, WprjYFTuRsSIVmqirbejqg, dG-ljZuyRaaSTewLvto6tw

**STATUS CHANGE** | Agent (CCEwld9i...) | 2025-09-16 17:47:32 UTC | Status: CLOSED

## Conversation: KKm-qn9NT\_KB-Ta9FOkxzQ

Messages: 11 | Customers: 1 | Duration: 2025-09-16 17:31:07 UTC to 2025-09-16 21:55:06 UTC

**PHONE\_CALL** | Customer (0wVmmFb3...) | 2025-09-16 17:31:07 UTC

### AGENT NOTE | Agent (WCBmyO3-...) | 2025-09-16 17:41:18 UTC

Account Info Customer First and Last Name: Mark Woods Customer Email: mwcllc426@gmail.com Collar Serial Number: 25h4283703rt Firmware Build: Previous tickets related to the issue?: Notes Issue/Question/Request(s) recap Cx needs to cancel their plan because their dog took the collar off and ran away. Cx plans to get another dog to use the collar for. Applicable Articles/Resources Next Steps (Was it solved or are you following up with additional steps, if so what steps?)

**TOPIC CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 17:41:24 UTC

Added: Of8t8viJQcq6OAbjGHi0iQ

### AGENT NOTE | Agent (WCBmyO3-...) | 2025-09-16 17:44:34 UTC

IRT Escalation Customer's Name: Mark Woods Customer's Email: mwcllc426@gmail.com Customer's Phone Number: Customer's Preferred Contact Method: Serial Number (for Collar worn at the time of the incident): 25h4283703rt Incident Details General Overview & Details (What happened? Please be as detailed as possible.): Cx's dog removed the collar on his own and ran away. Cx is okay about it and they plan to get another dog. This is just an alert that the dog removed the collar on his own. Time of Incident: Date of Incident: Dog's Condition (Injured? Lost? Deceased?): Please reference this article for more information. [<https://support.halocollar.com/hc/en-us/articles/18003018961303-AGENT-ONLY-Lost-and-Injured-Dog-Escalation-Steps?source=search>]

**TOPIC CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 17:44:49 UTC

Added: GpLOFctNRx2TOFNGSnsmlA

### AGENT NOTE | Agent (KshEi1Yy...) | 2025-09-16 18:07:17 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) The cx reached out to let us know that their dog went missing. Recap (When/Where/What the customer wants) The cx would like to cancel their plan temporarily. Their dog removed the collar and then ran away. Their dog is currently missing, but this happened due to the dog removing his collar The cx plans to get another dog to use the collar on. Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Have CET determine if collar is safe to continue use. Cancel plan for the cx. Optional Additional Info:

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 19:13:02 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (iBPLP4RB...) | 2025-09-16 19:24:57 UTC | Status: OPEN

### AGENT NOTE | Agent (iBPLP4RB...) | 2025-09-16 19:24:59 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Serial Number: 25h4283703rt Recap (When/Where/What the customer wants) Cx's dog removed the collar on his own and ran away. Cx is okay about it and they plan to get another dog. This is just an alert that the dog removed the collar on his own. Is This Resolved/Follow-Up Required? Y If Follow Up Is Required (What/When) IRT will follow up with the customer. Optional Additional Info: Workbook reports no critical issues in the last 30 days. Note that AP reports the collar was last heard on 8-30-25 when its battery showed 0% charge. Diagnostic data reports no hardware errors in the last 30 days. Telemetry data report no wi-fi connection. The customer should connect the collar to a wi-fi network for better GPS accuracy.

### EMAIL | Agent (KshEi1Yy...) | 2025-09-16 21:55:06 UTC

**From:** support@halocollar.com

**To:** mwcllc426@gmail.com

**Subject:** Halo Management

Hi Mark, My name is Marissa and I'm with Halo's Management Team. We're so sad to hear that Bruno has gone missing. We take situations like this very seriously, so we had our Collar Evaluation Team look into the collar. Everything looks technically sound, so it should be okay to use once he returns or for another dog, as you suggested. Please let us know if you have any other questions or concerns, in the meantime. We are here to support you. Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 21:55:06 UTC | Status: CLOSED



## Conversation: 8h1sxlVZRqe9D8AxpH0ukg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 17:31:33 UTC to 2025-09-16 17:47:58 UTC

**Customer (BOWQTj1M...)** | 2025-09-16 17:31:33 UTC | halocollar.com

I need to talk to a customer service representative

**System/AI** | 2025-09-16 17:31:45 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

*PHONE\_CALL | Customer (w-cfDq88...) | 2025-09-16 17:32:58 UTC*

*TOPIC CHANGE | Agent (TXZmSWWr...) | 2025-09-16 17:47:31 UTC*

*Added: 2ne7xWQcT7SR-eLsslslsQ*

**EMAIL | Agent (TXZmSWWr...)** | 2025-09-16 17:47:37 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [kimallen254@gmail.com](mailto:kimallen254@gmail.com)

**Subject:** Halo Support: Collar Inquiry

Hello Kim, Thanks for giving us a call at Halo Support today, it was a pleasure speaking with you. We hope we were able to get everything taken care of for you today. We apologize for any inconvenience caused. If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! Thank you for choosing Halo! ■ With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (TXZmSWWr...)** | 2025-09-16 17:47:56 UTC

First and Last Name: Kim Allen Email: [kimallen254@gmail.com](mailto:kimallen254@gmail.com) Phone: +15082541605 Serial number: 25h4210583rt Firmware Build: v.03.00.05 Purchased From: Halo 1607057 Recap/TS: Customer advised the hand is grayed out at times on the app Resources: AP Next Steps: Customer advised it does not appear to be a connectivity issue Provided collar fitment information Advised customer to delete and reinstall the app Customer advised that they are new to the collar and have not completed the training and are just starting to use the contact tips in the collar Advised customer to please watch the training videos Customer is going to visit dog park for visual assistance if they continue to experience further issues.

*STATUS CHANGE | Agent (TXZmSWWr...) | 2025-09-16 17:47:58 UTC | Status: CLOSED*

## Conversation: On1pD6o4SEmp3-qHBAqd2A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:32:00 UTC to 2025-09-16 17:35:16 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:32:00 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:32:01 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:35:15 UTC

**From:** support@halocollar.com

**To:** melinda@m2exteriors.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Melinda, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:35:16 UTC | Status: CLOSED

## Conversation: cLLzwFkyRNKDhbR2Aj-pOA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:32:57 UTC to 2025-09-16 17:34:22 UTC

**Customer (MY-uagXx...) | 2025-09-16 17:32:57 UTC | halocollar.com**

Hello. We really want to LOVE this collar but have had nothing but issues sense purchasing. It has been replaced twice already and now it won't charge

**System/AI | 2025-09-16 17:33:36 UTC | halocollar.com**

I'm sorry to hear about the issues with your Halo Collar. If your collar isn't charging, try using a different USB-C cable and charging block, and make sure the charging port is clean. If these steps don't work, a warranty replacement might be necessary. For warranty replacements, check your email for a shipping confirmation to ensure the process is underway. If you need further assistance, our customer support team can guide you through the warranty process. Please let us know if you need any more help!

**Customer (MY-uagXx...) | 2025-09-16 17:34:06 UTC | halocollar.com**

Yes, I would love to speak to a customer service rep

**System/AI | 2025-09-16 17:34:22 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: Kpbm6efRSWSTFvhmoqJPGw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:33:03 UTC to 2025-09-16 17:34:32 UTC

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 17:33:03 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, Y5uQSdvuR02mJxp8qkYyqQ

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 17:33:03 UTC

Live Team Notes Bryan Kaseman Serial Numbers: 23h3402292rt / 23h3471827rt FW: 03.00.05 Issue/ Need: cx says he spoke to someone a week ago was asking for a MAG adaptor was sent incorrect one Troubleshooting & Actions Taken: Adv cx I would send him a MAG for his H3 Cx aware of shipping timeline Order #1660399 Resources Used (provide details): (KB articles, Slack posts, internal docs.): WOOCOM Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (qY4E785E...) | 2025-09-16 17:34:28 UTC

**From:** support@halocollar.com

**To:** bkcoast381@yahoo.com

**Subject:** Halo Collar: Thank you!

Hello Bryan, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I'm happy to let you know that your order for H3 MAG adaptor / cable and block has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 3-5 business days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status Your order # 1660399 Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 17:34:32 UTC | Status: CLOSED

## Conversation: O3iHrisrTP-LNwTyhxszmA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 17:35:12 UTC to 2025-09-16 18:03:57 UTC

PHONE\_CALL | Customer (mT2zMMlq...) | 2025-09-16 17:35:12 UTC

EMAIL | Agent (JcamaQTb...) | 2025-09-16 17:51:54 UTC

**From:** support@halocollar.com

**To:** ydefrenchi@yahoo.com

**Subject:** Halo Support Follow-Up

Hello Candyce, Thank you for calling Halo Support today. This is MeLissa. It was truly a pleasure speaking with you and learning more about you and your pup. As of right now, 9/16/2025, the collar you called in about is still linked to the other account I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

EMAIL | Agent (JcamaQTb...) | 2025-09-16 17:55:02 UTC

**From:** support@halocollar.com

**To:** ydefrenchi@yahoo.com

**Subject:** Re: Halo Support Follow-Up

Hello Candyce, Thank you for calling Halo Support today. This is MeLissa. It was truly a pleasure speaking with you and learning more about you and your pup. What is Halo Care? Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost - or for any other reason, such as wanting a new device or upgrading your older model to a newer model! The redemption price for the Halo Care plan depends on your membership plan. \* Bronze - \$199 Silver - \$174 Gold - \$149 You can enroll your collar(s) in Halo Care on the My Account screen when you are logged in to halocollar.com. Note: you can enroll in Halo Care at any time and redeem a reduced price replacement collar immediately. However, this subscription cannot be canceled for 60 days after enrollment. Halo Care is billed monthly at \$9.99 per collar Annual billing is available. If the Halo Care plan is canceled, remaining time will be used as a credited amount towards your next membership renewal. Save an additional \$25 on Halo Care or Halo Protection redemptions if you are a silver member. Save an additional \$50 on Halo Care or Halo Protection redemptions if you are a gold member. If you have multiple collars, you must enroll each one in Halo Care individually See Complete Halo Care Terms & Conditions Why Halo Care? The Halo lifestyle is about living life unleashed--and out in the world, anything can happen! This means you and your pup can get the most out of your Halo, with the confidence that you can easily get an affordable replacement if anything happens to your collar. Am I protected if I don't choose Halo Care? Yes! All Halo Pack members with an active plan are eligible for the Halo Protection, which requires no monthly/annual payment. Halo Protection offers collar replacements for \$449, or \$399 for Halo Pack members who signed up for a Gold Plan when selecting a plan or have maintained a Gold Plan for 3 months or longer. Click here to learn more about the Halo Protection. See Complete Halo Protection Terms & Conditions. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:51 PM support@halocollar.com wrote: > Hello Candyce, > > Thank you for calling Halo Support today. This is MeLissa. It

was truly a pleasure speaking with you and learning more about you and your pup. > > As of right now, 9/16/2025, the collar you called in about is still linked to the other account > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > > With pawsitivity, > MeLissa > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 18:03:39 UTC**

First and Last Name: Candyce Schumacher Email: ydefrenchi@yahoo.com Phone Number: 19072033698 Collar SN: 24h3193880rt Collar FW: v.02.08.11 Collar Purchased From: 2-hand Resources: Gladly AP Resources Recap/TS: SN 24h3193880rt The cx purchased a collar 2-hand, but the collar is still linked to another account Sent follow-up email Next Steps: Manager Request Notes Customer Information Serial Number: 24h3193880rt Firmware Version: v.02.08.11 Order Number: AM-FBA184C0P8F5 Why is this being escalated? (What happened?) The customer purchased a Halo 3 collar 2nd-hand, but the collar is still linked to the original owner's account. The customer has tried to reach out to the original owner with no response The previous agent sent the email to the original owner, and no response has been received What is the customer requesting? To remove the collar from the other account, so she can link it to her account What has already been done with the customer? (Previous steps taken?) We have tried to reach the original owner by email, with no response Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) Phone number: 19072033698 Email address: ydefrenchi@yahoo.com Please do not promise a time frame for a response.

**TOPIC CHANGE | Agent (JcamaQTb...) | 2025-09-16 18:03:52 UTC**

Added: fSHdT5HqQ4m1qIO2EW1uzg

**STATUS CHANGE | Agent (JcamaQTb...) | 2025-09-16 18:03:57 UTC | Status: CLOSED**

## Conversation: XyxX7Ta0Rsevf1\_agnJT0A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:35:30 UTC to 2025-09-16 17:36:30 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:35:30 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:35:30 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:36:29 UTC

**From:** support@halocollar.com

**To:** etompkins28@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Tom, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:36:30 UTC | Status: CLOSED

## Conversation: quhykPvBSpOb3S60ewdi9A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:36:24 UTC to 2025-09-16 17:38:39 UTC

**Customer (nR8Y8Pjl...)** | 2025-09-16 17:36:24 UTC | halocollar.com

I have questions

**Customer (nR8Y8Pjl...)** | 2025-09-16 17:36:35 UTC | halocollar.com

is there a no i can call

**Customer (nR8Y8Pjl...)** | 2025-09-16 17:36:41 UTC | halocollar.com

call

**System/AI** | 2025-09-16 17:37:48 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (nR8Y8Pjl...)** | 2025-09-16 17:38:39 UTC | halocollar.com

Thank you



## Conversation: -t4nXTqxTWmoVHQoW\_V4Xw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:36:42 UTC to 2025-09-16 17:38:53 UTC

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:36:42 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:36:47 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:36:52 UTC

**From:** support@halocollar.com

**To:** stamper.7777@gmail.com

**Subject:** Re: Halo Collar- Your Thoughts Matter!

Hello Michael, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 6:22 PM "Michael Stamper" wrote: > Ok, lets talk > > ----- Original Message ----- > From "Halo Collar" > To stamper.7777@gmail.com > Date 9/15/2025 11:30:37 AM > Subject Halo Collar- Your Thoughts Matter! > > > Hello Michael, > > > My name is Bree, and I want to thank you for sharing your feedback. I > > read your comments, and I completely understand how important this is > > for you and your dog's safety. > > > I'd love the chance to help. If you reply to this email, we can work > > together to sort this out. You can also schedule a time > > to speak with > > our Halo Concierge team. > > > I'm here when you're ready. Your dog's safety always comes first. > > > > Best Regards, > > Bree > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend■

### EMAIL | Customer (TMWNBldr...) | 2025-09-16 17:37:57 UTC

**From:** stamper.7777@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar- Your Thoughts Matter!

Ok. Let's talk Get Outlook for iOS \_\_\_\_\_ From: support@halocollar.com on behalf of Halo Collar Sent: Tuesday, September 16, 2025 1:36:52 PM To: stamper.7777@gmail.com Subject: Re: Halo Collar- Your Thoughts Matter! Hello Michael, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 6:22 PM "Michael Stamper" wrote: Ok, lets talk ----- Original Message ----- From "Halo Collar" > To stamper.7777@gmail.com Date 9/15/2025 11:30:37 AM Subject Halo Collar- Your Thoughts Matter! Hello Michael, My name is Bree, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo

Concierge team. I'm here when you're ready. Your dog's safety always comes first. Best  
Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best  
friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:38:53 UTC | Status: CLOSED

## Conversation: qWLspnAORs2pDQJKGPWOGQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:37:04 UTC to 2025-09-16 17:40:53 UTC

**TOPIC CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 17:37:04 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (\_mb2l5Ls...) | 2025-09-16 17:40:47 UTC

Live Team Notes Serial Numbers: 24h4391851rt, 25h4141912rt FW: v.03.00.05 Issue/Need: Both collars had diagreq Troubleshooting & Actions Taken: Helped cx confirm address Explained wr process Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 17:40:48 UTC

Added: zHerDDHSRyKoaFtPZdCcew, oa5e98htSpOozRqx9wftLg

### EMAIL | Agent (\_mb2l5Ls...) | 2025-09-16 17:40:51 UTC

**From:** support@halocollar.com

**To:** theborens@aol.com

**Subject:** Halo Support Warranty Request Submitted

Hello Curtis, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jazmine Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 17:40:53 UTC | Status: CLOSED

## Conversation: djTVe71MSA-PMdn50hXsCg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:38:26 UTC to 2025-09-16 17:38:47 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:38:26 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:38:27 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:38:46 UTC

**From:** support@halocollar.com

**To:** shasta@cpapnow.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Shasta, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:38:47 UTC | Status: CLOSED

## Conversation: 79jrZYScQpOe4NWcfwN1qw

*Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:39:18 UTC to 2025-09-16 17:50:45 UTC*

*PHONE\_CALL | Customer (jVP8KuU1...) | 2025-09-16 17:39:18 UTC*

### **AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 17:50:22 UTC**

First and Last Name: Email: Phone Number: 13204446202 Collar SN: Collar FW: Collar  
Purchased From: Resources: Recap/TS: The cx wants to know how the plans work. Next  
Steps: Advise the cx on how the plan works. Submit as resolved.

*TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 17:50:37 UTC*

*Added: NCR2eulFTRyzoCpXePNHpw*

*STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 17:50:45 UTC | Status: CLOSED*

## Conversation: 8TXgarnzTvGCUDBSjlX49Q

Messages: 6 | Customers: 1 | Duration: 2025-09-16 17:39:51 UTC to 2025-09-16 17:54:17 UTC

**PHONE\_CALL** | Customer (inKeVmlf...) | 2025-09-16 17:39:51 UTC

### **AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 17:48:41 UTC**

Live Team Notes Serial Numbers: n/a FW: n/a Issue/ Need: Cx placed order but mistyped the email address on the order Troubleshooting & Actions Taken: typo email is concast.net [http://concast.net] Cx didnt' get the confirmation email for their order Checked with RES, order number is 1660296 Escalate to billing to correct ttheir order email address and send invoice Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, order status, slack Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 17:50:08 UTC**

Billing Team Escalation Notes Affected Serial Number: n/a FW: n/a Order ID: 1660296 RMA Ticket #: Subscription Start Date: n/a Reason for Escalation: Cx mistyped their email address on the collar order Requested Action: Cx wants the invoice and confirmation email sent to their correct address They typed @concast.net instead of @comcast.net

### **EMAIL | Agent (wIA9Uacl...) | 2025-09-16 17:54:10 UTC**

**From:** support@halocollar.com

**To:** gmglaser@comcast.net

**Subject:** Halo Support: Your Request is Under Review

Hello Gail, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. Your order number is 1660296. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 17:54:14 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**STATUS CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 17:54:17 UTC | Status: CLOSED

## Conversation: 0kONW4-2TxCeDVPGL8nluw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:40:31 UTC to 2025-09-16 17:45:07 UTC

### AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 17:40:31 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx unable to update card to enroll in plan Recap (When/Where/What the customer wants) Reviewed AP and cx is now active in sub plan-start date 9/15 Reviewed stripe and cx is active in sub plan and payment went through on 9/15 Appears cx changed their card and was able to successfully enroll in plan No action needed Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Confirming to cx that payment was received and plan has been activated 9/15 Optional Additional Info:

### EMAIL | Agent (K5Oem0q0...) | 2025-09-16 17:44:55 UTC

**From:** support@halocollar.com

**To:** afl.sherie@yahoo.com

**Subject:** Halo Collar Subscription Update

Hello Sherie, Thanks for reaching out to Halo Support! ■■■My name is ■Jessica with the Billing Team. I'm reaching out with an update on your subscription: I have reviewed your account and see that your subscription plan and payment were successfully completed on 9/15 and you are now enrolled in a Bronze Subscription plan. Please let us know if you have any other questions, we're always here for you and your pup! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 3:17 PM support@halocollar.com wrote: > Hello Sherie, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Ryan > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 17:45:04 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 17:45:07 UTC | Status: CLOSED

## Conversation: polo7I\_PSWGY4rRM4gyNwA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 17:40:38 UTC to 2025-09-16 18:17:29 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 17:40:38 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yUdj74HoRguBsTQ2B0ZktA

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 17:44:40 UTC

**EMAIL | Agent (vayOmd0l...) | 2025-09-16 17:45:41 UTC**

**From:** support@halocollar.com

**To:** mille2c7@mail.uc.edu

**Subject:** Halo Collar We're Sorry We Missed You!

Hello Cheryl, We hope you and your pup are having a great day. My name is Hannah. I'm so sorry I missed you when I first called. I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. Looking forward to speaking with you soon! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 17:51:29 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 18:02:43 UTC

Added: JtcxbEt4TE6JoleFX4UU8Q

**EMAIL | Agent (vayOmd0l...) | 2025-09-16 18:03:39 UTC**

**From:** support@halocollar.com

**To:** mille2c7@mail.uc.edu

**Subject:** Re: Halo Collar We're Sorry We Missed You!

Hello Cheryl, Thank you for calling Halo Support today. This is Hannah. It was truly a pleasure speaking with you and learning more about you and your pup. What are Halo Beacons? Will Halo Work When I Don't Have Cellular or Wi-Fi Coverage (i.e. While Camping or Hiking in a Remote Location)? How to Test the Collar's Accuracy by Hand How to Issue or Manage Prevention and Encouragement Feedback We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join a Session to speak with the next available agent On Tuesday, September 16, 2025, 12:45 PM support@halocollar.com wrote: > Hello Cheryl, > > We hope you and your pup are having a great day. My name is Hannah. > I'm so sorry I missed you when I first called. > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > Looking forward to speaking with you soon! > > With pawsitivity, > Hannah > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (vayOmd0l...) | 2025-09-16 18:17:28 UTC**

Live Team Notes Serial Numbers: 25h4321498rt FW: 03.00.05 Issue/ Need: Cx stated, "The collar isn't connecting to the satellite when she is outside at night. Happening during the daytime also. This is a new collar, and we are trying to get it set up the best for the dog." Cx reports the new collar isn't "connecting to the satellite" (GPS) at night and during



the day. Pet is able to cross the fence boundary. Cx also has difficulty sending manual feedback. Troubleshooting & Actions Taken: Called; no answer — left voicemail. Called again; reached Cx (driving, not at home). Educated that Halo Fences use GPS and function without Wi-Fi/cellular coverage. Recommended Cx hand-test the fence upon returning home to validate boundary alerts. Reviewed Halo Beacons: purpose, placement, and typical range; discussed how phone proximity can affect behavior. Advised on best practices for issuing manual feedback (to review steps via KB). Resources Used: AP Next Steps: Send KB articles to Cx: • What are Halo Beacons? • Will Halo Work When I Don't Have Cellular or Wi-Fi Coverage (i.e., While Camping or Hiking in a Remote Location)? • How to Test the Collar's Accuracy by Hand • How to Issue or Manage Prevention and Encouragement Feedback Please complete all steps in the Tier 1 Troubleshooting Guide [ <https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 18:17:29 UTC | Status: CLOSED

## Conversation: 6q14fHB8S4--C\_F1iVcCWw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:41:42 UTC to 2025-09-16 17:42:09 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:41:42 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:41:42 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:42:08 UTC

**From:** support@halocollar.com

**To:** cubbiebear4@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Lisa, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:42:09 UTC | Status: CLOSED

## Conversation: \_ke1Hg7RQq21AEKMCfqEyQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:42:23 UTC to 2025-09-16 18:01:17 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:42:23 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:42:23 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:01:15 UTC

**From:** support@halocollar.com

**To:** amdean1211@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello A, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:01:17 UTC | Status: CLOSED

## Conversation: J7UAobySQQ6leXBCQdXhaA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 17:43:08 UTC to 2025-09-16 21:49:45 UTC

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 17:43:08 UTC

Live Team Notes Serial Numbers: 25h4130050rt FW: v.03.00.05 Issue/ Need: Address verification for Warranty Troubleshooting & Actions Taken: Resent email with address verification link CX completed while on phone Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (ne4kLbEh...) | 2025-09-16 17:43:55 UTC

**From:** support@halocollar.com

**To:** deepr@bellsouth.net

**Subject:** Halo Support Warranty Request Submitted

Hello Raymond, Thank you for visiting us in the Dog Park today, my name is Chance —it was great connecting with you and supporting your Halo journey. We were able to get the address verification completed, please allow for 3-4 business days for the replacement collar to arrive. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 17:44:03 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 17:44:05 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 21:49:08 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 21:49:15 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 21:49:22 UTC

**From:** support@halocollar.com

**To:** deepr@bellsouth.net

**Subject:** Re: Halo Support Warranty Request Submitted

Hello Raymond, I hope you're doing well. My name is Thomas, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure

every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. On Tuesday, September 16, 2025, 1:43 PM support@halocollar.com wrote: > Hello Raymond, > > Thank you for visiting us in the Dog Park today, my name is Chance —it was great connecting with you and supporting your Halo journey. > > We were able to get the address verification completed, please allow for 3-4 business days for the replacement collar to arrive. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > > We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. > > Here's what to expect: > Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. > > Once your replacement collar arrives: > The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. > > We understand this may be inconvenient, and we truly appreciate your patience. > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Chance > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 21:49:26 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

**STATUS CHANGE | Agent (b\_XA60eU...) | 2025-09-16 21:49:45 UTC | Status: CLOSED**

## Conversation: FrEOd9rfQOmSSRT3k-vZag

Messages: 13 | Customers: 1 | Duration: 2025-09-16 17:46:00 UTC to 2025-09-16 19:51:30 UTC

**Customer (rPdEISfq...)** | 2025-09-16 17:46:00 UTC | halocollar.com

my second collar won't connect to the app

**System/AI** | 2025-09-16 17:46:46 UTC | halocollar.com

Hey there! To connect your second collar to the Halo app, make sure Bluetooth is on and the collar is charged and powered up. In the app, go to Settings > + Add New Collar and follow the instructions. Keep your phone within 50 feet of the collar, and ensure Bluetooth and location permissions are enabled. If you run into issues, check that your membership plan supports multiple collars and update the app to the latest version. Let me know if you need more help!

**Customer (rPdEISfq...)** | 2025-09-16 17:47:26 UTC | halocollar.com

that's what I've tried

**System/AI** | 2025-09-16 17:48:08 UTC | halocollar.com

Let's make sure your collar's firmware is up to date and try power cycling the device by turning it off and back on. Also, please check that your app is the latest version. If you're still having trouble, try using a different phone or tablet for pairing. Additionally, verify that your membership plan supports more than one collar, as this could affect connectivity. Feel free to reach out if you need more help!

**Customer (rPdEISfq...)** | 2025-09-16 17:48:19 UTC | halocollar.com

I can have 2 collars on 1 account correct?

**Customer (rPdEISfq...)** | 2025-09-16 17:48:39 UTC | halocollar.com

how do I turn it off? I just received them today and just downloaded the app

**System/AI** | 2025-09-16 17:49:00 UTC | halocollar.com

Yes, you can link up to 10 Halo Collars to a single account, regardless of your membership plan level. Each additional collar on the same plan will receive a discounted membership price. Regarding turning off the collar, the Halo Collar doesn't fully power off but enters Low Power Mode when not in use. To conserve battery, charge it regularly, and if needed, let it enter Sleep Mode when idle. If you need more help, feel free to ask!

**Customer (rPdEISfq...)** | 2025-09-16 17:49:39 UTC | halocollar.com

you just said to part cycle it

**Customer (rPdEISfq...)** | 2025-09-16 17:49:44 UTC | halocollar.com

power\*

**System/AI** | 2025-09-16 17:50:22 UTC | halocollar.com

Hey there! Sorry for any confusion! To power cycle the Halo Collar, just plug it into the charger and press and hold the power button until it vibrates (about 5-7 seconds). Then, press the power button again to turn it back on. This refreshes the collar without turning it off completely. Let me know if you need more help!

**Customer (rPdEISfq...)** | 2025-09-16 17:50:36 UTC | halocollar.com

thank you!

**System/AI** | 2025-09-16 17:51:23 UTC | halocollar.com

You're welcome! If you have any more questions or need further assistance, feel free to reach out. Enjoy using your Halo Collars! ■

**STATUS CHANGE** | Unknown | 2025-09-16 19:51:30 UTC | Status: CLOSED

## Conversation: oGf2st2UTfqZL1FU8I\_i9w

Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:46:04 UTC to 2025-09-16 19:47:28 UTC

**Customer (r3bn3Po0...)** | 2025-09-16 17:46:04 UTC | halocollar.com

Would you recommend this collar for a puppy?

**System/AI** | 2025-09-16 17:46:49 UTC | halocollar.com

The Halo Collar is great for puppies! We recommend starting when they're at least 5-6 months old and weigh 10 pounds or more. This ensures the collar fits properly as they grow. The adjustable strap will help keep it comfortable as your puppy grows. If you have any more questions about the Halo Collar, feel free to ask!

**STATUS CHANGE** | Unknown | 2025-09-16 19:47:28 UTC | Status: CLOSED

## Conversation: xAWNf5o6SmeTbg6jgjKBbA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:47:14 UTC to 2025-09-16 17:47:27 UTC

### AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 17:47:14 UTC

Live Team Notes Serial Numbers:24h4473307rt FW: Issue/ Need: Collar not charging  
Troubleshooting & Actions Taken: Cx has completed TSing previously New cords Two  
adapters Different block Cx tried cord on phone, did not work Cx tried different cord, it  
charged Ordered charging kit to prevent further charging issues 1660401 Resources Used  
(provide details): (KB articles, Slack posts, internal docs.): AP T1 SOP Please complete all  
steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>]  
before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (YYRYgGjy...) | 2025-09-16 17:47:19 UTC

**From:** support@halocollar.com

**To:** anahibrian002@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Anay, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 17:47:25 UTC

Added: 76jKdDJqQKG1X52gm4kjGg, 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 17:47:27 UTC | Status: CLOSED



## Conversation: 3yBfcgk7RLuDUZPLV98Gxw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 17:47:14 UTC to 2025-09-16 22:06:14 UTC

**Customer (yoqMz2Ob...)** | 2025-09-16 17:47:14 UTC | halocollar.com

I am trying to return my halo collar

**System/AI** | 2025-09-16 17:47:50 UTC | halocollar.com

To return your Halo Collar, make sure it was purchased directly from [www.halocollar.com](https://www.halocollar.com) and is not damaged. You'll need a Return Merchandise Authorization (RMA) and must postmark the return within 90 days of receiving the collar. Start the return process by clicking [here](#) and selecting "Submit a Return for Refund." Follow the instructions to complete your return. Please note, a \$25 return fee applies, and original shipping costs are non-refundable. For more details, check out the full return policy.

**Customer (yoqMz2Ob...)** | 2025-09-16 17:48:11 UTC | halocollar.com

I selected return but all that does is ask if I have additional collars (which I don't)

**System/AI** | 2025-09-16 17:48:39 UTC | halocollar.com

Hi there! When you start a return, the system might ask about additional collars to understand your request better. Here's what you need to do: Go to the returns and replacements page. Click on "Submit a Return for Refund." Enter your order number and purchase email. Select your Halo Collar for return and follow the prompts. If you still have trouble, feel free to reach out to our Live Support for more help. ■

**STATUS CHANGE** | Unknown | 2025-09-16 19:49:29 UTC | Status: CLOSED

**Customer (yoqMz2Ob...)** | 2025-09-16 22:05:37 UTC | halocollar.com

when will I hear from Halo on the return I submitted earlier today

**STATUS CHANGE** | Customer (yoqMz2Ob...) | 2025-09-16 22:05:37 UTC | Status: OPEN

**System/AI** | 2025-09-16 22:06:14 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: A9d4bf-TSHyJbKn2QABFiQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:47:32 UTC to 2025-09-16 17:55:39 UTC

**PHONE\_CALL** | Customer (DsuG9UKn...) | 2025-09-16 17:47:32 UTC

### AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 17:55:21 UTC

First and Last Name: Carrie Dequaine Email: deqnest@gmail.com Collar SN: 25h4286637rt, 25h4288482rt Collar FW: v.03.00.05 Resources: AP Answers Recap/TS: WISM Refund \$50 GC sent on 09/13/2025 Next Steps: Walked CX through finding GC in email and processing on Tremendous website

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 17:55:27 UTC

Added: IDABD6XfSDadjp6utMv7LA

### EMAIL | Agent (t75aKvM6...) | 2025-09-16 17:55:36 UTC

**From:** support@halocollar.com

**To:** deqnest@gmail.com

**Subject:** Halo Support Follow Up

Hello Carrie, Thank you for calling Halo Support today. This is Ronald. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 17:55:39 UTC | Status: CLOSED

## Conversation: -OSIF9SbTf-JcDHCGSJcnw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:49:14 UTC to 2025-09-16 19:50:29 UTC

**Customer (CXurwl4Q...)** | 2025-09-16 17:49:14 UTC | halocollar.com

I have not received tracking info for our replacement collars yet. When will they arrive?

**System/AI** | 2025-09-16 17:49:53 UTC | halocollar.com

Hi there! Replacement collars usually arrive within 3–5 business days after they're shipped. You'll get an email with tracking info as soon as they go out. Please make sure you've confirmed your shipping address through the email we sent you. You can also check your order status anytime using your order number and email on the Order Status Dashboard. If you haven't seen the email, it might be in your spam or junk folders. If you need more help, feel free to reach out to our support team. ■

**STATUS CHANGE** | Unknown | 2025-09-16 19:50:29 UTC | Status: CLOSED

## Conversation: ul-c-4k1Q2C\_7G-LWm8\_2Q

Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:49:21 UTC to 2025-09-16 17:53:32 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 17:49:21 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx returned one collar & would like to be refunded partially for their annual plan Recap (When/Where/What the customer wants) AP; shows cx changed plan to max amount of 1 collars Stripe; cx plan was prorated \$69.98 for the next billing cycle Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info: Cx may push back for a refund instead of credit

### EMAIL | Agent (M0svworG...) | 2025-09-16 17:53:21 UTC

**From:** support@halocollar.com

**To:** caredavis@hotmail.com

**Subject:** Your Halo Membership

Hello Carrie, My name is Katherine and I'm with the Halo Billing Team. Thank you for reaching out regarding your recent Halo Plan membership update. I have looked over the details and can see that you have recently updated your plan to be a maximum of 1 collar on the account. As a result, you now have a credit of \$69.98 that will automatically be applied to your next billing cycle. Please let us know if you have any further questions, we are happy to help! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Sunday, September 14, 2025, 11:41 AM support@halocollar.com wrote: > Hello Carrie, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Ashia > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 17:53:32 UTC | Status: CLOSED

## Conversation: aQAth5ctQI2UQwJ\_p3WSEA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 17:49:28 UTC to 2025-09-16 18:00:51 UTC

**PHONE\_CALL** | Agent (xJ3NOJLY...) | 2025-09-16 17:49:28 UTC

**PHONE\_CALL** | Agent (xJ3NOJLY...) | 2025-09-16 17:50:01 UTC

### **AGENT NOTE** | Agent (xJ3NOJLY...) | 2025-09-16 17:59:53 UTC

Live Team Notes Serial Numbers: 25h4150320rt Issue/ Need: Cx was recently assisted with a warranty due to battery issues. This is her second battery failure and she is curious if there is a reason why Troubleshooting & Actions Taken: I confirmed the cx is using the Halo charger Cx is charging nightly The dog does not swim or get the collar wet often, but I did advise to make sure it is dry before charging if it does get wet. Since this is her second replacement due to battery issues, I'm sending a complimentary replacement charger Resources Used (provide details): (KB articles, Slack posts, internal docs.): WooCommerce Order 1660404 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **AGENT NOTE** | Agent (xJ3NOJLY...) | 2025-09-16 18:00:07 UTC

Accessory Order Number- 1660404

### **EMAIL** | Agent (xJ3NOJLY...) | 2025-09-16 18:00:26 UTC

**From:** support@halocollar.com

**To:** cdulty@yahoo.com

**Subject:** Halo Support Accessories Order

Hello Cheryl, My name is Courtney, and I'll be assisting you. I've gone ahead and submitted the request to have your replacement Halo 4 charger and charging adaptor shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Courtney Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (xJ3NOJLY...) | 2025-09-16 18:00:45 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, N\_yHDZizTI2I1otDSOr9Q

**STATUS CHANGE** | Agent (xJ3NOJLY...) | 2025-09-16 18:00:51 UTC | Status: CLOSED

## Conversation: -Vxuw5KzTMe38R8rnkRnPg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:51:00 UTC to 2025-09-16 19:54:31 UTC

**Customer (gpUduwQi...)** | 2025-09-16 17:51:00 UTC | halocollar.com

Can I create a "perimeter" around me that the dog can travel? I often take my pup to the woods and would like her to roam free a certain amount

**System/AI** | 2025-09-16 17:51:53 UTC | halocollar.com

Absolutely! You can create a virtual perimeter with the Halo Collar, allowing your dog to roam freely within a designated area. The Halo Fence feature is customizable, so you can set boundaries that fit your needs. When you head to the woods, you can set up a temporary fence using the Halo app to keep your pup safe within the zone. Just remember to test the fence by walking the boundary to ensure it's working correctly. For more details, check out Halo Support.

**Customer (gpUduwQi...)** | 2025-09-16 17:52:58 UTC | halocollar.com

Can I make my phone the "center" and have a set distance around my phone, that follows me as I move? I am hiking and on the move, not stationaty

**System/AI** | 2025-09-16 17:53:37 UTC | halocollar.com

Hi there! Currently, the Halo Collar doesn't support creating a dynamic perimeter that moves with you. The virtual fences are set in specific locations and don't move as you do. For hiking or on-the-go activities, you might consider setting up temporary fences at different stops along your route. This way, you can ensure your dog stays within a safe zone when you pause during your hike.

**STATUS CHANGE** | Unknown | 2025-09-16 19:54:31 UTC | Status: CLOSED

## Conversation: o8Wcyo1LRy6hFid1GYKvNA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 17:54:44 UTC to 2025-09-16 18:48:11 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 17:54:44 UTC

Added: WprjYFTuRsSIVmqirbejqg

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 17:59:08 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx needs to WR the collar 24h3365437rt, but purchase details are missing Recap (When/Where/What the customer wants) Collar first added to the account 7/3/2025 Cx states they purchased the collar from Amazon Checked Amazon spreadsheet - collar did not come up Checked sigma - nothing came up Is This Resolved/Follow-Up Required? FU - requesting screenshots of the order If Follow Up Is Required (What/When) Add missing details & submit WR for 24h3365437rt Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 18:01:13 UTC

**From:** support@halocollar.com

**To:** mattellis22@gmail.com

**Subject:** Halo Warranty Request - Purchase Details Needed

Hello Matthew, Thank you for reaching out to Halo Customer Support regarding the warranty replacement of Remy's collar (24h3365437rt). Before we move forward, could you please provide us with a screenshot of your original Amazon purchase information? If you could include the 13-digit order number, that would be great! We appreciate your patience and look forward to hearing from you so we can resolve this! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 18:01:27 UTC | Status: CLOSED

### EMAIL | Customer (aRcU2l\_c...) | 2025-09-16 18:48:11 UTC

**From:** mattellis22@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Warranty Request - Purchase Details Needed

I thought I registered the caller. Not sure why that is necessary but here it is. When will the replacement be shipped? On Tue, Sep 16, 2025, 1:01 PM Halo Collar wrote: > Hello Matthew, > > Thank you for reaching out to Halo Customer Support regarding the warranty > replacement of Remy's collar (24h3365437rt). > > Before we move forward, could you please provide us with a screenshot of > your original Amazon purchase information? If you could include the > 13-digit order number, that would be great! > > We appreciate your patience and look forward to hearing from you so we can > resolve this! > > Best Regards, > Katherine > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

**STATUS CHANGE** | Customer (aRcU2l\_c...) | 2025-09-16 18:48:11 UTC | Status: OPEN

## Conversation: 8a4OiqWuSJeT\_x5R0OsXFA

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:56:23 UTC to 2025-09-16 17:59:51 UTC*

*PHONE\_CALL | Customer (JUD\_yqjC...) | 2025-09-16 17:56:23 UTC*

### **AGENT NOTE | Agent (WCBmyO3-...) | 2025-09-16 17:58:58 UTC**

Account Info Customer First and Last Name: Customer Email: Collar Serial Number:  
Firmware Build: Previous tickets related to the issue?: Notes Issue/Question/Request(s)  
recap Cx got an email that he's getting 2 Halo 5 collars when he ordered the Halo 4 and  
was worried it's a scam. Applicable Articles/Resources Next Steps (Was it solved or are  
you following up with additional steps, if so what steps?) Let cx know he is getting the Halo  
5 even though he ordered the Halo 4.

***STATUS CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 17:59:51 UTC | Status: CLOSED*



## Conversation: xbEldKpdTxysiCMugFslw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 17:56:25 UTC to 2025-09-16 18:12:53 UTC

PHONE\_CALL | Customer (B08WiByX...) | 2025-09-16 17:56:25 UTC

### AGENT NOTE | Agent (WoybUALE...) | 2025-09-16 18:08:59 UTC

Live Team Notes Serial Numbers: 25h4230276rt FW: v.03.00.05 Issue/ Need: cx needs a H4 Strap Adjustment Kit sent o her for loast rivets and screws on her H4 Collar- Mike Troubleshooting & Actions Taken: ARF - H4 Strap adjustment Kit Quantity ONE Completed Resources Used (provide details): (KB articles, Slack posts, internal docs.):ARF - H4 Strap adjustment Kit Quantity ONE Completed, AP, Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Michelle Bayne Email: lucasbayne@gmail.com Phone number:+12076493592 Collar SN: 25h4230276rt Collar Model: version4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 415 East Side Trail, City: Oakland State: Maine Postal code: 04963 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 version4 Strap Adjustment Kit Quantity ONE For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (WoybUALE...) | 2025-09-16 18:09:20 UTC

**From:** support@halocollar.com

**To:** mlvbayne@yahoo.com

**Subject:** Halo Support Accessories Order

Hello Michelle, My name is Michelle, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo 4 Strap Adjustment Kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Michelle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (WoybUALE...) | 2025-09-16 18:09:23 UTC

Added: -LmskJFZShWIO0nMJuMqlA

STATUS CHANGE | Agent (WoybUALE...) | 2025-09-16 18:09:32 UTC | Status: CLOSED

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 18:12:02 UTC | Status: OPEN

### EMAIL | Agent (sR--y62-...) | 2025-09-16 18:12:52 UTC

**From:** support@halocollar.com

**To:** mlvbayne@yahoo.com

**Subject:** Re: Halo Support Accessories Order

Hello Michelle, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a strap adjustment kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status

If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:09 PM support@halocollar.com wrote: > Hello Michelle, > > My name is Michelle, and I'll be assisting you. > > I've gone ahead and submitted the request to have your Halo 4 Strap Adjustment Kit shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Michelle > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 18:12:53 UTC | Status: CLOSED

## Conversation: 29jKz0A2TR6Lbj0mGuSivA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:56:26 UTC to 2025-09-16 19:57:34 UTC

**Customer (x-BQ9qBL...)** | 2025-09-16 17:56:26 UTC | halocollar.com

my boyfriend and i both pay for halo subscriptions and we now live together and need to merge our accounts into one

**System/AI** | 2025-09-16 17:56:47 UTC | halocollar.com

Hi there! To merge your Halo accounts, you'll need to cancel the membership on one account and use the other for both collars. Just log into the account you want to keep and add your collars in the Halo app under that account. You can share access by using the same login details on multiple devices, but please note that separate user profiles are not supported. Make sure all users complete User Training for safe handling. If you have any more questions, feel free to ask!

**Customer (x-BQ9qBL...)** | 2025-09-16 17:57:01 UTC | halocollar.com

thanks!

**System/AI** | 2025-09-16 17:57:19 UTC | halocollar.com

You're welcome! If you have any other questions or need further assistance, feel free to reach out. Enjoy using your Halo collars together! ■

**STATUS CHANGE** | Unknown | 2025-09-16 19:57:34 UTC | Status: CLOSED

## Conversation: T\_ANUG00TayrEBzn9jNAaA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 17:58:52 UTC to 2025-09-16 17:59:28 UTC

**Customer (VXHED8ul...)** | 2025-09-16 17:58:52 UTC | halocollar.com

my collar has encountered a critical error

**System/AI** | 2025-09-16 17:59:28 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: UB8GvnKjQGwMcyfukmk4DA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:59:27 UTC to 2025-09-16 17:59:47 UTC

### AGENT NOTE | Agent (KiK-0-RR...) | 2025-09-16 17:59:27 UTC

Live Team Notes Serial Numbers: 24h3340968rt FW: v.02.08.11 Issue/ Need: Customer had reported her collar would not charge. Troubleshooting & Actions Taken: Customer had tested the port, cables, and case. Customer had let the collar charge before performing a hard reset. The collar was declared a dead unit and a warranty was sent out. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (KiK-0-RR...) | 2025-09-16 17:59:32 UTC

**From:** support@halocollar.com

**To:** 1989olivers@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Julie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ryan Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KiK-0-RR...) | 2025-09-16 17:59:43 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, f5K70j-7T1qdE8RdQP8GZg, oa5e98htSpOozRqx9wftLg, 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (KiK-0-RR...) | 2025-09-16 17:59:47 UTC | Status: CLOSED

## Conversation: gms5YwAyQWmf1dNgCqHWng

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:02:04 UTC to 2025-09-16 18:02:44 UTC

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 18:02:04 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, -LmskJFZShWIO0nMJuMqIA,  
zHerDDHSRyKoaFtPZdCcew

### AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 18:02:05 UTC

Live Team Notes Serial Numbers: 25h4174328rt - Big B FW: v.03.00.05 Issue/ Need: Issue: DIAGREQ Troubleshooting & Actions Taken: The collar has been submitted for a warranty replacement. Warranty ID: AW-20250909-44807 Requested access code Confirmed shipping details for the customer. Advised not to use the collar until the replacement arrives. Explained what to expect in the WR process. The customer requested end clamps Advised the customer I'll submit an accessories order for this item. Confirmed shipping address and phone number. Informed tracking number and order confirmation will be emailed once shipped. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin WooCom Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (CgaCndlh...) | 2025-09-16 18:02:31 UTC

**From:** support@halocollar.com

**To:** j111kelm@yahoo.com

**Subject:** Halo Support Accessories Order #1660406

Hello Jonathan, My name is Alexis, and I'll be assisting you. I've gone ahead and submitted the request to have your H4 Strap End Tips and Clamp shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawssitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (CgaCndlh...) | 2025-09-16 18:02:43 UTC

**From:** support@halocollar.com

**To:** j111kelm@yahoo.com

**Subject:** Halo Support Warranty Request Submitted for Big B

Hello Jonathan, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer

support. We are here to help! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:02 PM support@halocollar.com wrote: > Hello Jonathan, > > My name is Alexis, and I'll be assisting you. > > I've gone ahead and submitted the request to have your H4 Strap End Tips and Clamp shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Alexis > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 18:02:44 UTC | Status: CLOSED

## Conversation: UBCzRpqYRTKPCUha6dQy0g

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:02:08 UTC to 2025-09-16 20:10:35 UTC

PHONE\_CALL | Customer (UfaT7wO3...) | 2025-09-16 18:02:08 UTC

EMAIL | Agent (TXZmSWWr...) | 2025-09-16 18:07:02 UTC

**From:** support@halocollar.com

**To:** fiberglassxb@gmail.com

**Subject:** Halo Support: Collar Inquiry

Hello Charles, We're sorry your pup is having trouble with their Halo Collar. We know that can be stressful. We've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should. If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend. Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 18:07:46 UTC

First and Last Name: Nate Ratcliffe Email: fiberglassxb@gmail.com Phone: 12063360783  
Serial number: 24h3242473rt Firmware Build: v.03.00.05 Purchased From: Amazon  
AM-FBA1869Q8W0B Recap/TS: Customer advised collar still isn't charging after completing TS steps and being sent new charging kit Resources: AP Next Steps: Escalating to CET per TS guide Collar Evaluation Notes: Issue Details Collar with Issue's SN: 24h3242473rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Not charging Date & Time of Occurrence: Customer said it started about 5 days ago Is the Issue Reproducible? (Yes/No – If Yes, include steps): Additional notes about the issue: Customer advised collar still isn't charging after completing charging TS steps and being sent new charging kit Troubleshooting Summary Tier 1 TSing Steps Completed: (Y/N) & Outcome of Troubleshooting: Customer advised collar still isn't charging after completing charging TS steps and being sent new charging kit Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) Screenshots: (Yes/No) System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) App Logs (App issues): (Yes/No)

TOPIC CHANGE | Agent (TXZmSWWr...) | 2025-09-16 18:07:52 UTC

Added: jwlJ3FbQTW2nPIHkhIkBIA

STATUS CHANGE | Agent (TXZmSWWr...) | 2025-09-16 18:07:54 UTC | Status: CLOSED

STATUS CHANGE | Agent (iBPLP4RB...) | 2025-09-16 18:29:45 UTC | Status: OPEN

AGENT NOTE | Agent (iBPLP4RB...) | 2025-09-16 20:07:18 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Serial Numbers: 24h3242473rt Recap (When/Where/What the customer wants) Collar no longer charging x said the collar is plugged in all night and flashing red after reset Remove Case Test Charger & Cable - cx tested the charging cables himself Inspect Charging Port Hard Reset Cx said he has the mag charger for his collar Adv collar has 1 year warranty and it's beyond the warranty window Cx disagreed taht collar only has a year warranty for an expensive price Is This Resolved/Follow-Up Required? Y If Follow Up Is Required (What/When) Sen customer stating that no hardware u=issues were found, but the collar can be replaced using Halo Care. Optional Additional Info: AP reports the collar was last heard on 9-11-25 when its battery showed 0% remaining. Diagnostic data reports no hardware errors the last 30 days. DCIN dated 9-9-25 reports the collar charged to 100%. Battery\_health date 9-10 reports 90% battery health. I find no hardware issues with the collar.



EMAIL | Agent (iBPLP4RB...) | 2025-09-16 20:10:34 UTC

**From:** support@halocollar.com

**To:** fiberglassxb@gmail.com

**Subject:** Re: Halo Support: Collar Inquiry

Hi Charles, My name is John with the Halo Support Team. After a thorough review, we've found no hardware issue with your collar that require replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, John Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:07 PM support@halocollar.com wrote: > Hello Charles, > > We're sorry your pup is having trouble with their Halo Collar. We know that can be stressful. We've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > What happens next: • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. > We'll be in touch as soon as possible! > > With Pawsitivity, > Peggy > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*STATUS CHANGE | Agent (iBPLP4RB...) | 2025-09-16 20:10:35 UTC | Status: CLOSED*

## Conversation: gX-Q-CIPSImhW4iLvKNnIQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:02:39 UTC to 2025-09-16 18:05:33 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 18:02:39 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**AGENT NOTE** | Agent (M0svworG...) | 2025-09-16 18:04:59 UTC

New shipping label needed: AW-20250823-41442 Tracking: 791942616401

**EMAIL** | Agent (M0svworG...) | 2025-09-16 18:05:27 UTC

**From:** support@halocollar.com

**To:** sdover823@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Stacey, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 18:05:33 UTC | Status: CLOSED

## Conversation: B1\_CETaMQiy2RIQuRunJ7Q

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:03:53 UTC to 2025-09-16 20:04:39 UTC

**Customer (dRLx9Zuu...)** | 2025-09-16 18:03:53 UTC | halocollar.com

Hi, I have two halo collars and my most recent halo collar for my dog. Moses is always giving me connectivity problems.

**System/AI** | 2025-09-16 18:04:17 UTC | halocollar.com

I'm sorry to hear about the connectivity issues with Moses' Halo collar. To improve connectivity, make sure the collar is connected to a 2.4 GHz Wi-Fi network, as it doesn't support 5 GHz-only networks. Try moving the collar closer to the router during setup, and ensure the Halo app has Bluetooth and location permissions on your phone. If problems persist, restart your router and toggle Bluetooth and Wi-Fi off and on in your phone settings. Updating the Halo app to the latest version can also help resolve connectivity issues. Let me know if you need further assistance!

**STATUS CHANGE** | Unknown | 2025-09-16 20:04:39 UTC | Status: CLOSED

## Conversation: NE5MO2F8RQ6KmFs07dphhg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:04:45 UTC to 2025-09-16 18:05:37 UTC

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 18:04:45 UTC

Live Team Notes Chris Stuckey Serial Numbers: 24h3501318rt FW: Issue/ Need: cx ordered replacement looking for status on delivery Troubleshooting & Actions Taken: Looking at CS Tracking sheet no tracking info available Adv cx 3-5 business days for delivery Cx understands shipping timeline AW-20250912-45476. Resources Used (provide details): (KB articles, Slack posts, internal docs.): CS Tracking Sheet Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 18:04:45 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0lnRc2UDUrYWXc\_JQ

### EMAIL | Agent (qY4E785E...) | 2025-09-16 18:05:35 UTC

**From:** support@halocollar.com

**To:** cstuckey56@gmail.com

**Subject:** Halo Collar Shipping Details

Hello Chris, Thanks so much for reaching out. My name is Eddie, and I'll be assisting you. I know how exciting it is to get started with Halo! Here's what to expect with your order: Collars typically ship within 3-5 business days of your order. You'll receive an email with tracking details as soon as your collar has shipped. It's normal for tracking updates to pause for more than 24 hours while your package is in transit, especially during long-distance travel. If your order includes multiple items, they may arrive in separate shipments. For more info: Your order # is AW-20250912-45476. View My Order Shipping FAQs If you have any questions or need help along the way, reply to this email. We're always happy to assist! With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 18:05:37 UTC | Status: CLOSED

## Conversation: tZi6r-MiTU-nuKJBha4NVg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:06:53 UTC to 2025-09-16 18:06:59 UTC

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 18:06:53 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, knxFA9d\_QvCvKSD3FB0LTQ

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 18:06:53 UTC

Live Team Notes Serial Numbers:25h4306193rt FW:03.00.05 Issue/ Need: Cx wanted to know if she can assign one beacon to a certain pup rather than having to turn beacon setting off for one pup Troubleshooting & Actions Taken: advised Cx once the beacon setting is turned on that is for all beacons you can change the type of feedback each beacon give but the beacon feedback will go off on both collars if the setting is on for both Resources Used (provide details): (KB articles, Slack posts, internal docs.): halo app Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (JuW94Dok...) | 2025-09-16 18:06:58 UTC

**From:** support@halocollar.com

**To:** bealk@sbcglobal.net

**Subject:** Halo Collar: Thank you!

Hello Karin, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (JuW94Dok...) | 2025-09-16 18:06:59 UTC | Status: CLOSED

## Conversation: SbaMMDZeQbyVSZ93ZSkeMQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:07:41 UTC to 2025-09-16 18:13:06 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 18:07:41 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 18:09:56 UTC

Added: sA92a77ZSqCw\_qEmERPzg

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 18:10:41 UTC

Live Team Notes Serial Numbers: 22h2492320rt FW: v.02.08.11 Issue/ Need: Contact tips broken within collar Battery last 10-12hrs Troubleshooting & Actions Taken: Broken contact tips within the collar Cx is 613 days pass from warranty window; opted for HC Assisted cx in break down of HC and confirmed payment Sent follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (B63iEj1y...) | 2025-09-16 18:13:05 UTC

**From:** support@halocollar.com

**To:** brianplantz@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Brian, It's Gabby from Halo Support and thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! We appreciate you opting into the Halo Care Device Protection Program. With this coverage, you'll be able to receive a replacement collar for your pup. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 18:13:06 UTC | Status: CLOSED

## Conversation: SWplAd8bRIKwfVeXWfgH\_g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:07:59 UTC to 2025-09-16 18:14:23 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:07:59 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:08:00 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:14:22 UTC

**From:** support@halocollar.com

**To:** kao1973usmc@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Keith, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:14:23 UTC | Status: CLOSED

## Conversation: ZbFY0o-STjCmPv5rVEFkgQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:08:00 UTC to 2025-09-16 18:12:55 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 18:08:00 UTC

New shipping label needed AW-20250904-43886 Tracking: 791942627270

### EMAIL | Agent (M0svworG...) | 2025-09-16 18:09:09 UTC

**From:** support@halocollar.com

**To:** firehousefarmsco@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Cynthia, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 18:12:51 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 18:12:55 UTC | Status: CLOSED



## Conversation: 94-dk9hwSlqBn7fht7JFlw

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:08:06 UTC to 2025-09-16 20:18:43 UTC

**EMAIL | Customer (W6-IZCYg...) | 2025-09-16 18:08:06 UTC**

**From:** afedorchak724@icloud.com

**To:** support@halocollar.com

**Subject:** Re: Your receipt from Halo Collar #2534-5378

Could you please reimburse me. I forgot to cancel my subscription. We have not used our dogs collar for months now ever since we somehow lost the other one. Sent from my iPhone On Sep 15, 2025, at 1:49 PM, Halo Collar wrote: ■ Your receipt from Halo Collar #2534-5378 Your receipt from Halo Collar #2534-5378 (<http://www.halocollar.com>) Halo Collar Receipt from Halo Collar \$10.59 Paid September 15, 2025 ([https://59.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct\\_1Fa63gCo6bFb1KQt%2Flive\\_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9UM244WW1HZINwQjJKa3VMSkRlSjg3QUQxT3Q4TldELDE0ODQ5OTM0NQ0200WwgL3T4r%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/eVDkPMWLy7kV2pS0SNvObm8TkhkJis86JYefvqnc=422](https://59.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct_1Fa63gCo6bFb1KQt%2Flive_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9UM244WW1HZINwQjJKa3VMSkRlSjg3QUQxT3Q4TldELDE0ODQ5OTM0NQ0200WwgL3T4r%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/eVDkPMWLy7kV2pS0SNvObm8TkhkJis86JYefvqnc=422)) Download invoice ([https://59.email.stripe.com/CL0/https:%2F%2Fdashboard.stripe.com%2Freceipts%2Finvoices%2FCAcQARoXChVhY2N0XzFGYTYzZ0NvNmJGYjFLUXQokaOhxgYyBhmrgMPmDzovFoE8P-logh41XWO2xH-SI95jEaH6R\\_3mwjxVc0878sYDDchojl1FGAYXk882uno%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/TSqdLkLy-z4MkiXSdspejPbypFhSUTuJf3wo2ucBLgc=422](https://59.email.stripe.com/CL0/https:%2F%2Fdashboard.stripe.com%2Freceipts%2Finvoices%2FCAcQARoXChVhY2N0XzFGYTYzZ0NvNmJGYjFLUXQokaOhxgYyBhmrgMPmDzovFoE8P-logh41XWO2xH-SI95jEaH6R_3mwjxVc0878sYDDchojl1FGAYXk882uno%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/TSqdLkLy-z4MkiXSdspejPbypFhSUTuJf3wo2ucBLgc=422)) Download receipt Receipt number 2534-5378 Invoice number BE622525-0021 Payment method - 2956 Receipt #2534-5378 Sep 15 – Oct 15, 2025 Halo Care Subscription Plan Qty 0 \$0.00 Basic Subscription Plan Qty 1 First 1 Qty 1 \$0.00 Flat fee for first 1 Qty 0 \$9.99 Sales Tax calculated by AvaTax Qty 1 \$0.60 Total \$10.59 Amount paid \$10.59 Questions? Visit our support site, contact us at (<https://support.halocollar.com>) support@halocollar.com, or call us at (mailto:support@halocollar.com) +1 214-712-2270. (tel:12147122270) Powered by | ([https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/wYVVkSoRRxzfglrfwHRND6sgYvcqjxakq\\_AcMjzi4wo=422](https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/wYVVkSoRRxzfglrfwHRND6sgYvcqjxakq_AcMjzi4wo=422)) Learn more about Stripe Billing (<https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com%2Fbilling/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/uhVWINVEnVZTumWGXYgkg8oVQEI28p9UPADx0vcrNo=422>)

**TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 18:13:51 UTC**

Added: OfTt8viJQcq6OAbjGHI0iQ, BV6q0qW9QZKAbEVdca7vNQ

**AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 18:13:53 UTC**

Billing Team Escalation Notes Affected Serial Number: 24h3131533rt FW: v.02.06.05 Order ID: 1396215 RMA Ticket #: Subscription Start Date: Feb 12, 2025 Reason for Escalation: Cx wants their sub cancelled and demanding a refund because they forgot to cancel their sub. Requested Action: Cancel sub for cx.

**EMAIL | Agent (poWIULpl...) | 2025-09-16 18:14:08 UTC**

**From:** support@halocollar.com

**To:** afedorchak724@icloud.com

**Subject:** Halo Support: Your Request is Under Review

Hello Amber, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Kenny Halo

Customer Support Halo Collar | Here for you and your best friend ■ Need more help?  
■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our  
Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next  
available agent On Tuesday, September 16, 2025, 2:09 PM support@halocollar.com  
wrote: > Thank you for reaching out! I've shared your inquiry with our customer support  
team, and they will be in touch with you within the next 24 hours to assist you further. For a  
quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App:  
Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap  
Join Session → Allow any requested permissions. You can also join us via web using this  
link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday,  
September 16, 2025, 6:08 PM "Amber Fedorchak" wrote: > > > Could you please  
reimburse me. I forgot to cancel my subscription. We have not used our dogs collar for  
months now ever since we somehow lost the other one. > > > Sent from my iPhone > >  
On Sep 15, 2025, at 1:49 PM, Halo Collar wrote: > > > ■ Your receipt from Halo Collar  
#2534-5378 > > > > Your receipt from Halo Collar #2534-5378 > > > > >  
(<http://www.halocollar.com>) > > > > > > Halo Collar > > > > > > > > > > > >  
> > Receipt from Halo Collar > > \$10.59 > > Paid September 15, 2025 > > > > > > > ([https://59.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct\\_1Fa63gCo6bFb1KQt%2Ffive\\_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9UM244WW1HZINwQjJKa3VMSkRlSjg3QUQxT3Q4TldELDE0ODQ5OTM0NQ0200WwgL3T4r%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/eVDkPMWLyer7kV2pS0SNvObm8TkKhJis86JYefvvqnc=422](https://59.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct_1Fa63gCo6bFb1KQt%2Ffive_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9UM244WW1HZINwQjJKa3VMSkRlSjg3QUQxT3Q4TldELDE0ODQ5OTM0NQ0200WwgL3T4r%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/eVDkPMWLyer7kV2pS0SNvObm8TkKhJis86JYefvvqnc=422)) Download invoice ([https://59.email.stripe.com/CL0/https:%2F%2Fdashboard.stripe.com%2Freceipts%2Finvoices%2FCAcQARoXChVhY2N0XzFGYTYzZ0NvNmJGYjFLUXQokaOhxgYyBhmrgMPmDzovFoE8P-logh41XWO2xH-SI95jEaH6R\\_3mwjxVc0878sYDDchojl1FGAYXk882uno%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/TsqdLkLy-z4MkiXSdspejPbyFhSUTuJf3wo2ucBLgc=422](https://59.email.stripe.com/CL0/https:%2F%2Fdashboard.stripe.com%2Freceipts%2Finvoices%2FCAcQARoXChVhY2N0XzFGYTYzZ0NvNmJGYjFLUXQokaOhxgYyBhmrgMPmDzovFoE8P-logh41XWO2xH-SI95jEaH6R_3mwjxVc0878sYDDchojl1FGAYXk882uno%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/TsqdLkLy-z4MkiXSdspejPbyFhSUTuJf3wo2ucBLgc=422)) Download receipt > > > > > Receipt number 2534-5378  
> > > Invoice number BE622525-0021 > > > Payment method - 2956 > > > > > > >  
> > > > > > > > > > Receipt #2534-5378 > > > > > Sep 15 – Oct 15, 2025 > > > >  
> > > Halo Care Subscription Plan > > > > > Qty 0 > > \$0.00 > > > > > Basic  
Subscription Plan > > > > > Qty 1 > > > > > First 1 > > > > > Qty 1 > > \$0.00 > > >  
> > Flat fee for first 1 > > > > > Qty 0 > > \$9.99 > > > > > Sales Tax calculated by  
AvaTax > > > > > Qty 1 > > \$0.60 > > > > > > > > > > Total > > \$10.59 > > > > >  
> > > > Amount paid > > \$10.59 > > > > > > > > > > Questions? Visit our support site,  
contact us at (<https://support.halocollar.com>) support@halocollar.com, or call us at  
(mailto:support@halocollar.com) +1 214-712-2270. (tel:12147122270) > > > > > > >  
> > Powered by | ([https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/wYVVkSoRRxzfglrwfHRND6sgYvcqjxakq\\_AcMjzi4wo=422](https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/wYVVkSoRRxzfglrwfHRND6sgYvcqjxakq_AcMjzi4wo=422)) Learn more about Stripe Billing (<https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com%2Fbilling/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/uhVWINVEnVZTumWGXMYgkg8oVQE128p9UPADx0vcrNo=422>) > > > > > > >

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 18:14:12 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 20:17:28 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx looking to cancel monthly sub plan as they forgot to cancel, cx also requesting refund Recap (When/Where/What the customer wants) Per AP collar was last heard 05/2025 Sub start 2/2025 Monthly sub active until 10/2025 Canceling sub immediately and refund last charge of \$10.59 Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Sending cancel/refund sub email to cx Optional Additional Info:

**EMAIL | Agent (K5Oem0q0...) | 2025-09-16 20:18:36 UTC**

**From:** support@halocollar.com

**To:** afedorchak724@icloud.com

**Subject:** Halo Collar Subscription Update

[illegible]

ling/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/uhVWINVE  
nVZTumWGXYgkg8oVQEI28p9UPADx0vcrNo=422) > > > > > > > > >

**TOPIC CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 20:18:42 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 20:18:43 UTC | Status: CLOSED

## Conversation: qav5DdzPS\_2LEEs-bctwyQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:08:11 UTC to 2025-09-16 18:09:24 UTC

### AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 18:08:11 UTC

Live Team Notes Serial Numbers: 25h4291242rt FW: 03.00.05 Issue/ Need: Cx wife bought two HC's, Molly's collar was not updating last heard when husband checked it yesterday, was showing it hadn't updated in two days Troubleshooting & Actions Taken: -Checked AP for last heard status of collar: checked in a few seconds ago and battery percentage showing at 93% -Advised cx to uninstall/reinstall app if showing outdated info again Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (LZsYfs6M...) | 2025-09-16 18:08:24 UTC

**From:** support@halocollar.com

**To:** eryk36@hotmail.com

**Subject:** Halo Collar: Thank you!

Hello Eryk, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taijon Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 18:08:43 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 18:09:16 UTC

Added: wOOHNF34TjWK3GOxS4wVjQ

**STATUS CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 18:09:24 UTC | Status: CLOSED

## Conversation: 0lhDtEQtT12ZNdkMkbnjtg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:08:11 UTC to 2025-09-16 18:08:30 UTC

### AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 18:08:11 UTC

Live Team Notes Serial Numbers:25h4021775rt FW:v.03.00.05 Issue/ Need: Charging Issue Cx called in bc collar ins't charging. Did charging TS Checked source Removed case Tested on other devices Checked for debris Hard reset Nothing Sending charging kit (ON:1660407 ) Troubleshooting & Actions Taken: Processed order 1660407 Charging Ts Resources Used (provide details): (KB articles, Slack posts, internal docs.):AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (Xia3KyCm...) | 2025-09-16 18:08:18 UTC

**From:** support@halocollar.com

**To:** swann.john@gmail.com

**Subject:** Halo Collar: Thank you!

Hello John, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rodrigo Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 18:08:28 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 18:08:30 UTC | Status: CLOSED

## Conversation: wc28ASm6SmGRRAHGx5uila

Messages: 10 | Customers: 1 | Duration: 2025-09-16 18:09:18 UTC to 2025-09-16 20:53:30 UTC

PHONE\_CALL | Customer (OhcqGhxB...) | 2025-09-16 18:09:18 UTC

EMAIL | Agent (DBqblO4n...) | 2025-09-16 18:26:59 UTC

**From:** support@halocollar.com

**To:** hobsservicecenter@gmail.com

**Subject:** Halo Collar Subscription Cancellation Information

Hello Mike, Thank you for reaching out to Halo Collar Support. It was my pleasure to speak with you. I understand the frustration you must be experiencing with being charged for a service you are not using. I can help with that. I was able to pull your account using the information you gave me. I found that you do have an active annual Silver subscription for two collars that started on 8/17/2024. So let's first cancel your subscription. Here are the steps. Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" Important Information: Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed In the meantime, I will escalate your request to be refunded for the last charge incurred. Our Billing team will follow up with you as quickly as possible. Let us know if you need any help along the way — we're always here for you and your pup! With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 18:27:46 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Mike Habeck Email: [hobsservicecenter@gmail.com](mailto:hobsservicecenter@gmail.com) Phone Number: 17154939493 Collar SN: Collar FW: Collar Purchased From: Resources: gladly, a/p Recap/TS: cx states he was charged for a subcript he did not authorize. I was not able to pull acct while cx was on the line and advised cx to call back with serial number. I was able to pull acct after call ended. cx has annual silver subcrip. cx states he never used collars and wants a refund of charges. collars are not linked to acct. Sending email w/ steps to cancel subcrip. Esc to RMA to request refund of latest charge. Next Steps: Snding email w/ steps to cancel subscription Snding Billing team esc p/r.

AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 18:31:31 UTC

Billing Team Escalation Notes Affected Serial Number: unk FW: Order ID: unk RMA Ticket #: Subscription Start Date: Aug 17, 2024 Reason for Escalation: Cx was charged for annual Silver subcript. Cx states he did not auth charge and never used the the 2 collars he purchased. A/P doesn't show collars ever being added to the acct. Sent steps to cancel subcript Requested Action: Please refund last annual subcript charge.

EMAIL | Agent (DBqblO4n...) | 2025-09-16 18:31:52 UTC

**From:** support@halocollar.com

**To:** hobsservicecenter@gmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Mike, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us



as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:26 PM support@halocollar.com wrote: > Hello Mike, > > Thank you for reaching out to Halo Collar Support. It was my pleasure to speak with you. I understand the frustration you must be experiencing with being charged for a service you are not using. I can help with that. > > I was able to pull your account using the information you gave me. I found that you do have an active annual Silver subscription for two collars that started on 8/17/2024. > > So let's first cancel your subscription. Here are the steps. > Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" > Important Information: > Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed > > In the meantime, I will escalate your request to be refunded for the last charge incurred. Our Billing team will follow up with you as quickly as possible. > > Let us know if you need any help along the way — we're always here for you and your pup! > > > With pawsitivity, > Aljerome > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (DBqblO4n...) | 2025-09-16 18:32:02 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 20:48:54 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants to cancel and refund annual sub plan Recap (When/Where/What the customer wants) Per AP no collars on account Cx is enrolled in annual plan start 8/17/24 Cx original order found in Sigma, collar purchased 8/17/24 Cancelling sub in stripe and refunded prorated charge Prorated amount \$203.65 of \$203.78 Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Sending email to cx that sub was cancelled and refunded Optional Additional Info:

**TOPIC CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 20:49:01 UTC

Added: Ofтт8viJQcq6OAbjGHi0iQ, BV6q0qW9QZKAbEVdca7vNQ, bDcJwjoMTjefz13hM6gAA

**EMAIL | Agent (K5Oem0q0...) | 2025-09-16 20:53:13 UTC**

**From:** support@halocollar.com

**To:** hobsservicecenter@gmail.com

**Subject:** Halo Collar Subscription Update

Hello Mike, Thanks for reaching out to Halo Support! My name is Jessica. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:31 PM support@halocollar.com wrote: > Hello Mike, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're



checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > > With pawsitivity, > Aljerome > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 2:26 PM support@halocollar.com wrote: > > > Hello Mike, > > > Thank you for reaching out to Halo Collar Support. It was my pleasure to speak with you. I understand the frustration you must be experiencing with being charged for a service you are not using. I can help with that. > > > I was able to pull your account using the information you gave me. I found that you do have an active annual Silver subscription for two collars that started on 8/17/2024. > > > So let's first cancel your subscription. Here are the steps. > > Log in at www.halocollar.com Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" > > Important Information: > > Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed > > > In the meantime, I will escalate your request to be refunded for the last charge incurred. Our Billing team will follow up with you as quickly as possible. > > > Let us know if you need any help along the way — we're always here for you and your pup! > > > > > With pawsitivity, > > Aljerome > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 20:53:30 UTC | Status: CLOSED

## Conversation: f6jLcxsDSwqzTi-99b4eBw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:09:39 UTC to 2025-09-16 18:18:19 UTC

**PHONE\_CALL** | Customer (WNBjNhy4...) | 2025-09-16 18:09:39 UTC

### AGENT NOTE | Agent (KLKzjzy9...) | 2025-09-16 18:17:43 UTC

Live Team Notes Serial Numbers: 25h3250161rt, 25h3250532rt FW: 02.08.11 Issue/Need: Status on Tracking # 791930501961 Troubleshooting & Actions Taken: Shows received by us on 9/15/2025 and Signed for by: AFDCTWO Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Gladly Fedex.com [<http://Fedex.com>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (KLKzjzy9...) | 2025-09-16 18:17:45 UTC

**From:** support@halocollar.com

**To:** calinmcgonagle@gmail.com

**Subject:** Halo Support Follow Up

Hello Calin, Thank you for calling Halo Support today. This is Gale. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Gale Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 18:18:18 UTC

Added: rxefklGaTXGCpjC7oGEfPg

**STATUS CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 18:18:19 UTC | Status: CLOSED

## Conversation: Uq7F3k5OQgG\_DrebgVOSXQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:10:31 UTC to 2025-09-16 18:20:24 UTC

### AGENT NOTE | Agent (GG24uY2b...) | 2025-09-16 18:10:31 UTC

Live Team Notes Serial Numbers: 24h4483970rt FW: 03.00.05 Issue/ Need: Stuck pet pin Troubleshooting & Actions Taken: Had cx share screen Cx performed hand test, ensuring collar orientation was correct - did not fix issue Confirmed stuck pet pin with Nik Submitted warranty claim for cx Cx confirmed shipping address on call Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Slack messages with Nik [https://halocollarworkspace.slack.com/archives/D09EAC5RUAW/p1758045035317109] Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (GG24uY2b...) | 2025-09-16 18:18:46 UTC

**From:** support@halocollar.com

**To:** prewitt928@yahoo.com

**Subject:** Halo Collar: Thank you!

Hello Kirsten, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! It looks like your shipping address didn't quite confirm in our system, here is a direct link to confirm your shipping address: [Confirm Shipping Address Here](#) Please make sure to confirm the shipping address. Once it is confirmed, we will get your order shipped out to you as quickly as possible. Please reach back out if you need any additional assistance! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Acacia Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (GG24uY2b...) | 2025-09-16 18:20:21 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, WprjYFTuRsSIVmqirbejqg, majmLeKgRJekuZZECNBxAQ

**STATUS CHANGE** | Agent (GG24uY2b...) | 2025-09-16 18:20:24 UTC | Status: CLOSED

## Conversation: sJzbwo0RPKU50OPQeS65Q

Messages: 8 | Customers: 1 | Duration: 2025-09-16 18:12:46 UTC to 2025-09-16 18:36:48 UTC

**Customer (5O16D5yR...)** | 2025-09-16 18:12:46 UTC | halocollar.com

My collar is not properly alerting or recognizing my fence

**System/AI** | 2025-09-16 18:13:36 UTC | halocollar.com

Hi there! To help with your Halo Collar not alerting or recognizing your fence, try these steps: Make sure the GPS is properly initialized by taking the collar outside to an open area, away from buildings or trees. Keep it still until the GPS light blinks green (for Halo 4) or blue (for older models). Check that your virtual fence is correctly set up in the Halo app. Ensure fences are not overlapping, as this can cause recognition issues. If the problem continues, try re-editing your fence layout in the app and perform a hand test to ensure feedback is triggering correctly. Let me know if you need further assistance!

**Customer (5O16D5yR...)** | 2025-09-16 18:15:10 UTC | halocollar.com

I have already done all of that.

**System/AI** | 2025-09-16 18:16:28 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**AGENT NOTE | Agent (vi\_2Fjmb...)** | 2025-09-16 18:34:58 UTC

Live Team Notes Serial Numbers: 25h4307317rt FW: v. 03.00.05 Applied Issue/ Need: Recently bought a H4 and got the fence set up on the yard etc but the collar does not seem to be alerting her consistently Sometimes goes straight to Zapping Other times she is able to walk on the other side of the fence even when the fence is ON, which is the biggest concern she has Troubleshooting & Actions Taken: Checked the fence on AP and talked to her about the two the warnings there The pict of the fence shows the line going through a structure which is a cart port that is between their driveway and the road, it seems to be very close to the road though Asked how much space does she have between the cart port and the road but she is not sure Advised probably leaving the cart port outside the fence, as long as she has at least 20 feet away from both the house and the cart port They also have water in the fence, she said they have a big pond on the back, and the area they wanted to leave inside was very shallow to allow the dog to play there Advised that if it was a pool that was completely inside of the fence it would be ok but since there is only one part of the pond in the fence and the line crosses through it, that would cause inconsistencies Also advised to let the collar dry very well before putting it on the charger to avoid damages to the battery or internal components Offered her if she wanted to make the changes on her end and let us try the collar outside while share screening but she declined saying she will do it on her own as they don't have the best signal she also asked if that could be one of the reasons the collar is not working fine advised it could, but let us first address the fence issues to then extend to other options Sent the latest update and explained to her to put it on the charger, initialize it and that it will take 2 days to calibrate fine again Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Porta Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (vi\_2Fjmb...)** | 2025-09-16 18:35:56 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [aquari.baby07@gmail.com](mailto:aquari.baby07@gmail.com)

**Subject:** Halo Collar: Thank you!

Hello Danielle, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! How to Edit an Existing Fence Is There a Minimum or Maximum Halo Fence Size? Can I Create Fences over the Water? How Much Space Do I Need Between My House and My Fence Boundary? Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 18:36:10 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, g5apmYsrTuGLWnaVZyD4ng

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 18:36:48 UTC | Status: CLOSED

## Conversation: I3ISMCwtS\_6SSYEsQP3Hrg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:15:25 UTC to 2025-09-16 18:29:50 UTC

**PHONE\_CALL** | Customer (kNf4jdCy...) | 2025-09-16 18:15:25 UTC

**TOPIC\_CHANGE** | Agent (poWIULpl...) | 2025-09-16 18:16:00 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 18:16:10 UTC

No answer

**PHONE\_CALL** | Customer (kNf4jdCy...) | 2025-09-16 18:17:12 UTC

**TOPIC\_CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 18:20:56 UTC

Added: bDcJwjoMTjeffz13hM6gAA | Removed: E\_3WUdWpR2CLXta3n6vNgw

### EMAIL | Agent (TXZmSWWr...) | 2025-09-16 18:29:32 UTC

**From:** support@halocollar.com

**To:** rachel.deguzman.1@gmail.com

**Subject:** Halo Support: Account Inquiry

Hello Rachel, Thanks for giving us a call at Halo Support today, it was a pleasure speaking with you. We hope we were able to get everything taken care of for you today. We apologize for any inconvenience caused. If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! Thank you for choosing Halo! 🐾 With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧support@halocollar.com | 📍Halo Help Center 🗣️Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC\_CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 18:29:46 UTC

Added: Of8t8viJQcq6OAbjGHI0iQ | Removed: bDcJwjoMTjeffz13hM6gAA

### AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 18:29:47 UTC

First and Last Name: Rachel DeGuzman Email: rachel.deguzman.1@gmail.com Phone: 13853022682 Serial number: 22h2451979rt Firmware Build:v.02.04.08 Purchased From: Halo 957641 Recap/TS: Customer advised they thought they canceled their subscription and were just billed Resources: AP Next Steps: Assisted customer with accessing their account Subscription was not cancelled Cancelled subscription for customer

**STATUS\_CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 18:29:50 UTC | Status: CLOSED

## Conversation: pu-9B-ScSiKJ\_nXbsxhv-w

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 18:16:18 UTC to 2025-09-16 18:16:22 UTC*

**PHONE\_CALL** | Customer (t7G0uG6Z...) | 2025-09-16 18:16:18 UTC

**STATUS CHANGE** | Unknown | 2025-09-16 18:16:22 UTC | Status: CLOSED

## Conversation: JJGT9YSWSeOU\_8AnFISUCQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:17:10 UTC to 2025-09-16 18:25:34 UTC

**PHONE\_CALL** | Customer (a6caq2oh...) | 2025-09-16 18:17:10 UTC

### AGENT NOTE | Agent (WoybUALE...) | 2025-09-16 18:25:18 UTC

Live Team Notes Serial Numbers: 23h3326134rt FW: v.02.08.11 Issue/ Need: cx wants to cancel Pack Plan Membership Sub Troubleshooting & Actions Taken: attempted to cancel Pack Plan Sub using AP Request Access Code but there is no credit card on file//ESCALATE BILLING TEAM - PACK PLAN MEMBERSHIP SUB CANCELLATION Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, Gladly, My Account Dashboard, ESC BILLING Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. Billing Team Escalation Notes Affected Serial Number: 23h3326134rt FW: v.02.08.11 Order ID: 1284637 RMA Ticket #: NA Subscription Start Date: Mar 12, 2024 12:44 PM Reason for Escalation: cx wants to cancel pack plan membership sub but no credit card is one file Requested Action: Please cancel pack plan membership subscription on behalf of cx and advise cx that cancellation was successful for her records, thank you!

### EMAIL | Agent (WoybUALE...) | 2025-09-16 18:25:23 UTC

**From:** support@halocollar.com

**To:** cathielarmie@gmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Cathie, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Michelle Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧support@halocollar.com | 📺Halo Help Center 🗣️Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (WoybUALE...) | 2025-09-16 18:25:34 UTC

Added: Ofтт8viJQcq6OAbjGHi0iQ, jHyQ0PKARAKhHUZ\_rEmu6w



## Conversation: ZnD9\_Q1DTAqVhCoa3eE7tA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:17:34 UTC to 2025-09-16 18:20:06 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:17:34 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:17:35 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:20:05 UTC

**From:** support@halocollar.com

**To:** skaufmann@avoncsd.org

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Sandy, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:20:06 UTC | Status: CLOSED

## Conversation: DzW2-EknTy6ssmfyN52etA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:18:12 UTC to 2025-09-16 20:18:58 UTC

**Customer (6NRtaLGi...)** | 2025-09-16 18:18:12 UTC | [halocollar.com](https://halocollar.com)

I need to start a return

**System/AI** | 2025-09-16 18:18:46 UTC | [halocollar.com](https://halocollar.com)

Hi there! To start a return for your Halo Collar, please visit this link and click on "Submit a Return for Refund." Follow the instructions to enter your order number and purchase email address. Please make sure the collar is undamaged and was purchased directly from our website. Returns must be postmarked within 90 days of receiving your collar, and a \$25 return fee applies. You'll receive a pre-paid shipping label via email. If you need any more help, our Live Support team is here for you!

**STATUS CHANGE** | *Unknown* | 2025-09-16 20:18:58 UTC | Status: *CLOSED*

## Conversation: PxP3jbypQdaSnsOoKjAiLg

Messages: 19 | Customers: 1 | Duration: 2025-09-16 18:18:20 UTC to 2025-09-16 20:12:45 UTC

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 18:18:20 UTC

Live Team Notes Serial Numbers: 22h2192581rt FW: v.03.00.05 Issue/ Need: cx advised that her collar is flashing Troubleshooting & Actions Taken: Advised cx that the collar is currently pending deactivation due to halo care replacement request Cx advised that collar had a malfunction prior to her submitting the halo care request Advised cx that in that case we would do a warranty request but cx wanted to upgrade the collar to the 4 Advised cx the request has already been submitted for Jax and if she would like to upgrade sally's collar she can do the same process online Resources Used (provide details): (KB articles, Slack posts, internal docs.): How to Purchase Replacement Collars using Halo Care or Halo Protection [[https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk](https://support.halocollar.com/hc/en-us/search/click?data=BAh7DjoHaWRsKwiXF5XUohE6D2FjY291bnRfaWRpA5xBkzoJdHlwZUkiDGFydGljbGUGOGZFVDoldXJsSSIBhmh0dHBzOi8vc3VwcG9ydC5oYWxvY29sbGFyLmNvbS9oYy9lbi11cy9hcnRpY2xlcy8xOTM5MTA0ODkxNDgzOS1lb3ctdG8tUHVyY2hhc2UtUmVwbGFjZW1lbnQtQ29sbGFycy11c2luZy1lYWxvLUNhcmUtb3ltSGFsby1Qcm90ZWNoaW9uBjSIvDoOc2VhcmNoX2lkSSlpNmY5ZGJkZjEtNGNiYi00ZmRhLWE3NGUtN2JmMTQ2MjY3Zml3BjSIrJcmFua2kJOgtsb2NhbGVJlglplbi11cwY7CFQ6CnF1ZXJ5SSIOaGFsbyBjYXJlBjSIvDoScmVzdWx0c19jb3VudGkBOw%3D%3D--cddb8d287779caf45767d4115c5e3e366cc5e7ff] Please complete all steps in the Tier 1 Troubleshooting Guide [<a href=)] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (37v57Mh0...) | 2025-09-16 18:18:34 UTC

**From:** support@halocollar.com  
**To:** standardracing@gmail.com  
**Subject:** Halo Collar: Thank you!

Hello Rhonda, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Khadijah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (37v57Mh0...) | 2025-09-16 18:19:15 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (37v57Mh0...) | 2025-09-16 18:19:17 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, zHerDDHSRyKoaFtPZdCcew

### Customer (UCwQkS6w...) | 2025-09-16 18:26:37 UTC | halocollar.com

my collar has a critical error and says it needs to be replaced. what are my next steps

**STATUS CHANGE** | Customer (UCwQkS6w...) | 2025-09-16 18:26:37 UTC | Status: OPEN

### System/AI | 2025-09-16 18:27:14 UTC | halocollar.com

Hi there! If your collar has a critical error and needs replacement, please check your email for a shipping address confirmation. Once you confirm your address, the replacement process will be completed. If you haven't received a confirmation email, make sure to check your spam or junk folders. If it's still not there, feel free to contact our live support for assistance with the replacement. Also, ensure your Halo account email is up-to-date to avoid any delays in communication. Let us know if there's anything else you need help

with!

**Customer (UCwQkS6w...)** | 2025-09-16 18:36:32 UTC | [halocollar.com](https://halocollar.com)

I have checked my email, it logged me into my account. now what

**System/AI** | 2025-09-16 18:36:58 UTC | [halocollar.com](https://halocollar.com)

Great! Now that you're logged in, please confirm your shipping address in the email. This step is crucial to initiate the replacement process. If you need further assistance, feel free to reach out to our live support team. They'll make sure everything is on track for your collar replacement. Let us know if you need more information or help with anything else!

**Customer (UCwQkS6w...)** | 2025-09-16 18:38:01 UTC | [halocollar.com](https://halocollar.com)

it doesn't ask for a confirm further assistance please

**Customer (UCwQkS6w...)** | 2025-09-16 18:38:12 UTC | [halocollar.com](https://halocollar.com)

further assistance plz

**System/AI** | 2025-09-16 18:39:31 UTC | [halocollar.com](https://halocollar.com)

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**AGENT NOTE | Agent (ne4kLbEh...)** | 2025-09-16 19:00:11 UTC

Live Team Notes Serial Numbers: 22h2192581rt FW: v.03.00.05 Issue/ Need: Warranty process Troubleshooting & Actions Taken: Reached out to CS as the option to send warranty email was not there Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**Agent (1LZgqfXS...)** | 2025-09-16 19:29:33 UTC | [halocollar.com](https://halocollar.com)

Thank you for reaching out to us regarding Jax's collar. After reviewing your request, we found that the collar is currently outside of the warranty period. However, we'd be happy to help with a replacement to ensure Jax is back up and running as soon as possible. I have sent an email with replacement options available to you.

**EMAIL | Agent (1LZgqfXS...)** | 2025-09-16 19:31:59 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [standardracing@gmail.com](mailto:standardracing@gmail.com)

**Subject:** Halo Support: Halo Collar out of Warranty

Hi Rhonda, My name is Sunella with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy [here](#). Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 🏠 Halo Help Center 🗨️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a

week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:18 PM support@halocollar.com wrote: > Hello Rhonda, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Khadijah > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 19:32:26 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 20:12:40 UTC | Status: OPEN

**EMAIL | Agent (ne4kLbEh...) | 2025-09-16 20:12:42 UTC**

**From:** support@halocollar.com

**To:** standardracing@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Rhonda, Thank you so much for joining me in the Dog Park today, my name is Chance! It was a pleasure connecting with you and supporting you on your Halo journey! Got word back that the collar is out of warranty and now would be a good time to take advantage of the Halo Care. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 20:12:45 UTC | Status: CLOSED

## Conversation: a5DE3G70R7OmdplidiBgWw

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:18:26 UTC to 2025-09-16 19:37:56 UTC

**EMAIL | Customer (4WU0orJ7...) | 2025-09-16 18:18:26 UTC**

**From:** ann.mattson@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Warranty Request Submitted

Can you give me any tracking info for the warranty collar that was sent out? I haven't received any other correspondence since this email on Friday. On Fri, Sep 12, 2025 at 12:55 PM Halo Collar wrote: > Hello Ann, > > Thank you for visiting us in the Dog Park today, my name is Chance, — it > was great connecting with you and supporting your Halo journey. > > \*Please discontinue using your current collar immediately, as it will be > deactivated due to a technical issue.\* > > We understand the importance of your Halo Collar in keeping your pup > safe. This step is being taken to prioritize your dog's well-being. > > \*Here's what to expect:\* > > - Why it's being deactivated: A technical issue was identified that > could affect how the collar works. > - Why this matters: Using a collar with a known issue could result in > unreliable tracking or feedback. Deactivation helps prevent a false sense > of safety. > - Your new collar will ship as soon as possible. You'll receive > tracking details once it's on the way. > > \*Once your replacement collar arrives:\* > > - The package should include your pre-paid return shipping label as > well as instructions on what to send back to us. > - You will \*ONLY\* be sending back the Halo Unit, and keep all of > the accessories that came with your collar originally. (Strap, Case, > Charging Equipment, Contact Tips, Etc.) > - You can return your defective collar in the same packaging the > replacement came in. > - If your package is missing the return shipping label, please contact > support so we can send you a new one. > > > We understand this may be inconvenient, and we truly appreciate your > patience. > Please do not hesitate to\* contact our customer support\* > . > We are here to help! > > With pawsitivity, > Chance > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

**EMAIL | Agent (DRL3eEs5...) | 2025-09-16 18:22:00 UTC**

**From:** support@halocollar.com

**To:** ann.mattson@gmail.com

**Subject:** Re: Halo Support Warranty Request Submitted

Hello Ann, My name is Robinson, and I'm happy to assist you! Here is the latest information on your replacement request. As soon as your order ships, you'll receive an email with your tracking details, allowing you to monitor the delivery. You track your order here: Halo Collar Order Tracking If you have any more questions, please don't hesitate to let us know. Thank you for being part of the Halo Family! Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:18 PM "Ann Mattson" wrote: > Can you give me any tracking info for the warranty collar that was sent > out? I haven't received any other correspondence since this email on > Friday. > > On Fri, Sep 12, 2025 at 12:55 PM Halo Collar wrote: > > > Hello Ann, > > > Thank you for visiting us in the Dog Park today, my name is Chance, — it > > > was great connecting with you and supporting your Halo journey. > > > \*Please discontinue using your current collar immediately, as it will be > > > deactivated due to a technical issue.\* > > > > We understand the importance of your Halo Collar in keeping your pup > > > safe. This step is being taken to prioritize your dog's well-being. > > > > \*Here's what to expect:\* > > > > - Why it's being deactivated: A technical issue was identified that > > > could affect how the collar works. > > > - Why this matters: Using a collar with a known issue could result in > > > unreliable tracking or feedback. Deactivation helps prevent a false sense > > > of safety. > > > - Your new collar will ship as soon as possible. You'll receive > > > tracking details once it's on the way. > > > > > \*Once your replacement collar arrives:\* > > > > > - The package should include your pre-paid return shipping label as > > > well as instructions on what to send back to us. > > > - You will \*ONLY\* be sending back



the Halo Unit, and keep all of > > the accessories that came with your collar originally. (Strap, Case, > > Charging Equipment, Contact Tips, Etc.) > > - You can return your defective collar in the same packaging the > > replacement came in. > > - If your package is missing the return shipping label, please contact > > support so we can send you a new one. > > > > > We understand this may be inconvenient, and we truly appreciate your > > patience. > > Please do not hesitate to\* contact our customer support\* > > . > > We are here to help! > > > > With pawsitivity, > > Chance > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > >

**TOPIC CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 18:22:34 UTC

Added: yuytZ0InRc2UDUrYWXc\_JQ

**AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 18:22:35 UTC**

Live Team Notes Serial Numbers:24h3292573rt FW: Issue/ Need: WISMO - replacement Troubleshooting & Actions Taken: sent replacement tracking macro; hasn't shipped yet, confirmed Friday Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 18:22:36 UTC | Status: CLOSED

**EMAIL | Customer (4WU0orJ7...) | 2025-09-16 19:02:00 UTC**

**From:** ann.mattson@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Warranty Request Submitted

They will send an email for a replacement collar shipment? They said I should receive the new shipment within 3 days as they had to disconnect my collar on Friday. Can you tell me when the collar will ship? On Tue, Sep 16, 2025 at 1:21 PM Halo Collar wrote: > Hello Ann, > > My name is Robinson, and I'm happy to assist you! > Here is the latest information on your replacement request. > > - As soon as your order ships, you'll receive an email with your > tracking details, allowing you to monitor the delivery. > - You track your order here:\* Halo Collar Order Tracking\* > > > If you have any more questions, please don't hesitate to let us know. > Thank you for being part of the Halo Family! > > Best Regards, > Robinson > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 2:18 PM "Ann Mattson" ann.mattson@gmail.com> wrote: > > Can you give me any tracking info for the warranty collar that was sent > out? I haven't received any other correspondence since this email on > Friday. > > On Fri, Sep 12, 2025 at 12:55 PM Halo Collar > wrote: > > > Hello Ann, > > > Thank you for visiting us in the Dog Park today, my name is Chance, — it > > was great connecting with you and supporting your Halo journey. > > > \*Please discontinue using your current collar immediately, as it will be > > deactivated due to a technical issue.\* > > > We understand the importance of your Halo Collar in keeping your pup > > safe. This step is being taken to prioritize your dog's well-being. > > > \*Here's what to expect:\* > > > - Why it's being deactivated: A technical issue was identified that > > could affect how the collar works. > > - Why this matters: Using a collar with a known issue could result in > > unreliable tracking or feedback. Deactivation helps prevent a false sense > > of safety. > > - Your new collar will ship as soon as possible. You'll receive > > tracking details once it's on the way. > > > > \*Once your replacement collar arrives:\* > > > - The package should include your pre-paid return shipping label as > > well as instructions on what to send back to us. > > - You will \*ONLY\* be sending back the Halo Unit, and keep all of > > the accessories that came with your collar originally. (Strap, Case, > > Charging Equipment, Contact Tips, Etc.) > > - You can return your defective collar in the same packaging the > > replacement came in. > > - If your package is missing the return shipping label, please > > contact support so we can send you a new one. > > > > We understand this may be inconvenient, and we truly appreciate your > > patience. > > Please do not

hesitate to\* contact our customer support\* >> . >> We are here to help! >> >> With pawsitivity, >> Chance >> Halo Customer Support >> \*Halo Collar\* | Here for you and your best friend■ >> >> \*Need more help?\* >> ■\*support@halocollar.com\* | ■\*Halo Help >> Center\* >> >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >> >> >> - 9:00 am - 8:00 pm EST \*7 days a week\* >> >> \*Join Session\* to speak with the next available agent >> >> >>

*STATUS CHANGE | Customer (4WU0orJ7...) | 2025-09-16 19:02:00 UTC | Status: OPEN*

**EMAIL | Agent (DRL3eEs5...) | 2025-09-16 19:37:56 UTC**

**From:** support@halocollar.com

**To:** ann.mattson@gmail.com

**Subject:** Re: Halo Support Warranty Request Submitted

Hi Ann, Thank you for reaching back out. It seems that the replacement hasn't shipped out yet, but it's expected to ship out to night or latest tomorrow morning. This was due to the weekend, which can cause delays in shipment. If you do not see a tracking email by latest Thursday morning, please feel free to reach back out to us ASAP. Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 3:02 PM "Ann Mattson" wrote: > They will send an email for a replacement collar shipment? They said I > should receive the new shipment within 3 days as they had to disconnect my > collar on Friday. Can you tell me when the collar will ship? > > On Tue, Sep 16, 2025 at 1:21 PM Halo Collar wrote: > > > Hello Ann, > > > My name is Robinson, and I'm happy to assist you! > > Here is the latest information on your replacement request. > > > > - As soon as your order ships, you'll receive an email with your > > tracking details, allowing you to monitor the delivery. > > > - You track your order here:\* Halo Collar Order Tracking\* > > > > > If you have any more questions, please don't hesitate to let us know. > > Thank you for being part of the Halo Family! > > > > Best Regards, > > Robinson > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > On Tuesday, September 16, 2025, 2:18 PM "Ann Mattson" > ann.mattson@gmail.com> wrote: > > > > Can you give me any tracking info for the warranty collar that was sent > > out? I haven't received any other correspondence since this email on > > Friday. > > > > On Fri, Sep 12, 2025 at 12:55 PM Halo Collar > > wrote: > > > > Hello Ann, > > > > Thank you for visiting us in the Dog Park today, my name is Chance, — it > > was great connecting with you and supporting your Halo journey. > > > > \*Please discontinue using your current collar immediately, as it will be > > deactivated due to a technical issue.\* > > > > We understand the importance of your Halo Collar in keeping your pup > > safe. This step is being taken to prioritize your dog's well-being. > > > > \*Here's what to expect:\* > > > > - Why it's being deactivated: A technical issue was identified that > > could affect how the collar works. > > > - Why this matters: Using a collar with a known issue could result in > > unreliable tracking or feedback. Deactivation helps prevent a false sense > > of safety. > > > - Your new collar will ship as soon as possible. You'll receive > > tracking details once it's on the way. > > > > > \*Once your replacement collar arrives:\* > > > > > - The package should include your pre-paid return shipping label as > > well as instructions on what to send back to us. > > > - You will \*ONLY\* be sending back the Halo Unit, and keep all of > > the accessories that came with your collar originally. (Strap, Case, > > Charging Equipment, Contact Tips, Etc.) > > > - You can return your defective collar in the same packaging the > > replacement came in. > > > - If your package is missing the return shipping label, please > > contact support so we can send you a new one. > > > > > We understand this may be inconvenient, and we truly appreciate your > > patience. > > Please do not hesitate to\* contact our customer support\* > > . > > We are here to help! > > > > With pawsitivity, > > Chance > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > \*Need more help?\* > > > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > > > \*Join Session\* to speak with the next available agent > > > > > > >

*STATUS CHANGE | Agent (DRL3eEs5...) | 2025-09-16 19:37:56 UTC | Status: CLOSED*



## Conversation: A\_WhNHW0S36n1xRGd1psbQ

*Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:21:05 UTC to 2025-09-16 18:28:18 UTC*

*PHONE\_CALL | Customer (FEM1cFoG...) | 2025-09-16 18:21:05 UTC*

### **AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 18:28:07 UTC**

First and Last Name: Email: Phone Number: 18013304124 Collar SN: Collar FW: Collar  
Purchased From: Resources: Gladly Recap/TS: Pre-purchase questions Next Steps:

*TOPIC CHANGE | Agent (JcamaQTb...) | 2025-09-16 18:28:16 UTC*

*Added: NCR2eulFTRyzoCpXePNHpw*

*STATUS CHANGE | Agent (JcamaQTb...) | 2025-09-16 18:28:18 UTC | Status: CLOSED*

## Conversation: j8mLcHCrQE-tPgyTc4-uyQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:21:13 UTC to 2025-09-16 18:32:17 UTC

**PHONE\_CALL** | Customer (JiNIMvLW...) | 2025-09-16 18:21:13 UTC

**EMAIL** | Agent (kx0B3Ww9...) | 2025-09-16 18:29:14 UTC

**From:** support@halocollar.com

**To:** judysbs@msn.com

**Subject:** Halo Support Follow Up

Hello Judy, Thank you for calling Halo Support today. This is Joy. It was truly a pleasure speaking with you and learning more about you and your pup. As discussed, I have provided articles on your replacement options. What is Halo Protection? What is Halo Care? If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (kx0B3Ww9...) | 2025-09-16 18:32:04 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Judy Schliesman Email: judysbs@msn.com Phone Number: +15159880630 Collar SN: 23h3482281rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Recap/TS: Cx has a collar that won't charge. Cx was sent a charging kit On AP, there is a diag error, but cx is oow Offered to let cx know her options but she cut me off midway to say they would consider other options. Offered to send the options via email, and she was okay with that. Next Steps: Sending email to cx

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 18:32:11 UTC

Added: 6jk7DobMRw2g1ATE6kOMjw

**STATUS CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 18:32:17 UTC | Status: CLOSED

## Conversation: CzKT5JViqY2WsXng6-7cWg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:21:40 UTC to 2025-09-16 18:49:28 UTC

**Customer (8rN5PqcG...)** | 2025-09-16 18:21:40 UTC | halocollar.com

Our dog has died and we will no longer need our Halo collar. Can you check my account to determine if we can transfer the collar to a different user?

**System/AI** | 2025-09-16 18:21:53 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Customer (8rN5PqcG...)** | 2025-09-16 18:24:31 UTC

**From:** kathy81580@gmail.com

**To:** [support@halocollar.com](mailto:support@halocollar.com)

**Subject:** Dog died

Our dog has died and we no longer need our Halo collar. Are all collars able to be transferred/sold to a different user? If so, what is the best process? Thank you. Kathy Christensen

**EMAIL | Customer (8rN5PqcG...)** | 2025-09-16 18:28:08 UTC

**From:** kathy81580@gmail.com

**To:** [support@halocollar.com](mailto:support@halocollar.com)

**Subject:** Re: Dog died

Thank you! Kathy Christensen On Tue, Sep 16, 2025 at 1:25 PM Halo Collar wrote: > We're sorry to hear about your loss. Yes, you can transfer or sell your > Halo collar to another user. To do this, you'll need to remove the collar > from your account first. Here's how: > > 1. Open the Halo App. > 2. Tap on Settings (bottom-right corner). > 3. Select 'My Collars' and choose the collar you want to remove. > 4. Expand the collar card and tap 'Delete Collar' at the bottom. > 5. Confirm the deletion. > > Once removed, the new user can add the collar to their account. If you > need further assistance, feel free to ask! > The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 6:24 PM "Kathy Christensen" kathy81580@gmail.com> wrote: > > Our dog has died and we no longer need our Halo collar. Are all collars > able to be transferred/sold to a different user? If so, what is the best > process? Thank you. > > Kathy Christensen > >

**EMAIL | Customer (8rN5PqcG...)** | 2025-09-16 18:30:34 UTC

**From:** kathy81580@gmail.com

**To:** [support@halocollar.com](mailto:support@halocollar.com)

**Subject:** Re: Dog died

Can you provide the steps to delete my Halo account? Sent from my iPhone On Sep 16, 2025, at 1:28 PM, Halo Collar wrote: You're welcome, Kathy! If you have any more questions or need further assistance, feel free to reach out. Have a great day! On Tuesday, September 16, 2025, 6:28 PM "Kathy Christensen" wrote: Thank you! Kathy Christensen On Tue, Sep 16, 2025 at 1:25 PM Halo Collar wrote: (<mailto:support@halocollar.com>) We're sorry to hear about your loss. Yes, you can transfer or sell your Halo collar to another user. To do this, you'll need to remove the collar from your account first. Here's how: \* Open the Halo App. \* Tap on Settings (bottom-right corner). \* Select 'My Collars' and choose the collar you want to remove. \* Expand the collar card and tap 'Delete Collar' at the bottom. \* Confirm the deletion. Once removed, the new user can add the collar to their account. If you need further assistance, feel free to ask! The Halo Collar Virtual Assistant On Tuesday, September 16, 2025, 6:24 PM "Kathy Christensen" wrote: (<mailto:kathy81580@gmail.com>) Our dog has died and we no longer

need our Halo collar. Are all collars able to be transferred/sold to a different user? If so, what is the best process? Thank you. Kathy Christensen

**EMAIL | Customer (8rN5PqcG...) | 2025-09-16 18:36:55 UTC**

**From:** kathy81580@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Dog died

I have attached a screenshot of my account. I do not see "delete account" as an option. Kathy Christensen On Tue, Sep 16, 2025 at 1:31 PM Halo Collar wrote: > To delete your Halo account, please follow these steps: > > 1. > > \*Cancel Your Membership\*: Before deleting your account, ensure you > cancel your Halo Membership. This is important because once your account is > deleted, you won't be able to log back in to cancel the membership. > 2. > > \*Log into the Halo App\*: Open the Halo App on your device. > 3. > > \*Go to Settings\*: Navigate to the Settings section within the app. > 4. > > \*Access Account Information\*: Tap on 'Account' to view your account > details. > 5. > > \*Delete Account\*: Select 'Delete Account' to permanently remove your > account from the Halo system. > > If you need further assistance, feel free to ask! > > On Tuesday, September 16, 2025, 6:30 PM "Kathy" > wrote: > > Can you provide the steps to delete my Halo account? > Sent from my iPhone > > On Sep 16, 2025, at 1:28 PM, Halo Collar wrote: > > ■ > > You're welcome, Kathy! If you have any more questions or need further > assistance, feel free to reach out. Have a great day! > > On Tuesday, September 16, 2025, 6:28 PM "Kathy Christensen" kathy81580@gmail.com> wrote: > > Thank you! > > Kathy Christensen > > On Tue, Sep 16, 2025 at 1:25 PM Halo Collar > wrote: > > We're sorry to hear about your loss. Yes, you can transfer or sell your >> Halo collar to another user. To do this, you'll need to remove the collar >> from your account first. Here's how: >> >> 1. Open the Halo App. >> 2. Tap on Settings (bottom-right corner). >> 3. Select 'My Collars' and choose the collar you want to remove. >> 4. Expand the collar card and tap 'Delete Collar' at the bottom. >> 5. Confirm the deletion. >> >> Once removed, the new user can add the collar to their account. If you >> need further assistance, feel free to ask! >> The Halo Collar Virtual Assistant >> >> On Tuesday, September 16, 2025, 6:24 PM "Kathy Christensen" > kathy81580@gmail.com> wrote: >> >> Our dog has died and we no longer need our Halo collar. Are all collars >> able to be transferred/sold to a different user? If so, what is the best >> process? Thank you. >> >> Kathy Christensen >> >> >> >>

**TOPIC CHANGE | Agent (UNfbdmGc...) | 2025-09-16 18:46:01 UTC**

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**EMAIL | Agent (poWIULpl...) | 2025-09-16 18:49:18 UTC**

**From:** support@halocollar.com

**To:** kathy81580@gmail.com

**Subject:** Delete an Account

Hello Kathy, We can imagine how difficult it is to lose a beloved pet. Deleting Your Account Log into the Halo App Tap Settings Tap My Account Tap Delete Account This will permanently remove your account from the Halo system This is the only way to remove your account permanently Need help? Please contact Halo Collar Customer Service, and we'll be happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:37 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 6:36 PM "Kathy Christensen" wrote: > > > I have attached a screenshot of my account. I do not see "delete account" > > > as an option. > > > > > Kathy Christensen > > > > > On Tue, Sep 16, 2025 at 1:31 PM

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 18:49:28 UTC | Status: CLOSED

**STATUS CHANGE** / Agent (poWIULpl...) / 2025-09-16 18:49:28 UTC / Status: CLOSED

## Conversation: qVP66nImS52JZGbA3rPYpQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:22:30 UTC to 2025-09-16 18:23:15 UTC

### AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 18:22:30 UTC

Live Team Notes Serial Numbers: FW: Issue/ Need: Questions about remote beacon Troubleshooting & Actions Taken: Explained they will get the set FB Can not assign beacons to specific dogs Resources Used (provide details): (KB articles, Slack posts, internal docs.): App AP Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (YYRYgGjy...) | 2025-09-16 18:22:37 UTC

**From:** support@halocollar.com

**To:** bealk@sbcglobal.net

**Subject:** Halo Collar: Thank you!

Hello Karin, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 18:23:03 UTC

Ability to assign beacons to specific pet

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 18:23:13 UTC

Added: 9J6\_cepqS5yGgLK5NOsVww, 5PPI2RS4TSeSg5z-6z7TAQ, knxFA9d\_QvCvKSD3FB0LTQ

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 18:23:15 UTC | Status: CLOSED

## Conversation: 2KMvZ4acSHO-MyD7MOYWAg

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:24:26 UTC to 2025-09-16 18:24:40 UTC*

**STATUS CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 18:24:26 UTC | Status: OPEN

**AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 18:24:28 UTC**

Disputing refund for 2 collars

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 18:24:40 UTC

Added: IE0X\_KncQl6vMmRGK1vGrA

## Conversation: k21ZJCW4TIG-itYojV5i8g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:25:41 UTC to 2025-09-16 18:26:59 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:25:41 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:25:41 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:26:57 UTC

**From:** support@halocollar.com

**To:** deb-hargis@outlook.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Deborah, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:26:59 UTC | Status: CLOSED



## Conversation: f4njS3EyTOGUOZQUFyhs0g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:26:04 UTC to 2025-09-16 18:31:53 UTC

**PHONE\_CALL** | Customer (R5E5Av0q...) | 2025-09-16 18:26:04 UTC

### **AGENT NOTE | Agent (KLKzjzy9...) | 2025-09-16 18:31:43 UTC**

Live Team Notes Serial Numbers: NA FW: Issue/ Need: Bought through amazon, never used wants to return Troubleshooting & Actions Taken: Advised she would need to contact amazon or the seller due to it being 2 months since purchase Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **EMAIL | Agent (KLKzjzy9...) | 2025-09-16 18:31:45 UTC**

**From:** support@halocollar.com

**To:** emilyjprice5@gmail.com

**Subject:** Halo Support Follow Up

Hello Emily, Thank you for calling Halo Support today. This is Gale. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Gale Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 18:31:52 UTC

Added: rxefklGaTXGCpjC7oGEfPg

**STATUS CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 18:31:53 UTC | Status: CLOSED

## Conversation: S8zNEntUS6WTKrF4bPiLbg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:26:06 UTC to 2025-09-16 19:20:23 UTC

**TOPIC CHANGE** | Agent (\_mb2I5Ls...) | 2025-09-16 18:26:06 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (\_mb2I5Ls...) | 2025-09-16 18:32:59 UTC

Added: saLO9gP2TMeodivhS46y8Q

### AGENT NOTE | Agent (\_mb2I5Ls...) | 2025-09-16 18:33:01 UTC

Live Team Notes Serial Numbers: 25h4175778rt FW: v.03.00.05 Issue/ Need: Cx is very frustrated about being on his fourth warranty so far this year and wants his collar to be expedited or overnighted Troubleshooting & Actions Taken: Told cx that was not possible but he said that the last time this happened to him the team was able to get it to him in less than two days Since cx was upset I went ahead and told him I could get this escalated to management so he can talk to them and he said he would like that very much Collected his phone info and he said any time would be a great time to call him Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (\_mb2I5Ls...) | 2025-09-16 18:33:03 UTC

Added: yuytZ0InRc2UDUrYWXc\_JQ

### EMAIL | Agent (\_mb2I5Ls...) | 2025-09-16 18:33:21 UTC

**From:** support@halocollar.com

**To:** justinfrey333@gmail.com

**Subject:** Halo Collar Your Request Has Been Escalated

Hello Justin, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Jazmine Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (\_mb2I5Ls...) | 2025-09-16 18:35:25 UTC

Manager Request Notes Customer Information Serial Number: 25h4175778rt Firmware Version: v.03.00.05 Order Number: AW-20250509-15756 Why is this being escalated? (What happened?) Cx is very frustrated about being on his fourth warranty What is the customer requesting? Cx wants his collar to be expedited or overnighted Told cx that was not possible but he said that the last time this happened to him the team was able to get it to him in less than two days Since cx was upset I went ahead and told him I could get this escalated to management so he can talk to them and he said he would like that very much What has already been done with the customer? (Previous steps taken?) He spoke to an agent about an hour ago and was already told that we would not be able to overnight his collar and they sent him an email telling him once we received shipping info we would send him an update Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) Phone Phone number: 913-547-4432 Email address: justinfrey333@gmail.com Please do not promise a time frame for a response.

### EMAIL | Agent (KshEi1Yy...) | 2025-09-16 19:19:25 UTC

**From:** support@halocollar.com

**To:** justinfrey333@gmail.com

**Subject:** Re: Halo Collar Your Request Has Been Escalated

Hi Justin, My name is Marissa and I'm with Halo's Management Team. I know it hasn't been easy dealing with multiple replacements, and I completely understand how important it is for you to get Hendrix's collar as quickly as possible. While we aren't able to overnight ship, your replacement will go out with FedEx 2-Day so it should be in your hands soon. In the meantime, I'd like to ease a bit of the frustration by refunding part of your membership costs. I went ahead and sent over that reimbursement via gift card, and it should arrive in your email here shortly. I'd also love the chance to connect with you directly if you'd like to talk things through—I've included my call schedule below, and you're welcome to choose a time that works best for you. Marissa's Call Schedule I look forward to hearing back from you! Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend ■

On Tuesday, September 16, 2025, 1:33 PM support@halocollar.com wrote: > Hello Justin, > > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. > We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > > If you need anything in the meantime, we're right here and happy to help. > > With pawsitivity, > Jazmine > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (KshEi1Yy...) | 2025-09-16 19:20:21 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) The cx is on their 4th REP and they want it overnighted. Recap (When/Where/What the customer wants) The cx is on their 4th replacement The cx is asking to have it overnighted. Is This Resolved/Follow-Up Required? Informed the cx we cannot overnight the collar. Sent \$25 mem credit for inconvenience. Sent call schedule in case they'd like to discuss things further. If Follow Up Is Required (What/When) N/A Optional Additional Info:

**STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 19:20:23 UTC | Status: CLOSED**

## Conversation: Z2u\_iexiSoSh7vcuPq\_kvg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 18:26:45 UTC to 2025-09-16 18:34:32 UTC

PHONE\_CALL | Customer (6remNIKU...) | 2025-09-16 18:26:45 UTC

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 18:30:44 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Thomas Harsh Email: tomharsh@hotmail.com Phone number: 14258905842 Collar SN: 24h3201253rt Collar Model: H3 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 207 Birch Banks Rd City: Sagle State: ID Postal code: 83860 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H3 Contact Tips (3.5mm) For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (poWIULpl...) | 2025-09-16 18:31:22 UTC

**From:** support@halocollar.com

**To:** tomharsh@hotmail.com

**Subject:** Halo Support Accessories Order

Hello Thomas, My name is Kenny, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo Collar 3 Contact Tips (3.5mm) shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 18:32:12 UTC

Added: -LmskJFZShWIOOnMJUmqlA

### EMAIL | Agent (poWIULpl...) | 2025-09-16 18:32:53 UTC

**From:** support@halocollar.com

**To:** tomharsh@hotmail.com

**Subject:** Follow Up

Hello Thomas, We hope you and your pup are doing great today! My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: leave a review! Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:31 PM support@halocollar.com wrote: > Hello Thomas, > > My name is Kenny, and I'll be assisting you. > > I've gone ahead and submitted the request to have your Halo Collar 3 Contact Tips (3.5mm) shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete

satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**EMAIL | Agent (sR--y62-...) | 2025-09-16 18:34:31 UTC**

**From:** support@halocollar.com

**To:** tomharsh@hotmail.com

**Subject:** Re: Follow Up

Hello Thomas, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for contact tips has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:32 PM support@halocollar.com wrote: > Hello Thomas, > > We hope you and your pup are doing great today! > My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. > > We're so glad we could help — and we'd be truly grateful if you'd share your feedback. > Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. > > Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! > If you're up for it, you can leave a quick review here: leave a review! > > Thank you again for being part of the Halo Pack. We're lucky to have you! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 2:31 PM support@halocollar.com wrote: > > > Hello Thomas, > > > My name is Kenny, and I'll be assisting you. > > > I've gone ahead and submitted the request to have your Halo Collar 3 Contact Tips (3.5mm) shipped. > > > Here's an update: > > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > > With pawsitivity, > > Kenny > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 18:34:32 UTC | Status: CLOSED**

## Conversation: YZi3jZPzTJmOwqgsITSq4g

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:27:16 UTC to 2025-09-16 21:01:23 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:27:16 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:27:17 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:36:49 UTC

**From:** support@halocollar.com

**To:** saltlick2003@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello LANCE, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:36:50 UTC | Status: CLOSED

### EMAIL | Customer (s6u78-aA...) | 2025-09-16 21:01:23 UTC

**From:** saltlick2003@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Here is the email we got on Sept. 8th but as of today, still no collar replacement or tracking #. Hi LANCE, Your replacement Halo Collar is on its way! - Warranty Request: AW-20250909-44745 - Collar Serial: 25h4114997rt - Shipping To: JILL MORROW 901 Coopers Hawk Ln Timberville, VA 22853-2940 Please return your original collar using the instructions that will arrive with your new collar. Questions? Contact us in the Halo Dog Park , referencing Request #AW-20250909-44745. \*— The Halo Team\* On Tue, Sep 16, 2025 at 2:36 PM Halo Collar wrote: > Hello LANCE, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar > Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar > hasn't gone as expected. Thank you for taking the time to share your > feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, > and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us > — whichever is > easier for you. I'm here and ready to help however I can. > > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, > Bree > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > -- Lance & Jill Morrow

**STATUS CHANGE** | Customer (s6u78-aA...) | 2025-09-16 21:01:23 UTC | Status: OPEN



## Conversation: tod4bo1KQgKx7FkBWWc5cg

Messages: 11 | Customers: 1 | Duration: 2025-09-16 18:27:18 UTC to 2025-09-16 23:31:07 UTC

**EMAIL | Customer (m-RDKkIS...) | 2025-09-16 18:27:18 UTC**

**From:** chrisversteeg1985@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Battery Issue

This did not help. The battery is still going from fully charged to 0% in less than 8 hours, while not even in use. Please help fix this situation. On Fri, Sep 12, 2025, 5:28 PM Halo Collar wrote: > Hi Chris, > > We're sorry to hear about the issues with your Halo 3 collar. To address > the charging problem, please try these steps to recalibrate the battery: > - Charge the collar fully, then discharge it completely until it powers > off. > - Let it rest powered off for at least 5 hours. > - Fully charge it again without interruption. Please let us know if you > need further assistance or a return label. > > Thank you! > The Halo Collar Virtual Assistant > > On Saturday, September 13, 2025, 12:27 AM "Christopher Versteeg" chrisversteeg1985@gmail.com> wrote: > > Hi there, > > You recently sent me a replacement Halo 3 for a Halo 1 that was not > functioning properly. The Halo 3 that we received as a replacement is not > holding a charge. We charged it overnight and for more than 12 hours and it > dies within 8 hrs. I need to send the Halo 1 back next week. Should I send > both of them so you can send me one with a fully functioning battery? > > Thank you, > > Chris > >

**STATUS CHANGE | Unknown | 2025-09-16 20:29:01 UTC | Status: CLOSED**

**Customer (m-RDKkIS...) | 2025-09-16 23:04:23 UTC | halocollar.com**

my collar is not holding a charge

**STATUS CHANGE | Customer (m-RDKkIS...) | 2025-09-16 23:04:23 UTC | Status: OPEN**

**System/AI | 2025-09-16 23:04:54 UTC | halocollar.com**

Hi there! If your Halo Collar isn't holding a charge, try these steps: Plug the collar into the charger and hold the power button for 15 seconds, then release. Remove it from the charger, let it fully discharge until it powers off, and rest it for at least 5 hours. Fully charge the collar uninterrupted to 100%. Keep an eye on the battery life for 48 hours. If the issue persists, please contact our support team for further assistance. Also, make sure your charging port is clean and dry before charging to prevent any issues.

**Customer (m-RDKkIS...) | 2025-09-16 23:05:07 UTC | halocollar.com**

I already tried this

**System/AI | 2025-09-16 23:05:49 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: support@halocollar.com

**EMAIL | Agent (vayOmd0I...) | 2025-09-16 23:30:50 UTC**

**From:** support@halocollar.com

**To:** chrisversteeg1985@gmail.com

**Subject:** Re: Halo Battery Issue

Hello Meagan, Thanks for reaching out to the Halo Collar Virtual Assistant! We noticed you may need a bit more technical support to get everything working smoothly. We'd love to help you get the most out of your Halo experience! You have two great options: Visit the Dog Park – Face-to-face conversation with a live agent via Zoom. Our agents are available from 8 AM to 9 PM EST, 7 days a week. You can access the Dog Park through

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 23:31:07 UTC | Status: CLOSED



## Conversation: 9LJwRkfZReOeJVxdMHxxfg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:28:47 UTC to 2025-09-16 18:36:29 UTC

**PHONE\_CALL** | Customer (oO0ofX9y...) | 2025-09-16 18:28:47 UTC

**EMAIL | Agent (JcamaQTb...) | 2025-09-16 18:36:11 UTC**

**From:** support@halocollar.com

**To:** macweymouth@gmail.com

**Subject:** Halo Support Follow Up

Hello Mac, Thank you for calling Halo Support today. This is MeLissa. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 18:36:13 UTC**

First and Last Name: Mac Weymouth Email: macweymouth@gmail.com Phone Number: 19088099435 Collar SN: 25h4309951rt Collar FW: v.03.00.05 Collar Purchased From: Direct to Consumer Resources: Gladly Ap Halo Website Recap/TS: The cx wants to know what size strap she needs to order to replace the Halo 4 strap she has now. I directed the cx to the Halo website and let her know that the Halo 4 strap does not have a size Sent follow-up email Next Steps: n/a

**TOPIC CHANGE** | Agent (JcamaQTb...) | 2025-09-16 18:36:27 UTC

Added: yvre24KRS7mrSSqthtE0RA

**STATUS CHANGE** | Agent (JcamaQTb...) | 2025-09-16 18:36:29 UTC | Status: CLOSED

Conversation: VxFLT0ThTdqgcjMHWzYp\_A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:29:06 UTC to 2025-09-16 18:30:46 UTC

**EMAIL | Customer (JoZIZupA...) | 2025-09-16 18:29:06 UTC**

**From:** dakotamoon98@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support: Your Request is Under Review

[illegible]

EMAIL | Agent (chgMWdgT...) | 2025-09-16 18:30:28 UTC

TOPIC CHANGE / Agent (chgMWdqt...) / 2025-09-16 18:30:44 UTC

Added: w4-N2LKvQhW0agGKyIANbg, PLOeudXYRhqGCLwE5ykYeQ

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 18:30:46 UTC | Status: CLOSED

## Conversation: C8CU-WFWT36fnutLzOEveQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:29:17 UTC to 2025-09-16 18:53:43 UTC

PHONE\_CALL | Customer (k9R\_oeO7...) | 2025-09-16 18:29:17 UTC

EMAIL | Agent (kx0B3Ww9...) | 2025-09-16 18:51:40 UTC

**From:** support@halocollar.com

**To:** swimmer391@hotmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Jill, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 18:51:56 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Jill Davila Email: swimmer391@hotmail.com Phone Number: +12704593320 Collar SN: 25h4307894rt Collar FW: Collar Purchased From: Halo Resources: AP Recap/TS: Cx says she called before placing an order for a collar. She said she had told the agent how big her dog was before the purchase, but the collar then arrived, and it was too big she then reached out and was told she should not have purchased it and that it would be dangerous to her dog. Her dog is a maltipoo and weighs 8lbs so she returned the collar, now she is calling to ask why she was not refunded completely. She is demanding a full refund saying it was our fault. She wants to know when the rest of her refund will come through Let cx know I am unable to provide that but will escalate to billing per slack Next Steps: Sending email to cx Escalating to billing

AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 18:52:16 UTC

Full Name: Jill Davila Email Address: swimmer391@hotmail.com Serial Number: 25h4307894rt Order ID: RMA Ticket #: K6TU80RS What is the inquiry about? cx says she called before placing an order for a collar. She said she had told the agent how big her dog was, 8lbs, before the purchase, but the collar then arrived, and it was too big She then reached out and was told she should not have purchased and that it would be dangerous to her dog. So she returned, and now she is asking why she was not refunded completely. She is demanding a full refund, saying it was our fault that the first agent should have told her it was not right for her dog. Let cx know I would escalate to the team in charge Requested Action Cx wants a full refund on her return.

TOPIC CHANGE | Agent (kx0B3Ww9...) | 2025-09-16 18:53:39 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

STATUS CHANGE | Agent (kx0B3Ww9...) | 2025-09-16 18:53:43 UTC | Status: CLOSED

## Conversation: F0J42yZNSDml7YZBFjmUxw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:29:26 UTC to 2025-09-16 20:30:01 UTC

**Customer (UsJWQoHv...)** | 2025-09-16 18:29:26 UTC | halocollar.com

Create a fence

**System/AI** | 2025-09-16 18:30:00 UTC | halocollar.com

Hey there! To create a fence with your Halo Collar, just open the Halo App and tap 'My Map' in the bottom-left corner. Slide up the 'Find & Manage Pets' card, tap 'Add Fence', and place the marker on your property. You can enter your home address in the search bar and tap 'Create Fence'. The app will automatically generate a unique fence around your property based on public property lines and safety guidelines. For more detailed guidance, feel free to check out this link.

**STATUS CHANGE** | Unknown | 2025-09-16 20:30:01 UTC | Status: CLOSED

## Conversation: PUWfOz6sTOGwG1WIB4o6rA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 18:30:13 UTC to 2025-09-16 18:38:26 UTC

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 18:30:13 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 18:30:19 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 18:31:00 UTC

**From:** support@halocollar.com

**To:** wright.stallings@gmail.com

**Subject:** Halo Collar We're Sorry We Missed You!

Hello Wright, We hope you and your pup are having a great day. My name is Hannah. I'm so sorry I missed you when I first called. I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. Looking forward to speaking with you soon! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 18:36:11 UTC

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 18:36:57 UTC

**From:** support@halocollar.com

**To:** wright.stallings@gmail.com

**Subject:** Re: Halo Collar We're Sorry We Missed You!

Hello Wright, Thank you for contacting Halo Collar Support through a call request. My name is Hannah, and I'm sorry that I missed you at our scheduled time. Please feel free to contact our live support during business hours, as listed below, if you have any other questions or need further help. Dog Park (live video support) available hours: 9:00 am - 8 pm EST (7 days a week) Phone support (+1 (214) 238-9788) available hours: 8:00 am - 6:00 pm EST (M-F) 10:00 am - 4:00 pm EST (Sat-Sun) If you need any additional information on our customer support How to Contact Customer Support Help Desk Thank you for being part of our Halo Pack! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 1:31 PM support@halocollar.com wrote: > Hello Wright, > > We hope you and your pup are having a great day. My name is Hannah. > I'm so sorry I missed you when I first called. > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > Looking forward to speaking with you soon! > > With pawsitivity, > Hannah > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE** | Agent (vayOmd0l...) | 2025-09-16 18:38:23 UTC

Serial Numbers: 22h2431077rt FW: 03.00.05 Issue/ Need: Cx stated, "Was supposed to hear back from Halo with an email after speaking with a lady Thursday night. Have not seen an email yet about possible warranty coverage." Troubleshooting & Actions Taken: Called cx once, no answer Called cx again, no answer, left VM Resources Used: AP Next Steps: Follow up with General – Scheduled Call Follow Up – No Answer macro

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 18:38:25 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 18:38:26 UTC | Status: CLOSED



## Conversation: dwPCzic1SYm4Pq3yj7X8pw

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 18:30:51 UTC to 2025-09-16 18:31:15 UTC*

**STATUS CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 18:30:51 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 18:31:15 UTC

Added: jjmywZ3VSKKjVyuw1USzJQ

## Conversation: I9\_sS4kNTu-La6s6\_kvRyg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:32:30 UTC to 2025-09-16 18:57:59 UTC

**PHONE\_CALL** | Customer (p7aP2NyT...) | 2025-09-16 18:32:30 UTC

### **AGENT NOTE | Agent (KLKzjzy9...) | 2025-09-16 18:57:52 UTC**

Live Team Notes Serial Numbers: NA FW: Issue/ Need: pre-purchase questions for purchasing a collar Troubleshooting & Actions Taken: Explained the GPS< LTE and Bluetooth, fences and beacons to the cx Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Gladly Halocollar.com [<http://Halocollar.com>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 18:57:58 UTC

Added: NCR2eulFTRyzoCpXePNHpw

**STATUS CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 18:57:59 UTC | Status: CLOSED

## Conversation: JsflDu7BSf6sasJyVgsMig

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:32:41 UTC to 2025-09-16 18:38:10 UTC

**EMAIL | Customer (Ovsu244t...) | 2025-09-16 18:32:41 UTC**

**From:** jcrowder409@yahoo.com

**To:** info@halocollar.com

**Subject:** Re: Final notice: Need updated Halo Collar billing information

It should be updated now James Crowder On Aug 27, 2025, at 12:04 AM, Katie Wilson wrote: ■ Hey James, We just tried to process the \$14.99 subscription payment for the fourth time, but unfortunately it failed once again. If the next charge fails, your account will be cancelled automatically. You can update your billing information here. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3D8622c82c-248e-4e1e-97cc-475937bdf4a1%26at%3D4/e08F/sanGAQ/AQ/11d4e1b5-08c3-4c4d-8fcf-4a695f904cd4/1/ab\\_NbJpbUQ](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3D8622c82c-248e-4e1e-97cc-475937bdf4a1%26at%3D4/e08F/sanGAQ/AQ/11d4e1b5-08c3-4c4d-8fcf-4a695f904cd4/1/ab_NbJpbUQ)) Let us know if you have any questions, — Katie Wilson Customer Success

**EMAIL | Agent (DRL3eEs5...) | 2025-09-16 18:38:02 UTC**

**From:** support@halocollar.com

**To:** jcrowder409@yahoo.com

**Subject:** Re: Final notice: Need updated Halo Collar billing information

Hi James, Thank you for letting us know! I was able to verify it's updated, and no further interaction is needed. Please let us know if you have any other questions; have a great day! Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:32 PM "J (null)" wrote: > It should be updated now > > James Crowder > On Aug 27, 2025, at 12:04 AM, Katie Wilson wrote: > > ■ > > Hey James, > We just tried to process the \$14.99 subscription payment for the fourth time, but unfortunately it failed once again. > If the next charge fails, your account will be cancelled automatically. You can update your billing information here. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3D8622c82c-248e-4e1e-97cc-475937bdf4a1%26at%3D4/e08F/sanGAQ/AQ/11d4e1b5-08c3-4c4d-8fcf-4a695f904cd4/1/ab\\_NbJpbUQ](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3D8622c82c-248e-4e1e-97cc-475937bdf4a1%26at%3D4/e08F/sanGAQ/AQ/11d4e1b5-08c3-4c4d-8fcf-4a695f904cd4/1/ab_NbJpbUQ)) > Let us know if you have any questions, > — > Katie Wilson > Customer Success

**STATUS CHANGE | Agent (DRL3eEs5...) | 2025-09-16 18:38:10 UTC | Status: CLOSED**

## Conversation: ntDP8u-FSqWObDBYr5mgvA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:34:04 UTC to 2025-09-16 21:32:09 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 18:34:04 UTC

Added: jN7nMmX-TGW78SajheFiSw, 3ca1rzwMR0yvknfMyljr\_g,  
mj\_RH99OSYKd8pMTh-TZ2g

**EMAIL** | Agent (WBbod4uN...) | 2025-09-16 18:34:09 UTC

**From:** support@halocollar.com

**To:** sarahcwright@outlook.com

**Subject:** Halo Support

Hello Sarah, It was great speaking with you today! I am so happy I can help look into getting you a working collar. As discussed, I have reached out for assistance with your request and will follow up with you once I have an update. As well, I have included my personal call link below. Please feel free to hold on to my link and reach out if you have any questions or issues during this time and after. Jessica L's call link I look forward to following up with you and helping further! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (WBbod4uN...) | 2025-09-16 21:32:09 UTC

Live Team Notes Serial Numbers: 24h3300047rt FW: 01.25.03 Issue/ Need: Cx scheduled call for assistance with canceling their sub Troubleshooting & Actions Taken: While speaking with cx I found that they had not used their collar since they got it Cx tried to work with us back in December of 2024 but there was a misunderstanding and cx was not fully helped Cx has needed a warranty replacement but the last agent did not finish helping with this Cx also discussed that they were upset that the H4 came out a month or so after but they were told they could not upgrade Looking into some dates, it looks like they should have been able to exchange their collar At this point, cx originally just wanted to cancel their sub as they have not used their collar However, I was able to offer a warranty replacement and offered to personally help with their warranty and setup Sent my personal call link Cx also wanted to know if we could upgrade their collar during this process Reaching out for assistance with this option Finally, cx wants to know if we can refund their last annual payment as they did not use their collar any last year After our call I found a note that they were sent a \$50 giftcard for membership credit Reaching out for further assistance with this option Will follow up with cx once I have more info Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

## Conversation: Dz2lScnYR5iTxlztTzRG1g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:34:21 UTC to 2025-09-16 18:48:42 UTC

PHONE\_CALL | Agent (xJ3NOJLY...) | 2025-09-16 18:34:21 UTC

### AGENT NOTE | Agent (xJ3NOJLY...) | 2025-09-16 18:42:31 UTC

Live Team Notes Serial Numbers: 25h4193444rt FW: v.03.00.05 Issue/ Need: The pet pin is stuck and the dog is not receiving feedback. Cx has tried some TS on her own with information from the help center, but she hasn't had any luck Troubleshooting & Actions Taken: The cx does not have the collar with her to perform any troubleshooting I explained GPS level settings to her and advised I would send her instructions on how to take a look at those She will take a look at that email and then give us a call when she has the collar in hand Offered further assistance and mentioned survey Resources Used (provide details): (KB articles, Slack posts, internal docs.): How to Adjust My Collar's GPS Signal Level Settings [<https://support.halocollar.com/hc/en-us/search/click?data=BAh7DjoHaWRsKwgXWdD%2FBQQ6D2FjY291bnRfaWRpA5xBkzoJdHlwZUKiDGFydGljbGUGOGZFVDoldXJsSSJ3aHR0cHM6Ly9zdXBwb3J0LmhhbG9jb2xsYXluY29tL2hjL2VuLXVzL2FydGljbGVzLzQ0MjM4MTMxOTE5NTktSG93LXRvLUFkanVzdC1NeS1Db2xsYXlscy1HUFMtU2lnbmFsLUxldmVsLVNldHRpbmdzBjSlVDoOc2VhcmNoX2lkSSlpMzY5MDIkYTMTZjc5YS00YjUyLWtG3NjltNWlyNzc4NDljY2JmBjSlRjoJcmFua2kGOgtsb2NhbGVJlplbi11cwY7CFQ6CnF1ZXJ5SSIOZ3BzIGxldmVsBjSlVDoScmVzdWx0c19jb3VudGIF--0426adb342f6f8b9cc306de41f68865bbd642d16>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (xJ3NOJLY...) | 2025-09-16 18:48:01 UTC

**From:** support@halocollar.com

**To:** bradleylouw89@gmail.com

**Subject:** Halo Collar: Power Cycle & GPS Level Settings for Stuck Pet Pin

Hello Alexandra and Bradley, Before adjusting the GPS level settings on your collar, you'll want to try a power cycle if you haven't already. Please see those instructions below. If that doesn't work, I have included a link below with information on adjusting your GPS level settings. We are happy to walk through this with you on a call when you have the collar with you. If your pet pin is stuck on the map but showing an active connection status, attempting a power cycle resolves this issue. Important Information: Do NOT move the collar or remove the charger during this process. To perform a power cycle on your Halo Collar: Plug the collar in with the charging port facing upward. Hold the power button for 5 -7 seconds (you should feel a vibration). Release the power button after you feel the vibration. The battery light will turn solid red. When the battery LED turns off, the battery is fully discharged. Wait for the battery light to appear as a flashing or solid green. Press the power button for 1 to 2 seconds and then release. The battery light will turn solid green when the collar turns on. Remove the collar from the charger. How to Adjust My Collar's GPS Signal Level Settings We look forward to assisting you further. Until then, have a great day! With pawsitivity, Courtney Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (xJ3NOJLY...) | 2025-09-16 18:48:40 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, majmLeKgRJekuZZECNBxAQ

STATUS CHANGE | Agent (xJ3NOJLY...) | 2025-09-16 18:48:42 UTC | Status: CLOSED

## Conversation: OUp8aZMfQdWPqTzl38BY3A

Messages: 2 | Customers: 1 | Duration: 2025-09-16 18:35:04 UTC to 2025-09-16 18:35:21 UTC

**Customer (eUiP0E4P...) | 2025-09-16 18:35:04 UTC | halocollar.com**

Hey our collar will not charge, we were sent a replacement charging kit and instructed to reach back out if it still does not work with the new charging kit

**System/AI | 2025-09-16 18:35:21 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: yxg16m0sQJC9XWTdWx6wyA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:35:36 UTC to 2025-09-16 18:50:55 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 18:35:36 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx is gold-level member & having issues with utilizing HC Cx states it's charging them \$199 for HC instead of \$154 Recap (When/Where/What the customer wants) History; cx was previously told to TS issue with live support AP & Stripe; show cx has been gold level member since 9/18/2024 Cx has a new invoice coming up 9/18/25 Not sure why the gold level is not being reflected at checkout Is This Resolved/Follow-Up Required? FU - offering \$50 GC reimbursement once cx places order with HC If Follow Up Is Required (What/When) Send cx \$50 GC once HC order confirmed/received Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 18:50:51 UTC

**From:** support@halocollar.com

**To:** laurigoss@embarqmail.com

**Subject:** Your Halo Collar Upgrade

Hello Lauri, Thank you for reaching out to Halo Customer Support regarding your Halo Care upgrade. We appreciate your patience as we review your information. I have looked into your account details and can confirm that you have had a Gold Level Annual Plan with Halo Care since September 18th, 2024. I am unsure why the discounted price is not reflected for you at checkout. Could you please reply to this email with a screenshot of what you are seeing at checkout? I would like to forward this information to the proper team to investigate why it's not reflecting and prevent any future issues. Additionally, we would be happy to offer you a \$50 gift card to reimburse you for the remaining credit not being discounted on your order. This gift card is sent directly to your email from Tremendous and can be used anywhere that accepts Visa or it can be directly deposited into your bank account. Please let us know if this is something you would be interested in, and we would be happy to send that out to you once you place your Halo Care order, if it continues to not honor your gold level membership at checkout. We sincerely appreciate your patience and look forward to hearing from you! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend 🐾 On Monday, September 15, 2025, 8:47 AM support@halocollar.com wrote: > Hello Lauri, > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Adella > Halo Customer Support > Halo Collar | Here for you and your best friend 🐾 > > Need more help? > 🐾 support@halocollar.com | 🐾 Halo Help Center > 🐾 Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 18:50:55 UTC | Status: CLOSED

## Conversation: 3r\_gpZHsRL6fTeAEkWfAIA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:38:04 UTC to 2025-09-16 18:56:41 UTC

**PHONE\_CALL** | Customer (cljXyrre...) | 2025-09-16 18:38:04 UTC

### EMAIL | Agent (poWIULpl...) | 2025-09-16 18:40:28 UTC

**From:** support@halocollar.com

**To:** danielbdbw@tds.net

**Subject:** Photos

Hello Dan, Send photos to us by replying to this email. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 18:41:50 UTC

Added: 4NylcZCDQ\_-IGn\_argWl\_w

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 18:52:33 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Dan Woodruff Email: danielbdbw@tds.net Phone number: 16077254651 Collar SN: 25h4070834rt Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 30 Houghtaling Rd City: Port Crane State: NY Postal code: 13833 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Strap Kit - Graphite For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (poWIULpl...) | 2025-09-16 18:52:50 UTC

**From:** support@halocollar.com

**To:** danielbdbw@tds.net

**Subject:** Halo Support Accessories Order

Hello Dan, My name is Kenny, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo Collar 4 Strap Kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:40 PM support@halocollar.com wrote: > Hello Dan, > > Send photos to us by replying to this email. > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 18:52:54 UTC

Added: -LmskJFZShWIOOnMJuMqlA

### EMAIL | Agent (poWIULpl...) | 2025-09-16 18:54:36 UTC

**From:** support@halocollar.com



**To:** danielbdbw@tds.net

**Subject:** Follow Up

Hello Dan, We hope you and your pup are doing great today! My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:52 PM

[support@halocollar.com](mailto:support@halocollar.com) wrote: > Hello Dan, > > My name is Kenny, and I'll be assisting you. > > I've gone ahead and submitted the request to have your Halo Collar 4 Strap Kit shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 2:40 PM

[support@halocollar.com](mailto:support@halocollar.com) wrote: > > > Hello Dan, > > > Send photos to us by replying to this email. > > > With pawsitivity, > > Kenny > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center > > ■ Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 18:56:40 UTC**

Accessory Order Number-1660430

*STATUS CHANGE | Agent (DRL3eEs5...) | 2025-09-16 18:56:41 UTC | Status: CLOSED*

## Conversation: 3h2rSchDQ0SoZnipeP6JEA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:38:25 UTC to 2025-09-16 18:38:27 UTC

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 18:38:25 UTC | Status: OPEN

**EMAIL | Agent (KshEi1Yy...) | 2025-09-16 18:38:26 UTC**

**From:** support@halocollar.com

**To:** aggiepley1@gmail.com

**Subject:** Halo Management: Your Collar Has Shipped

Hi Kathy, This is Marissa with a follow up on your replacement order, as promised. It looks like it did ship yesterday, and it's on track to be delivered tomorrow. Here's the tracking information so that you can keep an eye on it: 393218694779 We really appreciate your patience throughout this process, and I'm here if you need anything moving forward. I hope you have an amazing rest of your day! Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 18:38:27 UTC | Status: CLOSED

## Conversation: q3YctkJGR\_KI1lcQdJw-ow

Messages: 15 | Customers: 1 | Duration: 2025-09-16 18:38:52 UTC to 2025-09-16 20:04:45 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 18:38:52 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, SMYZ9ncRSlyKFeGsLX1pew

**EMAIL | Agent (WBbod4uN...) | 2025-09-16 18:38:54 UTC**

**From:** support@halocollar.com

**To:** jenninterp2013@gmail.com

**Subject:** Halo Collar Next Steps Investigation

Hello Jennifer, Thank you so much for joining me in the Dog Park today, and I apologize for the delay in sending a follow-up! It was a pleasure connecting with you and supporting you on your Halo journey! I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 19:14:44 UTC**

Live Team Notes Serial Numbers: 24h3181725rt FW: 02.08.11 Issue/ Need: Cx has 2 collars but only one is having major battery life issues Troubleshooting & Actions Taken: Collar is not lasting all day and dying much faster than the other collar Collar 24h3181725rt is only lasting about 4-5 hours at a time Cx is having to charge it 1-2 times during the day and then overnight Cx has tried several different TS with agents Has let collar fully die and then charge Has tried power cycle Cx has 2 collars and have tried both chargers At this time workbook shows it should be getting about 13 hours but is still dying after about 4-5 hours Due to past TS and still having issues, I am esc to eval team Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Workbook Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 19:22:38 UTC**

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 24h3181725rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Battery Life Date & Time of Occurrence: The last few weeks but this morning it died after just a few hours of use Is the Issue Reproducible? (Yes/No – If Yes, include steps): Yes, has been happening the last few weeks Additional notes about the issue: Order info is missing in admin but reaching out for this in slack Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] Steps Completed:(Y/N) & Outcome of Troubleshooting: Cx has completed TS and it is still not staying charged Has let collar fully die and then charge Has tried power cycle Cx has 2 collars and have tried both chargers At this time workbook shows it should be getting about 13 hours but is still dying after about 4-5 hours 13 hours is still too low for an H3 Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) No Screenshots: (Yes/No) No System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) No App Logs (App issues): (Yes/No) No

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 19:23:00 UTC

Added: C601BWVnSViGn9DDMDr6WQ

**AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 19:49:41 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Zack's (24h3181725rt) Recap (When/Where/What the customer wants) Battery life Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) Sending cx wr confirmation macro Optional Additional Info: Unit has an expected battery life of 13.4 hrs Unit has a sim not inserted err on 9/13 Unit is struggling to connect to the sim card and LTE connection Actual batter life is 11 hrs this is well below the acceptable levels for an H3 Unit is within wr and needs to be replaced

**EMAIL | Agent (Rh0xdCH1...) | 2025-09-16 19:50:33 UTC**

**From:** support@halocollar.com

**To:** jenninterp2013@gmail.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hello Jennifer, My name is Quinn, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing battery life issues with Zack's Halo Collar (24h3181725rt). Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call. You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Quinn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:38 PM support@halocollar.com wrote: > Hello Jennifer, > > Thank you so much for joining me in the Dog Park today, and I apologize for the delay in sending a follow-up! It was a pleasure connecting with you and supporting you on your Halo journey! > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Jessica > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*STATUS CHANGE | Agent (Rh0xdCH1...) | 2025-09-16 19:50:36 UTC | Status: CLOSED*

**EMAIL | Customer (Wodjxhyr...) | 2025-09-16 19:51:42 UTC**

**From:** jenninterp2013@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Next Steps Investigation

Thank you, I will call them now. On Tue, Sep 16, 2025 at 3:50 PM Halo Collar wrote: > Hello Jennifer, > > My name is Quinn, and I'm with the Collar Evaluation Technical Team. > I understand you are experiencing battery life issues with Zack's Halo > Collar (24h3181725rt). > > Our backend data check indicated hardware problems. Based on our findings, > I would like to offer a replacement. > > \*To proceed with the replacement, follow these steps:\* > > 1. Please click\* this link\* > to speak with a Dog > Park agent > 2. All hardware issues will be recorded in our system, so you don't > need to worry about

providing detailed explanations. > 3. The agent will require your verbal authorization for the > replacement and confirm details with you. > 4. Cameras aren't required for this call > 5. You can also join the Dog Park through the\* Halo App.\* > > 6. Here are the instructions: > 1. Tap Settings > 2. Tap Halo Dog Park > 3. Tap Halo Support > 4. Tap Join Session > 5. Allow any permissions requested > 6. You will be connected with an agent > > We're committed to making this right for you and ensuring your pup stays > safe and protected. > Please note that when the replacement is issued, your current collar will > be deactivated for safety reasons. > > \*This is a requirement and can't be bypassed.\* > If you have any questions in the meantime, please don't hesitate to reach > out. We're here to help. > > With pawsitivity, > Quinn > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Tuesday, September 16, 2025, 2:38 PM support@halocollar.com wrote: > > Hello Jennifer, > > Thank you so much for joining me in the Dog Park today, and I apologize > for the delay in sending a follow-up! It was a pleasure connecting with you > and supporting you on your Halo journey! > > I've just escalated your case to our Collar Technical Evaluation Team. > They'll investigate the details and email you as soon as they finish their > review. > > \*What happens next:\* > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Jessica > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > >

**STATUS CHANGE** | Customer (Wodjxhyr...) | 2025-09-16 19:51:42 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 20:03:18 UTC

Removed: SMYZ9ncRSlyKFeGsLX1pew, C601BWVnSViGn9DDMDr6WQ

**AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 20:04:35 UTC**

Live Team Notes Serial Numbers:24h3181725rt FW: Issue/ Need: WR offered Troubleshooting & Actions Taken: Confirmed offer in Gladly Added shipment info Submitted WR Address confirmed Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (YYRYgGjy...) | 2025-09-16 20:04:40 UTC**

**From:** support@halocollar.com

**To:** jennnterp2013@gmail.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hello Jennifer, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please

contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:51 PM "Jennifer Terpstra" wrote: > Thank you, I will call them now. > > On Tue, Sep 16, 2025 at 3:50 PM Halo Collar wrote: > > > Hello Jennifer, > > > My name is Quinn, and I'm with the Collar Evaluation Technical Team. > > I understand you are experiencing battery life issues with Zack's Halo > > Collar (24h3181725rt). > > > Our backend data check indicated hardware problems. Based on our findings, > > I would like to offer a replacement. > > > \*To proceed with the replacement, follow these steps:\* > > > > 1. Please click\* this link\* > > to speak with a Dog > > Park agent > > 2. All hardware issues will be recorded in our system, so you don't > > need to worry about providing detailed explanations. > > 3. The agent will require your verbal authorization for the > > replacement and confirm details with you. > > 4. Cameras aren't required for this call > > 5. You can also join the Dog Park through the\* Halo App.\* > > > 6. Here are the instructions: > > 1. Tap Settings > > 2. Tap Halo Dog Park > > 3. Tap Halo Support > > 4. Tap Join Session > > 5. Allow any permissions requested > > 6. You will be connected with an agent > > > We're committed to making this right for you and ensuring your pup stays > > safe and protected. > > Please note that when the replacement is issued, your current collar will > > be deactivated for safety reasons. > > > \*This is a requirement and can't be bypassed.\* > > If you have any questions in the meantime, please don't hesitate to reach > > out. We're here to help. > > > With pawsitivity, > > Quinn > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Tuesday, September 16, 2025, 2:38 PM support@halocollar.com wrote: > > > Hello Jennifer, > > > Thank you so much for joining me in the Dog Park today, and I apologize > > for the delay in sending a follow-up! It was a pleasure connecting with you > > and supporting you on your Halo journey! > > > I've just escalated your case to our Collar Technical Evaluation Team. > > They'll investigate the details and email you as soon as they finish their > > review. > > > \*What happens next:\* > > • Our specialists deep dive into our system > > • They'll email you with their findings and clear next steps > > • We'll stay with you until everything's working the way it should > > > If you have any questions in the meantime, just hit reply. > > We're here for you and your pup every step of the way. > > > We'll be in touch as soon as possible! > > > With pawsitivity, > > Jessica > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > > >

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 20:04:45 UTC

Added: N\_yHDZizTI2Il1otDSOr9Q

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 20:04:45 UTC | Status: CLOSED

## Conversation: S6ihL3vZSK-xSgisNs-boA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 18:39:09 UTC to 2025-09-16 18:39:11 UTC

**TOPIC CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 18:39:09 UTC

Added: Vc4PMz7yTqecSVPaJlmbZQ

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 18:39:11 UTC | Status: CLOSED



## Conversation: y3CSznAOR\_GDgw6K6lQmBA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:39:45 UTC to 2025-09-16 21:37:55 UTC

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:39:45 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:39:45 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:40:08 UTC

**From:** support@halocollar.com

**To:** meredithlambert72@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Meredith, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:40:08 UTC | Status: CLOSED

### EMAIL | Customer (NhgHbO\_c...) | 2025-09-16 21:37:55 UTC

**From:** meredithlambert72@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

I'd rather just return the call thank you for your offer. They're on any times left even in September to talk. Please give me an RMA number so I can mail On Tue, Sep 16, 2025 at 2:40 PM Halo Collar wrote: > Hello Meredith, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar > Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar > hasn't gone as expected. Thank you for taking the time to share your > feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, > and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us > — whichever is > easier for you. I'm here and ready to help however I can. > > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, > Bree > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

**STATUS CHANGE** | Customer (NhgHbO\_c...) | 2025-09-16 21:37:55 UTC | Status: OPEN



## Conversation: HJUM2g0tSOaJA\_vcvZxzQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:40:22 UTC to 2025-09-16 19:40:55 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:40:22 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:40:23 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:40:43 UTC

**From:** support@halocollar.com

**To:** carolyncoxbarnes@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Carolyn, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:40:44 UTC | Status: CLOSED

### EMAIL | Customer (flsdbLnE...) | 2025-09-16 19:40:55 UTC

**From:** carolyncoxbarnes@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

I have enjoyed the halo collar and it works well for us. I find the app a little tricky, but I have figured it out. My only concern is that I am now on my third replacement collar after the original purchased one. They keep having glitches, and you guys keep alerting me, which is great, but it concerns me that at some point, I'm not going to be able to get a replacement collar again. They seem to all end up having issues. This is our fourth one that's supposed to be being sent. Sent from my iPhone. Please excuse all typos. Carolyn Barnes [O] 770-530-0674 On Sep 16, 2025, at 2:40 PM, Halo Collar wrote: Hello Carolyn, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) Thanks again for your time, and I hope we'll talk soon. Best Regards , Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Customer (flsdbLnE...) | 2025-09-16 19:40:55 UTC | Status: OPEN

## Conversation: z\_IEGDpQQ0G6lmi6tFmHHg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:40:58 UTC to 2025-09-16 18:41:18 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:40:58 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:40:58 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:41:17 UTC

**From:** support@halocollar.com

**To:** ktfishpaw@yahoo.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Kellie, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:41:18 UTC | Status: CLOSED

## Conversation: v3BeODcSRsuHzfWvqFB81w

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:41:37 UTC to 2025-09-16 18:54:09 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:41:37 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:41:38 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:41:56 UTC

**From:** support@halocollar.com

**To:** courtneyirene15@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Courtney, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:41:57 UTC | Status: CLOSED

### EMAIL | Customer (QDGJBKde...) | 2025-09-16 18:54:09 UTC

**From:** courtneyirene15@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

I was already told twice that there wasn't anything that could be done for my current collar because it is outside of the warranty window. I have spent around \$1,000 on halo products/subscriptions and then when I had a glitch in the app and reached out for support I was told I needed to replace my collar that is less than 1 and 1/2 old. So there was no support that I received, just got told to buy a new collar. On Tue, Sep 16, 2025 at 1:41 PM Halo Collar wrote: > Hello Courtney, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar > Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar > hasn't gone as expected. Thank you for taking the time to share your > feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, > and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us > — whichever is > easier for you. I'm here and ready to help however I can. > > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, > Bree > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

**STATUS CHANGE** | Customer (QDGJBKde...) | 2025-09-16 18:54:09 UTC | Status: OPEN

## Conversation: rAQotpdRQeyCDLwwjHvhNQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:42:15 UTC to 2025-09-16 18:42:40 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:42:15 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:42:17 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:42:39 UTC

**From:** support@halocollar.com

**To:** noz34me@gmail.com

**Subject:** Halo Collar Your Satisfaction Is Important!

Hello Tom, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:42:40 UTC | Status: CLOSED

## Conversation: 2x4Bbl8-TiGfi3xx6Za5oA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:42:18 UTC to 2025-09-16 19:06:03 UTC

**PHONE\_CALL** | Customer (7jevn6pj...) | 2025-09-16 18:42:18 UTC

**EMAIL | Agent (JcamaQTb...) | 2025-09-16 19:05:39 UTC**

**From:** support@halocollar.com

**To:** cgfd13@gmail.com

**Subject:** Halo Support Follow Up

Hello Karen & Cody, Thank you for calling Halo Support today. This is MeLissa. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 19:05:55 UTC**

First and Last Name: Karen Vial Email: cgfd13@gmail.com Phone Number: 16083017997 Collar SN: 25h4221875rt Collar FW: v.03.00.05 Collar Purchased From: Amazon Resources: Gladly AP Recap/TS: The cx purchased a Halo Collar from Amazon, but they can no longer use it and want to return the collar. The return window for Amazon has already passed Advised the cx to reach out to the seller through Amazon to ask if they can extend it within a certain time frame. Sent follow-up email Next Steps: n/a

**TOPIC CHANGE** | Agent (JcamaQTb...) | 2025-09-16 19:06:01 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ

**STATUS CHANGE** | Agent (JcamaQTb...) | 2025-09-16 19:06:03 UTC | Status: CLOSED

## Conversation: IkblCTIhQJCXtJP67eYteg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:43:31 UTC to 2025-09-16 20:46:24 UTC

**Customer (dxNnx8IH...)** | 2025-09-16 18:43:31 UTC | halocollar.com

I recently received a replacement collar for our dog Hera due to a defetive battery. The new collar is not registering on the app appropriately.

**System/AI** | 2025-09-16 18:44:17 UTC | halocollar.com

Hi there! To get your new collar working with the app, please make sure the collar is charged, Bluetooth is on, and the collar is within 50 feet of your phone. Next, open the Halo App and follow the steps to pair the collar via Bluetooth. Also, check that the app has all the necessary permissions and is updated to the latest version. If you're still having trouble, try resetting the collar by pressing the power button and following any additional troubleshooting steps in the app. If the issue continues, feel free to reach out to support for further assistance.

**Customer (dxNnx8IH...)** | 2025-09-16 18:45:09 UTC | halocollar.com

OK. I'll try that this evening when she is out with her collar next.

**System/AI** | 2025-09-16 18:45:36 UTC | halocollar.com

Great! Give that a try, and hopefully, everything will work smoothly. If you encounter any issues, don't hesitate to reach out. Have a wonderful evening with Hera and her Halo Collar!

**STATUS CHANGE** | Unknown | 2025-09-16 20:46:24 UTC | Status: CLOSED

## Conversation: SvqZrI2VSAeQlcfFLv70yQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:46:32 UTC to 2025-09-16 18:51:44 UTC

### AGENT NOTE | Agent (60bX287\_...) | 2025-09-16 18:46:32 UTC

Live Team Notes Serial Numbers: 25h4195531rt FW: 03.00.05 Issue/ Need: GPS inaccuracy/ delay Troubleshooting & Actions Taken: Submitted FW update for cx collar Had cx provide screen share of boundaries Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, T1 troubleshooting guide, slack [https://halocollarworkspace.slack.com/archives/D09FG6VJ3FF/p1758047729431769] Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (60bX287\_...) | 2025-09-16 18:48:24 UTC

**From:** support@halocollar.com

**To:** jodiesharkey@me.com

**Subject:** Halo Collar: Thank you!

Hello Jodie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! If the issue persists after the firmware update, please reach back out to us. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Joshua Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (60bX287\_...) | 2025-09-16 18:50:07 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (60bX287\_...) | 2025-09-16 18:51:42 UTC

Added: ZKYz4UsHRG6\_\_sFoccYIEA

**STATUS CHANGE** | Agent (60bX287\_...) | 2025-09-16 18:51:44 UTC | Status: CLOSED

## Conversation: DAYshDkjRHOk0dIYSekNKKQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:47:11 UTC to 2025-09-16 19:49:23 UTC

PHONE\_CALL | Customer (Hy2meJK5...) | 2025-09-16 18:47:11 UTC

### AGENT NOTE | Agent (WoybUALE...) | 2025-09-16 19:00:46 UTC

Live Team Notes Serial Numbers: 25h4091083rt FW: v.03.00.05 Issue/ Need: cx has been attempting to get an accessory order delivered that was delivered to a wrong address (Order ID: 1648647) cx has reached out several times for support with escalation to WISMO but cs has not heard back Order placed August 25 Troubleshooting & Actions Taken: ESCALATING TO MANAGER REQUEST FOR CX CONTACT AND SUPPORT Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. Manager Request Notes Customer Information Serial Number: 25h4091083rt Firmware Version: v.03.00.05 Order Number: 1648647 Why is this being escalated? (What happened?)cx has been attempting to get an accessory order delivered that was delivered to a wrong address (Order ID: 1648647) cx has reached out several times for support with escalation to WISMO but cs has not heard back Order placed August 25 What is the customer requesting? Cx would like to speak someone who can actually help her get her charger she ordered, she is very frustrated and needs help What has already been done with the customer? (Previous steps taken?) cx has reached out several times to support with escalation to WISMO, but cx never heard back and is upset but trying to be patient Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) PHONE CALL PLEASE LEAVE VOICEMAIL IF CX IS UNAVAILABLE Phone number: +13045660321 Email address: jeannie.davis@abc.edu Please do not promise a time frame for a response.

### EMAIL | Agent (WoybUALE...) | 2025-09-16 19:01:27 UTC

**From:** support@halocollar.com

**To:** jeannie.davis@abc.edu

**Subject:** Halo Collar, Your Request Has Been Escalated

Hello Jeannie, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Michelle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (WoybUALE...) | 2025-09-16 19:01:49 UTC

Added: y5p26f9RQxiykowWrcyu6Q

TOPIC CHANGE | Agent (vayOmd0l...) | 2025-09-16 19:49:19 UTC

Added: J6SkFGXlQuSCNs7po8eoOQ

### EMAIL | Agent (vayOmd0l...) | 2025-09-16 19:49:23 UTC

**From:** support@halocollar.com

**To:** jeannie.davis@abc.edu

**Subject:** Halo Support: Shipping Address Needed for Your Replacement Adapter



Hello Jeannie, My name is Hannah with the Halo Customer Support Team. First, I want to sincerely apologize for all the back and forth you've experienced regarding your replacement charging adapter. I know it's been frustrating, and I truly appreciate your patience while we work to get this resolved for you. We're ready to ship your replacement adapter for your Halo 4 collar. However, FedEx has a hard time delivering to P.O. boxes, so we'll need a physical street address to ensure successful delivery. Could you please reply with the best physical address to use? Once we have that information, we'll get your adapter shipped out right away and share the tracking details with you. I'll personally monitor this case to make sure everything moves smoothly from here and that you don't have to follow up again. Thank you again for bearing with us through all of this. We'll make sure you and your pup are taken care of as quickly as possible. With pawsitivity, Hannah  
Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?  
■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

## Conversation: owtUkoVuReKKcz8jCiWKqA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:47:14 UTC to 2025-09-16 18:54:54 UTC

**PHONE\_CALL** | Agent (WBbod4uN...) | 2025-09-16 18:47:14 UTC

**PHONE\_CALL** | Agent (WBbod4uN...) | 2025-09-16 18:53:09 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 18:53:21 UTC

Added: jN7nMmX-TGW78SajheFiSw, WprjYFTuRsSIVmqirbejqg

### AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 18:54:37 UTC

Live Team Notes Serial Numbers: NA FW: NA Issue/ Need: Cx scheduled a call for 2:45 pm est Troubleshooting & Actions Taken: Cx did not answer either call attempt Call request states "I received a notice of a critical error on our collar." It looks like warranty may have been handled yesterday Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rLOASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (WBbod4uN...) | 2025-09-16 18:54:53 UTC

**From:** support@halocollar.com

**To:** jdkdr2@bellsouth.net

**Subject:** Halo Collar We're Sorry We Missed You!

Hello Jack and Kathy, Thank you for contacting Halo Collar Support through a call request. My name is Jessica, and I'm sorry that I missed you at our scheduled time. Please feel free to contact our live support during business hours, as listed below, if you have any other questions or need further help. Dog Park (live video support) available hours: 9:00 am - 8 pm EST (7 days a week) Phone support (+1 (214) 238-9788) available hours: 8:00 am - 6:00 pm EST (M-F) 10:00 am - 4:00 pm EST (Sat-Sun) If you need any additional information on our customer support How to Contact Customer Support Help Desk Thank you for being part of our Halo Pack! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (WBbod4uN...) | 2025-09-16 18:54:54 UTC | Status: CLOSED

## Conversation: moSFF8EuSPmChQV5SV4cEg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:48:14 UTC to 2025-09-16 18:48:19 UTC

**Customer (58e6EWI0...) | 2025-09-16 18:48:14 UTC | halocollar.com**

There is a ridiculous amount of wear on our collar / case for 6 months of use. This is a \$900 Cad investment for us and unfortunately the collar portion is already due for replacement

**Customer (58e6EWI0...) | 2025-09-16 18:48:15 UTC | halocollar.com**

**System/AI | 2025-09-16 18:48:19 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: 6ff2R343SC-esmuyU\_TQ8w

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 18:48:39 UTC to 2025-09-16 18:49:13 UTC*

**Customer (hhT1XBL5...) | 2025-09-16 18:48:39 UTC | halocollar.com**

how can I reset my password

**System/AI | 2025-09-16 18:49:13 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: -FSuXVjKRva4DN1g8wMaEg

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 18:50:42 UTC to 2025-09-16 18:51:26 UTC*

**Customer (ohgqKJIS...) | 2025-09-16 18:50:42 UTC | halocollar.com**

The bolts unscrewed on my dogs collar and fell out. Where it latches

**System/AI | 2025-09-16 18:51:26 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: fEtzO1sXS6-wbKC08q-ydQ

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:51:03 UTC to 2025-09-16 19:33:12 UTC

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 18:51:03 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 18:51:05 UTC

Live Team Notes Serial Numbers: Not added back. FW: NA Issue/ Need: Cx needed help with removing the collar so that they could give the gift it to someone else. Cx needs to cancel the plan. They have no dog. Troubleshooting & Actions Taken: Confirmed the collar was removed from the account. Cx still needs the plan cancelled. Push to billing for cancellation. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?t=ab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 18:53:27 UTC

Billing Team Escalation Notes Kathy Christensen kathy81580@gmail.com 20h1451533rt Subscription Start Date: 12/20/22 Reason for Escalation: Cx no longer uses the collar, and they need the Silver plan cancelled. Requested Action: Cancel the Silver plan. No billing info, so it's greyed out.

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 18:53:35 UTC

**From:** support@halocollar.com

**To:** kathy81580@gmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Kathy, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 18:53:45 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

### AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 19:29:52 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx is looking to cancel sub as dog has passed away Recap (When/Where/What the customer wants) Per AP no collar is linked to the account Cx is enrolled in monthly sub plan start 12/2023 Per stripe sub is still active Cancelling sub immediately in stripe Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Sending email to cx that sub has been cancelled Optional Additional Info:

### EMAIL | Agent (K5Oem0q0...) | 2025-09-16 19:33:08 UTC

**From:** support@halocollar.com

**To:** kathy81580@gmail.com

**Subject:** Halo Collar Subscription Update

Hello Kathy, Thanks for reaching out to Halo Support! My name is Jessica. We are very sorry to hear of the passing of Hank and we send our condolences. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up, we're always here to help! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:53 PM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Hello Kathy, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Aaron > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 19:33:12 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 19:33:12 UTC

Added: OfTt8viJQcq6OAbjGHi0iQ

## Conversation: 9YaK6B94S0ahyHOXAt-KTw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:51:28 UTC to 2025-09-16 19:03:27 UTC

**PHONE\_CALL** | Customer (He-kPTyd...) | 2025-09-16 18:51:28 UTC

**EMAIL** | Agent (kx0B3Ww9...) | 2025-09-16 19:03:11 UTC

**From:** support@halocollar.com

**To:** moreroundsplease@gmail.com

**Subject:** Halo Support Follow Up

Hello Bryan, Thank you for calling Halo Support today. This is Joy. It was truly a pleasure speaking with you. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (kx0B3Ww9...) | 2025-09-16 19:03:18 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Bryan Dunlavy Email: moreroundsplease@gmail.com Phone Number: +17207612002 Collar SN: 24h4415096rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP order status Recap/TS: cx got a diag error for one of his collars put in his address but says he did not receive any follow up email with tracking. Cx confirmed address 2 days ago. Let cx know the timeline of 3-5 business days. Let cx know to keep an eye out in his inbox and spam folder for the tracking info. Next Steps: Sending email to cx

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 19:03:24 UTC

Added: yuytZ0lnRc2UDUrYWXc\_JQ

**STATUS CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 19:03:27 UTC | Status: CLOSED



## Conversation: ach1EWKxQ4yDMc-0Z6eRzQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:51:31 UTC to 2025-09-16 19:03:38 UTC

### EMAIL | Customer (-G7B8SKN...) | 2025-09-16 18:51:31 UTC

**From:** moriahbethrowley@gmail.com

**To:** support@halocollar.com

**Subject:** #1375270

Hello, What order number do I use for the defect collar? I did get replacement, but I can't use that until I return old one right?

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 18:59:33 UTC

Added: GQRgRiz7SFeGBYuLHnqrzg

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 18:59:34 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx asking for an order number for defective collar (?) Cx has received replacement collar from AW-20250908-44676 Recap (When/Where/What the customer wants) Advising cx they can use the replacement immediately Advising they should have received a prepaid label to return defective collar Advising to keep case, strap, contact tips, etc Is This Resolved/Follow-Up Required? Resolved unless cx needs a new label sent If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

### EMAIL | Agent (sR--y62-...) | 2025-09-16 19:03:37 UTC

**From:** support@halocollar.com

**To:** moriahbethrowley@gmail.com

**Subject:** Re: #1375270

Hello Moriah, Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. I'm sorry for any confusion. You can start using your replacement collar immediately after you've added it to your account. You should have received a prepaid label in the packaging with the replacement collar. You will just need to return the unit itself (keep any case, strap, contact tips, charger, etc). If you did not receive the prepaid label just let us know and we can have one emailed to you. If you have any further questions or concerns, please do not hesitate to contact us. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:51 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 6:51 PM "Moriah Rowley" wrote: > > Hello, > > What order number do I use for the defect collar? > > I did get replacement, but I can't use that until I return old one right? > >

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 19:03:38 UTC | Status: CLOSED

## Conversation: mAF5fTnQSBihhZUJ3n1Akw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:54:07 UTC to 2025-09-16 19:25:04 UTC

### EMAIL | Customer (dkXmC5Oc...) | 2025-09-16 18:54:07 UTC

**From:** wanda.spinks@hotmail.com

**To:** support@halocollar.com

**Subject:** Fell apart

Hi. We love and are enjoying our halo collar. But the two little screws that go at the clasp of the collar fell out. I heard something hit the floor when I was putting it on her today and it the screw. I noticed the other one was gone as well. It's the little metal ones that comes in two pieces and interlock together. So now I have one and the other one is missing. How do I replace these? Thanks. Wanda Gilles Sent from my iPhone

### EMAIL | Agent (chgMWdgT...) | 2025-09-16 19:05:29 UTC

**From:** support@halocollar.com

**To:** wanda.spinks@hotmail.com

**Subject:** Re: Fell apart

Hello Wanda, This is Brandon with Halo Support. I hope you're having a great day. I'd be happy to send you a set of those screws. Are you still at this address 246 Bailey Addition Road? As soon as I have confirmed your address, I will get a set sent out to you. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:54 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 6:54 PM "Wanda Spinks" wrote: > > > Hi. We love and are enjoying our halo collar. But the two little screws that go at the clasp of the collar fell out. I heard something hit the floor when I was putting it on her today and it the screw. I noticed the other one was gone as well. It's the little metal ones that comes in two pieces and interlock together. So now I have one and the other one is missing. How do I replace these? > > Thanks. Wanda Gilles > > > > > Sent from my iPhone

### AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 19:24:37 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Rivets fell out of H4 strap Recap (When/Where/What the customer wants) Offered to send strap adj. kit Waiting for CX to confirm their address is the same as in August Is This Resolved/Follow-Up Required? Follow up If Follow Up Is Required (What/When) Place Acc order for strap adj kit once cx confirms their address Optional Additional Info:

**TOPIC CHANGE** | Agent (chgMWdgT...) | 2025-09-16 19:24:50 UTC

Added: w4-N2LKvQhW0agGKyIAnbg, -LmskJFZShWIO0nMJuMqlA

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 19:25:04 UTC | Status: CLOSED

## Conversation: 6B\_AC2xPTLeIHE5oekO4ka

Messages: 7 | Customers: 1 | Duration: 2025-09-16 18:54:08 UTC to 2025-09-16 21:03:12 UTC

PHONE\_CALL | Customer (3vL5SF24...) | 2025-09-16 18:54:08 UTC

EMAIL | Agent (gJyogQbb...) | 2025-09-16 19:22:44 UTC

**From:** support@halocollar.com

**To:** jkgengler4@gmail.com

**Subject:** Halo Collar Sending Log and Diagnostic Files

Hello Kim, My name is Wisha, and I'm happy to assist you. Here is information on how to send System Logs or Diagnostic Files to Customer Support during troubleshooting. You'll need the following: Your Halo Collar A USB-C charging cable (the one that came with your collar or another USB-C cable) A PC or Mac computer

**Step-by-Step Instructions:**

- Make sure the collar is turned ON
- Press the power button once
- The Logo light will start blinking
- Recreate or observe the issue (if possible)
- Try to reproduce the behavior by hand testing the collar
- Create a new diagnostic file: Press the power button again (a short press)
- This saves the log to the collar's internal storage
- Connect the collar to your computer using the USB-C cable
- Turn the collar OFF to enter low power mode
- Press and hold the power button for 5 seconds
- The collar will vibrate three times
- Release the button when vibration ends
- Open File Explorer (Windows) or Finder (Mac) on your computer
- Your computer may show a notification that a new device was connected
- If the collar does not appear, try a Hard Reset: Hold the power button for 60 seconds, then try connecting again
- Once connected, the collar will appear as a USB drive
- On a PC: likely listed as D: or E:
- On a Mac: likely listed as "noname"
- Open the USB drive
- You should see folders named: log, logs, config, FWs, geediags
- From here, follow any instructions from Customer Support on which files or folders to send.

**How to Send Log and Diag Files to Customer Support:**

- Open the collar's USB drive on your computer
- Locate and copy the "log" folder
- Paste or attach this folder to your email reply to Customer Support
- These files are usually small, so you should be able to send the full folder
- If needed, just attach the most recent log files
- Next, locate and attach the "diags" folder
- This folder contains several .json files
- Attach it to the same email along with the log folder/files

**Where to Send the Files:**

- If you already have an open support ticket, reply to that email
- If not, send a new email to: support@halocollar.com

**Important Notes:**

- If you're submitting files for more than one collar, send them in separate emails
- Include the serial number of each collar in the email
- Files do not indicate which collar they came from
- Once files are attached and sent: Safely eject the collar from your computer
- Press the ON button to turn the collar back on and resume use

If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend

■ Need more help? ■ support@halocollar.com | ■ Halo Help Center

■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week

Join Session to speak with the next available agent

AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 19:24:54 UTC

Live Team Notes

Serial Numbers: 23h3453816rt

FW: v.02.08.11

Issue/ Need: cx is not able to connect to wifi

Troubleshooting & Actions Taken: cx has 2.4GHz network, it just spins in circle and wont connect to the wifi, unable to connect, the phone is on the same wifi, the router has been reset. Tried in the same room as router. Checked the phone connectio

The firmware has been pushed to update. tried getting the system logs through the app, also sent the email and cx said they dont have the computer to follow those instructions

escalatin to CET. ■ Router brand/model T Mobile/TMO-G4AR ■ ISP T Mobile

Resources Used (provide details): (KB articles, Slack posts, internal docs.): ap, kb

Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rLOASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4y k] before escalating. Incomplete escalations will be returned for follow-up with the customer.connect

AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 19:27:00 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 23h3453816rt

Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Wifi

Date & Time of Occurrence: since

Feburary as they switched to Tmobile Is the Issue Reproducible? (Yes/No – If Yes, include steps):yes Additional notes about the issue: cx has done the ts guide for wifi and still not able to connect Troubleshooting Summary Tier 1 TSing [https://docs.google.com/docume nt/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h. 9e6r2wrw4yk] Steps Completed:(Y/N) & Outcome of Troubleshooting:Yes, not able to connect to the wifi Required Attachments (Check if Included) App Logs (App issues): (Yes/No)y

**EMAIL | Agent (gJyogQbb...) | 2025-09-16 19:29:06 UTC**

**From:** support@halocollar.com

**To:** jkgengler4@gmail.com

**Subject:** Halo Collar Next Steps Investigation

Hello Kim, My name is Wisha, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:22 PM

support@halocollar.com wrote: > Hello Kim, > > > My name is Wisha, and I'm happy to assist you. > > Here is information on how to send System Logs or Diagnostic Files to Customer Support during troubleshooting. > > You'll need the following: > Your Halo CollarA USB-C charging cable (the one that came with your collar or another USB-C cable)A PC or Mac computer > Step-by-Step Instructions: > Make sure the collar is turned ONPress the power button onceThe Logo light will start blinkingRecreate or observe the issue (if possible)Try to reproduce the behavior by hand testing the collar > Create a new diagnostic file: > Press the power button again (a short press)This saves the log to the collar's internal storageConnect the collar to your computer using the USB-C cableTurn the collar OFF to enter low power modePress and hold the power button for 5 secondsThe collar will vibrate three timesRelease the button when vibration endsOpen File Explorer (Windows) or Finder (Mac) on your computerYour computer may show a notification that a new device was connectedIf the collar does not appear, try a Hard Reset:Hold the power button for 60 seconds, then try connecting againOnce connected, the collar will appear as a USB driveOn a PC: likely listed as D: or E:On a Mac: likely listed as "noname"Open the USB driveYou should see folders named:loglogsconfigFWsgeediagsFrom here, follow any instructions from Customer Support on which files or folders to send. > > How to Send Log and Diag Files to Customer Support:Open the collar's USB drive on your computerLocate and copy the "log" folderPaste or attach this folder to your email reply to Customer SupportThese files are usually small, so you should be able to send the full folderIf needed, just attach the most recent log filesNext, locate and attach the "diags" folderThis folder contains several .json filesAttach it to the same email along with the log folder/filesWhere to Send the Files:If you already have an open support ticket, reply to that emailIf not, send a new email to: support@halocollar.comImportant Notes:If you're submitting files for more than one collar, send them in separate emailsInclude the serial number of each collar in the emailFiles do not indicate which collar they came fromOnce files are attached and sent:Safely eject the collar from your computerPress the ON button to turn the collar back on and resume uself you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! > > With pawsitivity, > Wisha > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE | Agent (gJyogQbb...) | 2025-09-16 19:29:50 UTC**

Added: MrUs0OtWR ey12B9IX1kW\_Q

**AGENT NOTE | Agent (-LDMikjl...) | 2025-09-16 21:03:12 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) 23h3453816rt - Buddy WiFi connectivity Recap (When/Where/What the customer wants) cx has done the ts guide for wifi and still not able to connect Is This Resolved/Follow-Up Required? If Follow Up Is Required (What/When) Optional Additional Info: Azure Wifi status shows collar is connected to wifi with good signal strength WB diagnostic data details reports 255 WIFI pin fails almost daily for last 30 days WB telemetry shows no WIFI connection since june Pulling system logs

## Conversation: XQP2mCncQGy0vrd-TFHp9Q

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:54:44 UTC to 2025-09-16 19:04:09 UTC

**PHONE\_CALL** | Customer (DkGAFxLv...) | 2025-09-16 18:54:44 UTC

**EMAIL | Agent (JcamaQTb...) | 2025-09-16 19:02:31 UTC**

**From:** support@halocollar.com

**To:** irish7385@aol.com

**Subject:** Halo Collar Shipping Label Update

Hello Tricia, Thanks for reaching out! My name is MeLissa, and I'm happy to help get this sorted for you! I've just submitted a request for a new shipping label to be sent to your email. These typically arrive within 1–2 business days, so keep an eye on your inbox. A few quick tips: The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. If you have any other questions, please let us know! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 19:03:57 UTC**

First and Last Name: Tricia Kilgore Email: irish7385@aol.com Phone Number: 12602290386 Collar SN: 25h4124150rt Collar FW: v.03.00.05 Collar Purchased From: Direct to Consumer Resources: Gladly AP Recap/TS: Cx needs a return label Esc to RMA Label Request Sent follow-up email w/ Shipping - Expired Label Next Steps: n/a Label Request Notes RMA Number from Admin Portal- AW-988962 Reason for Request- The customer did not receive the Return Label Accessory or Collar- Collar Customer's Shipping Address- 1489 E 500 S-57 Churubusco, IN 46723 If the Shipping Address or the RMA Number is missing, we will not be able to send the label and the conversation will be sent back to you to complete

**TOPIC CHANGE** | Agent (JcamaQTb...) | 2025-09-16 19:04:06 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**STATUS CHANGE** | Agent (JcamaQTb...) | 2025-09-16 19:04:09 UTC | Status: CLOSED

## Conversation: sMyrqX7gSzKMSVH21j7mqw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:56:01 UTC to 2025-09-16 18:59:33 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 18:56:01 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, g5apmYsrTuGLWnaVZyD4ng,  
2ne7xWQcT7SR-eLsslslsQ

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 18:56:03 UTC

Live Team Notes Serial Numbers: 25h4302459rt FW: v.02.06.05 Issue/ Need: Cx just got collar; wants to set up fence now Troubleshooting & Actions Taken: Advised cx how to add fence via Halo app Cx cannot add a fence due to collar needing 2-3 days for GPS provisioning Told cx to try to add her fence after three days Sent follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (B63iEj1y...) | 2025-09-16 18:59:32 UTC

**From:** support@halocollar.com

**To:** tiffanyshasserre@hotmail.com

**Subject:** Halo Collar: Thank you!

Hello Tiffany, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Thank you for becoming part of the Halo community! You should have your collar in hand and ready to use. As it's brand new, please allow 2–3 days for GPS provisioning and for the data to fully download. Once that's complete, you can move forward with setting up your pup's fence If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 18:59:33 UTC | Status: CLOSED



## Conversation: xkHb6wSGSHexd7bv6l6h3Q

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:56:07 UTC to 2025-09-16 18:56:42 UTC

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 18:56:07 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 18:56:08 UTC

Live Team Notes Serial Numbers: 24h3044270rt - Oly FW: 02.08.11 Issue/ Need: Issue: DIAGREQ Troubleshooting & Actions Taken: Warranty Window Expired. 107 days passed since collar activation. Informed OOW replacement is done through HC or HPP. HC Silver: \$179 + \$9.99/month per collar. Resources Used (provide details): (KB articles, Slack posts, internal docs.): N/A Please complete all steps in the Tier 1 Troubleshooting Guide [ <https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (CgaCndlh...) | 2025-09-16 18:56:29 UTC

**From:** support@halocollar.com

**To:** hartz.laura8@gmail.com

**Subject:** Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Laura, Thank you for reaching out. My name is Alexis. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order Important Notes Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 18:56:41 UTC

Added: 6jk7DobMRw2g1ATE6kOMjw

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 18:56:42 UTC | Status: CLOSED



## Conversation: LuMCHn8FS-aZ8i5SOlqNkw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:57:16 UTC to 2025-09-16 18:57:26 UTC

### AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 18:57:16 UTC

Live Team Notes Serial Numbers:24h4491112rt FW:v.03.00.05 Issue/ Need: Not Charging  
Cx called in bc collar isn't charging. Cx didnt have collar with them so unable to TS  
Advised to call back when hes home from work to TS Troubleshooting & Actions Taken:  
NA Resources Used (provide details): (KB articles, Slack posts, internal docs.):AP Please  
complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (Xia3KyCm...) | 2025-09-16 18:57:19 UTC

**From:** support@halocollar.com

**To:** heyblossoms@yahoo.com

**Subject:** Halo Collar: Thank you!

Hello Michael, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rodrigo Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 18:57:23 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 18:57:26 UTC | Status: CLOSED

## Conversation: cGd5xIPVSbuT8ilWCrdJkQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:57:29 UTC to 2025-09-16 18:59:16 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 18:57:29 UTC

New shipping label needed AW-20250726-35589 Tracking: 791942796489

### EMAIL | Agent (M0svworG...) | 2025-09-16 18:58:55 UTC

**From:** support@halocollar.com

**To:** velowib@gmail.com

**Subject:** Halo Collar Shipping Label

Hello William, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 18:59:10 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 18:59:16 UTC | Status: CLOSED

## Conversation: gvtkQ8ibTueQohboOzR81w

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:58:41 UTC to 2025-09-16 19:42:40 UTC

### EMAIL | Customer (L2XH7VY0...) | 2025-09-16 18:58:41 UTC

**From:** nix21@myyahoo.com

**To:** info@halocollar.com

**Subject:** Re: Your ■ payment for Halo Collar failed

Hi, I have since sold the Halo collar and would like to cancel my membership. Thank you. Alisha Nix Cell: 304-685-4337 On Sep 16, 2025, at 2:42 PM, Katie Wilson wrote: ■ Hey Alisha, Katie Wilson from Halo Collar here. It looks like your subscription payment of \$152.90 didn't go through. Please update your information here and we'll give it another try. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3De5daee5-da37-44d9-a2af-175735386b96%26at%3D1/e08F/Yx3HAQ/AQ/e9d5d194-c0c0-46c8-abe7-7fbf9a1bb854/1/59Lwvp0oYu](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3De5daee5-da37-44d9-a2af-175735386b96%26at%3D1/e08F/Yx3HAQ/AQ/e9d5d194-c0c0-46c8-abe7-7fbf9a1bb854/1/59Lwvp0oYu)) Let us know if you have any questions. — Katie Wilson  
Customer Success

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 19:12:04 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 19:12:04 UTC

Billing Team Escalation Notes Affected Serial Number: 24h3301409rt FW: Order ID: RMA Ticket #: Subscription Start Date: Sept 16, 2024 Reason for Escalation: Cx wants their sub cancelled as they don't own the collar anymore. Cx has an outstanding balance.  
Requested Action: Cancel sub for cx

### EMAIL | Agent (poWIULpl...) | 2025-09-16 19:12:13 UTC

**From:** support@halocollar.com

**To:** nix21@myyahoo.com

**Subject:** Halo Support: Your Request is Under Review

Hello Alisha, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Kenny Halo  
Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:58 PM "Alisha Nix" wrote: > Hi, I have since sold the Halo collar and would like to cancel my membership. Thank you. > > Alisha Nix > Cell: 304-685-4337 > On Sep 16, 2025, at 2:42 PM, Katie Wilson wrote: > > ■ > > Hey Alisha, > Katie Wilson from Halo Collar here. It looks like your subscription payment of \$152.90 didn't go through. Please update your information here and we'll give it another try. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3De5daee5-da37-44d9-a2af-175735386b96%26at%3D1/e08F/Yx3HAQ/AQ/e9d5d194-c0c0-46c8-abe7-7fbf9a1bb854/1/59Lwvp0oYu](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3De5daee5-da37-44d9-a2af-175735386b96%26at%3D1/e08F/Yx3HAQ/AQ/e9d5d194-c0c0-46c8-abe7-7fbf9a1bb854/1/59Lwvp0oYu)) > Let us know if you have any questions. > — > Katie Wilson > Customer Success

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 19:12:21 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

### AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 19:40:11 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx sold their collar and wants to cancel sub Recap (When/Where/What the customer wants) Per AP no collars attached to account Cx is enrolled in annual silver sub plan started 9/16/2024 Cx had failed payment on 9/16 Cancelling sub plan for cx immediately in stripe Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Sending email to cx on cancel of plan Optional Additional Info:

**EMAIL | Agent (K5Oem0q0...) | 2025-09-16 19:42:33 UTC**

**From:** support@halocollar.com

**To:** nix21@myyahoo.com

**Subject:** Halo Collar Subscription Update

Hello Alisha, Thanks for reaching out to Halo Support! My name is Jessica. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up, we're always here for you and your pup! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:12 PM support@halocollar.com wrote: > Hello Alisha, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 2:58 PM "Alisha Nix" wrote: > > > Hi, I have since sold the Halo collar and would like to cancel my membership. Thank you. > > > > Alisha Nix > > Cell: 304-685-4337 > > On Sep 16, 2025, at 2:42 PM, Katie Wilson wrote: > > > > ■ > > > > Hey Alisha, > > Katie Wilson from Halo Collar here. It looks like your subscription payment of \$152.90 didn't go through. Please update your information here and we'll give it another try. ([https://track.pstmrk.it/3s/www.halocollar.com/%2F%3F\\_\\_pw\\_iic%3De5daeee5-da37-44d9-a2af-175735386b96%26at%3D1/e08F/Yx3HAQ/AQ/e9d5d194-c0c0-46c8-abe7-7fbf9a1bb854/1/59Lwvp0oYu](https://track.pstmrk.it/3s/www.halocollar.com/%2F%3F__pw_iic%3De5daeee5-da37-44d9-a2af-175735386b96%26at%3D1/e08F/Yx3HAQ/AQ/e9d5d194-c0c0-46c8-abe7-7fbf9a1bb854/1/59Lwvp0oYu)) > > Let us know if you have any questions. > > — > > Katie Wilson > > Customer Success >

**TOPIC CHANGE | Agent (K5Oem0q0...) | 2025-09-16 19:42:39 UTC**

Added: bDcJwjoMTjeffz13hM6gAA

**STATUS CHANGE | Agent (K5Oem0q0...) | 2025-09-16 19:42:40 UTC | Status: CLOSED**

## Conversation: b\_eGpVbMS3GqMfL0xBvNCw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:58:57 UTC to 2025-09-16 19:10:48 UTC

**PHONE\_CALL** | Customer (S8swkr3k...) | 2025-09-16 18:58:57 UTC

### EMAIL | Agent (poWIULpl...) | 2025-09-16 19:06:19 UTC

**From:** support@halocollar.com

**To:** samjotom@gmail.com

**Subject:** Return Label

Hello Samantha, Your return label is attached as a PDF. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 19:06:24 UTC

Added: rxfklGaTXGCpjC7oGEfPg

### EMAIL | Agent (poWIULpl...) | 2025-09-16 19:07:31 UTC

**From:** support@halocollar.com

**To:** samjotom@gmail.com

**Subject:** Follow Up

Hello Samantha, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:06 PM support@halocollar.com wrote: > Hello Samantha, > > You return label is attached as a PDF. > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 19:10:44 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Samantha Hoekstra Email: samjotom@gmail.com Phone Number: +19375721783 Collar SN: Collar FW: Collar Purchased From: Halo Resources: Gladly, AP, Returns Centre Recap/TS: Cx has been trying to return their collars since Aug 29. But never received a return label. A PRO had started cx's return via Returns Centre but did not email cx their return label. Cx has been trying for weeks to get a return label with other PROs. Email cx their return label, downloaded from Returns Centres since their return was already approved. Next Steps: Resolved.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 19:10:48 UTC | Status: CLOSED

## Conversation: uSVHeyGxRe-U7OYonJWD6g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:59:58 UTC to 2025-09-16 19:21:12 UTC

**PHONE\_CALL** | Customer (7vNBD8op...) | 2025-09-16 18:59:58 UTC

### **AGENT NOTE | Agent (KLKzjzy9...) | 2025-09-16 19:20:58 UTC**

Live Team Notes Serial Numbers: 25h4304999rt FW: 03.00.05 Issue/ Need: Incorrect feedback in the house Troubleshooting & Actions Taken: Followed TS steps: My dog receives prevention feedback while in the house Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **EMAIL | Agent (KLKzjzy9...) | 2025-09-16 19:21:00 UTC**

**From:** support@halocollar.com

**To:** tkjeffers@yahoo.com

**Subject:** Halo Support Follow Up

Hello Joe, Thank you for calling Halo Support today. This is Gale. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Gale Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 19:21:10 UTC

Added: E4J13GBrQGCUEzqHyCu0GA

**STATUS CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 19:21:12 UTC | Status: CLOSED

## Conversation: 9bqyg7fxTvGKk-TufqEDlg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 19:00:02 UTC to 2025-09-16 19:09:14 UTC

**TOPIC CHANGE** | Agent (SLwL4c1f...) | 2025-09-16 19:00:02 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (SLwL4c1f...) | 2025-09-16 19:00:49 UTC

Added: -LmskJFZShWIO0nMJuMqlA

### AGENT NOTE | Agent (SLwL4c1f...) | 2025-09-16 19:01:09 UTC

Live Team Notes Serial Numbers:25h4150079th FW:v.03.01.02 Issue/ Need: Screws fell out Collar is missing 3 of the screws Troubleshooting & Actions Taken: Made sure the collar was still safe and effective to use and they said yes Will send out OTC accessory replacement Customer indicated that they need to update mailing address in their profile, I will send those steps in the follow up email Replacement sent Order #1660428 Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Woocommerce Sku and inventory list [[https://docs.google.com/spreadsheets/d/1Vmasywhjs\\_f63S2kDtLgKkuCDhgwymvdumilMBGFOfY/edit?gid=1259955709#gid=1259955709](https://docs.google.com/spreadsheets/d/1Vmasywhjs_f63S2kDtLgKkuCDhgwymvdumilMBGFOfY/edit?gid=1259955709#gid=1259955709)] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (SLwL4c1f...) | 2025-09-16 19:09:11 UTC

**From:** support@halocollar.com

**To:** deezondo@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Danielle, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I have sent out those replacement parts for Kyras's collar! Here is that Order #: 1660428. Please allow 2-3 days for those parts to be shipped to you. We spoke about updating your billing and mailing address and I wanted to be sure you were able to complete those steps. Please refer to these helpful steps on how to accomplish that! [How Do I Edit My Billing Information?](#) Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Makaely Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? [support@halocollar.com](mailto:support@halocollar.com) | [Halo Help Center](#) Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (SLwL4c1f...) | 2025-09-16 19:09:14 UTC | Status: CLOSED



Conversation: QbXbqtl\_RiWgAZdh6u8t-g

Messages: 2 / Customers: 1 / Duration: 2025-09-16 19:00:29 UTC to 2025-09-16 19:00:39 UTC

EMAIL | Agent (M0svworG...) | 2025-09-16 19:00:29 UTC

**From:** support@halocollar.com

**To:** cbuck520@gmail.com

**Subject:** Halo Collar Shipping Address Confirmation Needed

Hello Chris, You are welcome! We want you to know how much we appreciate you being part of the Halo family. If we can support you in any way in the future, please don't hesitate to reach out. Wishing you and Benny all the best on your adventures together. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Monday, September 15, 2025, 10:58 AM "Chris Buck" wrote: > Thank you > > Chris Buck: > 716-578-4925 - Phone/Text > cbuck520@gmail.com - Email > > On Mon, Sep 15, 2025, 12:48 PM Halo Collar wrote: > > > Hello Chris, > > > Thanks for your quick response! > > I submitted your warranty request, and we are preparing your replacement > > collar. > > > Your warranty number is AW-20250915-45985 > > > \*What to expect next:\* > > > - You'll\* receive an email shortly\* with a link to review and confirm > > (or update) your address. > > - Please open the email on your mobile device and ensure the Halo App > > is installed to access the link successfully. > > - Once your address is confirmed, we'll move forward with shipping > > your replacement. > > - \*Your address must be confirmed before we can proceed with the > > shipping process. \* > > > > > \*Please discontinue using your current collar immediately, as it will be > > deactivated due to a technical issue.\* > > > > > Thank you for being part of our Halo Pack! > > > > > Best Regards, > > Katherine > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend

On Monday, September 15, 2025, 6:52 AM "Chris Buck" > > wrote: > > > Hi, yes Benny has still been using the collar, but I will stop using it, > > How soon before the replacement is sent though, > > > Chris Buck: > > 716-578-4925 - Phone/Text > > cbuck520@gmail.com - Email > > > On Mon, Sep 15, 2025, 8:49 AM Halo Collar wrote: > > > Hello Chris, > > > > Thanks so much for your patience while we added those missing purchase > > details! > > > > I have also sent you a \$15 Tremendous Gift Card to cover some of your > > unused plan time, so please keep an eye out for it in your inbox! > > > > I'm happy to submit your replacement request. > > > We want to make sure everything is handled as smoothly as possible for > > you. > > > > Before we can move forward, we just need a quick confirmation: > > > > - Is Benny currently using the collar? > > - For your pup's safety, we can't proceed until we know the collar is > > no longer in use. > > - \*Once the request is submitted, the collar will be deactivated and > > will no longer function.\* > > > > \*Once we receive your confirmation:\* > > > > - We'll send you an email to verify your shipping address. > > - After you confirm, your replacement will be processed and shipped > > as soon as possible. > > > > \*Please note that you will receive an email confirmation when the order > > ships. Please keep your eyes out for it! \* > > > If you have any questions in the meantime, just let me know. We're here > > to help! > > > > > Best Regards, > > Katherine > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend

On Monday, September 15, 2025, 3:53 AM "Chris Buck" > > wrote: > > > Hi, > > How much longer is this going to take? Its been 2 months, and my puppy is > > getting confused, how can we expedite this? > > > Chris Buck: > > 716-578-4925 - Phone/Text > > cbuck520@gmail.com - Email > > > On Fri, Sep 12, 2025, 6:36 PM Chris Buck wrote: > > > > Hi yes > > > Order # 114-0176759-3309035 > > > > Chris Buck: > > > 716-578-4925 - Phone/Text > > > cbuck520@gmail.com - Email > > > > On Fri, Sep 12, 2025, 5:08 PM Halo Collar > > > wrote: > > > > > Hello Chris, > > > > > Thank you so much for providing the screenshot of your Amazon purchase. > > > > Could you please also include the Amazon order number? > > > > > We appreciate your patience and understanding as we work to resolve > > > > this! > > > > > We would also be happy to provide a \$15 Tremendous gift card for any > > > > plan time that you have not been able to use the collar. This card works > > > > like a Visa and can used almost anywhere or deposited directly into your > > > > bank account. > > > > > Best Regards, > > > > Katherine > > > > Halo Senior Customer Support > > > > \*Halo Collar\* | Here for you and your best friend > > > > >



**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:00:39 UTC | Status: CLOSED

## Conversation: Bi5EH0zrQcSMPeC4eGRWEg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:01:11 UTC to 2025-09-16 19:01:30 UTC

### AGENT NOTE | Agent (KiK-0-RR...) | 2025-09-16 19:01:11 UTC

Live Team Notes Serial Numbers: 25h4130280rt FW: v.03.00.05 Issue/ Need: Customer had wanted to know when his replacement collar would come Troubleshooting & Actions Taken: I had given him the status of the replacement and gave him a latest day based on our 3-5 business day timeframe Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (KiK-0-RR...) | 2025-09-16 19:01:18 UTC

**From:** support@halocollar.com

**To:** mrgreen98ski@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Martin, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ryan Halo Customer Support Halo Collar | Here for you and your best friend  
Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KiK-0-RR...) | 2025-09-16 19:01:28 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0lnRc2UDUrYWXc\_JQ

**STATUS CHANGE** | Agent (KiK-0-RR...) | 2025-09-16 19:01:30 UTC | Status: CLOSED

## Conversation: VLMYfOz3TmWAFcK6NnELlg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 19:02:02 UTC to 2025-09-16 21:27:07 UTC

PHONE\_CALL | Customer (iPmFQSPt...) | 2025-09-16 19:02:02 UTC

### AGENT NOTE | Agent (WoybUALE...) | 2025-09-16 19:13:13 UTC

Live Team Notes Serial Numbers: 25h4120959rt FW:v.03.00.05 Issue/ Need: cx was expecting a call from a manager about a return outside of the Return Window but has not heard back and I do not see notes about a management escalation Troubleshooting & Actions Taken: ESCALATE - Manager Request \_ Return Outside Return Window Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. Manager Request Notes Customer Information Serial Number: 25h4120959rt Firmware Version: v.03.00.05 Order Number: 1586661 Why is this being escalated? (What happened?) cx was expecting a call from a manager about a return outside of the Return Window but has not heard back and I do not see notes about a management escalation and cx is still wanting to return her collar for a refund outside the return window What is the customer requesting? To speak to amanger about her return and refund request as she is outside of the return window but feels she should be refunded for her purchase What has already been done with the customer? (Previous steps taken?) Cx was escalated to billing team but didn;t hear back there is a note to help return if eligible Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) PHONE CALL Phone number: +15853109982 Email address: alm398@pitt.edu Please do not promise a time frame for a response.

### EMAIL | Agent (WoybUALE...) | 2025-09-16 19:13:29 UTC

**From:** support@halocollar.com

**To:** alm398@pitt.edu

**Subject:** Halo Collar Your Request Has Been Escalated

Hello Alicia, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Michelle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (WoybUALE...) | 2025-09-16 19:13:36 UTC

Added: y5p26f9RQxiygowWrcyu6Q

STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 21:27:07 UTC | Status: CLOSED

## Conversation: 4oah\_4ZXQB6viVqFwhfjyw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 19:02:26 UTC to 2025-09-16 19:07:21 UTC

### EMAIL | Customer (VsZvVc-I...) | 2025-09-16 19:02:26 UTC

**From:** c4r3kids@aol.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Follow Up

I received our halo 4 and it works great. Do we need to send the old Collar back? Thank you Carla Bethke Sent from AOL on Android On Wed, Jul 16, 2025 at 5:27 AM, Halo Collar wrote: Hello Carla, I hope you and your pup are doing well! My name is Sandra, and I wanted to follow up on our recent conversation with your support team. Our goal is to make sure: - All of your questions were fully answered - Any concerns you had were completely resolved If there's anything still outstanding or if something new has come up, we're here and happy to help. Just reply to this message and we'll take it from there. Thank you for being part of the Halo family. We truly appreciate your trust and are always here to support you and your pup. With pawsitivity, Sandra Halo Director of Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 19:06:27 UTC

Added: GQRgRiz7SFeGBYuLHnqrzg

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 19:06:28 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx asking about returning a defective collar that has already been replaced Recap (When/Where/What the customer wants) Advising that collar needs to be returned Is This Resolved/Follow-Up Required? resolved If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

### EMAIL | Agent (sR--y62-...) | 2025-09-16 19:07:20 UTC

**From:** support@halocollar.com

**To:** c4r3kids@aol.com

**Subject:** Re: Halo Collar Follow Up

Hello Carla, Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. I'm sorry for any confusion. You can start using your replacement collar immediately after you've added it to your account. You should have received a prepaid label in the packaging with the replacement collar. You will just need to return the unit itself (keep any case, strap, contact tips, charger, etc) using that label. If you did not receive the prepaid label, or it has expired, just let us know and we can have a new one emailed to you. If you have any further questions or concerns, please do not hesitate to contact us. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 3:02 PM "Carla Bethke" wrote: > I received our halo 4 and it works great. Do we need to send the old Collar back? > Thank you Carla Bethke > > Sent from AOL on Android > > On Wed, Jul 16, 2025 at 5:27 AM, Halo Collar wrote: Hello Carla, > I hope you and your pup are doing well! My name is Sandra, and I wanted to follow up on our recent conversation with your support team. > Our goal is to make sure: > - All of your questions were fully answered > - Any concerns you had were completely resolved > If there's anything still outstanding or if something new has come up, we're here and happy to help. Just reply to this message and we'll take it from there. > Thank you for being part of the Halo family. We truly appreciate your trust and are always here to support you and your pup. > With pawsitivity, Sandra > Halo Director of Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > ■ >

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 19:07:21 UTC | Status: CLOSED

## Conversation: a3DdPeaOToK5xFWsnqZTkA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:03:48 UTC to 2025-09-16 21:04:31 UTC

**Customer (tnql0cvO...)** | 2025-09-16 19:03:48 UTC | halocollar.com

How do I connect my halo collar to WiFi ?

**System/AI** | 2025-09-16 19:04:24 UTC | halocollar.com

To connect your Halo Collar to WiFi, open the Halo App, go to Settings > My Collars, and select your pet's collar. Tap Wi-Fi to scan for networks, choose your 2.4 GHz Wi-Fi network, and enter the password to confirm. Make sure your phone is on the same network during setup. The collar supports only 2.4 GHz or merged dual-band networks and cannot connect to 5 GHz-only or hidden networks. For optimal performance, keep your collar firmware updated and check Wi-Fi diagnostics in the app if issues arise.

**STATUS CHANGE** | Unknown | 2025-09-16 21:04:31 UTC | Status: CLOSED

## Conversation: lw7ulrhZQfOy5vhUUL0MYg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 19:03:52 UTC to 2025-09-16 21:06:31 UTC

**Customer (gCHBPtPQ...)** | 2025-09-16 19:03:52 UTC | halocollar.com

I just ordered a Halo collar for my pet, does that come with training beacon?

**System/AI** | 2025-09-16 19:04:31 UTC | halocollar.com

The Halo Collar doesn't include a training beacon in the package. However, you can purchase Zone Beacons separately from the Accessories Page on our website. Zone Beacons enhance the Halo system by creating custom safe zones or restricted areas for your dog, but they aren't required for the collar to function. You can fully utilize the Halo Collar's features without a beacon.

**Customer (gCHBPtPQ...)** | 2025-09-16 19:05:07 UTC | halocollar.com

So I can use the zone beacon as a training beacon to start?

**System/AI** | 2025-09-16 19:05:34 UTC | halocollar.com

Absolutely! You can use a Zone Beacon just like a training beacon. It helps create custom safe or restricted areas and provides boundary cues for training purposes. This feature enhances training sessions by marking specific zones for your dog to avoid, supporting training both indoors and outdoors. While it's effective, it's optional and not necessary to start using the Halo Collar.

**Customer (gCHBPtPQ...)** | 2025-09-16 19:05:45 UTC | halocollar.com

Awesome! Thank you!

**System/AI** | 2025-09-16 19:06:05 UTC | halocollar.com

You're welcome, Matt! If you have any more questions or need further assistance, feel free to reach out. Enjoy using your Halo Collar with your pet! ■■

**STATUS CHANGE** | Unknown | 2025-09-16 21:06:31 UTC | Status: CLOSED

## Conversation: epfknLmjTimmBEyQK9tJCQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:04:34 UTC to 2025-09-16 19:07:14 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 19:04:34 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - refund update Recap (When/Where/What the customer wants) RMA 2SVKSJKJ for order 1649971 - is showing resolved in AS & cx refunded \$587.43 on 9/11 ARN: 24011345255100102956725 Cx still has collar linked to account that was purchased through Amazon Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 19:07:05 UTC

**From:** support@halocollar.com

**To:** jshall2003@icloud.com

**Subject:** Halo Collar Refund Processed

Hello Jackson, We've processed your refund for the \$587.43 to your original payment method in accordance with our Return Policy on 9/11/25. Your refund ARN number is 24011345255100102956725 if you need to contact your bank directly regarding the funds. As outlined in the policy, the following amounts were withheld: \$25 for return shipping and restockingThe original shipping cost (plus sales tax, where applicable) You can find full details here: Return Policy Details Please allow 7–10 business days for the refund to reflect on your account, depending on your bank's processing time. If you have any questions or need further assistance, reply to this email. We're happy to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 12:13 PM support@halocollar.com wrote: > Hello Jackson, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Taylor > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:07:14 UTC | Status: CLOSED



## Conversation: E6OqSK2PTXOCyTDQX7OKxA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:04:58 UTC to 2025-09-16 21:05:31 UTC

**Customer (GXdJ822v...)** | 2025-09-16 19:04:58 UTC | [halocollar.com](https://halocollar.com)

I fit the collar to my dog. I need the rest of the training to learn how to use the collar and set up fences, etc.

**System/AI** | 2025-09-16 19:05:29 UTC | [halocollar.com](https://halocollar.com)

Hi there! To complete your Halo Collar training and set up fences, use the Halo App's in-app training feature. Start by accessing the "Learn" tab in the app, where you'll find step-by-step lessons and videos. These lessons will guide you through properly fitting the collar, setting up the whistle feature, training your dog to respond to cues, and creating virtual fences. Remember, consistent daily practice is key to effective training. For detailed guidance, check the Halo Training Overview.

**STATUS CHANGE** | *Unknown* | 2025-09-16 21:05:31 UTC | Status: *CLOSED*

## Conversation: maURGxliS26MGG3jtRy\_ow

Messages: 5 | Customers: 1 | Duration: 2025-09-16 19:05:24 UTC to 2025-09-16 19:12:44 UTC

### EMAIL | Customer (GmWoG-nj...) | 2025-09-16 19:05:24 UTC

**From:** bakonurs@icloud.com

**To:** support@halocollar.com

**Subject:** [Not Virus Scanned] Log Submission

Sent from my iPhone

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 19:09:13 UTC

Live Team Notes Serial Numbers: FW: Issue/ Need: The customer has sent empty app logs No account found under email address: bakonurs@icloud.com Troubleshooting & Actions Taken: Sent an email to the customer Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly

### EMAIL | Agent (sR--y62-...) | 2025-09-16 19:12:34 UTC

**From:** support@halocollar.com

**To:** bakonurs@icloud.com

**Subject:** Re: [Not Virus Scanned] Log Submission

Hello Gail, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 3:05 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 7:05 PM "Gail Buchholz" wrote: > > > > Sent from my iPhone

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 19:12:44 UTC

Added: P1OeudXYRhqGCLwE5ykYeQ

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 19:12:44 UTC | Status: CLOSED

## Conversation: nYz7yftiSP-kSFWaoBD0Lg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:10:08 UTC to 2025-09-16 19:11:55 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 19:10:08 UTC

New shipping label: AW-20250726-35486 Tracking: 791942837699

### EMAIL | Agent (M0svworG...) | 2025-09-16 19:11:46 UTC

**From:** support@halocollar.com

**To:** sagepierson@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Sage, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Monday, September 15, 2025, 12:35 PM support@halocollar.com wrote: > Hello Sage, > > It was great speaking with you today! I am happy I could help get Bella's replacement collar added to your app. > > As discussed, please try to refuse the delivery for the order that should be arriving today. If you are unable to, please let me know and I would be happy to help further. I've also submitted a request for a new shipping label to be sent to your email. These typically arrive within 1–2 business days, so keep an eye on your inbox. > > If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. > > Thank you for being part of our pack! > > With pawsitivity, > Jessica > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:11:55 UTC | Status: CLOSED

## Conversation: cVgFTtS5SjmMk6i6JLIgaw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:10:51 UTC to 2025-09-16 19:12:48 UTC

### AGENT NOTE | Agent (KshEi1Yy...) | 2025-09-16 19:10:51 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) The cx purchased a collar second hand that still linked to OG acc. Recap (When/Where/What the customer wants) The cx is asking us to remove a collar they purchased second hand from the OG customer's acc. We have tried reaching out to the OG cx with no response. Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Inform the cx we cannot remove the collar from their acc. Optional Additional Info:

### EMAIL | Agent (KshEi1Yy...) | 2025-09-16 19:12:38 UTC

**From:** support@halocollar.com

**To:** ydefrenchi@yahoo.com

**Subject:** Halo Management

Hi Candyce, My name is Marissa and I'm with Halo's Management Team. Thank you for reaching out to us. Unfortunately, for safety reasons, we are not able to remove the collar from the original owner's account without their consent. We have reached out to them, and as soon as we hear back and have their consent, we can remove the collar. We sincerely apologize for the inconvenience. Please let me know if you have any additional questions or concerns. Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**TOPIC CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 19:12:45 UTC

Added: Vc4PMz7yTqecSVPaJlmbZQ

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 19:12:48 UTC | Status: CLOSED

## Conversation: AmVIAYGYSTC5zxi1kUDu7Q

Messages: 1 | Customers: 1 | Duration: 2025-09-16 19:11:01 UTC to 2025-09-16 19:11:01 UTC

EMAIL | Customer (dbNVeGQ8...) | 2025-09-16 19:11:01 UTC

**From:** erikmpeterson1@gmail.com

**To:** info@halocollar.com

**Subject:** Re: Urgent: malfunction detected

Now both of the collars I've purchased have needed to be replaced. Not complaining since they get replaced for free, but is this a common issue? The collars stay dry and they don't even wear them everyday. On Tue, Sep 16, 2025 at 2:04 PM The Halo Team wrote: > You're eligible for a free warranty replacement Halo Collar > [image: Halo®] > > Erik Peterson Bronze > Member since 2025 > > Hi Erik, > > > We've detected a critical issue with your Halo Collar (Serial Number: > 25h4123074rt) and would like to send you a \*free replacement\* collar. > > > \*For your dog's safety, please do not use the collar.\* > > > Under our warranty program, you are eligible for a free replacement. \*Please > confirm your shipping address \*to receive your new collar as quickly as > possible. > \*Confirm Shipping Address\* > > \*Confirm Shipping Address\* > > > Once your address is confirmed, we will ship your replacement collar. You > will receive further instructions on how to return your original collar > with the replacement. > > > All warranty replacements are subject to our Warranty Policy > > . > > > If you have any questions or concerns, please contact our Customer Support > team in the Halo Dog Park > > . > > \*— The Halo Team\* > > > \*Note: Halo will never ask you for your password. If you suspect fraud > please contact us directly for assistance. \* > [image: Facebook] > > [image: Instagram] > > [image: TikTok] > > [image: YouTube] > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite > 340 | Woodcliff Lake, NJ 07677 > > > No longer want to receive these emails? Unsubscribe > > . >

## Conversation: 3SSG6JHIRd-nQEsVPQWHAQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 19:13:38 UTC to 2025-09-16 19:28:43 UTC

**PHONE\_CALL** | Customer (5aC007oM...) | 2025-09-16 19:13:38 UTC

**EMAIL | Agent (kx0B3Ww9...) | 2025-09-16 19:27:36 UTC**

**From:** support@halocollar.com

**To:** kellydaugettphotos@gmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Kelly, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 19:27:44 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Kelly Daugett Email: kellydaugettphotos@gmail.com Phone Number: +18506988363 Collar SN: 25h4193570rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP cs order tracking Recap/TS: Cx had a warranty that was submitted on the 8th of September Cx was told it will take 3-5 business days, it has been over that and cx has still not received it. Reaching out to RMA Next Steps: Sending email to cx

**AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 19:28:09 UTC**

Full Name: Kelly Daugett Email Address: kellydaugettphotos@gmail.com Serial Number: 25h4193570rt Order ID: RMA Ticket #: AW-20250908-44691 What is the inquiry about? Cx had a warranty that was submitted on the 8th of September Cx was told it would take 3-5 business days; it has been over that, and cx has still not received it. The history page on AP shows the collar was removed on the 8th, and cx confirmed this was the day it was submitted. However, the warranty has been on RMA created in NetSuite status for 4 days only Requested Action Kindly look into the cx warranty AW-20250908-44691 if there is an issue

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 19:28:16 UTC

Added: U-i1ECnGRuuQs6yo6MyFzw

**STATUS CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 19:28:43 UTC | Status: CLOSED

## Conversation: GIOAr0VnRVGawXa8gQQkbA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 19:15:49 UTC to 2025-09-16 19:29:30 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 19:15:49 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 19:18:41 UTC

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 19:27:07 UTC

**From:** support@halocollar.com

**To:** keepingtab@gmail.com

**Subject:** Halo Support Follow Up

Hello Raelene, Thank you for calling Halo Support today. This is Hannah. It was truly a pleasure speaking with you and learning more about you and your pup. Here is some additional information about what we spoke about. The Internet connection is how the collar communicates with the app. If you are in an area with low cellular service, you may notice delays in receiving notifications and live tracking updates in the app. However, the collar will continue to function using GPS technology to keep your dog safely within the boundary. See more in this article. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (vayOmd0l...) | 2025-09-16 19:29:25 UTC

Serial Numbers: 24h4471308rt FW: 03.00.05 Issue/ Need: Cx stated, "Snoop got out, but the collar was unable to be located, even though there was plenty of charge left on the collar. Does it only do WiFi or Bluetooth? How do I turn on the GPS? Why won't it show up? This collar is really pricey, but Snoop has a tendency to run, and he just moved in with us. I knew that if he got out, I'd be in a bad position to find him. So now I'm in that position, crying my eyes out, hoping he doesn't get hit by a car, and I'm having major anxiety issues. This was supposed to stop all that from happening. I'm really frustrated and will probably spend most of the night out looking for the dog, hoping he can be found. Did I waste my money???" Cx asked how the collar tracks their dog Troubleshooting & Actions Taken: Educated that the collar is designed to keep pets inside the fence, not as a full-time tracking device Explained it can track location within a certain distance, but weak LTE/Wi-Fi signal limits accurate updates to the app Resources Used: AP Next Steps: Follow up with Cx to confirm understanding and provide supporting KB articles if needed

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 19:29:30 UTC

Added: yUdj74HoRguBsTQ2B0ZktA

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 19:29:30 UTC | Status: CLOSED

## Conversation: hRDjLe8aQc-D2KzK67LTHw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 19:16:43 UTC to 2025-09-16 19:40:28 UTC

PHONE\_CALL | Agent (xJ3NOJLY...) | 2025-09-16 19:16:43 UTC

### AGENT NOTE | Agent (xJ3NOJLY...) | 2025-09-16 19:33:32 UTC

Live Team Notes Serial Numbers: 25h4192071rt FW: v.03.00.05 Issue/ Need: Cx is not using her collar and wants to return it, but she is out of the return window by 17 days  
Troubleshooting & Actions Taken: Cx would like to return the collar She is 17 days out of window I advised that the window is closed and we are unable to reopen it. I did send her a \$50 gift card to cover the membership costs she has paid already as she's been paying without having used the collar She's returning because her home is in the woods and the GPS is not reliable with the amount of tree coverage she has I assisted her in cancelling her account I also unlinked the collar in her app so that it can be reused by someone else I advised selling the collar as it's a new H4 Advised I will send this up to our billing team to see if we can get a reimbursement for the membership from now until April 2026, as she paid for the annual bronze membership Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP for OTPC x2 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (xJ3NOJLY...) | 2025-09-16 19:34:02 UTC

**From:** support@halocollar.com

**To:** mlokker@charter.net

**Subject:** Halo Support: Your Request is Under Review

Hello Mary, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Courtney Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (xJ3NOJLY...) | 2025-09-16 19:35:39 UTC

**From:** support@halocollar.com

**To:** mlokker@charter.net

**Subject:** Re: Halo Support: Your Request is Under Review

Hello Mary, I also wanted to provide you with this screenshot of your account. As you can see it has been cancelled. If at any point you were to want to use the collar again, you can log on to the website and choose "Restore Plan". Our billing team will be in touch, but please let me know if I can assist with anything in the meantime. Have a great day! With pawsitivity, Courtney Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:34 PM support@halocollar.com wrote: > Hello Mary, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the



details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Courtney > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (xJ3NOJLY...) | 2025-09-16 19:39:21 UTC**

Billing Team Escalation Notes Affected Serial Number: 25h4192071rt FW: 03.00.05 Order ID: 1603803 RMA Ticket #: Subscription Start Date: May 21, 2025 Reason for Escalation: Cx has not used the collar. She's cancelled her account and unlinked the collar in the app. She's going to try selling the collar. She signed up for a bronze annual plan. I did send a \$50 GC to cover the months that have already passed since she signed up, but can we reimburse her for the rest of the annual amount? Requested Action: I did send a \$50 gc to cover the months that have already passed since she signed up, but can we reimburse her for the rest of the annual amount?

**TOPIC CHANGE | Agent (xJ3NOJLY...) | 2025-09-16 19:40:28 UTC**

Added: 5PPI2RS4TSeSg5z-6z7TAQ, li15gFsBROyE57fDr6LWlw, jjmywZ3VSKKjVyuw1USzJQ

## Conversation: oerBWjJtRT2vpf2ru2RmyA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:17:27 UTC to 2025-09-16 19:19:32 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 19:17:27 UTC

New Shipping Label AW-20250902-43531 Tracking: 791942857690

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 19:17:34 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

### EMAIL | Agent (M0svworG...) | 2025-09-16 19:18:30 UTC

**From:** support@halocollar.com

**To:** wasillabar@yahoo.com

**Subject:** Halo Collar Shipping Label

Hello Tari, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:19:32 UTC | Status: CLOSED

## Conversation: bj5pv-CdQLCSnsHroAciag

Messages: 5 | Customers: 1 | Duration: 2025-09-16 19:18:00 UTC to 2025-09-16 21:20:42 UTC

**Customer (T2fuuAdr...) | 2025-09-16 19:18:00 UTC | halocollar.com**

how to tell when the collar is completely charged

**System/AI | 2025-09-16 19:18:29 UTC | halocollar.com**

You can tell when your Halo Collar is fully charged by looking at the indicator light. A solid green light means it's completely charged. To charge the collar, use the provided USB-C charging cable and a compatible USB-C wall charger. It usually takes about 2 to 2.5 hours to fully charge. Make sure the charging port is clean and dry before charging for the best connection.

**Customer (T2fuuAdr...) | 2025-09-16 19:20:01 UTC | halocollar.com**

If my dog is not responding to the audible fence warning what should o do

**System/AI | 2025-09-16 19:20:31 UTC | halocollar.com**

Hey there! If your dog isn't responding to the audible fence warning, you can adjust the feedback settings in the Halo App. Start by testing the sound feedback at the lowest level in a quiet room and gradually increase it until your dog consistently responds. Make sure the collar is fitted correctly and the feedback settings are appropriate for your dog's sensitivity. Regular training and positive reinforcement can also help improve your dog's response to the warnings. If issues persist, revisiting the Halo training program might be beneficial.

**STATUS CHANGE | Unknown | 2025-09-16 21:20:42 UTC | Status: CLOSED**

## Conversation: toN1i4wIQFSdls5-HGZfoA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 19:18:41 UTC to 2025-09-16 19:40:51 UTC

**Customer (SoDLkbd...)** | 2025-09-16 19:18:41 UTC | halocollar.com

Has my replace collar shipped?

**System/AI** | 2025-09-16 19:19:09 UTC | halocollar.com

Hi there! You can track the shipping status of your replacement collar using your order number and email on the Order Status Dashboard. Once it's shipped, delivery usually takes 3–5 business days. If you haven't received a shipping confirmation email, please check your inbox, spam, or junk folders. If you still have questions or need further assistance, feel free to reach out to our live support team for help.

**Customer (SoDLkbd...)** | 2025-09-16 19:19:51 UTC | halocollar.com

I can't get into my email...can I get my shipping status here

**System/AI** | 2025-09-16 19:20:35 UTC | halocollar.com

Hi there! To check your shipping status, please use the Order Status Dashboard with your order number and email. If you run into any issues or need more help, feel free to contact our live support team. They're ready to assist you with your order status!

*PHONE\_CALL | Customer (oB2aGJa1...) | 2025-09-16 19:32:16 UTC*

*TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 19:40:48 UTC*

*Added: oa5e98htSpOozRqx9wftLg, zHerDDHSRyKoaFtPZdCcew*

**AGENT NOTE | Agent (poWIULpl...)** | 2025-09-16 19:40:49 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Sara Burkel Email: aburkel1978@gmail.com Phone Number: Collar SN: 24h4493117rt Collar FW: v.03.00.05 Collar Purchased From: Scheels Resources: Gladly, AP Recap/TS: Cx's collar reported a critical issue. Cx is unable to confirm address until cx recovers password for their email. Cx will attempt to recover password for their email. Next Steps: Resolved.

*STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 19:40:51 UTC | Status: CLOSED*

## Conversation: cY58t5DaTueJ0hfyOgsmvA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:19:57 UTC to 2025-09-16 19:22:53 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 19:19:57 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**AGENT NOTE** | Agent (M0svworG...) | 2025-09-16 19:21:45 UTC

New shipping label: AW-20250810-38763 Tracking: 791942871628

**EMAIL** | Agent (M0svworG...) | 2025-09-16 19:22:45 UTC

**From:** support@halocollar.com

**To:** ssnow1120@outlook.com

**Subject:** Halo Collar Shipping Label

Hello Shannon, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:22:53 UTC | Status: CLOSED

## Conversation: iZal-Pq2RFK9yn0Eexv6xA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 19:20:27 UTC to 2025-09-16 23:22:38 UTC

### EMAIL | Customer (sFWDv7r4...) | 2025-09-16 19:20:27 UTC

**From:** kimmyscell@icloud.com  
**To:** support@halocollar.com  
**Subject:** [Not Virus Scanned] Log Submission  
Sent from my iPhone

### EMAIL | Customer (sFWDv7r4...) | 2025-09-16 19:21:51 UTC

**From:** kimmyscell@icloud.com  
**To:** support@halocollar.com  
**Subject:** [Not Virus Scanned] Log Submission  
Sent from my iPhone

### EMAIL | Agent (poWIULpl...) | 2025-09-16 19:22:20 UTC

**From:** support@halocollar.com  
**To:** kimmyscell@icloud.com  
**Subject:** Halo Collar App Logs Received

Hello Kim, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. Also, please confirm the email address that is associated with the account, as this email address is not associated with any account. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:20 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 7:20 PM "Kim Gengler" wrote: > > > > Sent from my iPhone

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 19:41:10 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Kim Gengler Email: kimmyscell@icloud.com Phone Number: Collar SN: Collar FW: Collar Purchased From: Resources: Gladly, AP Recap/TS: Cx sent empty logs. Cx 's emial not associated with any account. Email cx "Halo Collar App Logs Received" and to confirm email associated with the account. Next Steps: Wait for cx to F/U.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 19:41:11 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (sFWDv7r4...) | 2025-09-16 23:22:38 UTC | Status: OPEN

**EMAIL | Customer (sFWDv7r4...) | 2025-09-16 23:22:38 UTC**

**From:** kimmyscell@icloud.com

**To:** support@halocollar.com

**Subject:** [Not Virus Scanned] Log Submission

Sent from my iPhone

## Conversation: FNh-UH5pT6euT3yHHuLJEQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:24:15 UTC to 2025-09-16 19:24:37 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 19:24:15 UTC

Live Team Notes Serial Numbers: 23h3360696rt FW: v.02.08.11 Issue/ Need: Got notification collar has malfunction Troubleshooting & Actions Taken: Adv collar needs to be replaced but its OOW Cx already has HC on her account- adv to use this option as it is cheaper Adv on pricing and how to replace Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (VM047vR9...) | 2025-09-16 19:24:24 UTC

**From:** support@halocollar.com

**To:** elainetoombs0822@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Elaine, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 19:24:36 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, zHerDDHSRyKoaFtPZdCcew, 6jk7DobMRw2g1ATE6kOMjw

**STATUS CHANGE** | Agent (VM047vR9...) | 2025-09-16 19:24:37 UTC | Status: CLOSED



## Conversation: JXv0ChEXTzGZ2iXPnMF4Cw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:27:29 UTC to 2025-09-16 21:28:57 UTC

**Customer (oTW528T9...)** | 2025-09-16 19:27:29 UTC | [halocollar.com](https://halocollar.com)

Moose's collar hasn't picked up gps in a few weeks. Is there any way to repair this issue?

**System/AI** | 2025-09-16 19:28:15 UTC | [halocollar.com](https://halocollar.com)

Hi there! To fix the GPS issue with Moose's collar, try reinitializing the GPS. Take the collar outside to an open area with a clear view of the sky, away from buildings and trees. Keep it still until the GPS light changes to green (Halo 4) or blue (Halo 3/older). This indicates the GPS is active. Make sure the collar is charged and connected to Wi-Fi for the best performance. Keeping the firmware updated can also improve GPS accuracy. If the problem continues, feel free to reach out to our support team for more help.

**STATUS CHANGE** | *Unknown* | 2025-09-16 21:28:57 UTC | Status: *CLOSED*

## Conversation: GRZMCITsTQmHDR6L97tQvA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 19:27:52 UTC to 2025-09-16 19:38:09 UTC

**Customer (I3vTHDTf...)** | 2025-09-16 19:27:52 UTC | halocollar.com

Flashes collar continues to lose Wi-Fi connection. I have followed all instructions from the dog park and still he lose. It loses connection. My Wi-Fi is fine working appropriately. What do you suggest?

**System/AI** | 2025-09-16 19:28:21 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**AGENT NOTE | Agent (LZsYfs6M...)** | 2025-09-16 19:34:05 UTC

Live Team Notes Serial Numbers: 25h4113414rt FW: 03.00.05 Issue/ Need: Cx looks to need assistance with a collar that is not connecting to the cx's WiFi network. Cx states that the WiFi is working properly Troubleshooting & Actions Taken: -Cx reached out via chat will update cx with next steps Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**Agent (LZsYfs6M...)** | 2025-09-16 19:34:32 UTC | halocollar.com

Good afternoon Annie,

**TOPIC CHANGE | Agent (qY4E785E...)** | 2025-09-16 19:36:21 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**AGENT NOTE | Agent (qY4E785E...)** | 2025-09-16 19:36:46 UTC

Live Team Notes Annie Malone Serial Numbers: 25h4113414rt FW: 03.00.05 Issue/ Need: cx states her collar is not keeping WIFI connection keeps drop been going on for about month Troubleshooting & Actions Taken: Asking cx if she can share screen cx states she is uncomfortable sharing her screen Asked cx if she can take a screenshot of her halo app if she was okay doing that cx say yes Call dropped Resources Used (provide details): (KB articles, Slack posts, internal docs.): T1 TS Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE | Agent (qY4E785E...)** | 2025-09-16 19:36:46 UTC

Added: OeTzDXf5Qt2378nYRu\_ilw, E\_3WUdWpR2CLXta3n6vNgw

**EMAIL | Agent (qY4E785E...)** | 2025-09-16 19:38:02 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [anniemay123@comcast.net](mailto:anniemay123@comcast.net)

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Annie, My name is Eddie, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of

the way. How to Confirm if I Have 2.4 GHz WiFi and See Where It Covers Within My Home With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 19:38:09 UTC | Status: CLOSED

## Conversation: 7XzzTTzBQZqFq-F8RSYGZg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 19:28:43 UTC to 2025-09-16 20:24:13 UTC

Customer (iUQDDx1...) | 2025-09-16 19:28:43 UTC | halocollar.com

warranty

System/AI | 2025-09-16 19:29:29 UTC | halocollar.com

Hi there! Halo Collars come with a 1-year non-transferable warranty from the initial activation date, covering defects in parts or workmanship. We'll repair or replace the collar at no charge. To start a warranty replacement, just reach out to our customer support for guidance. If you get a diagnostic error, check your email for a shipping confirmation. For more details on the warranty process, including what's covered and how to confirm your shipping address, please visit our Order Status Dashboard.

AGENT NOTE | Agent (vi\_2Fjmb...) | 2025-09-16 20:21:49 UTC

Live Team Notes Serial Numbers: 24h3311686rt Lucy's (AW-20250612-24375 - added Jun 24, 2025 6:09 PM) SN 23h3402234rt Koda (order 1332806 - added Jan 11, 2024 7:22 PM) SN 23h2060583rt - Toby's FW: v. 02.08.11 Applied Issue/ Need: 1. Got a warranty replacement on Lucy's collar not too long ago and ever since then, they have had horrible connection problems They called before, tried TS and several things, but nothing has worked The collar is not giving any feedback 2. Koda's collar they have not been using it. They called a while ago, had mysterious issues, and they did some TS but the collar does not work for a long time It would only stay charged for like 6 hrs. 3. How much warranty is left on Toby's collar? Troubleshooting & Actions Taken: 1. SN 24h3311686rt - Lucy's Warranty Window: Will be expired on Jun 24, 2026 6:09 PM AP shows Battery level 80% Last heard a few seconds ago Asked her to share the screen She did not have the option to share the screen nor to minimize, although she said that she was on the App, it was redirected to the website to find the link to connect with us Asked her to send me a picture of the feedback settings She said that she has already tried checking the feedback settings, they work when she test them on the collar but not when the collar is on the dog outside on the fence line Also she said that the collar won't send her updates to the phone, so she has to remove the collar from the dog and then put it back for it to update Asked if is possible the collar is loosening up on his neck She has already tightened it up If she is beside the dog the collar will connect but if not, it won't The collar is right now inside the house with her so no options to send a screenshot of the Pet Card showing it disconnected now No option to share the screen Sent the latest FW software 03.01.02 PRODBETA and asked her to leave it on the charger for 20-30 min and then take it outside to initialize it Advised that it will take a couple of days to recalibrate so call us on the third day if the issues persist, calls us from the App so can screen share and record Also I did not find any calls the collar for this dog after it was replaced 2. SN 23h3402234rt Koda (order 1332806 - added Jan 11, 2024 7:22 PM) Warranty Window Expired. 248 days passed since collar activation. It looks as though there was a critical issue on this collar by the looks of AP (screenshot) Asked her to go to Settings Koda's >CollarDiagnostics >Scan Result 11 weeks ago so there was no critical issues AP shows Battery level 4% Last Heard Jun 29, 2025 2:36 PM Asked on Slack to confirm if they can see on WB any DIAGREQs Quinn confirmed there is nothing reported on 3 the last three months Asked the cx to connect the collar to the charger with the cable facing up and lying flat on a surface The Cover was ON so I asked her to remove it Removed the cover and the light went off Few seconds later the charging light came back ON The Pet Card shows it's charging Waited 5 min Asked her to check again on the Pet Card, still showing 0% AP shows Battery level 0% Last Heard a few seconds ago She said that they already tried the magnetic adaptors, a bunch of different halo cords, since they have 3 collars, they tried switching them on the charging port is clean, the connectors, pins on the port are all fine too Hard reset Vibration LED is still blinking green as if it's charging Waited 1 min AP shows Battery level 0% Last Heard 3m ago Shows it's at 3% on Settings Asked her to let it charge to 100%, then use it as normal and let it die to 0%, wait 5 hrs before charging it again and monitor it for the next two days She said that they already tried all that last time they did the TS Advised then the collar needs to be replaced, as it is OOW talked about Halo Care upgrade again, paying \$174 3. SN 23h2060583rt - Toby's There is no purchase details on AP Asked if they purchased it on the same order, although it seems the other

two collars had different order numbers, and they were added about the same time Searched on the spreadsheet and did not find info She had to go so will look for the order info to provide it next time she calls Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Collars Missing Purchase Details on AP spreadsheet Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 20:22:59 UTC**

**From:** support@halocollar.com

**To:** mndctts@gmail.com

**Subject:** Halo Collar Out Of Warranty - Koda's

Hi Amanda, My name is Monica with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 20:23:36 UTC**

**From:** support@halocollar.com

**To:** mndctts@gmail.com

**Subject:** Halo Collar Firmware Update - Lucy's

Hello Amanda, Thanks so much for reaching out to the Halo Support Team. My name is Monica, and I will be glad to help with the GPS concerns you mentioned. To help improve your collar's performance, we've queued a new firmware update v. 03.01.02 for your device. Here's what to do next: Plug your collar into its chargerMake sure it's connected to Wi-FiKeep it on the charger while the update is applied This will enable the update to install successfully and help resolve the issue you're experiencing. If you continue to experience issues after the update or have any other questions, please don't hesitate to reach out. We're here to help and are happy to keep working with you toward a resolution. With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:22 PM support@halocollar.com wrote: > Hi Amanda, > > My name is Monica with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. > > Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: > > Replacement Options: > Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and

Gold) at zero monthly or annual cost. > > Here are the steps on How to Upgrade to the Latest Halo Model. > > Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. > > You can review our warranty policy here. > > Please let us know if you have any additional questions! > We're here to help! > > If you have any questions, please do not hesitate to reach out, and we'll be happy to help! > > With pawsitivity, > > Monica > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 20:24:07 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yUdj74HoRguBsTQ2B0ZktA, tWVb8I74TQWoFOK-wNWbdw, SMYZ9ncRSlyKFeGsLX1pew, 6jk7DobMRw2g1ATE6kOMjw

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 20:24:13 UTC | Status: CLOSED

## Conversation: VRe1GL0iTmmK\_SzNZeTsdg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:29:01 UTC to 2025-09-16 19:30:44 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 19:29:01 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**AGENT NOTE** | Agent (M0svworG...) | 2025-09-16 19:29:35 UTC

New shipping label: Tracking: 791942897661 AW-20250810-38776

**EMAIL** | Agent (M0svworG...) | 2025-09-16 19:30:39 UTC

**From:** support@halocollar.com

**To:** liz.cecchini@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Elizabeth, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:30:44 UTC | Status: CLOSED

## Conversation: imT56TqdS7aElZe5PQbG9w

Messages: 11 | Customers: 1 | Duration: 2025-09-16 19:29:29 UTC to 2025-09-16 20:38:54 UTC

**PHONE\_CALL** | Customer (lthymPKi...) | 2025-09-16 19:29:29 UTC

### AGENT NOTE | Agent (3RoJgjXU...) | 2025-09-16 19:43:29 UTC

Live Team Notes Serial Numbers:25h4193729rt FW:03.00.05 Issue/ Need:Cx called due to the collar not shocking anymore. Cx stated they have went through all the necessary troubleshooting for it. Troubleshooting & Actions Taken: Tested the static and cx isnt feeling it. Submit to engineering Resources Used (provide details): (KB articles, Slack posts, internal docs.):Gladly, Admin Please complete all steps in the Tier 1 Troubleshooting Guide before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (3RoJgjXU...) | 2025-09-16 19:57:58 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN:25h4193729rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Static, Lagging Pet Pin, Date & Time of Occurrence:Aug 16, 2025 for Static, 9/16/25 2:30 pm/3:30 pm Est Lagging Pet Pin Is the Issue Reproducible? (Yes/No – If Yes, include steps):Yes, had cx turn fence back on and test the static on collar. For the pet pin, had cx gently shake the collar to see if it would start moving and it didnt. Additional notes about the issue: Troubleshooting Summary Tier 1 TSing Steps Completed:(Y/N) & Outcome of Troubleshooting: Required Attachments (Check if Included) Screen Recording with narration: (Yes/No)No Screenshots: (Yes/No)Yes System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No)No App Logs (App issues): (Yes/No)No

### EMAIL | Agent (3RoJgjXU...) | 2025-09-16 19:59:41 UTC

**From:** support@halocollar.com  
**To:** ramseyhancock02@gmail.com  
**Subject:** Screenshot

Hello Ramsey, I hope this email finds you well. Can you please send us the screenshot of the app and the pet pin? You can reply back to this email with the picture. With pawsitivity, Delta Halo Customer Support Halo Collar | Here for you and your best friend Need more help? support@halocollar.com | Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Customer (lthymPKi...) | 2025-09-16 20:00:59 UTC

**From:** ramseyhancock02@gmail.com  
**To:** support@halocollar.com  
**Subject:** Re: Screenshot

On Tue, Sep 16, 2025 at 3:59 PM Halo Collar wrote: > Hello Ramsey, > I hope this email finds you well. Can you please send us the screenshot of > the app and the pet pin? You can reply back to this email with the picture. > > With pawsitivity, > Delta > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend > \*Need more help?\* > \*support@halocollar.com\* | Halo Help Center > \*Speak to a live agent face-to-face at our Dog Park\* > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

### AGENT NOTE | Agent (3RoJgjXU...) | 2025-09-16 20:06:55 UTC

Tried a hr on collar to see if it will move, but pet pin is still stuck.

### EMAIL | Agent (3RoJgjXU...) | 2025-09-16 20:08:55 UTC

**From:** support@halocollar.com  
**To:** ramseyhancock02@gmail.com



**Subject:** Collar Static and Pet Pin Concern

Hello Ramsey, My name is Delta, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Delta Halo Customer Support Halo Collar | Here for you and your best friend Need more help? support@halocollar.com | Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:00 PM "Ramsey Hancock" wrote: > On Tue, Sep 16, 2025 at 3:59 PM Halo Collar wrote: > > > Hello Ramsey, > > I hope this email finds you well. Can you please send us the screenshot of > > the app and the pet pin? You can reply back to this email with the picture. > > > With pawsitivity, > > Delta > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend > > \*Need more help?\* > > \*support@halocollar.com\* | Halo Help Center > > \*Speak to a live agent face-to-face at our Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > >

*TOPIC CHANGE | Agent (3RoJgjXU...) | 2025-09-16 20:09:09 UTC*

*Added: jwlJ3FbQTW2nPIHkhIkBIA*

*TOPIC CHANGE | Agent (3RoJgjXU...) | 2025-09-16 20:09:42 UTC*

*Added: Z3qy\_B6uR8CPWZWZA-uJWg*

**AGENT NOTE | Agent (iBPLP4RB...) | 2025-09-16 20:37:52 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Collar with Issue's SN:25h4193729rt Recap (When/Where/What the customer wants) Static, Lagging Pet Pin had cx turn fence back on and test the static on collar. For the pet pin, had cx gently shake the collar to see if it would start moving and it didnt. Is This Resolved/Follow-Up Required? N If Follow Up Is Required (What/When) Optional Additional Info: Screenshot was submitted, not a screen recording as required per Tier 1 TS Guide. Issues reported to have occurred today, so I need to check collar logs and Workbook diagnostic data once it is generated tonight. The collar is not connected to a wi-fi network, which will impact GPS accuracy.

*STATUS CHANGE | Agent (iBPLP4RB...) | 2025-09-16 20:38:54 UTC | Status: CLOSED*

## Conversation: wNs-SER4QVuiizVtBM0k-A

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:30:51 UTC to 2025-09-16 21:31:59 UTC

**Customer (H9y\_xMAj...)** | 2025-09-16 19:30:51 UTC | halocollar.com

collar is not charging

**System/AI** | 2025-09-16 19:31:26 UTC | halocollar.com

I'm sorry to hear your collar isn't charging. Let's try a few steps to fix it: Check Power Source: Make sure you're using the provided USB-C cable and charging block, not a computer. Inspect Charging Port: Clean the gold charging pins with a Q-tip and rubbing alcohol. Let it dry completely. Hard Reset: Keep the collar plugged in for 5 minutes, then hold the power button for 15 seconds. If the issue persists, please contact Halo live support for further assistance. Let me know if you need anything else!

**STATUS CHANGE** | Unknown | 2025-09-16 21:31:59 UTC | Status: CLOSED

## Conversation: GtPJlddxTVyCbHK8wChepg

Messages: 19 | Customers: 1 | Duration: 2025-09-16 19:31:20 UTC to 2025-09-16 21:18:09 UTC

**PHONE\_CALL** | Agent (WBbod4uN...) | 2025-09-16 19:31:20 UTC

**EMAIL** | Agent (WBbod4uN...) | 2025-09-16 19:32:23 UTC

**From:** support@halocollar.com

**To:** grandrapidsnanny@icloud.com

**Subject:** Halo Collar We're Sorry We Missed You!

Hello Jessica, We hope you and your pup are having a great day. My name is Jessica. I'm so sorry I missed you when I first called. I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. Looking forward to speaking with you soon! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**PHONE\_CALL** | Agent (WBbod4uN...) | 2025-09-16 19:36:22 UTC

**PHONE\_CALL** | Agent (WBbod4uN...) | 2025-09-16 19:40:44 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 19:42:25 UTC

Added: jN7nMmX-TGW78SajheFiSw

**EMAIL** | Agent (WBbod4uN...) | 2025-09-16 19:42:27 UTC

**From:** support@halocollar.com

**To:** grandrapidsnanny@icloud.com

**Subject:** Re: Halo Collar We're Sorry We Missed You!

Hello Jessica, Thank you for contacting Halo Collar Support through a call request. My name is Jessica, and I'm sorry that I missed you at our scheduled time. I tried to call back 2 times after my first voicemail but was unable to connect. Please feel free to contact our live support during business hours, as listed below, if you have any other questions or need further help. Dog Park (live video support) available hours: 9:00 am - 8 pm EST (7 days a week) Phone support (+1 (214) 238-9788) available hours: 8:00 am - 6:00 pm EST (M-F) 10:00 am - 4:00 pm EST (Sat-Sun) If you need any additional information on our customer support How to Contact Customer Support Help Desk Thank you for being part of our Halo Pack! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:32 PM support@halocollar.com wrote: > Hello Jessica, > > We hope you and your pup are having a great day. My name is Jessica. > I'm so sorry I missed you when I first called. > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > Looking forward to speaking with you soon! > > With pawsitivity, > Jessica > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE** | Agent (WBbod4uN...) | 2025-09-16 19:44:06 UTC

Live Team Notes Serial Numbers: NA FW: NA Issue/ Need: Cx scheduled a call for 3:30 pm est Troubleshooting & Actions Taken: Cx did not answer either call attempt Call request states "Halo collar 3 magnetic vcharge case" Second and third calls ended right

after the first ring Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (WBbod4uN...) | 2025-09-16 19:44:08 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (RkmNERoW...) | 2025-09-16 20:47:26 UTC | Status: OPEN

**PHONE\_CALL** | Customer (RkmNERoW...) | 2025-09-16 20:47:26 UTC

**AGENT NOTE | Agent (XFHTycPM...) | 2025-09-16 21:05:33 UTC**

First and Last Name: Jessica Sherman Email: grandrapidsnanny@icloud.com Phone Number:517-410-6507 Collar SN:24h3172895rt Collar FW: v.02.08.11 Collar Purchased From:Halo Resources: AP, RES Recap/TS: Had a scheduled call and missed the call as she was busy with work. Have Halo 3 collar with magnetic charge. Second time the prongs are gone. Had to pay \$20 for shipping to get the prongs. Needs to get the protective case. It did not last that long and is all ripped up. This is the 2nd time getting the contact tips. She also replaced the strap and cover case once. It seems like we do not have the cover case in stock and H3 case might not be available in stock as per RES. Next Steps: Cx also needs the rivet screws for the strap.

**AGENT NOTE | Agent (XFHTycPM...) | 2025-09-16 21:08:55 UTC**

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name:Jessica Sherman Email:grandrapidsnanny@icloud.com Phone number:517-410-6507 Collar SN:24h3172895rt Collar Model:H3 Magnetic Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 4208 Haralson Court SE City: Grand Rapids State: Michigan Postal code:49546 Country:USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! Carabiner Kit For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

**EMAIL | Agent (XFHTycPM...) | 2025-09-16 21:09:06 UTC**

**From:** support@halocollar.com

**To:** grandrapidsnanny@icloud.com

**Subject:** Re: Halo Collar We're Sorry We Missed You!

Hello Jessica, My name is Mustafa, and I'll be assisting you. I've gone ahead and submitted the request to have your Carabiner Kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Mustafa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:42 PM support@halocollar.com wrote: > Hello Jessica, > > Thank you for contacting Halo Collar Support through a call request. > My name is Jessica, and I'm sorry that I missed you at our scheduled time. I tried to call back 2 times after my first voicemail but was unable to connect. > > Please feel free to contact our live support during business hours, as listed below, if you have any other questions or need further help. > > Dog Park (live video support) available hours: > 9:00 am - 8 pm EST (7 days a week) > Phone support (+1 (214) 238-9788) available hours: > 8:00 am - 6:00 pm EST (M-F) 10:00 am - 4:00 pm EST (Sat-Sun) > If you need any additional information on our customer support > How to Contact Customer Support Help Desk > Thank you for being part of our Halo Pack! > > With pawsitivity, > Jessica > Halo Customer Support > Halo Collar | Here for you and your

best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 3:32 PM support@halocollar.com wrote: > > > Hello Jessica, > > > We hope you and your pup are having a great day. My name is Jessica. > > I'm so sorry I missed you when I first called. > > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > > Looking forward to speaking with you soon! > > > With pawsitivity, > > Jessica > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**TOPIC CHANGE** | Agent (XFHTycPM...) | 2025-09-16 21:09:09 UTC

Removed: jN7nMmX-TGW78SajheFiSw

**TOPIC CHANGE** | Agent (XFHTycPM...) | 2025-09-16 21:09:11 UTC

Added: -LmskJFZShWIO0nMJuMqlA

**STATUS CHANGE** | Agent (XFHTycPM...) | 2025-09-16 21:09:36 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 21:17:09 UTC | Status: OPEN

**AGENT NOTE** | Agent (chgMWdgT...) | 2025-09-16 21:17:11 UTC

Accessory Order Number-1660498 Carabiner Kit

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 21:18:09 UTC | Status: CLOSED

## Conversation: u2oVDXUVRN6-ilUIGcwyrQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 19:34:05 UTC to 2025-09-16 19:34:13 UTC

EMAIL | Agent (M0svworG...) | 2025-09-16 19:34:05 UTC

**From:** support@halocollar.com

**To:** stephryanspence@gmail.com

**Subject:** Your Halo Collar Return Request

Hello Stephanie, Thank you for reaching back out and providing that update. Yes, you can send us back your faulty collar (25h4193812rt) with the warranty label included in your RMA box for AW-20250730-36542. If you are in need of a new label, please let us know, and we will send you another one! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 2:35 PM "Stephanie Spence" wrote: > We have been able to receive the refund from Amazon. Also, would you like the original faulty collar sent back? I have the return label and instructions ready to go. I will send the replacement back to Amazon > On Sep 15, 2025, at 1:11 PM, Stephanie Spence wrote: > I assumed since it was purchased through the halo store on Amazon that the warranty and guarantee would still apply through the Halo company. I also have a return box for the product since it was faulty, and that is addressed to be sent directly back to Halo. There is no "return" option on Amazon since it's most likely past the return date. The product was labeled to have hardware malfunctions, which we didn't find out immediately. If you would still like me to reach out to Amazon I will do so, however they will probably just send me back to you guys. > On Sep 15, 2025, at 10:02 AM, Halo Collar wrote: > > Hello Stephanie, > > Thank you for reaching back out regarding the return of your Halo Collar. > > I have looked over the account details, and it looks like you originally purchased the collar through Amazon. We recommend reaching out directly to Amazon regarding returning your collar for a refund. > > Please let us know if you have any further questions. We are happy to help! > > Best Regards , > Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Friday, September 12, 2025, 1:13 PM "Stephanie Spence" wrote: Do we receive a refund for our purchase of our collar as well? > > Sent from my iPhone > On Sep 9, 2025, at 1:08 PM, Halo Collar wrote: > > Hello Stephanie, > > Thanks for reaching out to Halo Support! My name is Jessica with the Billing Team. > I'm reaching out with an update on your subscription: > \* I've gone ahead and canceled your subscription and refunded your most recent charge. > \* You should see the refund in your account within 5–10 business days. > \* No further payments will be taken. > > If anything else comes up, we're always here for you and your pup! > With pawsitivity, > Jessica Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 8, 2025, 12:27 PM support@halocollar.com wrote: > Hello Stephanie, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > Here's what you can expect: > \* Our team is reviewing the details of your request and any related activity. > \* We're checking systems to get a complete picture. > \* You'll hear back from us as soon as we have an update or resolution to share. In the meantime: > \* Please know we're prioritizing this for you. > \* We truly appreciate your patience while we dig in and work on a solution. > \* Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > With pawsitivity, > Adella Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Agent (M0svworG...) | 2025-09-16 19:34:13 UTC | Status: CLOSED



## Conversation: kg0oqzrSQk2YQOapgj2NZw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 19:34:31 UTC to 2025-09-16 20:16:05 UTC

**PHONE\_CALL** | Customer (Zwb5f-9...) | 2025-09-16 19:34:31 UTC

**PHONE\_CALL** | Customer (Zwb5f-9...) | 2025-09-16 19:37:03 UTC

### AGENT NOTE | Agent (AMYuZ1d7...) | 2025-09-16 19:38:05 UTC

Live Team Notes Serial Numbers: 25h4191502rt FW: v.03.01.02 PRODBETA Issue/ Need: Issue with collar Troubleshooting & Actions Taken: Customer called in saying that they were having an issue with their WR collar. Customer was in the middle of explaining the issue when the call disconnected. They have called back and are speaking with another agent. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (AMYuZ1d7...) | 2025-09-16 19:38:13 UTC

Added: wOOHNF34TjWK3GOxS4wVjQ

### AGENT NOTE | Agent (KLKzjzy9...) | 2025-09-16 20:15:52 UTC

Live Team Notes Serial Numbers: 25h4191502rt FW: 03.01.02 Issue/ Need: No feedback at fence on the new replacement Troubleshooting & Actions Taken: TS steps: Fence Feedback not working. had cx take collar outside and test and we got it to work. Explained that the first 48 hours it will get more accurate the more its used Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (KLKzjzy9...) | 2025-09-16 20:15:54 UTC

**From:** support@halocollar.com

**To:** bob.blach@gmail.com

**Subject:** Halo Support Follow Up

Hello Bob, Thank you for calling Halo Support today. This is Gale. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Gale Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 20:16:05 UTC

Added: yUdj74HoRguBsTQ2B0ZktA | Removed: wOOHNF34TjWK3GOxS4wVjQ

**STATUS CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 20:16:05 UTC | Status: CLOSED

## Conversation: Tw1qjs8AQWWUIFlgt6KpVw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:34:54 UTC to 2025-09-16 19:37:21 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 19:34:54 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**AGENT NOTE** | Agent (M0svworG...) | 2025-09-16 19:36:26 UTC

New Shipping Label AW-20250911-45332 Tracking: 791942926238

**EMAIL** | Agent (M0svworG...) | 2025-09-16 19:37:13 UTC

**From:** support@halocollar.com

**To:** pgyocum@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Patricia, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:37:21 UTC | Status: CLOSED



## Conversation: IPSNKzHfRcuFug7P2TQtkw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 19:35:04 UTC to 2025-09-16 19:38:50 UTC

**Customer (oZhUfiMp...) | 2025-09-16 19:35:04 UTC | halocollar.com**

I am not able to connect to my WiFi at home as it is not 2.4

**System/AI | 2025-09-16 19:35:37 UTC | halocollar.com**

Hi there! To connect your Halo Collar to Wi-Fi, make sure you're using a 2.4 GHz network. Open the Halo app, go to Settings > My Collars, select your pet's collar, and tap Wi-Fi to scan networks. Choose your 2.4 GHz network, enter the password, and confirm. If you run into any issues, ensure your phone is on the same network, try moving closer to the router, and restart it if needed. Also, check that the Halo app is updated and has the necessary permissions. If problems continue, try using a different device or check the Wi-Fi diagnostics in the app.

**Customer (oZhUfiMp...) | 2025-09-16 19:36:30 UTC | halocollar.com**

I cannot get a 2.4. Can I return my collars

**System/AI | 2025-09-16 19:36:58 UTC | halocollar.com**

Hi there! You can return your Halo Collars if they were purchased directly from our website and are undamaged. Just make sure to postmark the return within 90 days of receiving your collars. To get started, you'll need a Return Merchandise Authorization (RMA). Please note, there's a \$25 return fee, and original shipping costs are non-refundable. Visit our returns page to begin the process. If you need any help, our live support team is ready to assist you!

**Customer (oZhUfiMp...) | 2025-09-16 19:38:01 UTC | halocollar.com**

It has been more than 90 days. I have benn trying to get them to work

**System/AI | 2025-09-16 19:38:50 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: GvvVqpEIQ\_qYjngMXiB9sw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 19:35:07 UTC to 2025-09-16 20:22:30 UTC

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 19:35:07 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 4NylcZCDQ\_-IGn\_argWL\_w

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 19:35:09 UTC

Live Team Notes Serial Numbers: 25h4151444rt FW: 02.07.05 Issue/ Need: Cx calls stating pup has got in the pool after playing with collar now no LED lights on charger Troubleshooting & Actions Taken: Assisted Cx in drying out collar and then trying hard reset Still no LED lights after hard reset and still not heard from since July 7th 2025 Advised Cx I would send to CET for further details Resources Used (provide details): (KB articles, Slack posts, internal docs.): T1 Troubleshooting Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (JuW94Dok...) | 2025-09-16 19:35:15 UTC

**From:** support@halocollar.com

**To:** darrin.cleveland@gmail.com

**Subject:** Halo Collar Next Steps Investigation

Hello Darrin, My name is Kaitlyn, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 19:36:49 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 25h4151444rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Dead Unit Date & Time of Occurrence: July 7th 2025 Is the Issue Reproducible? (Yes/No – If Yes, include steps): yes doing hard reset still no LED lights still not heard from Additional notes about the issue: Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] Steps Completed:(Y/N) & Outcome of Troubleshooting: yes doing hard reset still no LED lights still not heard from, dried completely Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) Screenshots: (Yes/No) System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) App Logs (App issues): (Yes/No)

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 19:36:55 UTC

Added: jwJ3FbQTW2nPIHkhIkBIA

### AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 20:19:27 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Nestle's (25h4151444rt) Recap (When/Where/What the customer wants) Dead unit Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) Unit needs to be replaced through HC/HPP Optional Additional Info: Unit has received physical damage through a puncture wound on the speaker of the collar Unit was also submersed in a pool for an extended period of time The unit fails to be covered under our warranty policy  
<https://support.halocollar.com/hc/en-us/articles/25975356036887-Warranty-Policy-Details>  
<https://support.halocollar.com/hc/en-us/articles/25975356036887-Warranty-Policy-Details>

] Following up with cx to suggest HC/HPP

**EMAIL | Agent (Rh0xdCH1...) | 2025-09-16 20:22:27 UTC**

**From:** support@halocollar.com

**To:** darrin.cleveland@gmail.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hi Darrin, My name is Quinn with the Collar Evaluation Technical Team. Thank you for your patience while we completed the evaluation of your Halo Collar. After a thorough review, we've determined that your collar requires replacement. Due to the physical damage to Nestle's Halo Collar is is out of our warranty policy. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Quinn Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:35 PM support@halocollar.com wrote: > Hello Darrin, > > My name is Kaitlyn, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Kaitlyn > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE | Agent (Rh0xdCH1...) | 2025-09-16 20:22:30 UTC | Status: CLOSED**

## Conversation: KXFAXaq1Sji2B53tmM-rYA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 19:36:18 UTC to 2025-09-16 20:12:41 UTC

PHONE\_CALL | Customer (QkWezTUN...) | 2025-09-16 19:36:18 UTC

EMAIL | Agent (hY11vVd1...) | 2025-09-16 20:12:18 UTC

**From:** support@halocollar.com

**To:** hannaht15@hotmail.com

**Subject:** Halo Support Follow Up

Hello Hannah, Thank you for calling Halo Support today. This is [RES]Jamie. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack!

**Objective Explain the meaning of the Logo, GPS, and Battery lights on between the different generations of the Halo collar.**

**GPS Light** The GPS light, which is the teardrop-shaped indicator located under the Power button, may indicate any of the following and will help you understand the GPS status of the collar:

- Halo 4 High GPS signal strength -> GPS Light behavior: Blinks Green\*
- Low GPS signal strength -> GPS Light behavior: Blinks Red\*
- Needs GPS initialization -> GPS Light behavior: Blinks Red
- Loading A-GPS data -> GPS Light behavior: Stays On - Red \*\*

While the Halo 4 does not have an LED indicating medium GPS signal strength, this information can be viewed within the Halo App. \*NOTE: While your dog/collar is not moving, the GPS Light will not blink

**SAFETY NOTE:** When GPS level is medium, the collar will NOT provide Prevention Feedback to your dog - even when outdoors. It will instead send a Return Whistle if it detects your dog crossing the Halo Fence. If this occurs in key areas of your yard, these levels can be adjusted via this process.

Halo 1, 2, 2+, 3 High GPS signal strength -> GPS Light behavior: Blinks Blue\*

Medium GPS signal strength -> GPS Light behavior: Blinks Pink\*

Low GPS signal strength -> GPS Light behavior: OFF\*

Needs GPS initialization -> GPS Light behavior: Blinks Red

Loading A-GPS data -> GPS Light behavior: Stays On - Pink

\*NOTE: While your dog/collar is not moving, the GPS Light will not blink

**SAFETY NOTE:** When GPS level is medium (blinking pink), the collar will NOT provide Prevention Feedback to your dog - even when outdoors. It will instead send a Return Whistle if it detects your dog crossing the Halo Fence. If this occurs in key areas of your yard, these levels can be adjusted via this process.

**Battery/Charge Light (ALL Halo Generations)** The Battery/Charge Light provides a low battery warning (yellow or red blinks) when the collar is unplugged and a charging indicator (green blink while charging; solid 'on' once fully charged) when the collar is plugged in for charging. See [How do I charge the Halo Collar?](#)

**Additional Battery/Charge Light behavior:** During the collar boot-up, Battery/Charge Light is solid green (usually 2-3 seconds). During the collar power-down, Battery/Charge Light is solid red (up to 5 seconds). Please Note: Where the Battery light is located depends on the Generation of the Halo Collar.

- Halo 4- The battery light is located below the power button.\* Click [HERE](#) for an overview of where everything is located on the Halo Collar
- Halo 1, 2, 2+, 3- The battery light is located above the power button. \* Click [HERE](#) for an overview of where everything is located on the Halo Collar 3 and older.

**Firmware (ALL Halo Generations)** During a Collar Update ("firmware upgrade"), while Applying new Firmware, the Battery/Charge Light will blink Red sporadically.

**SAFETY NOTE:** Do not unplug your collar from the charger when the Battery Light is blinking red. Wait for at least 15 seconds with the light blinking or solid Green before unplugging it.

**CHECKING THE STATUS AT ANY TIME:** To see the Halo Logo color or GPS or battery status at any time, simply press on the collar's ON button for 1-2 seconds. The LED's will all blink in the appropriate colors described above.

**Halo Logo Light (ONLY for the Halo 1, 2, 2+, 3)** The Halo Logo light is the large, paw-shaped light on the front of your Halo Collar. Bluetooth connection status will be indicated by whether the Logo light blinks or not.

- Collar is connected to the Halo app via Bluetooth -> Logo light will blink in your pet's selected color every 4 seconds
- Collar is not connected to Halo app via Bluetooth -> Logo light will remain OFF
- Issue with Collar function -> Logo will blink red and white. Please reference the Halo App or contact our virtual Dog Park if you see this.

**Additional Notes** The lights will behave differently during the indoor/outdoor configuration process. For more information on light

activity during this process, please see the article 'How to Adjust GPS Signal Sensitivity' If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! With pawsitivity, [RES] Jamie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (hY11vVd1...) | 2025-09-16 20:12:36 UTC**

Live Team Notes Serial Numbers: 25h3111609rt FW: v.02.08.11 Issue/ Need: CX is having an issue with getting the collar to connect to the app Cx blinking red during the FW update Started as soon as the Troubleshooting & Actions Taken: CX has a working collar, purchased 2 Updating FW The customer does not have Wifi The customer did a hard reset Tracking data and the Satellite are not updating CX Paw print was mostly Red with one toe white Critical LTE issue Warranty ID: AW-20250916-46194 Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP KB look at the tier 1 TS guide GPS, What does the LED light mean Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE | Agent (hY11vVd1...) | 2025-09-16 20:12:36 UTC**

Added: jA7bmx2vRtKLkLkJqniCkQ

**STATUS CHANGE | Agent (hY11vVd1...) | 2025-09-16 20:12:41 UTC | Status: CLOSED**

## Conversation: \_Rubm9YNSH-74IJLWEkrlw

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 19:36:48 UTC to 2025-09-16 19:36:59 UTC*

**Customer (J9dSS5So...) | 2025-09-16 19:36:48 UTC | halocollar.com**

I paid \$600 for this and it cannot locate my dog when it allowed him out of the fence

**System/AI | 2025-09-16 19:36:59 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: I7tUwcGvS7SGvn37wgQj7g

Messages: 1 | Customers: 1 | Duration: 2025-09-16 19:38:31 UTC to 2025-09-16 19:38:31 UTC

EMAIL | Customer (0hnxcYBT...) | 2025-09-16 19:38:31 UTC

**From:** mfdevries66@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Next Steps Investigation

I have purchased 2 collars from you and both shortly after the warranty ends they both quit working. I'm super frustrated with your product and customer care. I put a lot of money into purchasing them. This is the best you can do is make me spend more money? I feel scammed. Mandi DeVries On Sep 13, 2025, at 1:56 PM, Halo Collar wrote: Hi Mandi, My name is Les with the Collar Evaluation Technical Team. Thank you for your patience while we completed the evaluation of Miley's Halo Collar. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model.

(<https://support.halocollar.com/hc/en-us/articles/4407672236055-What-is-Halo-Care>) Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost.

(<https://support.halocollar.com/hc/en-us/articles/5729323187991-What-is-Halo-Protection>) Here are the steps on How to Upgrade to the Latest Halo Model. (<https://support.halocollar.com/hc/en-us/articles/16928320022167-How-to-Upgrade-to-a-Halo-Collar-3>) Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here.

(<https://www.halocollar.com/unified-terms-and-conditions/#LimitedWarranty>) Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 12:39 PM support@halocollar.com wrote: Hello Mandi, My name is Kaitlyn, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent



## Conversation: rp4t0lQuReaBzw3hmjlU0w

Messages: 8 | Customers: 1 | Duration: 2025-09-16 19:39:59 UTC to 2025-09-16 19:56:05 UTC

**PHONE\_CALL** | Customer (VB4qDRN0...) | 2025-09-16 19:39:59 UTC

**EMAIL** | Agent (kx0B3Ww9...) | 2025-09-16 19:54:28 UTC

**From:** support@halocollar.com

**To:** rodeoqueen236@gmail.com

**Subject:** Halo Support Accessories Order

Hello Sara, Thank you for calling Halo Support today. This is Joy. It was truly a pleasure speaking with you. I've gone ahead and submitted the request to have your contact tips kit shipped. I've also submitted a request for a new shipping label to be sent to your email. These typically arrive within 1–2 business days, so keep an eye on your inbox. A few quick tips: The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. If you have any other questions, please let us know! With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (kx0B3Ww9...) | 2025-09-16 19:54:41 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Sara Kerr Email: rodeoqueen236@gmail.com Phone Number: +13309318395 Collar SN: 25h4290931rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP ARF Recap/TS: The contact tips on Rico's collar fell off cx needs replacements. Putting in ARF for the contact tips Cx also needs a label to return a warrantied collar 25h4153543rt Next Steps: Sending email to cx ARF Label request

**AGENT NOTE** | Agent (kx0B3Ww9...) | 2025-09-16 19:55:20 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Sarah Kerr Email: rodeoqueen236@gmail.com Phone number: +13309318395 Collar SN: 25h4290931rt Collar Model: Halo 4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 3637 Old Forge Rd City: Rootstown State: OH Postal code: 44272 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Contact Tips (3.5mm) For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 19:55:29 UTC

Added: -LmskJFZShWIO0nMJuMqlA

**AGENT NOTE** | Agent (kx0B3Ww9...) | 2025-09-16 19:55:43 UTC

Label Request Notes RMA Number from Admin Portal- AW-20250820-40768 Reason for Request- Missing label Accessory or Collar- Collar Customer's Shipping Address- 3637 Old Forge Rd Rootstown, OH 44272, USA If the Shipping Address or the RMA Number is missing, we will not be able to send the label and the conversation will be sent back to you to complete

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 19:55:54 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**STATUS CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 19:56:05 UTC | Status: CLOSED



## Conversation: vNILkDNhTsK6J6wQWSKVjQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:42:17 UTC to 2025-09-16 19:50:55 UTC

### AGENT NOTE | Agent (WnnJ5spb...) | 2025-09-16 19:42:17 UTC

Live Team Notes Serial Numbers: 24h3280035rt /24h3150537rt FW: v.02.08.11  
v.02.08.11 Issue/ Need: Careyann01@yahoo.com -wife's email in AP Firm ware out of date Case showing out of stock on line Dog got sprayed with skunk Troubleshooting & Actions Taken: Looking into the collar out of stock status Customer is trying to order prongs as well - they are in stock ; customer able to complete his order. Issued current firmware on both collars Sending OTC case Order #1660446 Confirmed shipping address and phone # Carey Steele 10491 North County RD 25 West Farmersburg, IN 47850 812-243-4891 [tel:8122434891] Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap / halocollar .com / woocommerce Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (WnnJ5spb...) | 2025-09-16 19:49:04 UTC

**From:** support@halocollar.com

**To:** btro1627@icloud.com

**Subject:** Halo Collar: New Case Order

Hello Michael, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am glad we were able to get the cases for you as a one time courtesy. I hope your wife likes the new color for your girls. Hopefully your pups have learned their lesson about messing with skunks. Here is your order# for your new colors. Order #1660446 This will be delivered to Carey Steele 10491 North County RD 25 West Farmersburg, IN 47850 812-243-4891 You should be getting an email once it ships out with your tracking information for both orders. They should arrive in 3-5 business days. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pups many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (WnnJ5spb...) | 2025-09-16 19:49:19 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, -LmskJFZShWIO0nMJuMqlA

**STATUS CHANGE** | Agent (WnnJ5spb...) | 2025-09-16 19:50:55 UTC | Status: CLOSED

## Conversation: c0jJPCQOQ5awh7i6pJqeTw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:44:58 UTC to 2025-09-16 19:45:05 UTC

**TOPIC CHANGE** | Agent (\_mb2I5Ls...) | 2025-09-16 19:44:58 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, OeTzDXf5Qt2378nYRu\_ilw

### AGENT NOTE | Agent (\_mb2I5Ls...) | 2025-09-16 19:44:59 UTC

Live Team Notes Serial Numbers: 25h4113414rt FW: v.03.00.05 Issue/ Need: Collar is not connecting to wifi Troubleshooting & Actions Taken: Asked cx if her network is 2.4 GHz and if she has spoken to her internet provider yet and she said she isn't 100% sure if it is She has not spoken to her provider yet but said she would get in contact with Xfinity after speaking to us now Told cx to give us a call back or email us with any info she gets from her provider Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (\_mb2I5Ls...) | 2025-09-16 19:45:04 UTC

**From:** support@halocollar.com

**To:** anniemay123@comcast.net

**Subject:** Halo Collar: Thank you!

Hello Annie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jazmine Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (\_mb2I5Ls...) | 2025-09-16 19:45:05 UTC | Status: CLOSED

## Conversation: LI2KnmFxRLqwgLHyG1I-Sw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 19:45:08 UTC to 2025-09-16 21:47:12 UTC

**Customer (XEr2\_hvA...)** | 2025-09-16 19:45:08 UTC | halocollar.com

I cant find my order number to return my collar

**System/AI** | 2025-09-16 19:45:31 UTC | halocollar.com

Hi there! You can find your order number in the order confirmation email you received after placing the order. Please check your inbox, spam, or junk folder for an email from Halo that includes your order details. If you still can't find it, make sure there are no extra spaces when entering the number as shown in your confirmation email. If you need more help, feel free to contact our support team. We're here to assist you!

**Customer (XEr2\_hvA...)** | 2025-09-16 19:46:09 UTC | halocollar.com

Contact support team

**System/AI** | 2025-09-16 19:46:45 UTC | halocollar.com

Hi there! You can easily reach our support team through our online services. Check out the Halo Collar Contact Page on our website for various contact options, including live chat support. You can also connect with our support team via the "Help" section in the Halo App if you're logged in. We're here to help and look forward to assisting you further!

**STATUS CHANGE** | Unknown | 2025-09-16 21:47:12 UTC | Status: CLOSED

## Conversation: Zl8T6oMzSjq0ZwazSpbe7w

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:45:18 UTC to 2025-09-16 19:45:35 UTC

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 19:45:18 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, pSPIU158T0udHRqLgew-7Q

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 19:45:20 UTC

Live Team Notes Serial Numbers: 25h4264422rt FW: 03.00.05 Issue/ Need: Cx calls reporting diagnostic error Troubleshooting & Actions Taken: assisted Cx in confirming shipping, this is the 5th replacement in 1 year Cx loves the product but is tired of having to do this Resources Used (provide details): (KB articles, Slack posts, internal docs.): admin portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (JuW94Dok...) | 2025-09-16 19:45:34 UTC

**From:** support@halocollar.com

**To:** scottywbrown22@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Scotty, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (JuW94Dok...) | 2025-09-16 19:45:35 UTC | Status: CLOSED

## Conversation: o-CPkF58TLKVAGKxH4ZJMg

Messages: 1 | Customers: 1 | Duration: 2025-09-16 19:45:25 UTC to 2025-09-16 19:45:25 UTC

### AGENT NOTE | Agent (GG24uY2b...) | 2025-09-16 19:45:25 UTC

Live Team Notes Serial Numbers: FW: Issue/ Need: Cx needed help ordering Pro Case and contact tips Troubleshooting & Actions Taken: Had cx share screen to confirm what they were looking at Cx showed a pro case that was out of stock Checked Halo website for cases that were in stock - ivory only in stock Halo having website issue with out of stock cases Escalate to manager about issue with website Applied manual FW updates to collars while we waited Placed one time courtesy order for sunburst Pro Case in Woo for cx convenience Confirmed shipping address and phone number Address Phone CSA order # Informed cx of their order number Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Halo website Woo Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

## Conversation: D37uyezrSKCCHxV1UePXKA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:46:24 UTC to 2025-09-16 19:48:35 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 19:46:24 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx returned one of their collars from their order & still has not received a refund Cx is concerned about the refund due to the CC being canceled as the original order was placed on it. Recap (When/Where/What the customer wants) AP; 25h4131621rt was checked in as INM & never attached to cx account RMA Z9FCJIVP was expired which is why the refund never went through Pushed return through in AS; cx refunded \$575.46 Letting cx know the funds will still go back to their account as long as the account isn't closed Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 19:48:24 UTC

**From:** support@halocollar.com

**To:** jodi.mylo@gmail.com

**Subject:** Halo Collar Refund Update

Hello Jodi, We hope you and your pup are doing well today! My name is Katherine, and I'm here to help. Thank you for your patience while we review your refund. I want to sincerely apologize for the delay. Here's what happened: There was a hiccup in our automated system due to the return RMA expiring in our systems. As a result, your refund didn't go through as expected. The good news, it's now been resolved: I've manually issued your refund to your original form of payment. You should see \$575.46 back in your account within 5–10 business days. It shouldn't matter if you have received a new credit card since placing the order, as long as the account is still open, the refund will return to the original account. We understand that delays like this can be frustrating, and we appreciate your understanding. If you have any other questions or if there's anything else we can assist you with, we're here and happy to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend 🐾

On Monday, September 15, 2025, 4:49 PM support@halocollar.com wrote: > Hello Jodi, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Alexis > Halo Customer Support > Halo Collar | Here for you and your best friend 🐾 > > Need more help? > 📧 support@halocollar.com | 📍 Halo Help Center > 🗣️ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:48:35 UTC | Status: CLOSED

## Conversation: TJe\_lwYxTDeta6kJs\_ar8g

Messages: 8 | Customers: 1 | Duration: 2025-09-16 19:46:39 UTC to 2025-09-16 20:23:45 UTC

PHONE\_CALL | Customer (aia1RL7l...) | 2025-09-16 19:46:39 UTC

### AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 19:59:53 UTC

Live Team Notes Serial Numbers: 25h4282785rt FW: v.03.00.05 Email: 15louisekrupkner@gmail.com Issue/ Need: Set up a new fence for the dog by walking the perimeter with the dog Troubleshooting & Actions Taken: Edit fence, cx wants circular fence, not angular lines Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, Kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (R0Luxcqv...) | 2025-09-16 20:02:40 UTC

**From:** support@halocollar.com

**To:** abam234@gmail.com, 15louisekrupkner@gmail.com

**Subject:** Halo Collar - Edit an Existing Fence

Hello Adam/Louise, To edit an existing Halo Fence: Click the "My Map" icon in the lower-left corner of the screen. You can either tap your fence on the My Map satellite image or go to your fence under "Find & Manage Fences. Select 'Edit Fence' To select a fence post to edit, tap it and it will turn blue. Hold your finger down on the post until you receive a slight vibration on your phone. Then, keeping your finger pressed, drag any fence posts to a desired location. Click "Save" when you are satisfied with the location of your fence posts. Please review the following graphics for our fence creation recommendations: Please ensure that there is a minimum distance of 15-20 feet (4.6-6.1 meters) both between the roads and your fence, and similarly between the fence and your house. This spacing provides your dog(s) with ample room to respond to the Halo Collar's Warning Feedback, which is activated when they are within 7-10 feet (2.1-3.0 meters) of the fence. This distance is essential not only for their safety near roads but also for ensuring effective and safe use of the collar around your house. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! With pawstivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (R0Luxcqv...) | 2025-09-16 20:02:47 UTC

Added: g5apmYsrTuGLWnaVZyD4ng

STATUS CHANGE | Agent (R0Luxcqv...) | 2025-09-16 20:02:59 UTC | Status: CLOSED

STATUS CHANGE | Customer (aia1RL7l...) | 2025-09-16 20:04:23 UTC | Status: OPEN

### EMAIL | Agent (poWIULpl...) | 2025-09-16 20:21:41 UTC

**From:** support@halocollar.com

**To:** abam234@gmail.com

**Subject:** Halo Collar - Edit an Existing Fence

Hello Adam/Louise, To edit an existing Halo Fence: Click the "My Map" icon in the lower-left corner of the screen. You can either tap your fence on the My Map satellite image or go to your fence under "Find & Manage Fences. Select 'Edit Fence' To select a fence post to edit, tap it and it will turn blue. Hold your finger down on the post until you receive a slight vibration on your phone. Then, keeping your finger pressed, drag any fence posts to a desired location. Click "Save" when you are satisfied with the location of your fence posts. Please review the following graphics for our fence creation recommendations: Please ensure that there is a minimum distance of 15-20 feet (4.6-6.1 meters) both

between the roads and your fence, and similarly between the fence and your house. This spacing provides your dog(s) with ample room to respond to the Halo Collar's Warning Feedback, which is activated when they are within 7-10 feet (2.1-3.0 meters) of the fence. This distance is essential not only for their safety near roads but also for ensuring effective and safe use of the collar around your house. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! With pawsitivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:23:45 UTC | Status: CLOSED



## Conversation: xzb8WzUiSSidwKLpBKgTXA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 19:48:16 UTC to 2025-09-16 20:06:02 UTC

**Customer (fPt\_so4S...)** | 2025-09-16 19:48:16 UTC | halocollar.com

I am trying to find my order number to return the collar but I cant. Searched my emails etc. Can you please help

**System/AI** | 2025-09-16 19:48:43 UTC | halocollar.com

Hi Marcus, To find your order number, please check the order confirmation email sent to you right after your purchase. Be sure to look in your inbox, spam, or junk folder for an email from Halo with your order details. If you still can't find it, visit our Order Status Dashboard and enter your purchase email or shipping ZIP code to retrieve your order information. If you need more help, feel free to reach out again!

**Customer (fPt\_so4S...)** | 2025-09-16 19:48:48 UTC | halocollar.com

i have two different orders both which i like to return

**System/AI** | 2025-09-16 19:49:10 UTC | halocollar.com

To return both orders, please start by visiting our returns and replacements page. There, you can submit a return request for each order. You'll need your order numbers and purchase email to initiate the return process. After submitting, you'll receive a pre-paid shipping label to send back the collars. If the order numbers are the same, use the original order number for replacements. If you need further assistance or encounter any issues, feel free to reach out again!

*PHONE\_CALL | Customer (fPt\_so4S...) | 2025-09-16 19:51:29 UTC*

**EMAIL | Agent (WoybUALE...)** | 2025-09-16 20:02:16 UTC

**From:** support@halocollar.com

**To:** 1411doc@gmail.com

**Subject:** Halo Support Follow-Up

Hello Marcus, Thank you for calling Halo Support today. This is Michelle. It was truly a pleasure speaking with you and learning more about you and your pup. Thank you for allowing me to assist you with your return today. Your return labels are attached to this email for your convenience. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Michelle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (WoybUALE...)** | 2025-09-16 20:05:06 UTC

Live Team Notes Serial Numbers:25h4275068rt, 25h4276523rt, 25h4280025rt FW: v.03.00.05 Issue/ Need: cx wants to start the return process for his 3 collars Troubleshooting & Actions Taken: started return for cx on call and attached return labels to cx email for convenience Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, Gladly, Return Dashboard Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

*TOPIC CHANGE | Agent (WoybUALE...) | 2025-09-16 20:05:21 UTC*

*Added: li15gFsBR0yE57fDr6LWlw*

**STATUS CHANGE | Agent (WoybUALE...)** | 2025-09-16 20:06:02 UTC | Status: CLOSED

## Conversation: tJZDktecQRGxRJxj3-CXtw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:49:19 UTC to 2025-09-16 19:54:24 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 19:49:19 UTC

Added: WprjYFTuRsSIVmqirbejqg

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 19:53:24 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing- shipping delay for AW-20250908-44738 Recap (When/Where/What the customer wants) AP; shows replacement collar has shipped Tracking: 393217019358 [<https://www.fedex.com/fedextrack/?trknbr=393217019358&trkqual;=2460934000~393217019358~FX>]; ETA 9/17 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 19:54:18 UTC

**From:** support@halocollar.com

**To:** jessica\_daniel@hotmail.com

**Subject:** Halo Collar Order Tracking Information

Hello Jessica, My name is Katherine, and I'm here to assist you! We understand the importance of staying updated on your order, so we wanted to let you know that your Halo Replacement Collar is on its way and will arrive within the estimated delivery timeframe. You can track your shipment here: 393217019358 If you have any questions in the meantime, we're here and happy to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:54:24 UTC | Status: CLOSED

## Conversation: IJbfLI9dQQGMR24cQk9vsg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:50:28 UTC to 2025-09-16 19:50:52 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 19:50:28 UTC

Live Team Notes Serial Numbers: 24h4500846rt FW: v.03.00.05 Issue/ Need: DIAG issue Troubleshooting & Actions Taken: Resent shipping link- the one he got took him to Halo Account page Adv on time frame & disconnection of collar Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZE OZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (VM047vR9...) | 2025-09-16 19:50:42 UTC

**From:** support@halocollar.com

**To:** scmprofessor@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello STEVE, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 19:50:52 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, zHerDDHSRyKoaFtPZdCcew, oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (VM047vR9...) | 2025-09-16 19:50:52 UTC | Status: CLOSED

## Conversation: bCiNqtZLRM6p-j\_sE1xmnw

Messages: 1 | Customers: 1 | Duration: 2025-09-16 19:51:06 UTC to 2025-09-16 19:51:06 UTC

**EMAIL | Customer (tMj00BDv...) | 2025-09-16 19:51:06 UTC**

**From:** dwb1972.sw@gmail.com

**To:** support@halocollar.com

**Subject:** RE: Halo Collar: Thank you!

I'm curious about what's going on with the collar Sent from my Galaxy ----- Original message -----From: Halo Collar Date: 9/14/25 5:31 PM (GMT-05:00) To: dwb1972.sw@gmail.com Subject: Halo Collar: Thank you! Hello Shon, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey!Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw.If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved.Wishing you and your pup many safe, happy adventures ahead!Please do not hesitate to contact our customer support. We are here to help!With pawsitivity, Ryan Halo Customer SupportHalo Collar | Here for you and your best friend■Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park9:00 am - 8:00 pm EST 7 days a weekJoin Session to speak with the next available agent

## Conversation: gj-u24tzQ4uqKclZZnpWfw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:51:11 UTC to 2025-09-16 19:53:21 UTC

**Customer (sWYj7zd2...)** | 2025-09-16 19:51:11 UTC | halocollar.com

My collar vibrates non-stop when not charging.

**System/AI** | 2025-09-16 19:51:35 UTC | halocollar.com

Hi there! If your Halo Collar vibrates non-stop when not charging, it might be due to a diagnostic issue or a firmware problem. Try a hard reset by plugging the collar into the charger, holding the power button for 15 seconds, and then releasing it. If the issue persists, let the battery fully discharge, rest the collar for 5 hours, and then recharge it fully. If these steps don't resolve the problem, please contact Halo live support for further assistance. They can help determine if a replacement is necessary.

**Customer (sWYj7zd2...)** | 2025-09-16 19:52:58 UTC | halocollar.com

Tried hard re-set and it didn't fix the problem. This has been a consistent problem with several collars.

**System/AI** | 2025-09-16 19:53:21 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: fCvhpS8eS\_-Bam6gHbdn9A

Messages: 8 | Customers: 1 | Duration: 2025-09-16 19:52:30 UTC to 2025-09-16 20:06:56 UTC

**Customer (sCXOGyN5...)** | 2025-09-16 19:52:30 UTC | halocollar.com

When is my replacement collar coming?

**System/AI** | 2025-09-16 19:52:54 UTC | halocollar.com

Your replacement collar should arrive within 3–5 business days once it has been shipped. You'll get an email to confirm your shipping address, so please check your inbox, including spam and junk folders. To track the status, use your order number and email on the Order Status Dashboard. If you haven't received a confirmation email, please contact our live support for further assistance. Let me know if you need any more help!

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 20:02:24 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0InRc2UDUrYWXc\_JQ

**AGENT NOTE** | Agent (qY4E785E...) | 2025-09-16 20:02:24 UTC

Live Team Notes Tricia Thiessen Serial Numbers: 25h4249564rt FW: Issue/ Need: cx looking for status on WR cx says its been a week now Troubleshooting & Actions Taken: Cx processed this order on 9/8 collar been over 5 days Adv cx I would ESC to this to RMA Cx will be looking for communication from RMA team Resources Used (provide details): (KB articles, Slack posts, internal docs.): CS Tracking sheet Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL** | Agent (qY4E785E...) | 2025-09-16 20:03:37 UTC

**From:** support@halocollar.com

**To:** tjthiessen@outlook.com

**Subject:** Halo Support: Your Request is Under Review

Hello Tricia, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our RMA Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help?

■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 20:04:34 UTC

Added: G-jsEqQoTI27Ck4fDF2cA

**AGENT NOTE** | Agent (qY4E785E...) | 2025-09-16 20:06:54 UTC

Billing Team Escalation Notes Affected Serial Number: 25h4249564rt FW: 03.00.05 Order ID: 1618248 RMA Ticket #: AW-20250908-44704 Subscription Start Date: 7/2/25 Reason for Escalation: cx had collar WR on 9/8 still has not gotten her collar Requested Action: can we look to see if anything happened to collar ?

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 20:06:56 UTC | Status: CLOSED

## Conversation: bCPaOJakRBG0GNBc2Nfrpg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 19:55:25 UTC to 2025-09-16 21:13:30 UTC

**Customer (d6e5vPFS...)** | 2025-09-16 19:55:25 UTC | halocollar.com

I have two Halo collars and continue to have trouble with one of them. It seems defective & I need to replace it with one that works

**System/AI** | 2025-09-16 19:56:00 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

*PHONE\_CALL | Customer (MuwIT-TV...) | 2025-09-16 19:58:02 UTC*

**EMAIL | Agent (OVaCilev...)** | 2025-09-16 21:09:19 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [verbeek1@verizon.net](mailto:verbeek1@verizon.net)

**Subject:** Halo Support Follow Up

Hello Kendra, Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pups Bear & Phoebe. I'm glad we were able to get a lot of great data during our call, but please keep a close eye on Bear's collar and let us know as soon as you see any symptoms return. Here's How to Capture and Share a Screen Recording If you run into an issue while using the Halo App, a screen recording can help our Customer Support team better understand and resolve the problem. What to Record If you're experiencing GPS issues, please record your screen while the My Map tab is open and your Pet Card is visible. While recording, test the collar along your fence line by following the steps in this article: [How to Hand Test The Collar Accuracy](#) How to Screen Record (iOS) Open the Control Center Swipe from the very top or bottom of your screen (depending on your iPhone model) to access the Control Center. Find the Screen Record Button Look for the circular icon (a solid dot inside a ring). If you don't see it, follow these instructions to add screen recording to your Control Center. Start the Recording Tap and hold the Screen Record icon. Turn the microphone ON (it should appear red). Tap Photos (if listed) to save the recording to your Camera Roll. Begin the Test Swipe the Control Center away and open the Halo App. Start your GPS test with the Pet Card open. You can switch to your Camera app during the recording to show where you or your dog are in real life vs. the app view. Stop the Recording Swipe to open the Control Center again and tap the record button to stop. You'll see a confirmation that your video has been saved. How to Screen Record (Android) Android 11 and Later: Follow these instructions to start a screen recording. Be sure to enable both Media Sounds and Microphone so we can hear what you're experiencing. Android 10 and Earlier: Download AZ Screen Recorder from the Google Play Store. Open the app and tap the camera icon. Grant microphone and file access. Start recording and walk through your issue in the Halo App. Use the microphone to describe what you're seeing/hearing in real time. Submitting Your Recording Once your video is recorded: Email attachment: Open your email app Reply to your support thread Attach the video from your Photos or Camera Roll. Then hit Send. If the file is too large: Upload it to your preferred cloud service and share the link: [How to share a file via iCloud](#) [How to share a file via Google Drive](#) [How to share a file via Dropbox](#) While recording, you can switch between apps, like Halo and your camera, to help us see the whole picture. Do you need additional help? Please contact Halo Collar Customer Service. We're happy to assist you! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 📺 Halo Help Center 🗣️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (OVaCilev...)** | 2025-09-16 21:12:22 UTC

First and Last Name: Kendra Ver Beek Email: verbeek1@verizon.net ,  
theverbeeks@verizon.net Collar SN: 25h4283974rt [Bear] Collar FW: v.03.00.05  
Resources: AP, Gladly, KB, T2guide Recap/TS: 1 of 2 HCs "seems defective" since w/in 1  
week of putting into service after purchase Every few days CX notices both pups will be in  
the yard together, but Bears won't connect to the App while Pheobe's will be connected  
(feedback can't be confirmed out of BT/WF/LTE range) Will leave fence, but get "zapped"  
afterwards Also mentioned collars slipping out of position Traveled this weekend with a  
different fence & CX could see HC moving all over the place on the map, but could see  
Bear sitting down on the porch right next to Pheobe Would also get safe-area feedback  
while just outside the home structure during this trip Then yesterday, found the Pet Pin  
way out on some random road Can't TS the trip location, so focused on the home-base  
Prepped to Hand Test & as CX was getting further away from the home, the HC connected  
to the app & was tracking Fence provided warning feedback to app before it started raining  
real heavy Once inside, the HC stayed connected w/ BT, tested WiFi by turning off BT and  
only getting ONE "bar" of the WiFi arcs despite standing right next to the router Compared  
w/ the 'sister' HC that had FULL bars/arcs for WiFi Reactivated phone BT & both HCs  
connected, but 'sister' HC is ALL blue, Bear's is only blue on the 1 bar/arc & the BT HCs  
are both connecting and seem to be operational, despite the WiFi signal level being lower  
on Bear's collar than Phoebe's by 1 or 2 "bars/arcs" CX will continue to monitor closely  
and ensure proper fitment/orientation Ensured CX was familiar with Screen Recording if  
needed to document the issue if it re-occurs Next Steps: Emailed follow-up w/ screen  
recording guidance CX will ensure proper fit/orientation while monitoring for re-occurrence  
of connectivity issues and/or Fence Feedback delays

**TOPIC CHANGE** | Agent (OVaCilev...) | 2025-09-16 21:12:43 UTC

Added: OeTzDXf5Qt2378nYRu\_ilw, yUdj74HoRguBsTQ2B0ZktA,  
ZKYz4UsHRG6\_\_sFoccYiEA, E4J13GBrQGCUEzqHyCu0GA

**STATUS CHANGE** | Agent (OVaCilev...) | 2025-09-16 21:13:30 UTC | Status: CLOSED



## Conversation: S9PrzFdqTdSGCicfkYLyPQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 19:57:56 UTC to 2025-09-16 19:57:59 UTC

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 19:57:56 UTC

Added: 5PPl2RS4TSeSg5z-6z7TAQ, OeTzDXf5Qt2378nYRu\_ilw

**STATUS CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 19:57:59 UTC | Status: CLOSED

## Conversation: rLswpMs\_TqukHqICsLoOcw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:58:21 UTC to 2025-09-16 21:59:29 UTC

**Customer (QZ4RG5S3...)** | 2025-09-16 19:58:21 UTC | [halocollar.com](https://halocollar.com)

How do I bump up the shock settings?

**System/AI** | 2025-09-16 19:58:50 UTC | [halocollar.com](https://halocollar.com)

To adjust the shock settings on your Halo Collar, open the Halo App and tap "My Map" at the bottom of the screen. Select your pet's icon to open the Pet Card, swipe up to expand it, and tap "Feedback Settings" at the bottom right. Under "Prevention Feedback," choose "Static" as the feedback type and adjust the intensity using the slider. Start low and increase as needed. Ensure you complete the Halo Training Program before making adjustments for safe use.

**STATUS CHANGE** | *Unknown* | 2025-09-16 21:59:29 UTC | Status: *CLOSED*

## Conversation: dkTvcdn\_SzSkNJCMWSgVcw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:00:35 UTC to 2025-09-16 20:06:42 UTC

### EMAIL | Customer (dDOnUFg7...) | 2025-09-16 20:00:35 UTC

**From:** kcampbell@plantpurenation.com

**To:** support@halocollar.com

**Subject:** Subscription cancellation

I would like our subscription canceled at this point in time. Thank you, Kim Campbell Kim Campbell Director of Recipe Development and Culinary Education  
www.plantpurenation.com kcampbell@plantpurenation.com 919-691-2277

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 20:01:47 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 20:06:15 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) cx not using collar at this time Recap (When/Where/What the customer wants) cx requesting to cancel membership plan Action Taken To Date (What has been completed) cancelled plan Customer Notified (Y/ N)? Y Is This Resolved/Follow-Up Required? n/a If Follow Up Is Required (What/When) advising of cancellation Optional Additional Info: n/a Alternate Refunds Team ONLY Note Used by: Live Agent and Alternate Refunds Team When to use: Only when processing an approved alternate refund. Must complete "Live" Note

### EMAIL | Agent (sR--y62-...) | 2025-09-16 20:06:42 UTC

**From:** support@halocollar.com

**To:** kcampbell@plantpurenation.com

**Subject:** Re: Subscription cancellation

Hello Kim, Thanks for reaching out to Halo Support! My name is Don. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 4:01 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:00 PM "Kim Campbell" wrote: > > > I would like our subscription canceled at this point in time. Thank you, > > Kim Campbell > > Kim Campbell > > Director of Recipe Development and Culinary Education > > www.plantpurenation.com > > kcampbell@plantpurenation.com > > 919-691-2277 > >

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 20:06:42 UTC | Status: CLOSED

## Conversation: ASW3xtJyTc2G8CcpVy9PGw

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 20:00:52 UTC to 2025-09-16 20:00:52 UTC*

**EMAIL | Customer (IWx4wdYw...) | 2025-09-16 20:00:52 UTC**

**From:** lindsayford108@gmail.com

**To:** support@halocollar.com

**Subject:** [HALO-APP] Login issue

Sent from my iPhone

## Conversation: btehX3ONQn6ooiz5VX2Aow

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:02:18 UTC to 2025-09-16 20:06:07 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 20:02:18 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - this person reached out because they received another cx's package Recap (When/Where/What the customer wants) AW-20250910-45064 is linked to arlettalynnglidden55@gmail.com Tracking: 393107553099 [https://www.fedex.com/fedextrack/?trknbr=393107553099&trkqual;=2460930000~393107553099~FX] Found SN's on the premier sheet (25h4325601rt) & deactivated the collars in case this cx does not return them to us with return label Created FedEx label for this person to send back collars Going to other cx's profile to reach out & put in a REP order for them Return tracking for AW-20250910-45064 Tracking: 791943002541 Is This Resolved/Follow-Up Required? Resolved - sending label If Follow Up Is Required (What/When) Optional Additional Info:

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 20:02:26 UTC

Added: WprjYFTuRsSIVmqirbejqg

### EMAIL | Agent (M0svworG...) | 2025-09-16 20:06:01 UTC

**From:** support@halocollar.com

**To:** jsolomon@dahlchase.com

**Subject:** Halo Collar Shipping Label

Hello James, Thank you so much for reaching out about the package you received by mistake. We appreciate you reaching out and letting us know and we greatly appreciate your willingness to work with us to get the collar back! I've attached a PDF return label to this email. Please use it to send back the collar you received by mistake The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 20:06:07 UTC | Status: CLOSED

## Conversation: OHavaX4ISpuPVYEK2DcgMw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 20:02:35 UTC to 2025-09-16 20:14:56 UTC

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 20:02:35 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 20:02:45 UTC

Added: 5PPI2RS4TSgSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 20:06:40 UTC

Added: pSPIU158T0udHRqLgew-7Q

### EMAIL | Agent (vayOmd0l...) | 2025-09-16 20:07:08 UTC

**From:** support@halocollar.com

**To:** somelody@aol.com

**Subject:** Halo Support Warranty Request Submitted

Hello Melody, Please use the link below to complete the warranty process: Confirm Shipping Address With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join a Session to speak with the next available agent

### EMAIL | Agent (vayOmd0l...) | 2025-09-16 20:11:37 UTC

**From:** support@halocollar.com

**To:** somelody@aol.com

**Subject:** Re: Halo Support Warranty Request Submitted

Hello Melody, My name is Hannah, and I want to thank you for your call. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join a Session to speak with the next available agent On Tuesday, September 16, 2025, 3:07 PM support@halocollar.com wrote: > Hello Melody, > > Please use the link below to complete the warranty process: > Confirm Shipping Address > > With pawsitivity, > Hannah > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join a Session to speak with the next available agent

### AGENT NOTE | Agent (vayOmd0l...) | 2025-09-16 20:14:50 UTC

Serial Numbers: 25h4144865rt FW: 03.00.05 Issue/ Need: Cx stated, "I got a critical motion issue detected. What concerns me is you guys just sent me this halo because the other one wasn't working so it feels like you sent me a faulty product." Troubleshooting & Actions Taken: WR AW-20250906-44244 Reassured cx that warranty restarts with next

replacement Cx reported using wall USB-C outlets Educated cx that collars can take a maximum of 20W Recommended cx check what wattage their outlets are running at  
Resources Used: AP Next Steps: Follow up with Phone/ Email- Follow Up Warranty

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 20:14:54 UTC

Added: oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 20:14:56 UTC | Status: CLOSED

## Conversation: CAyzNSPNSequvmmMMv2K7Q

Messages: 3 | Customers: 1 | Duration: 2025-09-16 20:03:14 UTC to 2025-09-16 20:04:32 UTC

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 20:03:14 UTC**

**From:** support@halocollar.com

**To:** tdloves2drive@gmail.com

**Subject:** Re: Halo Support Sorry We Were Unable To Connect!

Hello TD, Hello TD, My name is Brandon, and I'd like to recommend that you contact our Live Support team for further assistance. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park Via the Halo App: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Monday, September 15, 2025, 10:53 AM support@halocollar.com wrote: > Hello TD, > > My name is Jazmine, from the Halo Dog Park. I'm sorry we missed you today. > It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. > > If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. > > To join the Dog Park through the Halo App, just follow these quick steps: > Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session > Phone support (+1 (214) 238-9788) available hours: > 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. > > With pawstivity, > Jazmine > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 20:04:29 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX states their collar isn't working or seems turned off Recap (When/Where/What the customer wants) Since this was from a day ago I sent DP info in and email Is This Resolved/Follow-Up Required? resolved If Follow Up Is Required (What/When) Optional Additional Info:

**STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 20:04:32 UTC | Status: CLOSED**



## Conversation: W1jOpFcdQBy-olHuwRvy3w

Messages: 13 | Customers: 1 | Duration: 2025-09-16 20:04:49 UTC to 2025-09-16 20:35:59 UTC

**Customer (Tn1zw-wu...) | 2025-09-16 20:04:49 UTC | halocollar.com**

In October 2024 you guys agreed to send me a Halo 4. I have the emails. Looking at my account info, it looks like I was sent a Halo 3.

**System/AI | 2025-09-16 20:05:11 UTC | halocollar.com**

Hi Julie! I'm sorry for any mix-up. Could you please share the order number or any details from your previous emails? This will help us review the records and get this sorted out for you quickly. We want to make sure you receive the correct product as promised!

**Customer (Tn1zw-wu...) | 2025-09-16 20:06:10 UTC | halocollar.com**

How do you want me to send you the emails?

**System/AI | 2025-09-16 20:06:37 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (Tn1zw-wu...) | 2025-09-16 20:07:00 UTC | halocollar.com**

Your Warranty Request Number: AW-909803

**Customer (Tn1zw-wu...) | 2025-09-16 20:07:11 UTC | halocollar.com**

Does that number help?

**Customer (Tn1zw-wu...) | 2025-09-16 20:07:45 UTC | halocollar.com**

December 10, 2024

**Customer (Tn1zw-wu...) | 2025-09-16 20:09:13 UTC | halocollar.com**

Hello?

**Customer (Tn1zw-wu...) | 2025-09-16 20:11:00 UTC | halocollar.com**

In October 2024 you guys agreed to send me a Halo 4. I have the emails. Looking at my account info, it looks like I was sent a Halo 3.

**TOPIC CHANGE | Agent (JuW94Dok...) | 2025-09-16 20:35:45 UTC**

Added: 5PPI2RS4TSeSg5z-6z7TAQ, WprjYFTuRsSIVmqirbejqg

**AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 20:35:46 UTC**

Live Team Notes Serial Numbers: 24h3300057rt FW: 02.08.11 Issue/ Need: Cx calls stating she was supposed to be getting a halo 4 back in October 2024 but still got a halo 3 Cx is just now realizing Troubleshooting & Actions Taken: Advised in CS dept to see if I can move forward with upgrade or management Was advised I can move forward with WR for upgrade to halo 4 Submitted warranty and confirmed shipping address Resources Used (provide details): (KB articles, Slack posts, internal docs.): CS DEPT Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (JuW94Dok...) | 2025-09-16 20:35:57 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [julie.wing@yahoo.com](mailto:julie.wing@yahoo.com)

**Subject:** Halo Support Warranty Request Submitted

Hello Julie, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (JuW94Dok...) | 2025-09-16 20:35:59 UTC | Status: CLOSED

## Conversation: VUqPzBtfRni6L27BurrbeA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 20:05:24 UTC to 2025-09-16 22:16:42 UTC

**Customer (zWW\_q41L...)** | 2025-09-16 20:05:24 UTC | halocollar.com

I just got a replacement collar and the new collar will not stay connected to WiFi. Never had this problem with our first collar

**System/AI** | 2025-09-16 20:05:51 UTC | halocollar.com

Hi there! Let's get your new collar connected to Wi-Fi. Make sure it's connected to a 2.4 GHz network, as it won't work with 5 GHz-only networks. Open the Halo App, go to Settings > My Collars, select your collar, and tap Wi-Fi to scan and connect. Ensure your phone is on the same network during setup, move the collar closer to the router, and restart your router if needed. Also, check that your app is updated, and Bluetooth and location permissions are enabled. If issues persist, try using a different device for setup. Let me know if you need more help!

**Customer (zWW\_q41L...)** | 2025-09-16 20:10:33 UTC | halocollar.com

The green light on the collar is not on

**System/AI** | 2025-09-16 20:11:28 UTC | halocollar.com

If the green light on your Halo Collar isn't on, try plugging it into the original Halo charging cable and make sure the charging port is clean and dry. Look for the blinking green battery light, which should appear when the collar is charging near a strong Wi-Fi or cell signal. If the light still doesn't come on, press and release the power button to turn it on. If the issue continues, please ensure the collar is charged for at least 2 hours and check all connections. Let me know if you need more help!

**Customer (zWW\_q41L...)** | 2025-09-16 20:14:52 UTC | halocollar.com

The collar battery shows 97% but when we unplug it the light no longer blinks

**System/AI** | 2025-09-16 20:15:47 UTC | halocollar.com

Hi there! If your collar shows 97% battery but the light doesn't blink when unplugged, let's try a few steps to fix it. First, make sure the collar is fully charged by connecting it to the USB-C cable and a compatible wall charger. If the collar still doesn't light up, perform a hard reset by holding the power button for 15 seconds while it's plugged in. Also, check the charging port for any debris and clean it gently with a Q-tip and rubbing alcohol. If the issue persists, please reach out to our live support for further assistance. We're here to help!

**STATUS CHANGE** | Unknown | 2025-09-16 22:16:42 UTC | Status: CLOSED

## Conversation: 3C1V11qhTWaf18vNmhaQuw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:06:56 UTC to 2025-09-16 20:15:38 UTC

**Customer (0Fsi6T\_\_\_...) | 2025-09-16 20:06:56 UTC | halocollar.com**

Can you please let me know when we'll receive the new collar? I'm not seeing any shipping/tracking data. Thanks! Warranty Request: AW-20250915-45895 Collar Serial: 24h4463930rt Shipping To: Tina Terrian 200 RIMROCK RD WIMBERLEY, TX 78676

**System/AI | 2025-09-16 20:07:34 UTC | halocollar.com**

To check the status of your warranty replacement collar, use your order number and email on the Order Status Dashboard. Delivery typically takes 3–5 business days once shipped. Ensure you've received an email to confirm your shipping address. If not, check your spam, junk, or promotions folders. If you still can't find it, please contact our live support team to resend the confirmation email. Feel free to reach out if you need further assistance!

**Customer (0Fsi6T\_\_\_...) | 2025-09-16 20:13:30 UTC | halocollar.com**

I was instructed to reach back out to you through this link to request that the replacement collar be expedited. Is that something you can help with?

**System/AI | 2025-09-16 20:13:49 UTC | halocollar.com**

I'm sorry, but we don't offer expedited or overnight shipping for warranty replacement collars. All replacements are shipped using our standard method, typically delivered within 3–5 business days. If you have any more questions or need further assistance with your Halo products, please feel free to reach out. We're here to help!

**Customer (0Fsi6T\_\_\_...) | 2025-09-16 20:15:38 UTC | halocollar.com**

The replacement notice was received on 9/14 but the system doesn't show that the replacement collar has been shipped. Do you know the estimate time until the replacement is shipped? We are in a pretty dangerous location for our dog to be "off-collar" for an extended period of time.

## Conversation: BsyAHFwWR86lrBYISFq6vA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 20:07:42 UTC to 2025-09-16 20:54:43 UTC

### EMAIL | Customer (o7RbzNpj...) | 2025-09-16 20:07:42 UTC

**From:** bakonurs@gmail.com

**To:** support@halocollar.com

**Subject:** No Subject

I accidentally turned the most important fence off and now I can't get it turned on. I keep touching it and it won't turn on. Where do I go to make adjustments for the fences? Gail

### EMAIL | Customer (o7RbzNpj...) | 2025-09-16 20:11:52 UTC

**From:** bakonurs@gmail.com

**To:** support@halocollar.com

**Subject:** Re:

But if I hit Change mode for your pet it indicated that the last fence is not on. On Tue, Sep 16, 2025 at 3:08 PM Halo Collar wrote: > To turn your Halo Collar fence back on, please follow these steps: > > 1. Open the Halo App on your device. > 2. Tap the "My Map" icon in the bottom left corner. > 3. Tap your pet's icon under "Find and Manage Pets." > 4. Swipe up on the Pet Card. > 5. Tap the "Fences" button. It should turn blue, indicating the fences > are now ON. > > Ensure the top right of the Pet Card says "Synchronized." If it says > "Synchronizing," the changes are still being sent to the collar. Let us > know if you need further assistance! > The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 8:07 PM "Gail Buchholz" bakonurs@gmail.com> wrote: > > I accidentally turned the most important fence off and now I can't get it > turned on. I keep touching it and it won't turn on. > > Where do I go to make adjustments for the fences? > > Gail > > >

### EMAIL | Customer (o7RbzNpj...) | 2025-09-16 20:13:41 UTC

**From:** bakonurs@gmail.com

**To:** support@halocollar.com

**Subject:** Re:

Its in the Change Mode for All Pets. It indicates that the last fence is off. Also where do you find how strong the message if for each fence. On Tue, Sep 16, 2025 at 3:11 PM Gail Buchholz wrote: > But if I hit Change mode for your pet it indicated that the last fence is > not on. > > > On Tue, Sep 16, 2025 at 3:08 PM Halo Collar > wrote: > > > To turn your Halo Collar fence back on, please follow these steps: > > > 1. Open the Halo App on your device. > > 2. Tap the "My Map" icon in the bottom left corner. > > 3. Tap your pet's icon under "Find and Manage Pets." > > 4. Swipe up on the Pet Card. > > 5. Tap the "Fences" button. It should turn blue, indicating the > > fences are now ON. > > > Ensure the top right of the Pet Card says "Synchronized." If it says > > "Synchronizing," the changes are still being sent to the collar. Let us > > know if you need further assistance! > > The Halo Collar Virtual Assistant > > > On Tuesday, September 16, 2025, 8:07 PM "Gail Buchholz" > bakonurs@gmail.com> wrote: > > > I accidentally turned the most important fence off and now I can't get it > > turned on. I keep touching it and it won't turn on. > > > Where do I go to make adjustments for the fences? > > > Gail > > > >

### EMAIL | Customer (o7RbzNpj...) | 2025-09-16 20:18:10 UTC

**From:** bakonurs@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Re:

I'm Lost What dropdown menu On Tue, Sep 16, 2025 at 3:14 PM Halo Collar wrote: > For adjusting the feedback strength: > > - Open the Halo App and tap 'My Map.' > - Select your pet and swipe up on the Pet Card. > - Tap 'Feedback Settings' at the bottom right. > - Adjust the feedback intensity for Warning, Boundary, and Emergency > Feedback using the dropdown menus. > > If you need further assistance, feel free to ask! > > On Tuesday,

September 16, 2025, 8:13 PM "Gail Buchholz" bakonurs@gmail.com> wrote: > > Its in the Change Mode for All Pets. It indicates that the last fence is > off. > > Also where do you find how strong the message if for each fence. > > On Tue, Sep 16, 2025 at 3:11 PM Gail Buchholz wrote: > >> But if I hit Change mode for your pet it indicated that the last fence is >> not on. >> >> On Tue, Sep 16, 2025 at 3:08 PM Halo Collar >> wrote: >> >>> To turn your Halo Collar fence back on, please follow these steps: >>> >>> 1. Open the Halo App on your device. >>> 2. Tap the "My Map" icon in the bottom left corner. >>> 3. Tap your pet's icon under "Find and Manage Pets." >>> 4. Swipe up on the Pet Card. >>> 5. Tap the "Fences" button. It should turn blue, indicating the >>> fences are now ON. >>> >>> Ensure the top right of the Pet Card says "Synchronized." If it says >>> "Synchronizing," the changes are still being sent to the collar. Let us >>> know if you need further assistance! >>> The Halo Collar Virtual Assistant >>> >>> On Tuesday, September 16, 2025, 8:07 PM "Gail Buchholz" >> bakonurs@gmail.com> wrote: >>> >>> I accidentally turned the most important fence off and now I can't get >>> it turned on. I keep touching it and it won't turn on. >>> >>> Where do I go to make adjustments for the fences? >>> >>> Gail >>> >>> >>> >

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:26:39 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 20:52:48 UTC**

Live Team Notes Serial Numbers: 25h3111238rt FW: v.03.01.02 Issue/ Need: CX wanted to know how to edit fence Troubleshooting & Actions Taken: Guided CX to area in app to edit the fences Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (ne4kLbEh...) | 2025-09-16 20:54:31 UTC**

**From:** support@halocollar.com

**To:** bakonurs@gmail.com

**Subject:** Re: Re:

Hello Gail, My name is Chance and we talked in the Dog Park today. Below is a link on how to edit fences that are already created. How to Edit an Existing Fence If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 1:18 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:18 PM "Gail Buchholz" wrote: > > > I'm Lost What dropdown menu > > > > On Tue, Sep 16, 2025 at 3:14 PM Halo Collar wrote: > > > > For adjusting the feedback strength: > > > > - Open the Halo App and tap 'My Map.' > > > - Select your pet and swipe up on the Pet Card. > > > - Tap 'Feedback Settings' at the bottom right. > > > - Adjust the feedback intensity for Warning, Boundary, and Emergency > > > Feedback using the dropdown menus. > > > > > If you need further assistance, feel free to ask! > > > > > On Tuesday, September 16, 2025, 8:13 PM "Gail Buchholz" > > bakonurs@gmail.com> wrote: > > > > > Its in the Change Mode for All Pets. It indicates that the last fence is > > > off. > > > > > Also where do you find how strong the message if for each fence. > > > > > On Tue, Sep 16, 2025 at 3:11 PM Gail Buchholz wrote: > > > > >> But if I hit Change mode for your pet it indicated that the last fence is > > >> not on. > > > > >> > > >> On Tue, Sep 16, 2025 at 3:08 PM Halo Collar > > >> wrote: > > > > >>> To turn your Halo Collar fence back on, please follow these steps: > > >>> > > >>> 1. Open the Halo App on your device. > > >>> 2. Tap the "My Map"

icon in the bottom left corner. > > >> 3. Tap your pet's icon under "Find and Manage Pets." > > >> 4. Swipe up on the Pet Card. > > >> 5. Tap the "Fences" button. It should turn blue, indicating the > > >> fences are now ON. > > >> > > >> Ensure the top right of the Pet Card says "Synchronized." If it says > > >> "Synchronizing," the changes are still being sent to the collar. Let us > > >> know if you need further assistance! > > >> The Halo Collar Virtual Assistant > > >> > > >> On Tuesday, September 16, 2025, 8:07 PM "Gail Buchholz" > >> bakonurs@gmail.com> wrote: > > >> > > >> I accidentally turned the most important fence off and now I can't get > > >> it turned on. I keep touching it and it won't turn on. > > >> > > >> Where do I go to make adjustments for the fences? > > >> > > >> Gail > > >> > > >> > > >> > > >>

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 20:54:43 UTC

Added: g5apmYsrTuGLWnaVZyD4ng | Removed: 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 20:54:43 UTC | Status: CLOSED

## Conversation: \_F4KNeAOQDezQjUP\_ytQ-g

Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:07:46 UTC to 2025-09-16 22:08:33 UTC

EMAIL | Customer (Tuwc13de...) | 2025-09-16 20:07:46 UTC

**From:** vladislav.ivanovski@softeq.com

**To:** support@halocollar.com

**Subject:** Fwd: Azure: Activated Severity: 1 Sev1 serverload redis-dogpark-halo-prod anomalies

- \*What happened \*- serverload redis-dogpark-halo-prod exceeded the threshold for a short amount of time. - \*How it influences end-users\* - doesn't affect. - \*What are the next steps to fix the issue\* - has been resolved. - \*How much time approximately it would take to fix the issue\* - has been resolved. Kind Regards VLADISLAV IVANOVSKI DevOps Engineer [image: Softeq logo] INNOVATE. TRANSFORM. ENGINEER. SCALE. Consulting | Digital Strategy | Custom Development [image: Website] softeq.com [image: Mobile phone] Mobile: +48515726493 [image: Twitter name] [image: Main phone] Main: 281 552-5000 [image: LinkedIn profile] Connect via LinkedIn [image: address] HQ: 1155 Dairy Ashford Rd, Suite 125, Houston, TX 77079 [image: LinkedIn] [image: Facebook] [image: Twitter] [image: Youtube] ----- [REDACTED] -----  
[REDACTED]: 'Microsoft Azure' via team.halo.support [REDACTED]: [REDACTED], 16 [REDACTED]. 2025 [REDACTED]. [REDACTED] 22:02  
[REDACTED]: Azure: Activated Severity: 1 Sev1 serverload redis-dogpark-halo-prod anomalies  
[REDACTED]: Sev1 serverload redis-dogpark-halo-prod anomalies was triggered for redis-dogpark-halo-prod at September 16, 2025 20:01 UTC. [image: Microsoft Azure] Your Azure Monitor alert was triggered Azure monitor alert rule Sev1 serverload redis-dogpark-halo-prod anomalies was triggered for redis-dogpark-halo-prod at September 16, 2025 20:01 UTC. Rule ID /subscriptions/48cfe29e-ce4c-41f0-acb8-6c6ef906987f/resourceGroups/rg-halo-alerts/providers/Microsoft.Insights/metricAlerts/Sev1 serverload redis-dogpark-halo-prod anomalies View Rule > Resource ID /subscriptions/48cfe29e-ce4c-41f0-acb8-6c6ef906987f/resourceGroups/rg-dogpark-halo-prod/providers/Microsoft.Cache/Redis/redis-dogpark-halo-prod View Resource > Alert Activated Because: Metric name serverload Metric namespace Redis/redis-dogpark-halo-prod Dimensions microsoft.resourceId = /subscriptions/48cfe29e-ce4c-41f0-acb8-6c6ef906987f/resourceGroups/rg-dogpark-halo-prod/providers/Microsoft.Cache/Redis/redis-dogpark-halo-prod Time Aggregation Maximum Period Over the last 5 mins Value 51 Operator GreaterThan Threshold 50 Criterion Type StaticThresholdCriterion See in the Azure portal > Investigate > You're receiving this notification as a member of the he-prod-hp action group. Unsubscribe from emails directed to this group. [image: Facebook] [image: Twitter] [image: YouTube] [image: LinkedIn] Privacy Statement Microsoft Corporation, One Microsoft Way, [REDACTED] Redmond, WA 98052 [REDACTED] [image: Microsoft]

**STATUS CHANGE** | Unknown | 2025-09-16 22:08:33 UTC | Status: CLOSED



## Conversation: eao\_EdnvSYqJ0JGfmWz6lQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:08:08 UTC to 2025-09-16 20:08:23 UTC

**TOPIC CHANGE** | Agent (nhfFRvHb...) | 2025-09-16 20:08:08 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, OeTzDXf5Qt2378nYRu\_ilw

### AGENT NOTE | Agent (nhfFRvHb...) | 2025-09-16 20:08:08 UTC

Live Team Notes Serial Numbers: 25h4113414rt FW: 03.00.05 Issue/ Need: Wifi not connecting Troubleshooting & Actions Taken: Cx has contacted her internet provider and confirmed router is Cx was getting cable and collar to connect to her computer to system logs when the call dropped server error reported on zoom Unable to retrieve system logs Cx has rejoined the dog park Resources Used (provide details): (KB articles, Slack posts, internal docs.): Tier 1 TS Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (nhfFRvHb...) | 2025-09-16 20:08:22 UTC

**From:** support@halocollar.com

**To:** anniemay123@comcast.net

**Subject:** Halo Collar Live Support

Hello Annie, My name is Sam, and I'd like to recommend that you contact our Live Support team for further assistance. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park Via the Halo App: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. With pawsitivity, Sam Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (nhfFRvHb...) | 2025-09-16 20:08:23 UTC | Status: CLOSED

## Conversation: ydLS-yaEQa20rGz1dkd7\_A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:09:29 UTC to 2025-09-16 20:14:05 UTC

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 20:09:29 UTC

Live Team Notes Serial Numbers: N/A FW: N/A Issue/ Need: Person wants to set up partnership with Halo Troubleshooting & Actions Taken: CX already knew about affiliate program Advised would send it to my sup. Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (ne4kLbEh...) | 2025-09-16 20:13:53 UTC

**From:** support@halocollar.com

**To:** doug.horiski@snugglepuppy.com

**Subject:** Halo Collar: Thank you!

Hello Doug, Thank you so much for joining me in the Dog Park today, my name is Chance! It was a pleasure connecting with you and supporting you on your Halo journey! I was advised for you to send your proposal to the following email [affiliate@halocollar.com](mailto:affiliate@halocollar.com) Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 20:14:04 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, izbl69d5Q6CYNSAx5eu-KQ

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 20:14:05 UTC | Status: CLOSED

## Conversation: La3M1eeRTcyC\_NNowLXDpQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:11:27 UTC to 2025-09-16 23:46:58 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 20:11:27 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - another person reached out to the CS department to report a package that was delivered to the wrong address & it was for this cx Recap (When/Where/What the customer wants) AW-20250910-45064 is the order that was delivered to the wrong address Tracking: 393107553099 [https://www.fedex.com/fedextra ck/?trknbr=393107553099&trkqual;=2460930000~393107553099~FX] 25h4325601rt - went ahead and deactivated Reaching out to cx to confirm address so we can put in a REP order for them Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Put in rep order for AW-20250910-45064 Optional Additional Info:

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 20:11:33 UTC

Added: WprjYFTuRsSIVmqirbejqg

### EMAIL | Agent (M0svworG...) | 2025-09-16 20:14:35 UTC

**From:** support@halocollar.com

**To:** arlettalynnglidden55@gmail.com

**Subject:** Your Halo Replacement Collar

Hello Arletta, My name is Katherine and I'm with the Halo Billing Team. I am reaching out to you because we recently received notification that your recent warranty replacement collar, AW-20250910-45064, was delivered to the wrong address. FedEx Tracking: 393107553099 Could you please respond to this email to confirm your address with us so that we can send you another replacement ASAP? We appreciate your patience and look forward to hearing from you! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 20:14:41 UTC | Status: CLOSED

### EMAIL | Customer (3CT5b1Z0...) | 2025-09-16 23:46:58 UTC

**From:** arlettalynnglidden55@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Your Halo Replacement Collar

My address is 144 South Patten Rd, Patten, Me 04675 On Tue, Sep 16, 2025, 4:14 PM Halo Collar wrote: > Hello Arletta, > > My name is Katherine and I'm with the Halo Billing Team. > > I am reaching out to you because we recently received notification that > your recent warranty replacement collar, AW-20250910-45064, was delivered > to the wrong address. > > FedEx Tracking: 393107553099 > > > Could you please respond to this email to confirm your address with us so > that we can send you another replacement ASAP? > > We appreciate your patience and look forward to hearing from you! > > Best Regards, > Katherine > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

**STATUS CHANGE** | Customer (3CT5b1Z0...) | 2025-09-16 23:46:58 UTC | Status: OPEN

## Conversation: VlcPXXzSRYms7xU8x-rIDQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:11:34 UTC to 2025-09-16 22:12:35 UTC

EMAIL | Customer (bHkjvfl...) | 2025-09-16 20:11:34 UTC

**From:** chamber@flacc.org

**To:** support@halocollar.com

**Subject:** Automatic reply: Verify Your New Halo Account

Greetings! Thank you for your email message. I will be out of the office at a conference for the majority of this week (9/16 - 9/19) with limited access to email. Please feel free to contact our chamber assistant at 651-464-3200 or assistant@flacc.org through Wednesday. Make it a GREAT day! Kindly, Nannette LaNasa Forest Lake Area Chamber of Commerce

**STATUS CHANGE** | Unknown | 2025-09-16 22:12:35 UTC | Status: CLOSED

## Conversation: s-omKyKIRTSfu1CYqSSI2g

Messages: 9 | Customers: 1 | Duration: 2025-09-16 20:12:03 UTC to 2025-09-16 20:35:07 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 20:12:03 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, OeTzDXf5Qt2378nYRu\_ilw

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 20:12:04 UTC

Live Team Notes Serial Numbers: 25h4113414rt FW: v.03.00.05 Issue/ Need: Cx is very agitated , says she has been calling and disconnected multiple times , Cx has completed ts steps and needs collar info sent to CET for Wifi issues Troubleshooting & Actions Taken: Collected information , sent collar info to CET Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Tier 1 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 20:12:25 UTC

**From:** support@halocollar.com

**To:** anniemay123@comcast.net

**Subject:** Halo Collar: Thank you!

Hello Annie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 20:12:56 UTC

**From:** support@halocollar.com

**To:** anniemay123@comcast.net

**Subject:** Halo Support: Next Steps In Investigation

Hello Annie, My name is Sunella, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:12 PM support@halocollar.com wrote: > Hello Annie, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Sunella > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? >

■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*TOPIC CHANGE | Agent (1LZgqfXS...) | 2025-09-16 20:18:11 UTC*

*Added: MrUs0OtWRey12B9IX1kW\_Q*

**AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 20:18:13 UTC**

Collar Evaluation Notes: Issue Details Collar is not connecting to wifi Collar with Issue's SN: 25h4113414rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Wifi Connection Date & Time of Occurrence: 9/16/25 Is the Issue Reproducible? (Yes/No – If Yes, include steps): Additional notes about the issue: Cx says she has sent screen recordings logs and screen shots and does not want to resend Cx says she has been through too much trying to get collar to work, notes do not show attachments sent in by cx Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] Steps Completed:(Y/N) & Outcome of Troubleshooting: Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) Screenshots: (Yes/No) System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) App Logs (App issues): (Yes/No)

**AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 20:32:47 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Flash's (25h4113414rt) Recap (When/Where/What the customer wants) Bad wifi connectivity Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) Yes sending cx wr confirmation macro Optional Additional Info: Unit is a phase 1 which may be having cable connection issues HF reset on 9/3 Unit shows low wifi connectivity Unit needs to be replaced

**EMAIL | Agent (Rh0xdCH1...) | 2025-09-16 20:35:03 UTC**

**From:** support@halocollar.com

**To:** anniemay123@comcast.net

**Subject:** Re: Halo Support: Next Steps In Investigation

Hello Annie, My name is Quinn, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing WIFI issues with Flash's Halo Collar (25h4113414rt). Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Quinn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:12 PM support@halocollar.com wrote: > Hello Annie, > > My name is Sunella, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Sunella > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? >

■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at

our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 4:12 PM support@halocollar.com wrote: > > > Hello Annie, > > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > > Wishing you and your pup many safe, happy adventures ahead! > > Please do not hesitate to contact our customer support. We are here to help! > > > With pawsitivity, > > Sunella > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**STATUS CHANGE** | Agent (Rh0xdCH1...) | 2025-09-16 20:35:07 UTC | Status: CLOSED

## Conversation: oSqXQiUCSdaLseg62GUFdg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:12:39 UTC to 2025-09-16 20:25:43 UTC

**PHONE\_CALL** | Customer (tuYXBxZK...) | 2025-09-16 20:12:39 UTC

### AGENT NOTE | Agent (AMYuZ1d7...) | 2025-09-16 20:25:32 UTC

Live Team Notes Serial Numbers: N/A FW: N/A Issue/ Need: Pre-Purchase  
Troubleshooting & Actions Taken: Customer called to ask general questions about the collar, as they were trying to make a decision on whether to purchase one or not. Went through and answered each of the customer's questions. Customer said that they would do a little bit more research, but likely would purchase the collar. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Halo Collar Website Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (AMYuZ1d7...) | 2025-09-16 20:25:36 UTC

Added: NCR2eulFTRyzoCpXePNHpw

**STATUS CHANGE** | Agent (AMYuZ1d7...) | 2025-09-16 20:25:43 UTC | Status: CLOSED



## Conversation: FnHadLhISMizH-BcNb-mVA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:13:22 UTC to 2025-09-16 20:20:32 UTC

**PHONE\_CALL** | Customer (\_5B\_qv3R...) | 2025-09-16 20:13:22 UTC

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:18:16 UTC

Added: rxfklGaTXGCpjC7oGEfPg

### EMAIL | Agent (poWIULpl...) | 2025-09-16 20:18:17 UTC

**From:** support@halocollar.com

**To:** bccheetham@msn.com

**Subject:** Return Label

Hello Betty, The return label is attached as a PDF. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (poWIULpl...) | 2025-09-16 20:19:32 UTC

**From:** support@halocollar.com

**To:** bccheetham@msn.com

**Subject:** Follow Up

Hello Betty, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:18 PM support@halocollar.com wrote: > Hello Betty, > > The return label is attached as a PDF. > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 20:20:31 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Betty Cheetham Email: bccheetham@msn.com Phone Number: +18012435563 Collar SN: Collar FW: Collar Purchased From: Halo Resources: Gladly, AP, Returns Centre Recap/TS: Cx never got a return label emailed to them for their return. Downloaded the return label from Returns Centre, as their return was approved. Email return label to cx. Next Steps: Resolved.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:20:32 UTC | Status: CLOSED

## Conversation: 3KaR0QqzQqmQbs-yr\_kMFg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:13:51 UTC to 2025-09-16 20:19:00 UTC

**PHONE\_CALL** | Customer (SYvtONhi...) | 2025-09-16 20:13:51 UTC

**EMAIL | Agent (JcamaQTb...) | 2025-09-16 20:18:39 UTC**

**From:** support@halocollar.com

**To:** kenferrell54@gmail.com

**Subject:** Halo Support Follow-Up

Hello Ken, Thank you for calling Halo Support today. This is MeLissa. It was truly a pleasure speaking with you and learning more about you and your pup. Canceling Your Halo Collar Membership Plan If you no longer wish to continue your Halo Membership Plan, you can cancel it directly through your account on the Halo Collar website. Steps to Cancel Your Plan Log in to your Halo Account on the Halo Collar Website. Once signed in, you'll be directed to your My Account dashboard. Click Cancel Plan. A pop-up screen will appear with helpful information about your cancellation. If you're sure you want to proceed, click Confirm. What Happens Next Your plan will remain active until the end of your current billing cycle. If you change your mind before the plan ends, simply click Restore to continue using all features without interruption—your plan will continue as if it was never canceled. If you restore your plan after it has ended, select Restore Plan, review the configuration, and click Agree & Pay to start a new billing cycle. Please click: How to Contact Customer Support, and we'll be happy to help! I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join the Session to speak with the next available agent

**AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 20:18:55 UTC**

First and Last Name: Ken Ferrell Email: kenferrell54@gmail.com Phone Number: 18179055469 Collar SN: 25h4112981rt Collar FW: v.03.00.05 Collar Purchased From: IPD Resources: Gladly Ap Recap/TS: Cx needs to cancel their Pack Plan Sent Request access email Canceled the cx pack plan on behalf of cx Sent follow-up email w/ Canceling Your Halo Collar Membership Plan macro Next Steps: n/a

**TOPIC CHANGE** | Agent (JcamaQTb...) | 2025-09-16 20:18:59 UTC

Added: Ofтт8viJQcq6OAbjGHI0iQ

**STATUS CHANGE** | Agent (JcamaQTb...) | 2025-09-16 20:19:00 UTC | Status: CLOSED

## Conversation: EJ4vFA3kRrOi0cvO91AYfQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:14:24 UTC to 2025-09-16 20:17:50 UTC

**PHONE\_CALL** | Customer (qeVVtaym...) | 2025-09-16 20:14:24 UTC

### **AGENT NOTE | Agent (XFHTycPM...) | 2025-09-16 20:17:31 UTC**

First and Last Name: Mandy Browning (Pam called) Email: clemsonmom14@gmail.com  
Phone Number:13042907182 Collar SN:25h4121402rt Collar FW: v.02.08.11 Collar  
Purchased From:Amazon Resources: AP Recap/TS: Would like to cancel the halo account. Next Steps: Canceled the plan on behalf of the cx. All set for now.

### **EMAIL | Agent (XFHTycPM...) | 2025-09-16 20:17:37 UTC**

**From:** support@halocollar.com

**To:** clemsonmom14@gmail.com

**Subject:** Halo Support Follow Up

Hello Mandy, Thank you for calling Halo Support today. This is Mustafa. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Mustafa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (XFHTycPM...) | 2025-09-16 20:17:44 UTC

Added: Ofтт8viJQcq6OAbjGHi0iQ

**STATUS CHANGE** | Agent (XFHTycPM...) | 2025-09-16 20:17:50 UTC | Status: CLOSED

## Conversation: 2zEbUxSJSKyrrKnx9GQ93Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:14:43 UTC to 2025-09-16 20:29:33 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 20:14:43 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, L9jaUhpTSjKkls\_YzL0tDg

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 20:26:51 UTC

Live Team Notes Serial Numbers: 25h4142187rt,25h4143980rt FW: v.03.00.05 Issue/Need: Cx's husband cannot log in into his own halo app Troubleshooting & Actions Taken: Seems credentials are correct App hasn't required cx's wife to log in Told cx to reset password ; reset was submitted and now cx sign in Also told cx to resign in to her own app since the password was changed Sent follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (B63iEj1y...) | 2025-09-16 20:29:32 UTC

**From:** support@halocollar.com

**To:** murphystrong58@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Kathy, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I'm glad we were able to reset your Halo account password and get you back to enjoying your Halo experience. If there's anything else we can help with, please don't hesitate to reach out. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 20:29:33 UTC | Status: CLOSED

## Conversation: zkmqnPATQV--jOkZ503NCA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:15:13 UTC to 2025-09-16 20:19:36 UTC

**Customer (yxfW2HJD...)** | 2025-09-16 20:15:13 UTC | halocollar.com

collar dying quickly

**System/AI** | 2025-09-16 20:16:06 UTC | halocollar.com

Hey there! If your Halo Collar's battery is running out quickly, make sure you're charging it fully each night. A full charge takes about 2 to 2.5 hours and should last up to 30 hours, depending on the model. If the problem continues, it could be due to high usage or a potential defect. Check if the collar enters Sleep Mode when idle to save battery. For more help, feel free to reach out to our customer support for troubleshooting or warranty options. Let me know if you need anything else!

**Customer (yxfW2HJD...)** | 2025-09-16 20:17:03 UTC | halocollar.com

collar is on charge every night

**System/AI** | 2025-09-16 20:18:05 UTC | halocollar.com

It sounds like there might be a battery issue with your collar if it's dying quickly despite being charged every night. Please make sure the charging port is clean and dry, and that the charging light turns solid green after charging. If these steps don't resolve the issue, I recommend reaching out to our customer support team to discuss warranty or replacement options. They can help address any potential defects or other concerns. Feel free to let me know if there's anything else I can assist you with!

**Customer (yxfW2HJD...)** | 2025-09-16 20:18:49 UTC | halocollar.com

customer support contact info please

**System/AI** | 2025-09-16 20:19:36 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: Eiw-2zPGTNOIPaQOV4GdWQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:17:32 UTC to 2025-09-16 20:25:16 UTC

**EMAIL | Customer (hdb88RSS...) | 2025-09-16 20:17:32 UTC**

**From:** bellaer@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Log Submission

Hi. The replacement collar battery life has not adjusted to where the old collar was. As compared to my other dogs collar is at least 10hrs less as shown in the pics. One set of pics is when the collars were put on in the morning and a second set is at the end of the day. On Mon, Sep 8, 2025, 12:38 PM Halo Collar wrote: > Hello Ed, > > Thank you for reaching out about the battery performance of your Halo > Collar. My name is Robinson, and I'll be assisting you. > > To get started, please follow the steps below to reset and evaluate the > battery: > > 1. \*Fully discharge the collar- \*Use the collar until the battery is > completely drained and the device powers off. > 2. \*Leave it powered off for at least 5 hours- \*This rest period helps > reset the battery behavior. > 3. \*Charge the collar fully- \*Plug it in and allow it to reach 100% > without interruption. > 4. \*Monitor over the next 48 hours- \*Use the collar as usual and keep > an eye on the battery life. > > If the issue persists after completing these steps, please reply to this > email. > We'll send your case to our Collar Evaluation Team to determine next steps. > We're here to help! > > Best Regards, > Robinson > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Monday, September 8, 2025, 12:27 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 8, 2025, 4:27 PM "Ed Bella" > wrote: > > I received a new collar for Gunner as you informed me there was a defect > on his collar. > Since then his battery life has not been that long. As you can see from > the screen shot, these collars were both taken off the charger at the same > time. Actually Ruby's collar was on the charger less time as she went out > in the middle of the night. > > > > > - Looking for firearms training? > > - Join or Renew the NRA (discounted rates) > > - US Law Shield Legal Defense Program > > > >

**AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 20:24:04 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx is having charging/battery life issue with one of their collars Cx has two collars 25h4250791rt and 25h4281031rt Unsure which is having the issue / customer did not indicate Recap (When/Where/What the customer wants) battery life issue with one of their collars Is This Resolved/Follow-Up Required? Sending battery life troubleshooting steps If Follow Up Is Required (What/When) Optional Additional Info:

**TOPIC CHANGE | Agent (sR--y62-...) | 2025-09-16 20:24:13 UTC**

Added: SMYZ9ncRSlyKFeGsLX1pew

**EMAIL | Agent (sR--y62-...) | 2025-09-16 20:25:15 UTC**

**From:** support@halocollar.com

**To:** bellaer@gmail.com

**Subject:** Re: Log Submission

Hello Ed, Thank you for sharing that with us. Based on the information you've provided, it sounds like we need to proceed with some troubleshooting. Please join us in our virtual Dog Park for troubleshooting assistance. Dog Park: Here's how to reach our live video support team via the app: - Open the Halo App - Tap Settings - Tap Halo Dog Park - Tap Halo Support - Tap Join Session - Allow any requested permissions Agents available 9 am - 8 pm EST, 7 days a week Phone: Call us at (214) 238-9788 - 8 am - 6 pm EST (M-F) - 10

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 20:25:16 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 20:25:16 UTC | Status: CLOSED



## Conversation: 40YtVfptR2-C5JmQdhG\_Xg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 20:18:32 UTC to 2025-09-16 20:39:43 UTC

**EMAIL | Customer (9pXT9w25...) | 2025-09-16 20:18:32 UTC**

**From:** clchaplin33.cc@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Dog collar

Still won't even show a green like when changing Sent from my iPhone > On Sep 15, 2025, at 7:34 PM, Halo Collar wrote: > > ■ > Hi Cassandra, > > I'm sorry to hear that your dog's collar won't turn on. Let's try a few troubleshooting steps: > > Charge the Collar: Ensure the collar is fully charged using the original charging cable. Look for a blinking green battery light while charging. > > Power On: Press and release the power button to turn it on. If the collar doesn't respond, try holding the button for a few seconds. > > Check Connections: Make sure the charging port is clean and dry. > > If these steps don't resolve the issue, please let us know, and we can explore further options. > > The Halo Collar Virtual Assistant > > On Monday, September 15, 2025, 11:33 PM "Casey Chaplin" wrote: >

**Agent (chgMWdgT...) | 2025-09-16 20:27:49 UTC | halocollar.com**

Hi Cassandra, thank you for waiting! My name is Brandon. I see you were chatting with our virtual assistant about your collar not charging. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**Agent (chgMWdgT...) | 2025-09-16 20:30:46 UTC | halocollar.com**

We're you able to get the collar to power on?

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 20:33:46 UTC**

**From:** support@halocollar.com

**To:** clchaplin33.cc@gmail.com

**Subject:** Halo Collar Troubleshooting Steps

Hello Cassandra, Thank you for contacting us through our chat regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively:

1. Check the Power SourceEnsure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer.
2. Check the Protective CaseSometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again.
3. Test the Charging EquipmentTo verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly.
4. Inspect Charging PortCheck the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting.
5. Perform a Hard ResetPlug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 4:18 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap



Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:18 PM "Casey Chaplin" wrote: > > > Still won't even show a green like when changing > > Sent from my iPhone > > > > On Sep 15, 2025, at 7:34 PM, Halo Collar wrote: > > > > ■ > > > Hi Cassandra, > > > > I'm sorry to hear that your dog's collar won't turn on. Let's try a few troubleshooting steps: > > > > Charge the Collar: Ensure the collar is fully charged using the original charging cable. Look for a blinking green battery light while charging. > > > > Power On: Press and release the power button to turn it on. If the collar doesn't respond, try holding the button for a few seconds. > > > > Check Connections: Make sure the charging port is clean and dry. > > > > If these steps don't resolve the issue, please let us know, and we can explore further options. > > > > The Halo Collar Virtual Assistant > > > > On Monday, September 15, 2025, 11:33 PM "Casey Chaplin" wrote: > > > >

**EMAIL | Customer (9pXT9w25...) | 2025-09-16 20:34:27 UTC**

**From:** clchaplin33.cc@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Troubleshooting Steps

Did that On Tue, Sep 16, 2025 at 4:33 PM Halo Collar wrote: > Hello Cassandra, > > Thank you for contacting us through our chat regarding the charging issue > with your Halo Collar. > We understand how frustrating this can be, but we're here to assist you! > > Here are troubleshooting steps to help get your collar charging > effectively: > > \*1. Check the Power Source\* > > - Ensure the collar is connected to the power cord and charging > adapter. > - Confirm that no lights turn on when the device is plugged in. > - Verify that the power block is properly plugged into the wall, and > ensure that any switches controlling the outlet are turned on. > - We recommend charging your collar using a wall adapter rather than a > computer. > > \*2. Check the Protective Case\* > > - Sometimes, the protective case can interfere with the charging > connection. > - Please remove the case by undoing the Velcro fasteners and try > charging the collar again. > > \*3. Test the Charging Equipment\* > > - To verify that the power block and charging cord are functioning > properly, try using them with another device, such as a USB-C phone. Make > sure the alternate device charges correctly. > > \*4. Inspect Charging Port\* > > - Check the gold pins for debris. > - Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry > fully before reconnecting. > > \*5. Perform a Hard Reset\* > > - Plug the collar into the power cord/adapter and ensure no lights are > turning on. > - Wait 5 minutes, then press and hold the \*ON\* button on the collar > for 15 seconds. Release the button and check for any LED lights. > - If the LED turns on, your collar should be good to go! > > > If the LED lights on your collar do not turn on after this reset, please > reach back out so we can assist with the next steps to resolve this issue. > > If you have any further questions and would like to speak to our live > support team, please feel free to reach out using the following article: How > to Contact Customer Support > and > we'll be happy to help! > > > > Best Regards, > Brandon > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 4:18 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:18 PM "Casey Chaplin" clchaplin33.cc@gmail.com> wrote: > > Still won't even show a green like when changing > Sent from my iPhone > > On Sep 15, 2025, at 7:34 PM, Halo Collar wrote: > > ■ > > Hi Cassandra, > > I'm sorry to hear that your dog's collar won't turn on. Let's try a few > troubleshooting steps: > > 1. > > \*Charge the Collar\*: Ensure the collar is fully charged using the > original charging cable. Look for a blinking green battery light while > charging. > 2. > > \*Power On\*: Press and release the power button to turn it on. If the > collar doesn't respond, try holding the button for a few seconds. > 3. > > \*Check Connections\*: Make sure the charging port is clean and dry. > > If these steps don't resolve the issue, please let us know, and we can > explore further options. > The Halo Collar Virtual

Assistant > > On Monday, September 15, 2025, 11:33 PM "Casey Chaplin"  
clchaplin33.cc@gmail.com> wrote: > > > >

**EMAIL | Agent (chgMWdgt...) | 2025-09-16 20:35:51 UTC**

**From:** support@halocollar.com

**To:** clchaplin33.cc@gmail.com

**Subject:** Re: Halo Collar Troubleshooting Steps

Hello Cassandra, I'd like to recommend that you contact our Live Support team for further assistance. They will be able to determine if the collar has an issue. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park Via the Halo App: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 4:34 PM "Casey Chaplin" wrote: > Did that > > On Tue, Sep 16, 2025 at 4:33 PM Halo Collar wrote: > > > Hello Cassandra, > > > Thank you for contacting us through our chat regarding the charging issue > > with your Halo Collar. > > We understand how frustrating this can be, but we're here to assist you! > > > Here are troubleshooting steps to help get your collar charging > > effectively: > > > \*1. Check the Power Source\* > > > - Ensure the collar is connected to the power cord and charging > > adapter. > > - Confirm that no lights turn on when the device is plugged in. > > - Verify that the power block is properly plugged into the wall, and > > ensure that any switches controlling the outlet are turned on. > > - We recommend charging your collar using a wall adapter rather than a > > computer. > > > \*2. Check the Protective Case\* > > > - Sometimes, the protective case can interfere with the charging > > connection. > > - Please remove the case by undoing the Velcro fasteners and try > > charging the collar again. > > > \*3. Test the Charging Equipment\* > > > - To verify that the power block and charging cord are functioning > > properly, try using them with another device, such as a USB-C phone. Make > > sure the alternate device charges correctly. > > > \*4. Inspect Charging Port\* > > > - Check the gold pins for debris. > > - Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry > > fully before reconnecting. > > > \*5. Perform a Hard Reset\* > > > - Plug the collar into the power cord/adapter and ensure no lights are > > turning on. > > - Wait 5 minutes, then press and hold the \*ON\* button on the collar > > for 15 seconds. Release the button and check for any LED lights. > > - If the LED turns on, your collar should be good to go! > > > > > If the LED lights on your collar do not turn on after this reset, please > > reach back out so we can assist with the next steps to resolve this issue. > > > If you have any further questions and would like to speak to our live > > support team, please feel free to reach out using the following article: How > > to Contact Customer Support > > and > > we'll be happy to help! > > > > > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > On Tuesday, September 16, 2025, 4:18 PM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 8:18 PM "Casey Chaplin" > clchaplin33.cc@gmail.com> wrote: > > > > Still won't even show a green like when charging > > Sent from my iPhone > > > > On Sep 15, 2025, at 7:34 PM, Halo Collar wrote: > > > ■ > > > Hi Cassandra, > > > I'm sorry to hear that your dog's collar won't turn on. Let's try a few > > troubleshooting steps: > > > > > > 1. > > > > \*Charge the Collar\*: Ensure the collar is fully charged using the > > original charging cable. Look for a blinking green battery light while > > charging. > > 2. > > > > \*Power On\*: Press and release the power button to turn it on. If the > > collar doesn't respond, try holding the button for a few seconds. > > 3. > > > > \*Check Connections\*: Make sure the charging port is clean and dry. > > > > If these steps don't resolve the issue, please let us know, and we can > > explore further options. > > The Halo Collar Virtual

Assistant > > > On Monday, September 15, 2025, 11:33 PM "Casey Chaplin" >  
clchaplin33.cc@gmail.com> wrote: > > > > > > > >

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 20:39:11 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX states their unit isn't coming on and won't light up when charging Recap (When/Where/What the customer wants) Sent dead unit TS steps They said they already tried these steps Recomend contact the DP for further TS Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 20:39:42 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (chgMWdgT...) | 2025-09-16 20:39:43 UTC

Added: w4-N2LKvQhW0agGKyIAnbg, mBJH5IIYT8e2\_OFrmpcDwA,  
mj\_RH99OSYKd8pMTh-TZ2g

## Conversation: uLCxaL5xR4iZ--emQLVOeQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:19:14 UTC to 2025-09-16 20:19:25 UTC

**Customer (eDloSo\_1...) | 2025-09-16 20:19:14 UTC | halocollar.com**

We received notification of our collar return on 6/30/2025 but we are not able to verify any financial refund, the reference is #meridian boise scheels 6/30/2025. returned Halo Collar (Serial Number: 25h4173229rt) . can you halp clear this up?

**System/AI | 2025-09-16 20:19:25 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: ddmdAzGLTDa7rjieuguWXQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 20:19:50 UTC to 2025-09-16 20:21:53 UTC

EMAIL | Agent (WnnJ5spb...) | 2025-09-16 20:19:50 UTC

**From:** support@halocollar.com

**To:** btro1627@icloud.com

**Subject:** How to Remove Skunk Odor:

Hi Michael, Below is the instructions on how to remove skunk odor that I thought may be helpful in the future. :) Skunk spray is tough to remove, but you can minimize the odor and protect your Halo Collar by following these steps. How to Remove Skunk Odor: Act QuicklyThe sooner you begin cleaning, the better your results will be.Wear GlovesSkunk spray is oily and may stick to your skin—use gloves during cleanup.Rinse with WaterGently rinse the collar or case to remove surface residue. Do not soak.Pre-TreatApply white vinegar or baking soda with a cloth or soft brush. Let sit for 15 minutes.Wash with Pet-Safe DetergentHand wash the collar or case. For extra odor control, you may add:1 cup of baking soda or ¼ cup of white vinegar to the washAir Dry in SunlightSunlight naturally helps neutralize odors. Make sure the collar is fully dry before using or charging it.Repeat if NeededIf the smell remains, repeat the steps or try an enzymatic cleaner designed for pet odors.Optional: Use Pet-Safe Odor RemoversCommercial pet-safe odor removers can be used, but always check for material compatibility. Important: Be sure your collar is completely dry before plugging it into a charger or putting it back on your dog. Need additional help? Please click: [How to Contact Customer Support](#), and we'll be happy to assist! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (WnnJ5spb...) | 2025-09-16 20:20:01 UTC

Added: w4-N2LKvQhW0agGKyIANbg

**STATUS CHANGE** | Agent (WnnJ5spb...) | 2025-09-16 20:21:53 UTC | Status: CLOSED

## Conversation: NSudm8n0ScmCmB07QCt32g

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:20:17 UTC to 2025-09-16 20:34:53 UTC

**PHONE\_CALL** | Customer (In6pMRLI...) | 2025-09-16 20:20:17 UTC

### AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 20:27:55 UTC

Live Team Notes Serial Numbers: 25h4173229rt FW: n/a Issue/ Need: cx returned the HC back in June, but I still haven't received a refund. Cx had bought the collar from Chewy and returned it to them, but they received a confirmation from Halo stating that we received their Halo collar Troubleshooting & Actions Taken: 25h4173229rt has been returned and checked in at the warehouse. Return RMA: meridian boise scheels 6/30/2025 Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap,Kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 20:33:26 UTC

Billing Team Escalation Notes Affected Serial Number: 25h4173229rt FW: n/a Order ID: 175388 RMA Ticket #: Subscription Start Date: May 18, 2025 8:10 PM Reason for Escalation: cx returned the HC back in June, but I still haven't received a refund. Cx had bought the collar from Chewy and returned it to them, but they received a confirmation from Halo stating that we received their Halo collar. 25h4173229rt has been returned and checked in at the warehouse. Return RMA: meridian boise scheels 6/30/2025 Requested Action: WISMO refund for returned collar

### EMAIL | Agent (R0Luxcqv...) | 2025-09-16 20:34:28 UTC

**From:** support@halocollar.com

**To:** wbaab@moscow.com

**Subject:** Halo Support: Your Request is Under Review

Hello Warren, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 20:34:42 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 20:34:53 UTC

Added: IDABD6XfSDadjp6utMv7LA

## Conversation: 7E9in9AlScuaa6QTLs5QOg

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:20:30 UTC to 2025-09-16 20:22:56 UTC

**Customer (qKf1IbFa...)** | 2025-09-16 20:20:30 UTC | halocollar.com

I just received my collar yesterday but didn't open it until just now. I was watching videos on how to set it up and there is NO beacon inside of the box?

**System/AI** | 2025-09-16 20:20:55 UTC | halocollar.com

Hi there! Just to let you know, Halo Beacons aren't included with the Halo Collar kits and aren't necessary for using the collar. They're optional accessories that can enhance the collar's functionality by creating safe zones or restricted areas. If you're interested, you can purchase beacons from the Halo Accessories Page. If you need any more help with your order, feel free to reach out anytime!

**Customer (qKf1IbFa...)** | 2025-09-16 20:21:19 UTC | halocollar.com

all the videos I saw says it comes with a beacon

**System/AI** | 2025-09-16 20:21:39 UTC | halocollar.com

It looks like there might have been some confusion. Halo Beacons are not included in the Halo Collar kit by default. They are optional accessories that you can purchase separately and aren't necessary for the collar to work. If you'd like to get one, you can check out the Halo Accessories Page. Let me know if there's anything else I can help with!

**Customer (qKf1IbFa...)** | 2025-09-16 20:22:38 UTC | halocollar.com

I am wanting to try this out but also want to be able to return it within 90 days if it doesn't work well for our scenario. If i cut the collar to fit my dog can I still return it?

**System/AI** | 2025-09-16 20:22:56 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: soVe0Se0SnW4OXxYEvOarQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:20:47 UTC to 2025-09-16 20:22:13 UTC

**Customer (1zgQqMxl...) | 2025-09-16 20:20:47 UTC | halocollar.com**

My order is missing

**System/AI | 2025-09-16 20:21:09 UTC | halocollar.com**

Hi Ashton, I'm sorry to hear about your missing order. You can track your order status online by visiting the Order Status Dashboard and entering your order number along with your purchase email or shipping ZIP code. If your order is marked as delivered but you haven't received it, check around your property or with neighbors. If you still can't find it, please contact our live support team for further assistance.

**Customer (1zgQqMxl...) | 2025-09-16 20:21:41 UTC | halocollar.com**

It's still missing

**System/AI | 2025-09-16 20:22:13 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)



## Conversation: zpjG5Hm-TjSXd2TTUB6esQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:21:57 UTC to 2025-09-16 20:26:24 UTC

### EMAIL | Agent (chgMWdgT...) | 2025-09-16 20:21:57 UTC

**From:** support@halocollar.com

**To:** jmorgan@halocollar.com

**Subject:** Halo Collar Refund Processed

Hello Jessica, We processed your refund for the \$562.43 to your original payment method on 9/12 in accordance with our Return Policy. As outlined in the policy, the following amounts were withheld: \$25 for return shipping and restockingThe original shipping cost (plus sales tax, where applicable) You can find full details here: Return Policy Details Please allow 7–10 business days for the refund to reflect on your account, depending on your bank's processing time. If you have any questions or need further assistance, reply to this email. We're happy to help. Best Regards, Brandon Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**TOPIC CHANGE** | Agent (chgMWdgT...) | 2025-09-16 20:26:19 UTC

Added: mBJH5lIYT8e2\_OFrmpcDwA, w4-N2LKvQhW0agGKylANbg,  
IDABD6XfSDadjp6utMv7LA

### AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 20:26:21 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX was asking about their return 5cx1nzsg Recap (When/Where/What the customer wants) They were refunded on 9/12 for \$562.43 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 20:26:24 UTC | Status: CLOSED

## Conversation: -JxccfBoTxOpAw6ytqkjJg

Messages: 8 | Customers: 1 | Duration: 2025-09-16 20:23:07 UTC to 2025-09-16 20:43:20 UTC

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 20:23:07 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 20:23:12 UTC

Added: ZKYz4UsHRG6\_\_sFoccYiEA

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 20:34:35 UTC

Live Team Notes Serial Numbers: 25h4212000rt FW: v.03.00.05 Issue/ Need: Cx says the collar lags more than the other collar. Troubleshooting & Actions Taken: Checked for updates-up to date. Checked fitment and feedback settings. We performed a hard reset. Then, hand test for accuracy. The collar is now a bit better and faster. Pushed the latest firmware. 03.01.02 Explained GPS level settings. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 20:37:41 UTC

Added: -LmskJFZShWIO0nMJuMqlA

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 20:38:56 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Emily Geesaman Email: emily.geesaman@yahoo.com Phone number: 2157714570 Collar SN: 25h4212000rt Collar Model: Halo 4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 682 Camp Wawa Rd. City: Schwenksville State: PA Postal code: 19473 Country: US What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Strap Kit ( tools and screws to adjust) For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 20:39:17 UTC

**From:** support@halocollar.com  
**To:** emily.geesaman@yahoo.com  
**Subject:** Halo Collar: Thank you!

Hello Emily, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (sR--y62-...) | 2025-09-16 20:43:19 UTC

**From:** support@halocollar.com  
**To:** emily.geesaman@yahoo.com  
**Subject:** Re: Halo Collar: Thank you!

Hello Emily, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a strap

adjustment kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status. If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend. On Tuesday, September 16, 2025, 4:39 PM support@halocollar.com wrote: > Hello Emily, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Aaron > Halo Customer Support > Halo Collar | Here for you and your best friend. > > Need more help? > support@halocollar.com | Halo Help Center > Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 20:43:20 UTC | Status: CLOSED

## Conversation: I\_G48vwrRXipzVWnxKc-ug

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:23:30 UTC to 2025-09-16 20:31:53 UTC

**PHONE\_CALL** | Customer (LXRZENFZ...) | 2025-09-16 20:23:30 UTC

### **AGENT NOTE** | Agent (DBqblO4n...) | 2025-09-16 20:31:44 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: unk Email: unk Phone Number: 14055901323 Collar SN: Collar FW: Collar Purchased From: Resources: Recap/TS: Caller just rec'vd collar and had questions regarding fitment and beacons. Advsd cx that cutting the collar to fit does not void the ability to return the collar. Advsd cx beacons are no longer included in the kit. Cx declined to provide email addy to notate acct. Next Steps: Unable to send phone f/u p/r.

**TOPIC CHANGE** | Agent (DBqblO4n...) | 2025-09-16 20:31:52 UTC

Added: AVsoTQKaSymxoS3VLQPyA

**STATUS CHANGE** | Agent (DBqblO4n...) | 2025-09-16 20:31:53 UTC | Status: CLOSED

## Conversation: nP6Rb57CSEenlr7va-tUzg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:23:59 UTC to 2025-09-16 22:35:01 UTC

**Customer (iK4bij-x...)** | 2025-09-16 20:23:59 UTC | halocollar.com

How can my wife use the app for our dog. I have already set everythin up on my phone

**System/AI** | 2025-09-16 20:24:25 UTC | halocollar.com

To let your wife use the Halo app for your dog, just have her log in with the same credentials on her device. The app doesn't support separate user profiles, so sharing the same account is necessary. By using the same login, she'll have full access to the app, including tracking, manual feedback, and collar settings. Make sure she completes the User Training to understand the safe and proper handling of the collar. If you have any more questions, feel free to ask!

**Customer (iK4bij-x...)** | 2025-09-16 20:33:31 UTC | halocollar.com

Thanks that works

**System/AI** | 2025-09-16 20:34:03 UTC | halocollar.com

You're welcome, Danny! I'm glad I could help. If you have any other questions or need further assistance, don't hesitate to reach out. Have a great day with your furry friend!

**STATUS CHANGE** | Unknown | 2025-09-16 22:35:01 UTC | Status: CLOSED

## Conversation: \_ab6Rn8-Q-iD5tyBmXx\_Kw

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:24:42 UTC to 2025-09-16 22:25:58 UTC*

**EMAIL | Customer (xImpNrDo...) | 2025-09-16 20:24:42 UTC**

**From:** aadamsm11@yahoo.com

**To:** support@halocollar.com

**Subject:** Missing order

Hello, My order seems to be missing. I tried tracking it but nothing is showing up in the updates since September 12th. Ashton Adams Sent from my iPhone

**STATUS CHANGE** | *Unknown* | 2025-09-16 22:25:58 UTC | Status: CLOSED

## Conversation: 7Efeof\_zTai20tL-xm9iig

Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:26:27 UTC to 2025-09-16 22:27:58 UTC

EMAIL | Customer (VR6i4igC...) | 2025-09-16 20:26:27 UTC

**From:** mfrench7@gmail.com

**To:** support@halocollar.com

**Subject:** Josie's halo 4 collar

Hello, Josie's Halo 4 collar, which has been replaced at least 4 times, has started doing the same thing previous Halo 4 collars have done in the past: after a full charge, it will run for about 12 hours and then it stops responding. It has been very frustrating how undependable the Halo 4 collars are and you all don't seem to be able to fix the problem. Would there be a way that we could return the Halo 4 collar and get a Halo 3 collar instead? Mike

**STATUS CHANGE** | Unknown | 2025-09-16 22:27:58 UTC | Status: CLOSED

## Conversation: amn5MRV4Rbi6zuY-i3ZUvA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:27:30 UTC to 2025-09-16 20:43:36 UTC

### EMAIL | Agent (GG24uY2b...) | 2025-09-16 20:27:30 UTC

**From:** support@halocollar.com  
**To:** snyder2202@yahoo.com  
**Subject:** Confirming Shipping Address

Hello! Here is the link to confirm your shipping address! With pawsitivity, Acacia Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (GG24uY2b...) | 2025-09-16 20:38:20 UTC

Live Team Notes Serial Numbers: 25h4223079rt FW: v.03.00.05 Issue/ Need: Confirming shipping address Troubleshooting & Actions Taken: Sent cx direct link to confirm shipping address Cx couldn't access it on call, but was going to try to access it after the call Informed cx that they would receive a follow up email, and to reach back out if the link was also giving them further issues Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Slack Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (GG24uY2b...) | 2025-09-16 20:42:54 UTC

**From:** support@halocollar.com  
**To:** snyder2202@yahoo.com  
**Subject:** Re: Confirming Shipping Address

Hello Nate, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I went ahead and added that confirmation link here for you as well! Here is the link to confirm your shipping address! You will need to confirm your shipping address before we can ship your replacement out to you. If this link gives you any issues or you are unable to confirm your shipping address, please do not hesitate to reach back out! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Acacia Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:27 PM support@halocollar.com wrote: > Hello! > > Here is the link to confirm your shipping address! > > With pawsitivity, > Acacia > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (GG24uY2b...) | 2025-09-16 20:43:34 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (GG24uY2b...) | 2025-09-16 20:43:36 UTC | Status: CLOSED



## Conversation: hLiCxyzyS2qd2gV5FnY-jg

Messages: 10 | Customers: 1 | Duration: 2025-09-16 20:29:57 UTC to 2025-09-16 21:49:20 UTC

PHONE\_CALL | Customer (fMSEV5\_2...) | 2025-09-16 20:29:57 UTC

EMAIL | Agent (XFHTycPM...) | 2025-09-16 20:36:15 UTC

**From:** support@halocollar.com

**To:** cheryldaves@gmail.com

**Subject:** Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Cheryl, Thank you for reaching out. My name is Mustafa. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order Important Notes Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Mustafa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (XFHTycPM...) | 2025-09-16 20:37:56 UTC

First and Last Name: Cheryl Hall Email: cheryldaves@gmail.com Phone Number: 5166505494 Collar SN: 22h222270rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Recap/TS: Had this halo collar for 3 years and wanted to see if she can add another collar. The collar is all worn out - strap and the cover case Next Steps: Explained to her about purchasing the strap and covercase and she didnt want to pay for shipping. She wanted to instead get an upgrade using Halo care. Sent email with instructions on how to do it. All set for now.

STATUS CHANGE | Agent (XFHTycPM...) | 2025-09-16 20:38:37 UTC | Status: CLOSED

EMAIL | Customer (fMSEV5\_2...) | 2025-09-16 20:46:59 UTC

**From:** cheryldaves@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Is it possible to make sure that the strap is small? Sent from my iPhone On Sep 16, 2025, at 4:36 PM, Halo Collar wrote: Hello Cheryl, Thank you for reaching out. My name is Mustafa. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions \* Sign in to your account at [www.halocollar.com](http://www.halocollar.com) \* On the left-hand menu, click Replace My Collar \* Select Redeem Halo Care or Protection \* Choose the collar you want to replace from the list \* You'll see the replacement price based on your Halo Care plan and any membership discount \* Click Confirm to continue your replacement order Important Notes \* Be sure to select the correct collar, it will be deactivated and cannot be reused \* The collar is deactivated for your dog's safety \* If you don't see your collar in the list: \* You may need to add it using the Serial Number and your Order Number For more

information on our coverage options, please refer to the following articles: What is Halo Care? (<https://support.halocollar.com/hc/en-us/articles/4407672236055-What-is-Halo-Care->) What is Halo Protection? (<https://support.halocollar.com/hc/en-us/articles/5729323187991-What-is-the-Halo-Protection-Plan->) If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Mustafa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Customer (fMSEV5\_2...) | 2025-09-16 20:46:59 UTC | Status: OPEN

**EMAIL | Agent (sR--y62-...) | 2025-09-16 21:06:00 UTC**

**From:** support@halocollar.com

**To:** cheryldaves@gmail.com

**Subject:** Re: Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Cheryl, Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. When you are selecting color of the strap you wish to purchase, there is a spot to click to order a small strap. Just click it and the strap you receive will be the small size. I've attached a screenshot for you. If you have any further questions or concerns, please do not hesitate to contact us. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 4:46 PM "Cheryl Daves" wrote: > Is it possible to make sure that the strap is small? > > Sent from my iPhone > On Sep 16, 2025, at 4:36 PM, Halo Collar wrote: > > Hello Cheryl, > > Thank you for reaching out. My name is Mustafa. I'll be assisting you. > How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection > If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. > Step-by-Step Instructions > \* Sign in to your account at [www.halocollar.com](http://www.halocollar.com) > \* On the left-hand menu, click Replace My Collar > \* Select Redeem Halo Care or Protection > \* Choose the collar you want to replace from the list > \* You'll see the replacement price based on your Halo Care plan and any membership discount > \* Click Confirm to continue your replacement order Important Notes > \* Be sure to select the correct collar, it will be deactivated and cannot be reused > \* The collar is deactivated for your dog's safety > \* If you don't see your collar in the list: > \* You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care?

(<https://support.halocollar.com/hc/en-us/articles/4407672236055-What-is-Halo-Care->) What is Halo Protection? (<https://support.halocollar.com/hc/en-us/articles/5729323187991-What-is-the-Halo-Protection-Plan->) > If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! > With pawsitivity, > Mustafa Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 21:06:02 UTC | Status: CLOSED

**EMAIL | Customer (fMSEV5\_2...) | 2025-09-16 21:49:20 UTC**

**From:** cheryldaves@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

I ordered a replacement upgrade Sent from my iPhone On Sep 16, 2025, at 5:06 PM, Halo Collar wrote: Hello Cheryl, Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. When you are selecting color of the strap you wish to purchase, there is a spot to click to order a small strap. Just click it

and the strap you receive will be the small size. I've attached a screenshot for you. If you have any further questions or concerns, please do not hesitate to contact us.  
(<https://www.halocollar.com/product/collar-strap/>) Best Regards , Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 4:46 PM "Cheryl Daves" wrote: Is it possible to make sure that the strap is small? Sent from my iPhone On Sep 16, 2025, at 4:36 PM, Halo Collar wrote: Hello Cheryl, Thank you for reaching out. My name is Mustafa. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions \* Sign in to your account at [www.halocollar.com](http://www.halocollar.com) \* On the left-hand menu, click Replace My Collar \* Select Redeem Halo Care or Protection \* Choose the collar you want to replace from the list \* You'll see the replacement price based on your Halo Care plan and any membership discount \* Click Confirm to continue your replacement order Important Notes \* Be sure to select the correct collar, it will be deactivated and cannot be reused \* The collar is deactivated for your dog's safety \* If you don't see your collar in the list: \* You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? (<https://support.halocollar.com/hc/en-us/articles/4407672236055-What-is-Halo-Care->) What is Halo Protection? (<https://support.halocollar.com/hc/en-us/articles/5729323187991-What-is-the-Halo-Protection-Plan->) If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Mustafa Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Customer (fMSEV5\_2...) | 2025-09-16 21:49:20 UTC | Status: OPEN

## Conversation: 5Jl0t0rZQQOuJ2SarSzZEg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:30:57 UTC to 2025-09-16 21:05:12 UTC

**PHONE\_CALL** | Customer (hqHMDxJl...) | 2025-09-16 20:30:57 UTC

**PHONE\_CALL** | Agent (JcamaQTb...) | 2025-09-16 20:52:13 UTC

**EMAIL | Agent (JcamaQTb...) | 2025-09-16 21:04:17 UTC**

**From:** support@halocollar.com

**To:** fiberglassxb@gmail.com

**Subject:** Halo Collar, Your Request Has Been Escalated

Hello Nate, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 21:04:57 UTC**

First and Last Name: Nate Ratcliffe Email: fiberglassxb@gmail.com Phone Number: 12063360783 Collar SN: 24h3242473rt Collar FW: v.03.00.05 Collar Purchased From: Resources: Gladly AP Recap/TS: Collar is 49 days out of warranty, and now it's not charging. He was sent a charging kit and did all the TS steps. He went through CET, and they said they can't find anything wrong with the collar. The cx is upset and frustrated with how this has been handled and the amount of money he has spent on this collar. Esc to manager Sent follow-up email w/ Manager Request Escalation (EMAIL) macro Next Steps: Manager Request Notes Customer Information Serial Number: 24h3242473rt Firmware Version: v.03.00.05 Order Number: AM-FBA1869Q8W0B Why is this being escalated? (What happened?) The cx is upset and frustrated with how this has been handled and the amount of money he has spent on this collar. The collar is 49 days out of warranty, and now it's not charging. He was sent a charging kit and did all the TS steps. He went through CET, and they said they can't find anything wrong with the collar. What is the customer requesting? The customer wants to speak with someone to see if there is anything else that can be done. In his words, he finds it odd that he has spent \$700 on this collar only for it to quit working after the warranty has run out, and now he's being told that he has to spend even more money to make the collar work again. What has already been done with the customer? (Previous steps taken?) The customer has done troubleshooting steps with customer support and gone through the Collar Evaluation Team. Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) Phone - Any time is fine. EST time zone Phone number: Cell - 206-949-6091 Email address: fiberglassxb@gmail.com Please do not promise a time frame for a response.

**TOPIC CHANGE** | Agent (JcamaQTb...) | 2025-09-16 21:05:12 UTC

Added: IE0X\_KncQl6vMmRGK1vGrA

## Conversation: ggQ1uXkpT3WHAIJCW25Heg

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:32:10 UTC to 2025-09-16 20:37:41 UTC*

**PHONE\_CALL** | Customer (68pteAPv...) | 2025-09-16 20:32:10 UTC

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:37:41 UTC | Status: CLOSED

## Conversation: osHMJuqtQUm9rCm\_FhLoAw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:32:16 UTC to 2025-09-16 20:33:09 UTC

### AGENT NOTE | Agent (vi\_2Fjmb...) | 2025-09-16 20:32:16 UTC

Live Team Notes Serial Numbers: 24h4464811rt - Nelli FW: v. 03.00.05 Applied Issue/Need: The cx had called a couple of days ago and got an email that the collar needed to be replaced Troubleshooting & Actions Taken: Quinn emailed them two days ago to get the collar replaced per the email above Confirmed that the collar is no longer on the dog I submitted the Warranty ID: AW-20250916-46197 Sent the link on the chat, the cx was able to confirm the address Now AP shows RMA created in NetSuite Advised: 3-5 days for delivery Not to use the collar anymore Return the old collar with the label received in the replacement box Keep accessories to switch them to the new collar Informed that they will receive a one-question survey via email, so their feedback would be appreciated Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 20:32:45 UTC

**From:** support@halocollar.com

**To:** calinratlief@gmail.com

**Subject:** Halo Support Warranty Request Submitted - Nelli's

Hello Calin, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 20:33:02 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, WprjYFTuRsSIVmqirbejqg

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 20:33:09 UTC | Status: CLOSED

## Conversation: k8ndMBnIR\_GTe3XZoPQfqw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:32:23 UTC to 2025-09-16 20:55:12 UTC

PHONE\_CALL | Customer (xrWbDJee...) | 2025-09-16 20:32:23 UTC

### AGENT NOTE | Agent (3RoJgjXU...) | 2025-09-16 20:44:59 UTC

Live Team Notes Serial Numbers:25h4194465rt FW:v.03.00.05 Issue/ Need:Cx called needing assistance to get his address verified. Troubleshooting & Actions Taken: Advised cx to log into his account, then try the link. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly, Admin Please complete all steps in the Tier 1 Troubleshooting Guide before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (3RoJgjXU...) | 2025-09-16 20:48:53 UTC

**From:** support@halocollar.com

**To:** jeremyacafe@hotmail.com

**Subject:** Address Verification

Hello Jeremy, I hope this email finds you well. Here is the link to verify your address: <https://www.halocollar.com/warranty-access?warrantyID=AW-xxxxxxx-xxxxx>  
AW-20250912-45409 With pawsitivity, Delta Halo Customer Support Halo Collar | Here for you and your best friend Need more help? support@halocollar.com | Halo Help Center  
Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week  
Join Session to speak with the next available agent

### EMAIL | Agent (3RoJgjXU...) | 2025-09-16 20:54:13 UTC

**From:** support@halocollar.com

**To:** jeremyacafe@hotmail.com

**Subject:** Re: Address Verification

Hello Jeremy, My name is Delta, and I want to thank you for your call. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Delta Halo Customer Support Halo Collar | Here for you and your best friend Need more help? support@halocollar.com | Halo Help Center  
Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week  
Join Session to speak with the next available agent  
On Tuesday, September 16, 2025, 3:48 PM support@halocollar.com wrote: > Hello Jeremy, > I hope this email finds you well. Here is the link to verify your address: > <https://www.halocollar.com/warranty-access?warrantyID=AW-xxxxxxx-xxxxx> > >  
AW-20250912-45409 > > With pawsitivity, > Delta > Halo Customer Support > Halo Collar | Here for you and your best friend > Need more help? > support@halocollar.com | Halo Help Center > Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent >

TOPIC CHANGE | Agent (3RoJgjXU...) | 2025-09-16 20:54:47 UTC

Added: zHerDDHSRyKoaFtPZdCcew

**STATUS CHANGE** | Agent (3RoJgjXU...) | 2025-09-16 20:55:12 UTC | Status: CLOSED



## Conversation: TLPDZ3XKR4ybuEU31-NoDw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:32:57 UTC to 2025-09-16 20:36:06 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 20:32:57 UTC

Added: bDcJwjoMTjeffz13hM6gAA, BV6q0qW9QZKAbEVdca7vNQ, OfTt8viJQcq6OAbjGHI0iQ

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 20:34:30 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx states they returned the collars but have not received their membership plan refund Recap (When/Where/What the customer wants) AP- no collars on the account Order: 1643577 is showing a refund today 9/16 \$396.43 Stripe; cx plan has also been cancelled & last two payments refunded (\$9.99) Is This Resolved/Follow-Up Required? Resolved - letting cx know it may take 5-10 business days to show on statement If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 20:36:01 UTC

**From:** support@halocollar.com

**To:** brooksmclean@gmail.com

**Subject:** Your Halo Collar Refund

Hello Brooks, We've processed your refund for the \$396.43 as well as your last two membership payments of \$9.99 to your original payment method in accordance with our Return Policy. As outlined in the policy, the following amounts were withheld: \$25 for return shipping and restocking The original shipping cost (plus sales tax, where applicable) You can find full details here: Return Policy Details Please allow 7–10 business days for the refund to reflect on your account, depending on your bank's processing time. If you have any questions or need further assistance, reply to this email. We're happy to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 20:36:06 UTC | Status: CLOSED

## Conversation: 8bdhbVkyQMGG1xXKss3wkA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 20:34:13 UTC to 2025-09-16 22:35:01 UTC

**Customer (w5UY4Uq7...)** | 2025-09-16 20:34:13 UTC | halocollar.com

How do I change my dogs collar to make it stronger?

**System/AI** | 2025-09-16 20:34:39 UTC | halocollar.com

To make your dog's Halo Collar stronger, ensure you are using the correct contact tips for your dog's coat and size. Adjust the feedback settings in the Halo App by selecting your pet, swiping up on the Pet Card, and tapping Feedback Settings. You can increase the static feedback intensity if needed, but always start at a low level and adjust gradually. Make sure the collar is fitted snugly with the contact tips touching the skin for optimal performance.

**STATUS CHANGE** | Unknown | 2025-09-16 22:35:01 UTC | Status: CLOSED

## Conversation: 1\_y6sW9dRdGs9qwjsM337w

Messages: 10 | Customers: 1 | Duration: 2025-09-16 20:35:21 UTC to 2025-09-16 20:59:33 UTC

**PHONE\_CALL** | Customer (BGgd4OQT...) | 2025-09-16 20:35:21 UTC

**PHONE\_CALL** | Agent (kx0B3Ww9...) | 2025-09-16 20:44:25 UTC

**EMAIL | Agent (kx0B3Ww9...) | 2025-09-16 20:50:11 UTC**

**From:** support@halocollar.com

**To:** whitecornercottage2017@gmail.com

**Subject:** Halo Support Accessories Order

Hello Greg, Thank you for calling Halo Support today. This is Joy. It was truly a pleasure speaking with you and learning more about you and your pup. I've gone ahead and submitted the request to have your charging kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 20:50:20 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Greg Bonfiglio Email: whitecornercottage2017@gmail.com Phone Number: +15173762358 Collar SN: 24h3311907rt Collar FW: v.02.08.11 Collar Purchased From: Halo Resources: AP Recap/TS: Collar stopped charging. cx plugged it in yesterday and nothing happened. Cx says he has tried a reset, cx does not have another cord or another device to test with. Had cx take off the pro case Plug the collar in for 5 minutes Did a 15 seconds reset Per ts guide, sending a new kit to cx Next Steps: Sending email to cx Cx is one day oow (can be extended if the charging kit does not help).

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 20:50:35 UTC

Added: -LmskJFZShWIO0nMJuMqlA

**AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 20:50:42 UTC**

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Greg Bonfiglio Email: whitecornercottage2017@gmail.com Phone number: +15173762358 Collar SN: 24h3311907rt Collar Model: Halo 3 (Magnetic) Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 11180 Rustic Rdg Ln City: Fenton State: MI Postal code: 48430 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H3 Mag Charge, Block & Cable (full kit) For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

**STATUS CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 20:50:48 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 20:55:39 UTC | Status: OPEN

**EMAIL | Agent (sR--y62-...) | 2025-09-16 20:59:31 UTC**

**From:** support@halocollar.com

**To:** whitecornercottage2017@gmail.com

**Subject:** Re: Halo Support Accessories Order

Hello Greg, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for an H3 charging kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status. If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend. ■ On Tuesday, September 16, 2025, 4:50 PM support@halocollar.com wrote: > Hello Greg, > > Thank you for calling Halo Support today. This is Joy. It was truly a pleasure speaking with you and learning more about you and your pup. > > I've gone ahead and submitted the request to have your charging kit shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Joy > Halo Customer Support > Halo Collar | Here for you and your best friend. ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 20:59:33 UTC | Status: CLOSED*

## Conversation: xj6lIVU4Thmy9UTlpWTRqg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:35:29 UTC to 2025-09-16 20:35:46 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 20:35:29 UTC

Live Team Notes Serial Numbers: N/A FW: Issue/ Need: Just bought 2 dog collars and the app will not let him set up Troubleshooting & Actions Taken: Adv a membership needs to be set up first Adv how to add membership online & then how to add collars Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (VM047vR9...) | 2025-09-16 20:35:35 UTC

**From:** support@halocollar.com

**To:** constancematson@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Constance, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 20:35:46 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, bDcJwjoMTjeffz13hM6gAA, UNYy8zJMRzuqZ0-CQlyc1Q

**STATUS CHANGE** | Agent (VM047vR9...) | 2025-09-16 20:35:46 UTC | Status: CLOSED

## Conversation: GojetKYiRJOImEKu7UE0bQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:36:18 UTC to 2025-09-16 20:54:48 UTC

**PHONE\_CALL** | Customer (0bzV6k2O...) | 2025-09-16 20:36:18 UTC

**PHONE\_CALL** | Agent (hY11vVd1...) | 2025-09-16 20:36:57 UTC

**TOPIC CHANGE** | Agent (hY11vVd1...) | 2025-09-16 20:54:14 UTC

Added: NCR2euIFTRyzoCpXePNHpw

**EMAIL | Agent (hY11vVd1...) | 2025-09-16 20:54:32 UTC**

**From:** support@halocollar.com

**To:** tangar@hotmail.com

**Subject:** Halo Support Follow Up

Hello Sarah, Thank you for calling Halo Support today. This is [RES]Jamie. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, [RES]Jamie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (hY11vVd1...) | 2025-09-16 20:54:34 UTC**

Live Team Notes Serial Numbers: Pre - Purchase FW: Issue/ Need: CX area does not have strong wifi CX asked about the reliability of the Collar CX asked about the difference between ordering on Amazon to Halo website Troubleshooting & Actions Taken: Advised that the collar works on LTE and satellite Advised the collar will work outside of wifi Advised of \$50 Gift Card if they order two through Amazon Advised that delivery would be faster through Amazon Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (hY11vVd1...) | 2025-09-16 20:54:48 UTC | Status: CLOSED

## Conversation: daaaVSTOS3OI6j2G4R5zew

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:36:29 UTC to 2025-09-16 22:41:05 UTC

**Customer (\_zTdlfUP...)** | 2025-09-16 20:36:29 UTC | halocollar.com

None of the lights work on the collar anymore

**System/AI** | 2025-09-16 20:36:56 UTC | halocollar.com

Hi there! If your Halo Collar lights aren't working, let's try a few steps to fix it: Check Power Source: Make sure the collar is plugged into a USB-C cable and charging block, not a computer. Look for any LED lights on the collar. Inspect Charging Port: Check for dirt or debris on the charging pins and clean them gently. Perform a Hard Reset: Keep the collar plugged in for at least 5 minutes, hold the power button for 15 seconds, then release. If the lights still don't work, please reach out to Halo live support for further help.

**Customer (\_zTdlfUP...)** | 2025-09-16 20:39:32 UTC | halocollar.com

Do the collars have updated

**Customer (\_zTdlfUP...)** | 2025-09-16 20:39:43 UTC | halocollar.com

Need updates

**System/AI** | 2025-09-16 20:40:28 UTC | halocollar.com

Hi there! Yes, Halo Collars do receive firmware updates to improve performance and fix any issues. These updates happen automatically when the collar is charging and connected to Wi-Fi or cellular. To see if an update is available, check the Halo App for an "Out of Date" notification. Make sure your collar is connected to Wi-Fi for faster updates, as some updates require Wi-Fi only. If necessary, you can also perform a wired update for older firmware versions. Keeping your collar updated ensures the best performance and GPS accuracy.

**STATUS CHANGE** | Unknown | 2025-09-16 22:41:05 UTC | Status: CLOSED

## Conversation: 0niNC\_9WShml09hQsA8\_6g

Messages: 3 | Customers: 1 | Duration: 2025-09-16 20:37:14 UTC to 2025-09-16 22:38:03 UTC

**Customer (MgiVfzLI...)** | 2025-09-16 20:37:14 UTC | halocollar.com

cancel subscription

**System/AI** | 2025-09-16 20:37:39 UTC | halocollar.com

To cancel your Halo subscription, please log in to your account on the Halo website. Once logged in, navigate to your account dashboard and select "Cancel Plan." A pop-up will appear; click "Confirm" to finalize the cancellation. Your plan will remain active until the end of the current billing cycle. If you wish to undo the cancellation before the cycle ends, you can click "Restore" to continue your plan without interruption.

**STATUS CHANGE** | Unknown | 2025-09-16 22:38:03 UTC | Status: CLOSED



## Conversation: DwX4iXGhSoWtKuVdAN1DAg

Messages: 10 | Customers: 1 | Duration: 2025-09-16 20:37:34 UTC to 2025-09-16 21:02:05 UTC

**Customer (9xWgs2u7...)** | 2025-09-16 20:37:34 UTC | halocollar.com

I didn't receive anything with the new collar owing instructions to send the broken one back

**System/AI** | 2025-09-16 20:38:21 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**AGENT NOTE | Agent (LZsYfs6M...)** | 2025-09-16 20:45:43 UTC

Live Team Notes Serial Numbers: 25h4330021rt FW: 03.00.05 Issue/ Need: Cx never received a return label to send damaged collar back to HC Troubleshooting & Actions Taken: -Recorded cx phone number and shipping address -Will submit label req for cx Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 20:46:00 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**AGENT NOTE | Agent (LZsYfs6M...)** | 2025-09-16 20:47:53 UTC

Label Request Notes RMA Number from Admin Portal- AW-20250826-42163 Reason for Request- Cx never received a return label once she did receive WR collar Accessory or Collar- Collar Customer's Shipping Address- 1323 South Highway 19, Herman, MO, 65041 If the Shipping Address or the RMA Number is missing, we will not be able to send the label and the conversation will be sent back to you to complete

**EMAIL | Agent (LZsYfs6M...)** | 2025-09-16 20:48:06 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [danielledixon512@gmail.com](mailto:danielledixon512@gmail.com)

**Subject:** Halo Collar Shipping Label Update

Hello Danielle, Thanks for reaching out! My name is Taijon, and I'm happy to help get this sorted for you! I've just submitted a request for a new shipping label to be sent to your email. These typically arrive within 1–2 business days, so keep an eye on your inbox. A few quick tips: The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. If you have any other questions, please let us know! With pawsitivity, Taijon Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 20:48:25 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**AGENT NOTE | Agent (K5Oem0q0...)** | 2025-09-16 21:00:33 UTC

Label request: Warranty # AW-20250826-42163 Tracking #791943159120

**EMAIL | Agent (K5Oem0q0...)** | 2025-09-16 21:01:44 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [danielledixon512@gmail.com](mailto:danielledixon512@gmail.com)

**Subject:** Halo Collar Shipping Label

Hello Danielle, My name is Jessica, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 09/29, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:48 PM support@halocollar.com wrote: > Hello Danielle, > > Thanks for reaching out! My name is Taijon, and I'm happy to help get this sorted for you! > > I've just submitted a request for a new shipping label to be sent to your email. > These typically arrive within 1–2 business days, so keep an eye on your inbox. > > A few quick tips: > The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. > > If you have any other questions, please let us know! > > With pawsitivity, > Taijon > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 21:02:05 UTC | Status: CLOSED

## Conversation: \_-iJApllQtCHpzC0hRZwKQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:37:37 UTC to 2025-09-16 20:38:54 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 20:37:37 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ, BV6q0qW9QZKAbEVdca7vNQ

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 20:38:26 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx states they returned the collar to Amazon & would like to cancel/refund their membership Recap (When/Where/What the customer wants) AP - collar still linked to the account but was last heard 7/11/25 Stripe; cancelled plan immediately & refunded last charge Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 20:38:49 UTC

**From:** support@halocollar.com

**To:** tvilleauto@gmail.com

**Subject:** Halo Collar Subscription Update

Hello Kelly, Thanks for reaching out to Halo Support! My name is Katherine. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 20:38:54 UTC | Status: CLOSED

## Conversation: VG33MuwcR2a\_nZG4ffV1\_w

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:37:40 UTC to 2025-09-16 20:44:10 UTC

**PHONE\_CALL** | Customer (vpeosuCo...) | 2025-09-16 20:37:40 UTC

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:43:07 UTC

Added: 76jKdDJqQKG1X52gm4kjGg, SMYZ9ncRSlyKFeGsLX1pew

### **AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 20:43:08 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Hallie Bobula Email: halliebobula@gmail.com Phone Number: +19063902599 Collar SN: 23h3360931rt, 23h3361501rt Collar FW: v.02.08.11 Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx's collars not charging properly/holding charge. According to AP, the collars FW is outdated and pushed the newest FW update. Advised cx to keep the collars plugged, so the FW updates. If issues still persist after FW update, to reach us out again. Next Steps: Wait for cx to F/U.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:44:10 UTC | Status: CLOSED

## Conversation: 2otP5duFTV6yRdTY2W9-3Q

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:38:28 UTC to 2025-09-16 20:59:21 UTC

**PHONE\_CALL** | Customer (9sEqV-xn...) | 2025-09-16 20:38:28 UTC

**EMAIL | Agent (R0Luxcqv...) | 2025-09-16 20:54:49 UTC**

**From:** support@halocollar.com

**To:** drakemallard@comcast.net

**Subject:** Halo Collar - WR AW-20250522-19137 - Verify address

Hello Jessica, We're processing your warranty replacement request and just need to confirm your shipping address before we proceed. To verify your address, please click the link below: [Verify Address for Warranty Replacement](#) Once your address is confirmed, we'll move forward with the replacement. If you have any questions or need assistance, feel free to reply to this email. With pawsitivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 20:55:34 UTC**

Live Team Notes Serial Numbers: 25h4040200rt FW: v.03.00.05 Warranty ID: AW-20250522-19137 Issue/ Need: cx is experiencing a problem with the collar and tried contacting HR and that didn't help. It's a consistent issue with all the collars she had before. Troubleshooting & Actions Taken: Address verification link sent Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, Kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 20:55:40 UTC

Added: oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 20:59:21 UTC | Status: CLOSED

## Conversation: \_Yiz5NxaQNmU0rD12G9CVg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:38:34 UTC to 2025-09-16 20:42:35 UTC

### EMAIL | Customer (HJIGZyqD...) | 2025-09-16 20:38:34 UTC

**From:** theloui94@gmail.com

**To:** info@halocollar.com

**Subject:** Re: 3rd attempt: Unsuccessful payment for Halo Collar

Hey sorry all of my accounts got suspended for my debit cards I don't have any new cards yet to update. Also none of these collars work they won't charge. Idk what to do On Tue, Sep 16, 2025 at 1:43 PM Katie Wilson wrote: > Hey Lyndsey, > > Bumping this up in your inbox again. It's so easy you don't even have to > log in. Please click this link to update your billing information. > > > Let us know if you have any questions. > > — > Katie Wilson > Customer Success > >

### EMAIL | Agent (DRL3eEs5...) | 2025-09-16 20:42:07 UTC

**From:** support@halocollar.com

**To:** theloui94@gmail.com

**Subject:** Re: 3rd attempt: Unsuccessful payment for Halo Collar

Hello Lyndsey, My name is Robinson, and I'd like to recommend that you contact our Live Support team for further assistance. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park Via the Halo App: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 4:38 PM "Lyndsey Wagner" wrote: > Hey sorry all of my accounts got suspended for my debit cards I don't have > any new cards yet to update. Also none of these collars work they won't > charge. Idk what to do > > > On Tue, Sep 16, 2025 at 1:43 PM Katie Wilson > wrote: > > > Hey Lyndsey, > > > > Bumping this up in your inbox again. It's so easy you don't even have to > > log in. Please click this link to update your billing information. > > > > > Let us know if you have any questions. > > > — > > Katie Wilson > > Customer Success > > > > >

### AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 20:42:22 UTC

Referring to cx for live support

**TOPIC CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 20:42:31 UTC

Added: w4-N2LKvQhW0agGKyIANbg, 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 20:42:35 UTC | Status: CLOSED

## Conversation: PDOnNrWMRe63oCGHhcbuOg

Messages: 8 | Customers: 1 | Duration: 2025-09-16 20:39:11 UTC to 2025-09-16 20:51:43 UTC

PHONE\_CALL | Customer (WH3ujYgw...) | 2025-09-16 20:39:11 UTC

EMAIL | Agent (XFHTycPM...) | 2025-09-16 20:48:50 UTC

**From:** support@halocollar.com

**To:** lisaann.gardina@amnhealthcare.com

**Subject:** Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Lisa, Thank you for reaching out. My name is Mustafa. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection (It seems like you do have Halo Care right now) If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order Important Notes Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Mustafa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

EMAIL | Customer (WH3ujYgw...) | 2025-09-16 20:49:05 UTC

**From:** lisaann.gardina@amnhealthcare.com

**To:** support@halocollar.com

**Subject:** Automatic reply: Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Sorry I missed you, I am currently out of office until 9/18. Alexandra Wallock is covering me and has access to full email, voicemail and text messages. Her number is 858-350-3230 if you need to reach out to her directly. Thank you and I look forward to connecting with you when I am back. -Lisa

STATUS CHANGE | AUTOMATION (ZU8VR\_zc...) | 2025-09-16 20:49:06 UTC | Status: CLOSED

STATUS CHANGE | Agent (XFHTycPM...) | 2025-09-16 20:51:19 UTC | Status: OPEN

AGENT NOTE | Agent (XFHTycPM...) | 2025-09-16 20:51:21 UTC

First and Last Name: Lisa Gardina & The Pages Email: lisaann.gardina@amnhealthcare.com Phone Number: 12097432023 Collar SN: 24h3043397rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Recap/TS: Called in last week as the collar is having issues. Tried some things and didn't work. The battery is dead now - it will charge and did the GPS accuracy but it didn't reset it. It started buzzing now till the battery ran out. She was frustrated that she had to upgrade the collar and not get another one since she was outside warranty. Next Steps: Checked AP and it has diagnostic error. She is outside warranty by over 100 days. Explained to cx about Halo care to upgrade to H4. Cx wanted me to send her a new H4 by using her card details. Informed her that we cannot do it as it is something the cx has to do it on their end for their own security.

TOPIC CHANGE | Agent (XFHTycPM...) | 2025-09-16 20:51:42 UTC

Added: WprjYFTuRsSIVmqirbejqg

**STATUS CHANGE** | Agent (XFHTycPM...) | 2025-09-16 20:51:43 UTC | Status: CLOSED



## Conversation: dJLPoqrXQYa9dYmLHOQ60Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:39:41 UTC to 2025-09-16 20:42:48 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 20:39:41 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ, BV6q0qW9QZKAbEVdca7vNQ

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 20:41:58 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx states they no longer have or use the collar & would like to cancel/refund their annual plan Recap (When/Where/What the customer wants) AP; no collars on the account, collar removed Aug 19th Stripe; shows cx was refunded recent annual charge when they cancelled their account Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 20:42:34 UTC

**From:** support@halocollar.com

**To:** josettewagner@gmail.com

**Subject:** Halo Collar Subscription Update

Hello Josette, Thanks for reaching out to Halo Support! My name is Katherine. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 20:42:48 UTC | Status: CLOSED

## Conversation: yyKiA1P4QjyUGRX5AaULMA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:40:11 UTC to 2025-09-16 22:41:05 UTC

**EMAIL | Customer (O8I705Rz...) | 2025-09-16 20:40:11 UTC**

**From:** michlad66@gmail.com

**To:** support@halocollar.com

**Subject:** Returns and refund

Hi I recently bought two Halo 4 collars and we decided to fence in our back yard instead. What is the return policy? Thank you , Michelle Perry 13147 Hobbieville Rd Springville , IN 47462

**STATUS CHANGE** | Unknown | 2025-09-16 22:41:05 UTC | Status: CLOSED

## Conversation: m8C6XDY3T9OGQCNK2haJqg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:40:14 UTC to 2025-09-16 20:51:54 UTC

**PHONE\_CALL** | Customer (6f\_ZA7PQ...) | 2025-09-16 20:40:14 UTC

**TOPIC\_CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:50:24 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ

### **AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 20:50:25 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Content Eontin Email: bacontent@gmail.com Phone Number: +18083759005 Collar SN: Collar FW: Collar Purchased From: Resources: Gladly, AP Recap/TS: Cx had just placed an order and asked which courier will use. Explained we use FedEx. Cx says the shipping address was a PO Boc. Explained to cx that FedEx doesn't ship to PO Boxes and usually hands over the orders to USPS to complete the delivery to PO Boxes. Next Steps: Resolved.

**STATUS\_CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:51:54 UTC | Status: CLOSED

## Conversation: R\_f-GhP2Q26NNj8QJTNIIdQ

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:41:26 UTC to 2025-09-16 20:41:37 UTC*

**Customer (SgZFpiRr...) | 2025-09-16 20:41:26 UTC | halocollar.com**

My card for payment has been declined. How do i get back to the payment options screen?

**System/AI | 2025-09-16 20:41:37 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: qPMTqlgYQWGt7EDti0gOYg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:41:49 UTC to 2025-09-16 20:44:36 UTC

**TOPIC CHANGE** | Agent (n4Xy9UQ5...) | 2025-09-16 20:41:49 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, WprjYFTuRsSIVmqirbejqg

### AGENT NOTE | Agent (n4Xy9UQ5...) | 2025-09-16 20:41:50 UTC

Live Team Notes Serial Numbers:24h4464732rt FW:v.03.00.05 Issue/ Need: Cx contacted for warranty order update Cx concerned about not having new collar Old collar deactivated unable to use Troubleshooting & Actions Taken: Check warranty page Check order status page for update No shipping update available Advised customer item will ship soon Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Halo Order status page Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (n4Xy9UQ5...) | 2025-09-16 20:44:32 UTC

**From:** support@halocollar.com

**To:** kayleyherbst@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Kayley, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Candice Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (n4Xy9UQ5...) | 2025-09-16 20:44:36 UTC | Status: CLOSED

## Conversation: GO8tKo7ISNeMUKG7OnS6fw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:42:31 UTC to 2025-09-16 22:45:12 UTC

**Customer (mHpwywcy...)** | 2025-09-16 20:42:31 UTC | halocollar.com

My collar was acting up wouldn't connect to anything and now it won't charge

**System/AI** | 2025-09-16 20:43:01 UTC | halocollar.com

Hi there! I'm sorry to hear about the issues with your Halo Collar. For charging problems, make sure the collar is connected to a reliable USB-C cable and charging block, not a computer. Check the charging port for any debris and clean it gently if needed. If no LED lights appear, try a hard reset by holding the power button for 15 seconds while the collar is plugged in. For connectivity issues, ensure Bluetooth is enabled on your phone and the Halo app has the necessary permissions. If problems persist, please contact our live support team for further assistance.

**Customer (mHpwywcy...)** | 2025-09-16 20:44:12 UTC | halocollar.com

I did all that I think it might be dead. Do you offer discounts for existing owners to buy new collars?

**System/AI** | 2025-09-16 20:44:55 UTC | halocollar.com

Hi there! Yes, we offer discounts for existing Halo Collar owners through our Halo Care and Halo Protection plans. With Halo Care, you can replace your collar at a reduced price for \$9.99/month per collar. Halo Protection is included with all memberships and offers replacements at a lower cost based on your membership level. To take advantage of these options, please visit your account on our website for more details.

**STATUS CHANGE** | Unknown | 2025-09-16 22:45:12 UTC | Status: CLOSED

## Conversation: kf4ptBi-StStdmDKAPmqkQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:42:50 UTC to 2025-09-16 20:44:18 UTC

**Customer (f0ohVoRN...)** | 2025-09-16 20:42:50 UTC | halocollar.com

PET pin on different continent

**System/AI** | 2025-09-16 20:43:33 UTC | halocollar.com

The Halo Collar can function globally with GPS satellite access. However, the Halo App is currently available only in the U.S. and Canada. For app functionality, an active Halo membership is required, which can only be purchased in USD or CAD. We're working to expand app availability to more regions, so stay tuned for updates. If you have further questions or need assistance, feel free to ask!

**Customer (f0ohVoRN...)** | 2025-09-16 20:44:11 UTC | halocollar.com

pet pin is malfunctioning

**Customer (f0ohVoRN...)** | 2025-09-16 20:44:12 UTC | halocollar.com

**System/AI** | 2025-09-16 20:44:18 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: pbMBAaQISfeWgKwuXymdJA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:42:58 UTC to 2025-09-16 20:52:33 UTC

**TOPIC CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 20:42:58 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (\_mb2l5Ls...) | 2025-09-16 20:52:28 UTC

Live Team Notes Serial Numbers: 22h2240726rt, 25h4284945rt FW: v.02.08.11 Issue/Need: Collars are not tracking Troubleshooting & Actions Taken: Had cx share screen and they wouldn't track or would be delayed Checked ap and noticed from the three collars the ones not tracking have outdated firmware Pushed latest firmware and explained to cx how to update Told cx about halo care because she was interested in upgrading one of her collars Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 20:52:29 UTC

Added: yUdj74HoRguBsTQ2B0ZktA

### EMAIL | Agent (\_mb2l5Ls...) | 2025-09-16 20:52:32 UTC

**From:** support@halocollar.com

**To:** mpozwick@windstream.net

**Subject:** Halo Collar: Thank you!

Hello Melisa, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jazmine Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 20:52:33 UTC | Status: CLOSED



## Conversation: 6D-hpvXkTouGjVQYkmZ\_Mw

Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:43:29 UTC to 2025-09-16 20:44:06 UTC

**Customer (fCqR7PcC...)** | 2025-09-16 20:43:29 UTC | halocollar.com

My collar broke

**System/AI** | 2025-09-16 20:44:06 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: daD7b-imTJOQN7tK5k3qhA

Messages: 23 | Customers: 1 | Duration: 2025-09-16 20:46:38 UTC to 2025-09-16 22:04:00 UTC

### EMAIL | Customer (vsFTXDla...) | 2025-09-16 20:46:38 UTC

**From:** 22hannahmarie@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

My collar is always not updating the gps signal Sent from my iPhone

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 20:52:08 UTC

Added: DWX7EuMeSkumrbZ8T4AUPQ

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 20:52:13 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx states gps signal is not updating for collar 24h3431583rt Recap (When/Where/What the customer wants) Providing gps troubleshooting steps Is This Resolved/Follow-Up Required? resolved If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

### EMAIL | Agent (sR--y62-...) | 2025-09-16 20:55:28 UTC

**From:** support@halocollar.com

**To:** 22hannahmarie@gmail.com

**Subject:** Re: Log Submission

Hello Hannah, Thank you for reaching out to Halo Support. We're sorry to hear you're having trouble with GPS. We know how important accurate tracking is for your pup's safety — and your peace of mind. We're here to help. Here are some quick tips to optimize your collar's GPS: The Halo Collar collects data from GPS satellites, known as ephemeris data. This data includes satellite location and timing to improve GPS accuracy over time. In some situations, your collar may need to resync with satellites to get an accurate reading. This can happen when: You first take your collar out of the box A new collar update has just been installed The collar has been turned off for a long time (we recommend keeping it powered on) If your collar needs to re-sync (we call this GPS Initialization), you'll see: The GPS light is blinking red once every 3 seconds A notification in the Halo App letting you know it's time to initialize the GPS You will see the following on your Pet Card: To get your collar's GPS back on track: Take the collar outside to an open area (Avoid heavy tree cover or tall buildings) Keep it outside until the GPS light blinks blue. This means it has a strong satellite connection It may take 1–2 minutes, but sometimes longer. For best results: Walk around with the collar while it syncs Slightly shake it as you move — this helps the motion sensors send location updates Open the My Map screen to watch the Pet Pin adjust in real time Don't worry — even if the collar is just sitting still, it can still re-sync. But walking helps confirm when it's ready to go. Once the blue light is blinking, GPS is calibrated and your collar is ready for use. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 4:46 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:46 PM "Hannah Simmons" wrote: > > > > My collar is always not updating the gps signal > > > Sent from my iPhone

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 20:55:30 UTC | Status: CLOSED

**Customer (vsFTXDla...) | 2025-09-16 21:01:40 UTC | halocollar.com**

Can halo track a collar that is on my dog when I'm not connected

*STATUS CHANGE | Customer (vsFTXDla...) | 2025-09-16 21:01:40 UTC | Status: OPEN*

**System/AI | 2025-09-16 21:02:18 UTC | halocollar.com**

Hi there! Yes, the Halo Collar can track your dog's location using GPS even when you're not connected to Wi-Fi or cellular service. It uses satellite data to keep track of your dog's location and ensure their safety within virtual fences. While the GPS feature works independently, you'll need connectivity for live updates and notifications in the Halo App. So, even if you're offline, the collar will still function to keep your dog safe within the set boundaries.

**Customer (vsFTXDla...) | 2025-09-16 21:02:43 UTC | halocollar.com**

Can halo tell me where my dog is now

**System/AI | 2025-09-16 21:02:57 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**AGENT NOTE | Agent (\_mb2l5Ls...) | 2025-09-16 21:11:38 UTC**

Live Team Notes Serial Numbers: 24h3431583rt FW: v.02.08.11 Issue/ Need: Pet is lost and has been lost for about an hour Troubleshooting & Actions Taken: Checked in ap and last known location was taken an hour and 14 mins ago Those last known coordinates are 36°15'59.4"N 76°05'58.2"W which is right by the house Cx lives nearby woods so it's possible dog might be in the woods which is why it stopped tracking Getting this escalated asap Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

*TOPIC CHANGE | Agent (\_mb2l5Ls...) | 2025-09-16 21:11:39 UTC*

*Added: UWMXj0oHRQer7bHi95Vm2w, 5PPI2RS4TSeSg5z-6z7TAQ | Removed: DWX7EuMeSkumrbZ8T4AUPQ*

**AGENT NOTE | Agent (\_mb2l5Ls...) | 2025-09-16 21:13:05 UTC**

IRT Escalation Customer's Name: Hannah Simmon Customer's Email: 22hannahmarie@gmail.com Customer's Phone Number: 2523405587 Customer's Preferred Contact Method: Phone Serial Number (for Collar worn at the time of the incident): 24h3431583rt Incident Details General Overview & Details (What happened? Please be as detailed as possible.): Dog ran off possibly into the woods nearby their house. Cx has not been able to find them as of yet Time of Incident: Around 4PM EST Date of Incident: 9/16/25 Dog's Condition (Injured? Lost? Deceased?): Lost Please reference this article for more information. [<https://support.halocollar.com/hc/en-us/articles/18003018961303-AGENT-ONLY-Lost-and-Injured-Dog-Escalation-Steps?source=search>]

**EMAIL | Agent (\_mb2l5Ls...) | 2025-09-16 21:14:50 UTC**

**From:** support@halocollar.com

**To:** 22hannahmarie@gmail.com

**Subject:** Locate A Lost Dog

Hello Hannah, We're so sorry to hear that your dog is missing. We understand how stressful this can be, and we're here to help. I have notified our Incident Response Team regarding your lost pet. They will be in contact with you as soon as possible to assist further. If you locate your pet or receive any new information, please don't hesitate to

inform us. Here are some helpful tips that can improve your chances of bringing your pup home safely: Start Searching Immediately Walk or drive through your neighborhood right away. Bring treats, a leash, and a familiar toy or item that smells like home. Use the Halo App Check your dog's last known location on the My Map screen. Use the Find My Dog feature to guide your search. If your collar is connected, you can issue Prevention or Encouragement Feedback. Spread the Word Locally Alert neighbors and ask them to check garages, sheds, and yards. Post on local Facebook groups, Nextdoor, or community forums. Post flyers with a clear photo, your contact information, and details about your dog. Notify Local Authorities Call nearby animal shelters, vets, and animal control offices. Give them your dog's name, description, and microchip info (if available). Follow up regularly. Don't Give Up Lost pets are often found days or even weeks later. Keep your phone nearby and answer unknown numbers—someone may be trying to reach you. If your dog was wearing a Halo Collar at the time it went missing and you need help reviewing tracking data or using features in the app, our support team is here to assist you. Please let us know how we can assist. We're sending you and your pup our best. With pawsitivity, Jazmine Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:55 PM support@halocollar.com wrote: > Hello Hannah, > > Thank you for reaching out to Halo Support. We're sorry to hear you're having trouble with GPS. > > We know how important accurate tracking is for your pup's safety — and your peace of mind. We're here to help. > > Here are some quick tips to optimize your collar's GPS: > The Halo Collar collects data from GPS satellites, known as ephemeris data. This data includes satellite location and timing to improve GPS accuracy over time. In some situations, your collar may need to resync with satellites to get an accurate reading. > This can happen when: > You first take your collar out of the box A new collar update has just been installed The collar has been turned off for a long time (we recommend keeping it powered on) > If your collar needs to re-sync (we call this GPS Initialization), you'll see: > The GPS light is blinking red once every 3 seconds A notification in the Halo App letting you know it's time to initialize the GPS > You will see the following on your Pet Card: > > > > > > > To get your collar's GPS back on track: > Take the collar outside to an open area (Avoid heavy tree cover or tall buildings) Keep it outside until the GPS light blinks blue. This means it has a strong satellite connection It may take 1–2 minutes, but sometimes longer. For best results: Walk around with the collar while it syncs Slightly shake it as you move — this helps the motion sensors send location updates Open the My Map screen to watch the Pet Pin adjust in real time Don't worry — even if the collar is just sitting still, it can still re-sync. > But walking helps confirm when it's ready to go. Once the blue light is blinking, GPS is calibrated and your collar is ready for use. > > If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! > > Best Regards, > Don > Halo Senior Customer Support > Halo Collar | Here for you and your best friend ■ > > On Tuesday, September 16, 2025, 4:46 PM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 8:46 PM "Hannah Simmons" wrote: > > > > > > My collar is always not updating the gps signal > > > > > Sent from my iPhone >

#### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 21:24:22 UTC

Intermediate Notes Issue/ Need: Cx is trying to find her lost pup still has not heard back from IRT Previous Steps:(previous interactions) IRT Recap/TS: (current interaction) Advised Cx I would get this sent out for urgent attention, call was disconnected Resources: (Articles, Slack Threads, Docs) admin portal Next Steps: follow up email. IRT

#### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 21:29:58 UTC

Live Team Notes Serial Numbers: 24h3431583rt FW: v.02.08.11 Issue/ Need: Cx is calling back about a lost pet for the last hour and 20 minutes. Troubleshooting & Actions Taken:

Phone-2523405587 Follow up with coordinates. Update-Cx said they have the dog now safely back home. The husband found and picked up the dog-Gunner 5:29 PM Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (UNfbdmGc...) | 2025-09-16 21:33:07 UTC**

**From:** support@halocollar.com

**To:** 22hannahmarie@gmail.com

**Subject:** Re: Location

Hello Hannah, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am so glad to hear that you have found Gunner! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Last coordinates reported 1h 34m ago.-36.2664966 N -76.0995066 E 4m ago-36.2663716 N -76.09954 E Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:14 PM support@halocollar.com wrote: > Hello Hannah, > > We're so sorry to hear that your dog is missing. We understand how stressful this can be, and we're here to help. > > I have notified our Incident Response Team regarding your lost pet. They will be in contact with you as soon as possible to assist further. > > If you locate your pet or receive any new information, please don't hesitate to inform us. > > Here are some helpful tips that can improve your chances of bringing your pup home safely: > Start Searching ImmediatelyWalk or drive through your neighborhood right away.Bring treats, a leash, and a familiar toy or item that smells like home. > Use the Halo App > Check your dog's last known location on the My Map screen.Use the Find My Dog feature to guide your search.If your collar is connected, you can issue Prevention or Encouragement Feedback. > Spread the Word Locally > Alert neighbors and ask them to check garages, sheds, and yards.Post on local Facebook groups, Nextdoor, or community forums.Post flyers with a clear photo, your contact information, and details about your dog. > Notify Local Authorities > Call nearby animal shelters, vets, and animal control offices.Give them your dog's name, description, and microchip info (if available).Follow up regularly. > Don't Give Up > Lost pets are often found days or even weeks later.Keep your phone nearby and answer unknown numbers—someone may be trying to reach you. > If your dog was wearing a Halo Collar at the time it went missing and you need help reviewing tracking data or using features in the app, our support team is here to assist you. > > Please let us know how we can assist. We're sending you and your pup our best. > > With pawsitivity, > Jazmine > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 4:55 PM support@halocollar.com wrote: > > > Hello Hannah, > > > Thank you for reaching out to Halo Support. We're sorry to hear you're having trouble with GPS. > > > We know how important accurate tracking is for your pup's safety — and your peace of mind. We're here to help. > > > Here are some quick tips to optimize your collar's GPS: > > The Halo Collar collects data from GPS satellites, known as ephemeris data.This data includes satellite location and timing to improve GPS accuracy over time.In some situations, your collar may need to resync with satellites to get an accurate reading. > > This can happen when: > > You first take your collar out of the boxA new collar update has just been installedThe collar has been turned off for a long time (we recommend keeping it powered on) > > If your collar needs to re-sync (we call this GPS Initialization), you'll see: > > The GPS light is blinking red once every 3 secondsA notification in the Halo App letting you



know it's time to initialize the GPS > > You will see the following on your Pet Card: > > >  
> > > > > > > > > > > > > To get your collar's GPS back on track: > > Take the collar  
outside to an open area (Avoid heavy tree cover or tall buildings)Keep it outside until the  
GPS light blinks blue. This means it has a strong satellite connectionIt may take 1–2  
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syncsSlightly shake it as you move — this helps the motion sensors send location  
updatesOpen the My Map screen to watch the Pet Pin adjust in real timeDon't worry —  
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it's ready to go.Once the blue light is blinking, GPS is calibrated and your collar is ready for  
use. > > > If you have any further questions and would like to speak to our live support  
team, please feel free to reach out using the following article: How to Contact Customer  
Support and we'll be happy to help! > > > Best Regards, > > Don > > Halo Senior  
Customer Support > > Halo Collar | Here for you and your best friend■ > > > On  
Tuesday, September 16, 2025, 4:46 PM support@halocollar.com wrote: > > > > Thank  
you for reaching out! I've shared your inquiry with our customer support team, and they will  
be in touch with you within the next 24 hours to assist you further. For a quicker resolution,  
we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App →  
Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any  
requested permissions. You can also join us via web using this link  
<https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On  
Tuesday, September 16, 2025, 8:46 PM "Hannah Simmons" wrote: > > > > > > > >  
My collar is always not updating the gps signal > > > > > > Sent from my iPhone > > >

**STATUS CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 21:33:32 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (iBPLP4RB...) | 2025-09-16 21:50:21 UTC | Status: OPEN

**AGENT NOTE | Agent (iBPLP4RB...) | 2025-09-16 21:50:42 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Serial Number (for Collar worn at the time of the incident): 24h3431583rt Recap (When/Where/What the customer wants) Dog ran off possibly into the woods nearby their house. Cx has not been able to find them as of yet Is This Resolved/Follow-Up Required? Y If Follow Up Is Required (What/When) IRT will respond to the customer. Optional Additional Info: As of 5:28pm, Workbook telemetry places the collar in the driveway of 164 Milltown Road, Shiloh, NC, Workbook reports no critical issues in the last 30 days. Diagnostic data reports 23 LTE\_Init\_Fails on 9-16. Azure daily\_diag\_print reports 69 LTE\_Init\_Fails on 9-16-25. The collar needs to be replaced and is still under warranty.

**AGENT NOTE | Agent (KshEi1Yy...) | 2025-09-16 21:58:28 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) The cx's dog went missing for an hour and a half. Recap (When/Where/What the customer wants) The cx's dog went missing on 9/16 around 4:00PM EST. The cx was unable to locate the dog due to the app losing connectivity to the collar. The cx's husband was eventually able to locate the dog around 5:29 EST. The dog has been returned home safely. CET reports LTE modem failure The collar needs to be replaced. Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Inform the cx that their collar is in need of replacement. Send call link. Optional Additional Info:

**EMAIL | Agent (KshEi1Yy...) | 2025-09-16 22:03:47 UTC**

**From:** support@halocollar.com

**To:** 22hannahmarie@gmail.com

**Subject:** Halo Management: Gunner's Collar

Hi Hannah, My name is Marissa and I'm with Halo's Management Team. We were incredibly concerned to hear that Gunner had gone missing. We take situations like this very seriously, so we had our Collar Evaluation Team look into the collar to determine why the tracking feature was unreliable. It turns out that the collar has an LTE modem failure and is in need of replacement. We would like to get started on that right away to ensure that this does not happen again. I just need your consent to proceed with the warranty, as

[illegible]

minutes, but sometimes longer. For best results: Walk around with the collar while it syncs. Slightly shake it as you move — this helps the motion sensors send location updates. Open the My Map screen to watch the Pet Pin adjust in real time. Don't worry — even if the collar is just sitting still, it can still re-sync. > > > But walking helps confirm when it's ready to go. Once the blue light is blinking, GPS is calibrated and your collar is ready for use. > > > > > If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! > > > > > Best Regards, > > > Don > > > Halo Senior Customer Support > > > Halo Collar | Here for you and your best friend ■ > > > > > On Tuesday, September 16, 2025, 4:46 PM support@halocollar.com wrote: > > > > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > > > > On Tuesday, September 16, 2025, 8:46 PM "Hannah Simmons" wrote: > > > > > > > > > > > > > > > > > My collar is always not updating the gps signal > > > > > > > > > > > Sent from my iPhone > > > > >

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 22:04:00 UTC | Status: CLOSED



## Conversation: 3mYPuQHlQUqbAUqBe9267Q

Messages: 9 | Customers: 1 | Duration: 2025-09-16 20:47:04 UTC to 2025-09-16 21:17:10 UTC

**PHONE\_CALL** | Agent (xJ3NOJLY...) | 2025-09-16 20:47:04 UTC

**PHONE\_CALL** | Agent (xJ3NOJLY...) | 2025-09-16 20:47:15 UTC

**AGENT NOTE** | Agent (xJ3NOJLY...) | 2025-09-16 20:47:50 UTC

Called cx as scheduled time, but there was no answer and no voicemail option

**EMAIL** | Agent (xJ3NOJLY...) | 2025-09-16 20:47:58 UTC

**From:** support@halocollar.com

**To:** kelleyvanderwerff@gmail.com

**Subject:** Halo Collar We're Sorry We Missed You!

Hello Kelley, We hope you and your pup are having a great day. My name is Courtney. I'm so sorry I missed you when I first called. I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. Looking forward to speaking with you soon! With pawsitivity, Courtney Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**PHONE\_CALL** | Customer (bZDydCNw...) | 2025-09-16 20:48:20 UTC

**EMAIL** | Agent (kx0B3Ww9...) | 2025-09-16 21:15:37 UTC

**From:** support@halocollar.com

**To:** kelleyvanderwerff@gmail.com

**Subject:** Re: Halo Collar We're Sorry We Missed You!

Hello Kelley, My name is Joy, and I want to thank you for your call. As discussed, I have included some relevant articles based on our conversation today. How to Sign Up for Halo Care How to Purchase Replacement Collars using Halo Care or Halo Protection Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:47 PM support@halocollar.com wrote: > Hello Kelley, > > We hope you and your pup are having a great day. My name is Courtney. > I'm so sorry I missed you when I first called. > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > Looking forward to speaking with you soon! > > With pawsitivity, > Courtney > Halo Customer Support >

Halo Collar | Here for you and your best friend ■ > > Need more help? >  
■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at  
our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the  
next available agent

**AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 21:16:45 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Kelley Van der Werff Email: kellyvanderwerff@gmail.com Phone Number: +19105548129 Collar SN: 25h3110194rt Collar FW: v.02.08.11 Collar Purchased From: Halo Resources: AP Recap/TS: Collar is no longer taking a charge Cx has 3 magnetic adaptors and has tried all 3 The cable and block charger her phone We went through the ts steps again. Had cx plug the collar in for 5 minutes, then did a 15secs reset. Still no response from the collar Initiated a warranty Confirmed address Sending follow up to cx. Cx also inquired about a discount on a replacement for a lost collar. Let cx know about halo protection and halo care. Cx says she was not aware she had those options and would look into halo care Next Steps: Sending email to cx

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 21:17:06 UTC

Added: N\_yHDZizTI2Il1otDSOr9Q

**STATUS CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 21:17:10 UTC | Status: CLOSED

## Conversation: CkNbIs6jSGO9XLM8kwKM-w

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:48:42 UTC to 2025-09-16 21:18:03 UTC

**PHONE\_CALL** | Customer (B82XnqLO...) | 2025-09-16 20:48:42 UTC

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:52:36 UTC

Added: NCR2eulFTRyzoCpXePNHpw

### **AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 21:18:02 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Jonathan Cooper Email: Phone Number: +18657245528 Collar SN: Collar FW: Collar Purchased From: Resources: Gladly, KB, RES Recap/TS: Cx had inquiries about the Halo Collar. Explained the features, subs, etc. Asked RES if there's interest if using Affirm as payment method. RES said that is something only Affirm can answer. Cx pleased that their questions were answered. Next Steps: Resolved.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 21:18:03 UTC | Status: CLOSED

## Conversation: Tk5uPDTwR2SDyuRcUgYZwQ

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:51:58 UTC to 2025-09-16 20:53:19 UTC*

**PHONE\_CALL** | Customer (AVwq5ENu...) | 2025-09-16 20:51:58 UTC

**STATUS CHANGE** | Unknown | 2025-09-16 20:53:19 UTC | Status: CLOSED

## Conversation: w3o1rtF2TSOPahkd5BXspw

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:52:25 UTC to 2025-09-16 20:54:34 UTC*

**PHONE\_CALL** | Customer (ZeJsrAtH...) | 2025-09-16 20:52:25 UTC

**STATUS CHANGE** | Unknown | 2025-09-16 20:54:34 UTC | Status: CLOSED

## Conversation: wuWQYiFORCK1e77n2xv\_lw

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:52:32 UTC to 2025-09-16 20:52:36 UTC*

**PHONE\_CALL** | Customer (96OsG-gW...) | 2025-09-16 20:52:32 UTC

**STATUS CHANGE** | Unknown | 2025-09-16 20:52:36 UTC | Status: CLOSED

## Conversation: o9ND1e7zRX-Z0DB3Ae6-dg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:53:41 UTC to 2025-09-16 20:55:21 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 20:53:41 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0InRc2UDUrYWXc\_JQ

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 20:53:43 UTC

Live Team Notes Serial Numbers: 25h4265159rt FW:v.03.00.05 Issue/ Need: Cx has lost collar and needs info on replacements/upgrades Troubleshooting & Actions Taken: Sending cx link with replacements options via email Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 20:54:24 UTC

**From:** support@halocollar.com

**To:** sharilynnrenee@gmail.com

**Subject:** Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Sharilynn, Thank you for reaching out. My name is Sunella. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order Important Notes Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 20:55:20 UTC

**From:** support@halocollar.com

**To:** sharilynnrenee@gmail.com

**Subject:** Re: Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hi Sharilynn, My name is Sunella with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy [here](#). Please let us know if you have any additional questions! We're here

to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:54 PM support@halocollar.com wrote: > Hello Sharilynn, > > Thank you for reaching out. My name is Sunella. I'll be assisting you. > > How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection > If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. > > Step-by-Step Instructions > Sign in to your account at www.halocollar.comOn the left-hand menu, click Replace My CollarSelect Redeem Halo Care or ProtectionChoose the collar you want to replace from the listYou'll see the replacement price based on your Halo Care plan and any membership discountClick Confirm to continue your replacement order > Important Notes > Be sure to select the correct collar, it will be deactivated and cannot be reusedThe collar is deactivated for your dog's safetyIf you don't see your collar in the list:You may need to add it using the Serial Number and your Order Number > For more information on our coverage options, please refer to the following articles: > What is Halo Care?What is Halo Protection? > If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! > > With pawsitivity, > Sunella > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 20:55:21 UTC | Status: CLOSED



## Conversation: 5m3Wz3XITzOVAHHpoQk6w

Messages: 3 | Customers: 1 | Duration: 2025-09-16 20:53:41 UTC to 2025-09-16 22:54:27 UTC

**Customer (PLv9ptJM...)** | 2025-09-16 20:53:41 UTC | halocollar.com

It won't let me connect to wifi

**System/AI** | 2025-09-16 20:54:26 UTC | halocollar.com

Hey there! To connect your Halo Collar to Wi-Fi, open the Halo App and go to Settings > My Collars. Select your pet's collar, tap Wi-Fi to scan networks, and choose your 2.4 GHz Wi-Fi network. Enter the password and confirm. Make sure your phone is on the same Wi-Fi network during setup. If you're still having trouble, try moving the collar closer to the router, restarting the router, and checking that your Halo app is updated. For more help, you can check Wi-Fi diagnostics in the app: Settings > My Collars > Diagnostics > Wi-Fi module. Let me know if you need anything else!

**STATUS CHANGE** | Unknown | 2025-09-16 22:54:27 UTC | Status: CLOSED

## Conversation: ufOYY1CFS-WNgXP-aXazzA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:54:14 UTC to 2025-09-16 21:03:39 UTC

### EMAIL | Customer (43hakml...) | 2025-09-16 20:54:14 UTC

**From:** ashlee.hensley@icloud.com

**To:** support@halocollar.com

**Subject:** Please cancel my subscription

Hi, I'd like to cancel Halo Collar, effective immediately and no longer wish to be billed. Please let me know any additional info you need from me, otherwise please confirm that I will no longer be billed. Thanks, Ashlee Hensley

### EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 21:03:33 UTC

**From:** support@halocollar.com

**To:** ashlee.hensley@icloud.com

**Subject:** Re: Please cancel my subscription

Hello Ashlee, I'm happy to help! Here are the steps to cancel your membership plan: Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" Important Information: Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed Let us know if you need any help along the way — we're always here for you and your pup! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:55 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:54 PM "Ashlee Hensley" wrote: > > > Hi, > > > I'd like to cancel Halo Collar, effective immediately and no longer wish to be billed. Please let me know any additional info you need from me, otherwise please confirm that I will no longer be billed. > > Thanks, > > Ashlee Hensley > > >

### AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 21:03:35 UTC

Live Team Notes Serial Numbers:n/a FW:n/a Issue/ Need: Cx says to cancel plan Troubleshooting & Actions Taken: Sent Subscription- Cancellation Instructions macro Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 21:03:38 UTC

Added: Ofтт8viJQcq6OAbjGHI0iQ

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 21:03:39 UTC | Status: CLOSED

## Conversation: pHD6hBgoQPKg2o-LaAZeZg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:56:26 UTC to 2025-09-16 20:57:07 UTC

### AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 20:56:26 UTC

Live Team Notes Serial Numbers:25h4287512rt FW:v.03.00.05 Issue/ Need: Cx wanted return collar Troubleshooting & Actions Taken: Cx confused by the app and how to make it work Cx was within return window Had Cx share screen and walked Cx through return Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Website Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (YYRYgGjy...) | 2025-09-16 20:56:51 UTC

**From:** support@halocollar.com

**To:** sdianepowers@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Sharon, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 20:57:05 UTC

Added: dalVhhsQSPa34hr7YP3Zjg, 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 20:57:07 UTC | Status: CLOSED

## Conversation: eSJfdNqHR\_OC8GO3kLUv5w

Messages: 3 | Customers: 1 | Duration: 2025-09-16 20:56:49 UTC to 2025-09-16 21:00:18 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 20:56:49 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx placed order for new collar using HC & states they never received it Cx has confirmed address with previous agent & it matches the original order, so this was FedEx issue Recap (When/Where/What the customer wants) Order: 1650333 Tracking: 392562778670 [<https://www.fedex.com/fedextrack/?trknbr=392562778670&trkqual;=2460915000~392562778670~FX>]; says delivered 8/29/25 Lost Package Process: Deactivated 25h4309561rt Filled out FedEx shipping issues form Put in REP order 1660486 to replace 1650333 (lost package) Added new order to new kit list Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 21:00:12 UTC

**From:** support@halocollar.com

**To:** vsyates7@gmail.com

**Subject:** Halo Collar Order Update

Hello Victoria, My name is Katherine, and I would like to thank you for your patience while we processed your order request. We are sorry to hear that FedEx delivered your package to the wrong address. We have gone ahead and filed a claim on your behalf. I'm happy to let you know that your replacement order for a Halo 4 Kit in Graphite has been successfully set up and will be shipping out shortly. Your new order number is 1660486 You can expect your order to arrive within roughly 3-5 business days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend ■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 21:00:18 UTC | Status: CLOSED

Conversation: weA-jmywQF-ReedWOh5hZA

Messages: 13 | Customers: 1 | Duration: 2025-09-16 20:57:05 UTC to 2025-09-16 21:23:06 UTC

EMAIL | Customer (DCRIweXO...) | 2025-09-16 20:57:05 UTC

**From:** emma@playpalzchatt.com

**To:** [support@halocollar.com](mailto:support@halocollar.com)

**Subject:** Re: Your receipt from Halo Collar #2735-4068

[illegible]

Halo Collar Receipt from Halo Collar \$43.65 Paid  
September 16, 2025 [invoice illustration]  
[https://stripe-images.s3.amazonaws.com/emails/invoices\_arrow\_down.png] Download  
invoice [https://stripe-images.s3.amazonaws.com/emails/invoices\_arrow\_down.png]  
Download receipt Receipt number 2735-4068 Invoice number RPPWU5FB-0002 Payment  
method [Visa] - 9961 Receipt #2735-4068 Sep 16 – Oct 16, 2025 Halo Care Subscription  
Plan Qty 0 \$0.00 Gold Subscription Plan Qty 5 First 1 Qty 1 \$0.00 Flat fee for first 1 Qty 0  
\$19.99 2 and above Qty 4 \$19.96 \$4.99 each Sales Tax calculated by AvaTax Qty 1 \$3.70  
Total \$43.65 Amount paid \$43.65 Questions? Visit our support site, contact us at  
support@halocollar.com, or call us at +1 214-712-2270. Powered by [stripe logo] | Learn  
more about Stripe Billing

EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 21:06:43 UTC

**From:** support@halocollar.com

**To:** emma@playpalzchatt.com

**Subject:** Re: Your receipt from Halo Collar #2735-4068

Hello Emma, Thank you for reaching out to Halo Collar Support! We surely understand your concern with this, and I am more than happy to assist you. I checked the account, and it appears to still be active. Here are the steps to cancel your membership plan: Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" Important Information: Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed Should you have any further questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:57 PM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:57 PM "Emma McNiel" wrote: > > > I canceled this > > > Get Outlook for iOS > > \_\_\_\_\_ > > From: Halo Collar > > Sent: Tuesday, September 16, 2025 4:52:26 PM > > To: Emma McNiel > > Subject: Your receipt from Halo Collar #2735-4068 > > > > > > Your receipt from Halo Collar #2735-4068

Receipt from male Golar #2766 1966 > > > > Year Receipt from male Golar #2766 1966

Halo Collar Receipt from Halo Collar \$43.65 Paid September 16, 2025 [invoice illustration]  
[https://stripe-images.s3.amazonaws.com/emails/invoices\_arrow\_down.png] Download  
invoice [https://stripe-images.s3.amazonaws.com/emails/invoices\_arrow\_down.png]  
Download receipt Receipt number 2735-4068 Invoice number RPPWU5FB-0002 Payment  
method [Visa] - 9961 Receipt #2735-4068 Sep 16 – Oct 16, 2025 Halo Care Subscription  
Plan Qty 0 \$0.00 Gold Subscription Plan Qty 5 First 1 Qty 1 \$0.00 Flat fee for first 1 Qty 0  
\$19.99 2 and above Qty 4 \$19.96 \$4.99 each Sales Tax calculated by AvaTax Qty 1 \$3.70  
Total \$43.65 Amount paid \$43.65 Questions? Visit our support site, contact us at  
support@halocollar.com, or call us at +1 214-712-2270. Powered by [stripe logo] | Learn  
more about Stripe Billing

## AGENT NOTE | Agent (Rxx4SeJw...) | 2025-09-16 21:08:13 UTC

Live Team Notes Serial Numbers:25h4286050rt /25h4274004rt /25h4285540rt  
FW:v.03.00.05 Issue/ Need: Cx replied to pack plan receipt saying "I canceled this"  
Troubleshooting & Actions Taken: Advsd cx account still active - sent Subscription-  
Cancellation Instructions Resources Used (provide details): (KB articles, Slack posts,  
internal docs.): Ap, gladly Please complete all steps in the Tier 1 Troubleshooting Guide [h  
<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations  
will be returned for follow-up with the customer.

EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 21:10:37 UTC

**From:** support@halocollar.com

**To:** emma@playpalzchatt.com

**Subject:** Re: Your receipt from Halo Collar #2735-4068

[illegible]



Qty 5 > > > First 1 > > Qty 1 > > \$0.00 > > > Flat fee for first 1 > > Qty 0 > > \$19.99 > >  
> > 2 and above > > Qty 4 > > \$19.96 > \$4.99 each > > > Sales Tax calculated by  
AvaTax > > Qty 1 > > \$3.70 > > > > > Total > > \$43.65 > > > > > Amount paid > >  
\$43.65 > > > > > Questions? Visit our support site, contact us at  
support@halocollar.com, or call us at +1 214-712-2270. > > > Powered by [stripe logo] |  
Learn more about Stripe Billing > > > >

**AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 21:10:39 UTC**

Live Team Notes Serial Numbers:25h4286050rt /25h4274004rt /25h4285540rt  
FW:v.03.00.05 Issue/ Need: Cx immediately replied saying they returned collar and  
canceled plan Troubleshooting & Actions Taken: Asked if they requested to cancel with  
return Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap,  
gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for  
follow-up with the customer.

**TOPIC CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 21:10:42 UTC**

Added: Ofтт8viJQcq6OAbjGHI0iQ

**STATUS CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 21:10:44 UTC | Status: CLOSED**

**EMAIL | Customer (DCRIweXO...) | 2025-09-16 21:16:39 UTC**

**From:** emma@playpalzchatt.com

**To:** support@halocollar.com

**Subject:** Re: Your receipt from Halo Collar #2735-4068

Yes \_\_\_\_\_ From: support@halocollar.com on behalf of  
Halo Collar Sent: Tuesday, September 16, 2025 5:10 PM To: Emma McNiel Subject: Re:  
Your receipt from Halo Collar #2735-4068 Hi Emma, Thank you for reaching back out to  
Halo Collar Support! I know how important it is to get this matter resolved. I am happy to  
assist you! Did you possibly request that the account be canceled with your return? Should  
you have any further questions or concerns, please don't hesitate to ask us! With  
pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend■  
Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent  
face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to  
speak with the next available agent On Tuesday, September 16, 2025, 5:07 PM "Emma  
McNiel" wrote: I did do this already one time, as well as returned the collars. Get Outlook  
for iOS \_\_\_\_\_ From: support@halocollar.com on behalf  
of Halo Collar Sent: Tuesday, September 16, 2025 5:06:44 PM To: Emma McNiel Subject:  
Re: Your receipt from Halo Collar #2735-4068 Hello Emma, Thank you for reaching out to  
Halo Collar Support! We surely understand your concern with this, and I am more than  
happy to assist you. I checked the account, and it appears to still be active. Here are the  
steps to cancel your membership plan: 1. Log in at [www.halocollar.com](http://www.halocollar.com) 2. Once signed in,  
go to your My Account dashboard 3. On the right-hand side (or bottom on mobile), select  
"Cancel Plan" Important Information: \* Your plan will stay active until the end of your  
current billing cycle \* If you change your mind before that date, you can select "Restore"  
to keep your access just like nothing changed Should you have any further questions or  
concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support  
Halo Collar | Here for you and your best friend■ Need more help?  
■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our  
Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next  
available agent On Tuesday, September 16, 2025, 4:57 PM support@halocollar.com  
wrote: Thank you for reaching out! I've shared your inquiry with our customer support  
team, and they will be in touch with you within the next 24 hours to assist you further. For a  
quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App:  
Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap  
Join Session → Allow any requested permissions. You can also join us via web using this  
link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday,  
September 16, 2025, 8:57 PM "Emma McNiel" wrote: I canceled this Get Outlook for iOS  
\_\_\_\_\_ From: Halo Collar Sent: Tuesday, September 16,



Your receipt from Halo Collar #2735-4068

**STATUS CHANGE** | Customer (DCRIweXO...) | 2025-09-16 21:16:39 UTC | Status: OPEN

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) cx not using collar at this time Recap (When/Where/What the customer wants) cx requesting to cancel membership plan refunded \$43.65 Action Taken To Date (What has been completed) cancelled plan Customer Notified (Y/ N)? Y Is This Resolved/Follow-Up Required? n/a If Follow Up Is Required (What/When) advising of cancellation and refund Optional Additional Info: n/a Alternate Refunds Team ONLY Note Used by: Live Agent and Alternate Refunds Team When to use: Only when processing an approved alternate refund. Must complete "Live" Note

**Subject:** Re: Your receipt from Halo Collar #2735-4068

Hello Emma, Thanks for reaching out to Halo Support! My name is Don. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend

■ On Tuesday, September 16, 2025, 5:16 PM "Emma McNiel" wrote: > Yes >

> From:

support@halocollar.com on behalf of Halo Collar > Sent: Tuesday, September 16, 2025 5:10 PM > To: Emma McNiel > Subject: Re: Your receipt from Halo Collar #2735-4068 > > Hi Emma, > > Thank you for reaching back out to Halo Collar Support! I know how important it is to get this matter resolved. I am happy to assist you! > > Did you possibly request that the account be canceled with your return? > > Should you have any further questions or concerns, please don't hesitate to ask us! > > With pawsitivity, > Lacey > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > \* 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 5:07 PM "Emma McNiel" wrote: > I did do this already one time, as well as returned the collars. > > Get Outlook for iOS > \_\_\_\_\_ > From: support@halocollar.com on behalf of Halo Collar > Sent: Tuesday, September 16, 2025 5:06:44 PM > To: Emma McNiel > Subject: Re: Your receipt from Halo Collar #2735-4068 > > Hello Emma, > > Thank you for reaching out to Halo Collar Support! We surely understand your concern with this, and I am more than happy to assist you. > > I checked the account, and it appears to still be active. Here are the steps to cancel your membership plan: > > 1. Log in at [www.halocollar.com](http://www.halocollar.com) > 2. Once signed in, go to your My Account dashboard > 3. On the right-hand side (or bottom on mobile), select "Cancel Plan" > > Important Information: > > \* Your plan will stay active until the end of your current

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 21:23:06 UTC | Status: CLOSED

## Conversation: 4usXFWd0Te6Fkc3ERSDyiA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 20:57:20 UTC to 2025-09-16 22:58:29 UTC

**Customer (kYTgod06...)** | 2025-09-16 20:57:20 UTC | halocollar.com

When will my replacement collar ship

**System/AI** | 2025-09-16 20:57:59 UTC | halocollar.com

Hi there! Your replacement collar will ship within 3-5 business days after you confirm your shipping address. Please keep an eye on your inbox for a confirmation email, and don't forget to check your spam or junk folders just in case. For more details, you can track your order using your order number and email on the Order Status Dashboard. If you haven't received the confirmation email, feel free to reach out to our live support team for help.

**STATUS CHANGE** | Unknown | 2025-09-16 22:58:29 UTC | Status: CLOSED

## Conversation: NdvX9avYRFyuCX9DcQYYEw

Messages: 18 | Customers: 1 | Duration: 2025-09-16 20:58:01 UTC to 2025-09-16 22:29:58 UTC

### EMAIL | Customer (1hfpzbn6...) | 2025-09-16 20:58:01 UTC

**From:** veronicamarkowitz7@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Missing screw from our collar

Following up here, Can I get a replacement screw for our collar? We haven't been able to use the collar as two of the screws holding it together fell off. Thank you Veronica > On Sep 4, 2025, at 5:02 PM, Veronica M wrote: > > Hello there! > > One of the screws that holds our collar together fell out. How can I go about getting a replacement screw? > > Thank you! > -Veronica Markowitz

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 21:07:50 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx needing screws for the H4 collar Recap (When/Where/What the customer wants) Asking for cx shipping address and phone number Is This Resolved/Follow-Up Required? Once info has been provided, please send cx a strap adjustment kit If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

### EMAIL | Agent (sR--y62-...) | 2025-09-16 21:09:55 UTC

**From:** support@halocollar.com

**To:** veronicamarkowitz7@gmail.com

**Subject:** Re: Missing screw from our collar

Hello Veronica, Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. It sounds like you need a strap adjustment kit (screws, allen key, end caps, clamp). I can help get that process started. Can you please confirm the following information: Street Address: City: State: Postal code: Phone Number: Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 4:58 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:58 PM "Veronica M" wrote: > > > Following up here, > > Can I get a replacement screw for our collar? We haven't been able to use the collar as two of the screws holding it together fell off. > > > Thank you > > Veronica > > > > On Sep 4, 2025, at 5:02 PM, Veronica M wrote: > > > > > Hello there! > > > > > One of the screws that holds our collar together fell out. How can I go about getting a replacement screw? > > > > > Thank you! > > > -Veronica Markowitz > > >

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 21:10:04 UTC

Added: -LmskJFZShWIO0nMJUmqlA

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 21:10:07 UTC | Status: CLOSED

### EMAIL | Customer (1hfpzbn6...) | 2025-09-16 21:22:02 UTC

**From:** veronicamarkowitz7@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Missing screw from our collar

No, we have those. There are two screws right next to the clip (where you take the collar on and off) that have fallen off. One side they are gone, the other side they are loose. They

have a flat side, and the other you can tighten with a flat head screwdriver. Here is the information: Street Address: 3975 Stonebridge Ct City: Rancho Santa Fe State: CA Postal code: 92091 Phone Number: (818) 689-0476 > On Sep 16, 2025, at 2:09 PM, Halo Collar wrote: > > Hello Veronica, > > Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. It sounds like you need a strap adjustment kit (screws, allen key, end caps, clamp). I can help get that process started. Can you please confirm the following information: > > Street Address: > City: > State: > Postal code: > Phone Number: > > Best Regards, > Don > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 4:58 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:58 PM "Veronica M" wrote: > >

**STATUS CHANGE** | Customer (1hfpzbn6...) | 2025-09-16 21:22:02 UTC | Status: OPEN

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 21:29:03 UTC**

**From:** support@halocollar.com

**To:** veronicamarkowitz7@gmail.com

**Subject:** Re: Missing screw from our collar

Hello Veronica, I think we're talking about the same thing. You would need an Allen wrench to tighten them. What I'm talking about is 2 screws that are side by side. One side is flat, and the other has an Allen or hexagon-shaped hole. If possible, are you able to send a picture? We can make sure we send the correct screws. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 5:22 PM "Veronica M" wrote: > No, we have those. There are two screws right next to the clip (where you take the collar on and off) that have fallen off. > One side they are gone, the other side they are loose. They have a flat side, and the other you can tighten with a flat head screwdriver. > > Here is the information: > > Street Address: 3975 Stonebridge Ct > City: Rancho Santa Fe > State: CA > Postal code: 92091 > Phone Number: (818) 689-0476 > > > On Sep 16, 2025, at 2:09 PM, Halo Collar wrote: > > > > Hello Veronica, > > > > Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. It sounds like you need a strap adjustment kit (screws, allen key, end caps, clamp). I can help get that process started. Can you please confirm the following information: > > > > Street Address: > > City: > > State: > > Postal code: > > Phone Number: > > > > Best Regards, > > Don > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend■ > > > > On Tuesday, September 16, 2025, 4:58 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 8:58 PM "Veronica M" wrote: > > > >

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 21:29:10 UTC | Status: CLOSED

**EMAIL | Customer (1hfpzbn6...) | 2025-09-16 21:38:51 UTC**

**From:** veronicamarkowitz7@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Missing screw from our collar

Apologies, you are correct. Thank you > On Sep 16, 2025, at 2:29 PM, Halo Collar wrote: > > Hello Veronica, > > I think we're talking about the same thing. You would need an Allen wrench to tighten them. What I'm talking about is 2 screws that are side by side. One

side is flat, and the other has an Allen or hexagon-shaped hole. > > If possible, are you able to send a picture? We can make sure we send the correct screws. > > > Best Regards, > Brandon > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 5:22 PM "Veronica M" wrote: > No, we have those. There are two screws right next to the clip (where you take the collar on and off) that have fallen off. > One side they are gone, the other side they are loose. They have a flat side, and the other you can tighten with a flat head screwdriver. > > Here is the information: > > Street Address: 3975 Stonebridge Ct > City: Rancho Santa Fe > State: CA > Postal code: 92091 > Phone Number: (818) 689-0476 > > On Sep 16, 2025, at 2:09 PM, Halo Collar wrote: > > > Hello Veronica, > > > Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. It sounds like you need a strap adjustment kit (screws, allen key, end caps, clamp). I can help get that process started. Can you please confirm the following information: > > > Street Address: > > City: > > State: > > Postal code: > > Phone Number: > > > Best Regards, > > Don > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend■ > > > On Tuesday, September 16, 2025, 4:58 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Tuesday, September 16, 2025, 8:58 PM "Veronica M" wrote: > > > >

**STATUS CHANGE** | Customer (1hfpzbn6...) | 2025-09-16 21:38:52 UTC | Status: OPEN

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 21:49:37 UTC**

**From:** support@halocollar.com

**To:** veronicamarkowitz7@gmail.com

**Subject:** Re: Missing screw from our collar

Hello Veronica, No problem at all. Just wanted to make sure we sent the right parts. I'm happy to let you know that your order for a strap adjustment kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status. If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 5:38 PM "Veronica M" wrote: > Apologies, you are correct. Thank you > > > On Sep 16, 2025, at 2:29 PM, Halo Collar wrote: > > > Hello Veronica, > > > I think we're talking about the same thing. You would need an Allen wrench to tighten them. What I'm talking about is 2 screws that are side by side. One side is flat, and the other has an Allen or hexagon-shaped hole. > > > If possible, are you able to send a picture? We can make sure we send the correct screws. > > > > > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend■ > > > On Tuesday, September 16, 2025, 5:22 PM "Veronica M" wrote: > > No, we have those. There are two screws right next to the clip (where you take the collar on and off) that have fallen off. > > One side they are gone, the other side they are loose. They have a flat side, and the other you can tighten with a flat head screwdriver. > > > Here is the information: > > > Street Address: 3975 Stonebridge Ct > > City: Rancho Santa Fe > > State: CA > > Postal code: 92091 > > Phone Number: (818) 689-0476 > > > > On Sep 16, 2025, at 2:09 PM, Halo Collar wrote: > > > > Hello Veronica, > > > > Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. It sounds like you need a strap adjustment kit (screws, allen key, end caps, clamp). I can help get that process started. Can you please confirm the following information: > > > > Street Address: > > City: > > State: > > Postal code: > > Phone Number: > > > > Best Regards, > > Don > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend■ > > > > On Tuesday, September 16, 2025, 4:58 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we



highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 8:58 PM "Veronica M" wrote: > > > > > > > >

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 21:50:13 UTC**

Accessory Order Number-1660510 Strap Adj. Kit

*STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 21:50:20 UTC | Status: CLOSED*

**EMAIL | Customer (1hfpzbn6...) | 2025-09-16 22:09:38 UTC**

**From:** veronicamarkowitz7@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Missing screw from our collar

Thank you! Veronica Markowitz M: (818)689-0476 On Sep 16, 2025, at 2:49 PM, Halo Collar wrote: Hello Veronica, No problem at all. Just wanted to make sure we sent the right parts. I'm happy to let you know that your order for a strap adjustment kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 5:38 PM "Veronica M" wrote: Apologies, you are correct. Thank you On Sep 16, 2025, at 2:29 PM, Halo Collar wrote: Hello Veronica, I think we're talking about the same thing. You would need an Allen wrench to tighten them. What I'm talking about is 2 screws that are side by side. One side is flat, and the other has an Allen or hexagon-shaped hole. If possible, are you able to send a picture? We can make sure we send the correct screws. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 5:22 PM "Veronica M" wrote: No, we have those. There are two screws right next to the clip (where you take the collar on and off) that have fallen off. One side they are gone, the other side they are loose. They have a flat side, and the other you can tighten with a flat head screwdriver. Here is the information: Street Address: 3975 Stonebridge Ct City: Rancho Santa Fe State: CA Postal code: 92091 Phone Number: (818) 689-0476 On Sep 16, 2025, at 2:09 PM, Halo Collar wrote: Hello Veronica, Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. It sounds like you need a strap adjustment kit (screws, allen key, end caps, clamp). I can help get that process started. Can you please confirm the following information: Street Address: City: State: Postal code: Phone Number: Best Regards , Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 4:58 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 8:58 PM "Veronica M" wrote:

*STATUS CHANGE | Customer (1hfpzbn6...) | 2025-09-16 22:09:38 UTC | Status: OPEN*

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 22:29:04 UTC**

**From:** support@halocollar.com

**To:** veronicamarkowitz7@gmail.com

**Subject:** Re: Missing screw from our collar

Hello Veronica, You're welcome. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 6:09 PM "Veronica Markowitz" wrote: > Thank you! > Veronica Markowitz M: (818)689-0476 >

On Sep 16, 2025, at 2:49 PM, Halo Collar wrote: > Hello Veronica, > No problem at all. Just wanted to make sure we sent the right parts. > I'm happy to let you know that your order for a strap adjustment kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 5:38 PM "Veronica M" wrote: Apologies, you are correct. Thank you > > On Sep 16, 2025, at 2:29 PM, Halo Collar wrote: > > Hello Veronica, > > I think we're talking about the same thing. You would need an Allen wrench to tighten them. What I'm talking about is 2 screws that are side by side. One side is flat, and the other has an Allen or hexagon-shaped hole. > > If possible, are you able to send a picture? We can make sure we send the correct screws. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 5:22 PM "Veronica M" wrote: No, we have those. There are two screws right next to the clip (where you take the collar on and off) that have fallen off. > One side they are gone, the other side they are loose. They have a flat side, and the other you can tighten with a flat head screwdriver. > > Here is the information: > > Street Address: 3975 Stonebridge Ct > City: Rancho Santa Fe > State: CA > Postal code: 92091 > Phone Number: (818) 689-0476 > > On Sep 16, 2025, at 2:09 PM, Halo Collar wrote: > > Hello Veronica, > > Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. It sounds like you need a strap adjustment kit (screws, allen key, end caps, clamp). I can help get that process started. Can you please confirm the following information: > > Street Address: > City: > State: > Postal code: > Phone Number: > > Best Regards , > Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 4:58 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:58 PM "Veronica M" wrote:

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 22:29:58 UTC | Status: CLOSED



## Conversation: ReN7skvuQlaok\_SQHAp2SQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:58:02 UTC to 2025-09-16 20:59:18 UTC

### AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 20:58:02 UTC

Live Team Notes Serial Numbers:24h3160262rt FW:v.02.08.11 Issue/ Need: W?R - Missing shipping info Cx called in to start w/r process Missing shipping info - unable to start process ESCO to billing Troubleshooting & Actions Taken: ESCO to billing Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 20:58:56 UTC

Billing Team Escalation Notes Affected Serial Number:Serial Numbers:24h3160262rt FW::v.02.08.11 Order ID: NA RMA Ticket #:NA Subscription Start Date:Feb 21, 2024 4:30 PM Reason for Escalation: Missing shipping info Requested Action: Fill info and statr w/r process for cx.

### EMAIL | Agent (Xia3KyCm...) | 2025-09-16 20:59:05 UTC

**From:** support@halocollar.com

**To:** hsater@buchananschools.com

**Subject:** Halo Collar: Thank you!

Hello Hayley, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rodrigo Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 20:59:12 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, G-jsEqQoTI27CkJ4fDF2cA

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 20:59:17 UTC

Added: 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 20:59:18 UTC | Status: CLOSED

## Conversation: CMVuSsY-QtCXn-5iaXS43A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:58:31 UTC to 2025-09-16 21:06:57 UTC

EMAIL | Agent (chgMWdgT...) | 2025-09-16 20:58:31 UTC

**From:** support@halocollar.com

**To:** bbirt7710@gmail.com

**Subject:** Halo Collar Troubleshooting Steps

Hello Logan, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively: 1. Check the Power SourceEnsure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective CaseSometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging EquipmentTo verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging PortCheck the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting. 5. Perform a Hard ResetPlug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out to our Halo Dog Park, and they can assist with the next steps to resolve this issue. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Monday, September 15, 2025, 5:14 PM support@halocollar.com wrote: > We're very sorry to hear about your loss. To cancel your Halo Collar subscription and prevent it from renewing in February, please follow these steps: > > \* Visit the My Account ( <https://auth.halocollar.com/pages/account/log-in> ) page on the Halo website. > \* Log in using your Halo App account information. > \* On your dashboard, click 'Cancel Plan'. > \* Confirm the cancellation in the pop-up that appears. > > Your plan will remain active until the end of the current billing cycle. If you need further assistance, feel free to reach out. > > The Halo Collar Virtual Assistant > > On Monday, September 15, 2025, 9:13 PM "Brittany Pell" wrote: > > > Our dog passed away. We no longer need our collar subscription. How do I > > keep my subscription from renewing in February? > >

EMAIL | Agent (chgMWdgT...) | 2025-09-16 21:05:44 UTC

**From:** support@halocollar.com

**To:** bbirt7710@gmail.com

**Subject:** Halo Support Membership Update

Hello Logan, This is Brandon with Halo Support. I hope you're having a great day. Please ignore my last email. We're so sorry to hear about your pup passing and offer our deepest condolences. Your membership has been set to cancel in February 2026 without renewal. If something changes before then, just let us know. We appreciate you and your pup being a part of the pack. Please let us know if you need any other assistance. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Tuesday, September 16, 2025, 4:58 PM support@halocollar.com wrote: > Hello Logan, > > Thank you for contacting us regarding the charging issue with your Halo Collar. > We understand how frustrating this can be, but we're here to assist you! > > Here are troubleshooting steps to help get your collar charging effectively: > 1. Check the Power SourceEnsure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We

recommend charging your collar using a wall adapter rather than a computer.2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again.3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly.4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting.5. Perform a Hard Reset Plug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! > > If the LED lights on your collar do not turn on after this reset, please reach back out to our Halo Dog Park, and they can assist with the next steps to resolve this issue. > > If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! > > > Best Regards, > Brandon > Halo Senior Customer Support > Halo Collar | Here for you and your best friend ■ > > On Monday, September 15, 2025, 5:14 PM support@halocollar.com wrote: > > > We're very sorry to hear about your loss. To cancel your Halo Collar subscription and prevent it from renewing in February, please follow these steps: > > > \* Visit the My Account ( <https://auth.halocollar.com/pages/account/log-in> ) page on the Halo website. > > \* Log in using your Halo App account information. > > \* On your dashboard, click 'Cancel Plan'. > > \* Confirm the cancellation in the pop-up that appears. > > > Your plan will remain active until the end of the current billing cycle. If you need further assistance, feel free to reach out. > > > > The Halo Collar Virtual Assistant > > > > On Monday, September 15, 2025, 9:13 PM "Brittany Pell" wrote: > > > > Our dog passed away. We no longer need our collar subscription. How do I > > > keep my subscription from renewing in February? > > > >

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 21:06:33 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX's dog passed away and they want to make sure their plan doesn't renew Recap (When/Where/What the customer wants) Set plan to cancel in Feb. 2026 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

**TOPIC CHANGE** | Agent (chgMWdgT...) | 2025-09-16 21:06:52 UTC

Added: Of8t8viJQcq6OAbjGHI0iQ, w4-N2LKvQhW0agGKy/ANbg

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 21:06:57 UTC | Status: CLOSED

## Conversation: Jtfw\_PpVRmSx5TwwFe9Tdw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 20:58:38 UTC to 2025-09-16 23:00:31 UTC

**Customer (5BIA201x...)** | 2025-09-16 20:58:38 UTC | halocollar.com

hi my halo app doesnt work

**System/AI** | 2025-09-16 20:59:31 UTC | halocollar.com

Hi there! I'm sorry to hear your Halo app isn't working. First, let's make sure your app is updated to the latest version. For iPhone, head to the App Store, search for "Halo Collar," and tap Update if it's available. For Android, visit the Google Play Store, tap the profile icon, select Manage apps & devices, and update the Halo app if needed. If you're still having trouble, please check that your email address is confirmed within the app, and ensure Bluetooth and Wi-Fi are enabled on your device. If you need more help, feel free to reach out to Halo Support via email or phone.

**STATUS CHANGE** | Unknown | 2025-09-16 23:00:31 UTC | Status: CLOSED

## Conversation: cFH2AU\_NQjC\_K0xAKTHJxw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:58:47 UTC to 2025-09-16 20:58:56 UTC

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 20:58:47 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, zHerDDHSRyKoaFtPZdCcew

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 20:58:49 UTC

Live Team Notes Serial Numbers: 25h4154928rt FW: 03.00.05 Issue/ Need: Cx calls reporting diagnostic error on pups collar Troubleshooting & Actions Taken: assisted Cx in confirming shipping address Resources Used (provide details): (KB articles, Slack posts, internal docs.): admin portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (JuW94Dok...) | 2025-09-16 20:58:55 UTC

**From:** support@halocollar.com

**To:** lwissmann57@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Loren, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (JuW94Dok...) | 2025-09-16 20:58:56 UTC | Status: CLOSED

## Conversation: Pn07dKA\_QfG6er1zT5cBGQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:59:17 UTC to 2025-09-16 21:00:55 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 20:59:17 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, WUKscBrXRHKv5Oyy8OvQOw,  
-LmskJFZShWIO0nMJuMqlA

**AGENT NOTE** | Agent (B63iEj1y...) | 2025-09-16 20:59:21 UTC

Live Team Notes Serial Numbers: 24h3241929rt FW: v.02.08.11 Issue/ Need: H3 has a broken carabiner Troubleshooting & Actions Taken: Placed a one time courtesy order of carabiner replacement kit(order number:1660489) Sent follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP WOO Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL** | Agent (B63iEj1y...) | 2025-09-16 21:00:53 UTC

**From:** support@halocollar.com

**To:** dbotner@live.com

**Subject:** Halo Support Accessories Order

Hello Danna, My name is Gabby and thank you for visiting the Dog Park ! I've gone ahead and submitted the request to have your Carabiner Kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 21:00:55 UTC | Status: CLOSED

## Conversation: r97uKhipQNuKGaINf\_abjg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 20:59:20 UTC to 2025-09-16 23:00:31 UTC

**Customer (EZeYQb2N...)** | 2025-09-16 20:59:20 UTC | halocollar.com

Collar won't charge

**System/AI** | 2025-09-16 20:59:53 UTC | halocollar.com

Hey there! If your Halo Collar isn't charging, let's try a few things. First, make sure you're using the original USB-C cable and a compatible charging block (not a computer). Check for any LED lights on the collar when it's plugged in. Remove any protective case to ensure proper contact. Test the charging cable and block with another device to confirm they're working. Inspect the charging port for debris and clean it gently if needed. You can also perform a hard reset by keeping the collar plugged in for 5 minutes, then holding the power button for 15 seconds. If you're still having trouble, feel free to reach out to Halo support for further assistance.

**STATUS CHANGE** | Unknown | 2025-09-16 23:00:31 UTC | Status: CLOSED

## Conversation: vV\_H\_bTnRMaVj14bS5JTAg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:00:14 UTC to 2025-09-16 21:06:34 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 21:00:14 UTC

Added: jN7nMmX-TGW78SajheFiSw, yUdj74HoRguBsTQ2B0ZktA, 6jk7DobMRw2g1ATE6kOMjw

**EMAIL** | Agent (WBbod4uN...) | 2025-09-16 21:00:15 UTC

**From:** support@halocollar.com

**To:** sassy.kassy@yahoo.com

**Subject:** Halo Collar Out Of Warranty

Hi Kassondra, It was a pleasure speaking with you today! I am happy I could help determine what was going on with your collar. As discussed, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (WBbod4uN...) | 2025-09-16 21:06:33 UTC

Live Team Notes Serial Numbers: 24h3173264rt FW: 03.00.05 Issue/ Need: Cx has 2 H3 units but only one has an issue Troubleshooting & Actions Taken: Collar 24h3173264rt pin is no longer moving on the map and not connecting to the GPS Cx has taken dog and collar out several times but it is not changing the GPS level After looking into collar in workbook, I found an LTE error Attached screenshot Mila verified collar needed to be replaced Collar is oow so I recommended HC/HPP Sent info on this option Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Workbook Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (WBbod4uN...) | 2025-09-16 21:06:34 UTC | Status: CLOSED



## Conversation: YP7BKx8GQJudGE8yTGDj7g

Messages: 9 | Customers: 1 | Duration: 2025-09-16 21:00:37 UTC to 2025-09-16 21:33:59 UTC

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 21:00:37 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 21:00:42 UTC

Added: mj\_RH99OSYKd8pMTh-TZ2g

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 21:07:09 UTC

Live Team Notes Serial Numbers: 24h3331066rt FW: v.03.00.05 Issue/ Need: cx says the collar will not charge and has no power. For over a week now. Troubleshooting & Actions Taken: Checked for damage. Cleaned. No lights when plugged in and swapped cables and accessories to another collar. We performed all resets. Charged overnight and tired all reset before. Move to WR for dead unit. Warranty ID: AW-20250916-46206 Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 21:07:59 UTC

**From:** support@halocollar.com

**To:** dustyntopper35@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Dustyn, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 21:11:32 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Dustyn Topper Email: dustyntopper35@gmail.com Phone number: 7155336461 Collar SN: 23h3423846rt Collar Model: Halo 3 final Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 1467 19th Street City: Cameron State: WI Postal code: 54822 Country: US What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H3 Case-Graphite x 2 For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why". Both are damaged and cx needs protection for having many WRs.

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 21:11:39 UTC

Added: J6SkFGXlQuSCNs7po8eoOQ

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 21:11:47 UTC

Added: -LmskJFZShWIOOnMJuMqlA

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 21:33:55 UTC**

Accessory Order Number-1660505 H3 Graphite case X2

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 21:33:59 UTC | Status: CLOSED

## Conversation: j6gfYuUoRCiHMP3Lj1YZBA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:01:05 UTC to 2025-09-16 21:01:29 UTC

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 21:01:05 UTC

Live Team Notes Stephanie Leddy Serial Numbers: 24h3130702rt FW: 02.03.21 Issue/Need: cx states she is confused about her account cant get to add her collar to halo app Troubleshooting & Actions Taken: Looking for cx account with this email wildflower0810@hotmail.com Cx has an active bronze membership on this acct with wildflower-email Adv cx to log into halo app using credentials for this acct since its the acct with them pack membership Cx states she will text her BF with info and call back if needed Resources Used (provide details): (KB articles, Slack posts, internal docs.): T1 TS Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 21:01:05 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, bDcJwjoMTjeffz13hM6gAA

### EMAIL | Agent (qY4E785E...) | 2025-09-16 21:01:25 UTC

**From:** support@halocollar.com

**To:** stephleddy2428@hotmail.com

**Subject:** Halo Collar: Thank you!

Hello Stephanie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 21:01:29 UTC | Status: CLOSED

## Conversation: idbKkMDJT3-aF9Thjr77Ug

Messages: 2 | Customers: 1 | Duration: 2025-09-16 21:01:06 UTC to 2025-09-16 21:01:19 UTC

**Customer (W\_y3dhfQ...) | 2025-09-16 21:01:06 UTC | halocollar.com**

I was charged \$4.49 and \$0.68 in addition to my monthly subscription. What are these charges for?

**System/AI | 2025-09-16 21:01:19 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: 9zO1ZxCEQY-U0wx90oQVqA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:01:53 UTC to 2025-09-16 21:02:03 UTC

### AGENT NOTE | Agent (5Xverlxv...) | 2025-09-16 21:01:53 UTC

First and Last Name: Amy Maher Email: amy.maher19@gmail.com Other contact info if possible: +1 513-615-5959 \*CS could not hear me Sidekick Handoff (Y\*N) Already with another agent If yes what was the handoff for? (Please assist customer via email) If NO-Send "Failed to connect"

### EMAIL | Agent (5Xverlxv...) | 2025-09-16 21:01:59 UTC

**From:** support@halocollar.com

**To:** amy.maher19@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Amy, My name is Renee, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Renee Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (5Xverlxv...) | 2025-09-16 21:02:03 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (5Xverlxv...) | 2025-09-16 21:02:03 UTC | Status: CLOSED

## Conversation: sLN8LGT8RRumAEuVLOjXlg

Messages: 6 | Customers: 1 | Duration: 2025-09-16 21:03:12 UTC to 2025-09-16 21:13:20 UTC

**Customer (9\_FAmS6E...)** | 2025-09-16 21:03:12 UTC | halocollar.com

When will my replacement collar ship?

**System/AI** | 2025-09-16 21:03:46 UTC | halocollar.com

Hi there! Your replacement collar will usually ship within 3–5 business days after we confirm your shipping address. You should receive an email soon to confirm your address. To check your order status, visit the Order Status Dashboard using your order number and email. If you haven't received the confirmation email, please check your spam or junk folders. For further help, feel free to contact our live support team.

**AGENT NOTE | Agent (qY4E785E...)** | 2025-09-16 21:12:33 UTC

Live Team Notes Tracy Wolk Serial Numbers: 24h4421939rt FW: Issue/ Need: cx looking for status of WR of collar Troubleshooting & Actions Taken: Looking at CS Tracking no tracking info attached just yet Adv cx delivery is 3-5 business days Cx understands shipping timeline AW-20250912-45420 Resources Used (provide details): (KB articles, Slack posts, internal docs.): Cs Tracking sheet Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 21:12:33 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0InRc2UDUrYWXc\_JQ

**EMAIL | Agent (qY4E785E...)** | 2025-09-16 21:13:18 UTC

**From:** support@halocollar.com

**To:** tracy.wolk@gmail.com

**Subject:** Halo Collar Shipping Details

Hello Tracy, Thanks so much for reaching out. My name is Eddie, and I'll be assisting you. I know how exciting it is to get started with Halo! Here's what to expect with your order: Collars typically ship within 3-5 business days of your order. You'll receive an email with tracking details as soon as your collar has shipped. It's normal for tracking updates to pause for more than 24 hours while your package is in transit, especially during long-distance travel. If your order includes multiple items, they may arrive in separate shipments. For more info: Your order # AW-20250912-45420 View My Order Shipping FAQs If you have any questions or need help along the way, reply to this email. We're always happy to assist! With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 21:13:20 UTC | Status: CLOSED

## Conversation: wnJuW-BrSb6H31\_SyYBFgA

Messages: 12 | Customers: 1 | Duration: 2025-09-16 21:03:46 UTC to 2025-09-16 21:25:32 UTC

**PHONE\_CALL** | Customer (BDS8CV9p...) | 2025-09-16 21:03:46 UTC

### AGENT NOTE | Agent (hY11vVd1...) | 2025-09-16 21:12:59 UTC

Live Team Notes Serial Numbers: FW: Issue/ Need: The light stopped working a couple of days ago Cx has no issues detected Cx dog escaped to the highway Troubleshooting & Actions Taken: Cx Hard reset/did not help collar Collar will charge just fine CX not home need warranty initiated. Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP T1 TS guide Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rLOASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (hY11vVd1...) | 2025-09-16 21:12:59 UTC

Added: DxZWbe1XRPCUt24NT2R11Q

**STATUS CHANGE** | Agent (hY11vVd1...) | 2025-09-16 21:13:13 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (hY11vVd1...) | 2025-09-16 21:13:49 UTC | Status: OPEN

### EMAIL | Agent (hY11vVd1...) | 2025-09-16 21:13:51 UTC

**From:** support@halocollar.com

**To:** sandysellsit@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Sandy, My name is [RES]Jamie, and I want to thank you for your call. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, [RES]Jamie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (hY11vVd1...) | 2025-09-16 21:13:56 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (BDS8CV9p...) | 2025-09-16 21:20:06 UTC | Status: OPEN

**PHONE\_CALL** | Customer (BDS8CV9p...) | 2025-09-16 21:20:06 UTC

### EMAIL | Agent (hY11vVd1...) | 2025-09-16 21:24:25 UTC

**From:** support@halocollar.com

**To:** sandysellsit@gmail.com

**Subject:** Re: Halo Support Warranty Request Submitted

Hello Sandy, My name is [RES]Jamie, and I want to thank you for your call. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, [RES]Jamie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:13 PM support@halocollar.com wrote: > Hello Sandy, > > My name is [RES]Jamie, and I want to thank you for your call. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > > We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. > > Here's what to expect: > Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. > > Once your replacement collar arrives: > The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. > > We understand this may be inconvenient, and we truly appreciate your patience. > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > [RES]Jamie > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (hY11vVd1...) | 2025-09-16 21:25:28 UTC**

Placed warranty for collar 25h4110297rt [<https://halo-prod-app-admin-frontend.azurewebsites.net/admin/customers-care/collar-details?id=46c1c9d8-331f-452a-bc89-95827982c2a6>] AW-20250916-46208

**STATUS CHANGE | Agent (hY11vVd1...) | 2025-09-16 21:25:32 UTC | Status: CLOSED**



## Conversation: Dt1ixRIIS6m2JS816CiwAw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:05:42 UTC to 2025-09-16 21:18:06 UTC

**PHONE\_CALL** | Customer (W8-VOCC8...) | 2025-09-16 21:05:42 UTC

**EMAIL | Agent (DBqblO4n...) | 2025-09-16 21:14:32 UTC**

**From:** support@halocollar.com

**To:** huntingtontina@yahoo.com

**Subject:** Halo Support: Your Request is Under Review

Hello Tina, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 21:14:52 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Tina Huntington Email: huntingtontina@yahoo.com Phone Number: 17152183066 Collar SN: 24h3040730rt Collar FW: Collar Purchased From: Halo Resources: gladly, a/p Recap/TS: Cx wants to cancel subscript but is unable to due to cancel plan button grayed out. Sent access code to log itno cx acct. Found no CC on file. Walked cx thru removing collar from the app. Esc to billing to have subscript canceled. Next Steps: Snding Billing esc p/r.

**AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 21:17:38 UTC**

Billing Team Escalation Notes Affected Serial Number: 24h3040730rt FW: n/a Order ID: n/a RMA Ticket #: Subscription Start Date: Mar 11, 2024 Reason for Escalation: Cx wants to cancel subcrip. Stating they no longer use collar. Cancel paln button is grayed out. no CC on file Had cx delete collar from app. Requested Action: Pls cancel plan on cx behalf.

**TOPIC CHANGE** | Agent (DBqblO4n...) | 2025-09-16 21:18:06 UTC

Added: Gw0dDqdqTzq781jSoMtrUA

## Conversation: zi8zRS8jSGS6zVwOwebTfg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:06:24 UTC to 2025-09-16 21:07:10 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 21:06:24 UTC

Live Team Notes Serial Numbers: 24h3201979rt FW: v.03.00.12 Issue/ Need: Contact tips keep coming lose Troubleshooting & Actions Taken: Has cleaned port and checked for debris Was not home with collar to check if the contact tips are stripping Sent her out replacement contact tips to try to fix issue Adv to follow up if it does Order #1660493 Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Woo Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (VM047vR9...) | 2025-09-16 21:06:40 UTC

**From:** support@halocollar.com

**To:** amy.maher19@gmail.com

**Subject:** Halo Collar Order Update

Hello Amy, My name is Taylor, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for Contact Tips has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 3-5 business days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 21:07:05 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 4NylcZCDQ\_-IGn\_argWI\_w, -LmskJFZShWIO0nMJuMqlA

**STATUS CHANGE** | Agent (VM047vR9...) | 2025-09-16 21:07:10 UTC | Status: CLOSED

## Conversation: TUoCpf0JRIKDomEqjIB-A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:07:16 UTC to 2025-09-16 21:23:14 UTC

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 21:07:16 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 21:20:44 UTC

Live Team Notes Serial Numbers: 25h4330451rt - Ollie Bear FW: 03.00.05 Issue/ Need: Collar not connecting to the remote beacon Low battery Troubleshooting & Actions Taken: The customer is calling in from her computer Samsung Galaxy S 24 Ultra Attempted to remove the beacon and re-add it BT connection is showing up Advised that the collar will need to be in motion for the remote beacon to send feedback No Feedback Informed that I will send out a remote beacon Advised the customer that I'll submit an accessories order for this item. Confirmed shipping address and phone number. Informed tracking number and order confirmation will be emailed once shipped. Informed FW update should correct low battery life, but to monitor it for 48 hours for improvement Resources Used (provide details): (KB articles, Slack posts, internal docs.): Beacon [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.qgt797q5fym0>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 21:20:58 UTC

Added: -LmskJFZShWIO0nMJuMqlA, knxFA9d\_QvCvKSD3FB0LTQ

### EMAIL | Agent (CgaCndlh...) | 2025-09-16 21:23:12 UTC

**From:** support@halocollar.com

**To:** shoyland@gmail.com

**Subject:** Halo Support Accessories Order #1660500

Hello Sarah, My name is Alexis, and I'll be assisting you. I've gone ahead and submitted the order to have your Remote Beacon shipped. To track: Customer Order Status Link Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 📺 Halo Help Center 🗨️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 21:23:14 UTC | Status: CLOSED

## Conversation: -bTEHbuHQWmDmZDTgjaGsw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:08:09 UTC to 2025-09-16 21:10:49 UTC

**EMAIL | Agent (YYRYgGjy...) | 2025-09-16 21:08:09 UTC**

**From:** support@halocollar.com

**To:** mobes23@gmail.com

**Subject:** Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Andrew, Thank you for reaching out. My name is Ariel. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order Important Notes Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 21:10:35 UTC**

Live Team Notes Serial Numbers: 24h3112626r FW: Issue/ Need: Collar got ran over by a car after falling off dog Troubleshooting & Actions Taken: Explained that is OOW Gave HC/HP options Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE | Agent (YYRYgGjy...) | 2025-09-16 21:10:48 UTC**

Added: 6jk7DobMRw2g1ATE6kOMjw, 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE | Agent (YYRYgGjy...) | 2025-09-16 21:10:49 UTC | Status: CLOSED**

## Conversation: Hd-6BETbQYWFZ0sMSp1rLQ

Messages: 15 | Customers: 1 | Duration: 2025-09-16 21:10:47 UTC to 2025-09-16 21:39:52 UTC

**Customer (BhKL9cLH...) | 2025-09-16 21:10:47 UTC | halocollar.com**

The collar

**System/AI | 2025-09-16 21:11:02 UTC | halocollar.com**

Hi Randi! Could you please provide more details about what you're looking for or needing help with regarding our Halo Collar? This way, I can assist you more effectively.

**Customer (BhKL9cLH...) | 2025-09-16 21:11:05 UTC | halocollar.com**

The color is saying that it's charged, but won't turn on at all and won't charge

**System/AI | 2025-09-16 21:11:24 UTC | halocollar.com**

Hi Randi! If your Halo Collar indicates it's charged but won't turn on or charge, try these steps: Hard Reset: Plug the collar in for at least 5 minutes, then hold the power button for 15 seconds. Check Charger: Ensure your USB-C cable and charger are functioning by testing them with another device. Inspect Charging Port: Clean the charging pins with a Q-tip and rubbing alcohol. If the issue persists after these steps, please contact Halo live support for further assistance.

**Customer (BhKL9cLH...) | 2025-09-16 21:12:11 UTC | halocollar.com**

We have tried all of this

**System/AI | 2025-09-16 21:12:35 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

*PHONE\_CALL | Customer (NoKwamYd...) | 2025-09-16 21:13:34 UTC*

**AGENT NOTE | Agent (XFHTycPM...) | 2025-09-16 21:20:23 UTC**

First and Last Name: Randi Haynes Email: [haynesrandi@yahoo.com](mailto:haynesrandi@yahoo.com) Phone Number: 17403606952 Collar SN: 24h3361675rt Collar FW: v.02.08.11 Collar Purchased From: Halo Resources: AP Recap/TS: Have a collar and just got sent a new one for the WR. Ever since they got it it won't charge and not HR the collar. Started having issues about 3 days ago. When checked app it would say it is charged but it was not on. Last heard in AP shows Sep 13th 2025. Next Steps: Tried different outlets and different cable. The phone charges using the cable. Cleaned the charger port and also removed cover case before charging and nothing Cx said that he did everything the app suggested and it doesn't charge.

**AGENT NOTE | Agent (XFHTycPM...) | 2025-09-16 21:24:02 UTC**

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Randi Haynes Email: [haynesrandi@yahoo.com](mailto:haynesrandi@yahoo.com) Phone number: 17403606952 Collar SN: 24h3361675rt Collar Model: H3 Final Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 7091 Prospect Dublin Road City: Prospect State: Ohio Postal code: 43342 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! Charging Kit and Magnetic Adapter For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

**EMAIL | Agent (XFHTycPM...) | 2025-09-16 21:25:49 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [haynesrandi@yahoo.com](mailto:haynesrandi@yahoo.com)

**Subject:** Halo Support Accessories Order

Hello Randi, My name is Mustafa, and I'll be assisting you. I've gone ahead and submitted the request to have your Charging Kit and the magnetic adapter shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Mustafa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*TOPIC CHANGE | Agent (XFHTycPM...) | 2025-09-16 21:26:23 UTC*

*Added: -LmskJFZShWIO0nMJuMqlA*

*STATUS CHANGE | Agent (XFHTycPM...) | 2025-09-16 21:26:50 UTC | Status: CLOSED*

*STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 21:33:10 UTC | Status: OPEN*

**EMAIL | Agent (sR--y62-...) | 2025-09-16 21:39:51 UTC**

**From:** support@halocollar.com

**To:** haynesrandi@yahoo.com

**Subject:** Re: Halo Support Accessories Order

Hello Randi, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for an H3 charging kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status. If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 5:25 PM support@halocollar.com wrote: > Hello Randi, > > My name is Mustafa, and I'll be assisting you. > > I've gone ahead and submitted the request to have your Charging Kit and the magnetic adapter shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Mustafa > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 21:39:52 UTC | Status: CLOSED*

## Conversation: UjKAlOqjSxEX3-9dlqlvA

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 21:11:08 UTC to 2025-09-16 21:11:37 UTC*

**PHONE\_CALL** | Customer (wakApTtT...) | 2025-09-16 21:11:08 UTC

**STATUS CHANGE** | Unknown | 2025-09-16 21:11:37 UTC | Status: CLOSED

## Conversation: 10nLYzRASlu3CbHpual4Og

Messages: 3 | Customers: 1 | Duration: 2025-09-16 21:11:16 UTC to 2025-09-16 21:11:37 UTC

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 21:11:16 UTC**

**From:** support@halocollar.com

**To:** heathpierjobs@gmail.com

**Subject:** Halo Collar

Hello Heath, We appreciate you reaching out on our chat. We truly value the work that nonprofits do. While I can't confirm donations to specific organizations, I can share that we're always evaluating ways to give back and support meaningful causes. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**TOPIC CHANGE** | Agent (chgMWdgT...) | 2025-09-16 21:11:29 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ, w4-N2LKvQhW0agGKylANbg

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 21:11:37 UTC | Status: CLOSED



## Conversation: DBWFkg1MT3-tWKAydUn9Yg

Messages: 14 | Customers: 1 | Duration: 2025-09-16 21:15:32 UTC to 2025-09-16 22:24:13 UTC

**Customer (NCIGgN9V...) | 2025-09-16 21:15:32 UTC | halocollar.com**

Hello

**System/AI | 2025-09-16 21:15:49 UTC | halocollar.com**

Hi Emily! ■ How can I assist you with your Halo Collar today? If you have any questions or need help, feel free to let me know!

**Customer (NCIGgN9V...) | 2025-09-16 21:18:08 UTC | halocollar.com**

We're having difficulty with the collar transmitting on the correct fence line. It doesn't appear that there are any software updates and it is connected to our Wi-Fi. But sometimes when our dog is at the fence, it will beep to let him know and other times it does not. It also is beeping at random times in the house and garage when he is well within the safe zone. It's very irregular with its notifications to him, which is causing issues as he seems to be pushing the boundary more and more since it's not consistent and even confusing.

**System/AI | 2025-09-16 21:18:21 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

*PHONE\_CALL | Customer (NCIGgN9V...) | 2025-09-16 21:19:24 UTC*

**EMAIL | Agent (OVaCilev...) | 2025-09-16 22:11:20 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [emsnelson@gmail.com](mailto:emsnelson@gmail.com)

**Subject:** Halo Support Accessories Order

Hello Emily, Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pup Coal. I'm glad we were able to make so much progress during our investigation into the delayed Fence Feedback and the Indoor Feedback issues you've been experiencing. First, when you get back home, let's do a Hard Reset on Coal's Collar: Hard Reset: Plug the charger into your collar and place it on a flat surface with the charging port facing upward. Please allow your collar to charge for an hour or, if possible, overnight. Hold the power button for 60 seconds (you should feel a vibration). Important: Do not move the collar during this process. After the full 60 seconds, release the power button. The collar will cycle back on. Wait for the battery light to appear as a flashing or solid green. Allow the collar to fully charge to 100%. Remove the collar from the charger. To re-initialize the GPS: Take your collar outside, to an area with an unobstructed view of the sky, low tree coverage, as well as 20ft away from any surrounding structures. Keep the collar outside until the GPS LED starts to blink Blue, signaling an accurate GPS initialization. This process can take as little as a minute or two. With the speaker facing up, hold the collar by the buckle of the strap and slightly bounce the collar as you walk your perimeter. We recommend that you walk around with the collar during this process so you can see the Pet Pin adjust to your location on the My Map screen. (If the collar is idle, the Pet Pin will not move, so you can't verify GPS accuracy). Once the Blue GPS LED starts to flash, your collar has once again begun to collect ephemeris data and is ready for use. Please take a screen recording while narrating your experience, then email that back to us: How to Take and Share a Screen Recording. From there, we can get our Collar Evaluation Team looped in for additional diagnostics. I've gone ahead and submitted the request to have your Zone Beacon shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're

committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (OVaCilev...) | 2025-09-16 22:15:59 UTC**

First and Last Name: Emily Nelson Email: emsnelson@gmail.com Collar SN: 23h3322898rt [Coal] Collar FW: v.02.08.11 Resources: AP, Gladly, KB, T2guide Recap/TS: Indoor/Safe Feedback experienced & pup is not getting feedback at the fence First noticed a couple months ago Guided CX through Fit/Orientation w/ CX then Hand Tested Confirmed that Feedback is delivered accurately for Boundary & Emergency But Warning is inconsistent or delayed until the HC returned to the safe-zone Collar does track alongside the phone GPS & GPS levels are always >2000 while outside Reviewed Screen Recording procedure - iPhone Moving inside, the lowest GPS signals were 1700 (one small area that went down to 1000 - 1400 in the stairwell) 40 x 40 home - Sending 1 Zone Beacon Verified Phone/Address for ARF Next Steps Follow-up? Emailed T1 ARF guidance CX will perform Hard Reset + GPS recal & monitor If Symptoms return, CX will collect screen recording & CB for final TS before CET escalation Escalated to Accessories Request Full Name: Emily Nelson Email: emsnelson@gmail.com Phone number: 4065959930 Collar SN: 23h3322898rt [Coal] Collar Model: HC3 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 144 Higain Trail City: Bozeman State: MO Postal code: 59718 Country: US What are we sending the customer? (specify which model and color) If sending more than 1 of an item please specify: Zone Beacon For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why". N/A

*TOPIC CHANGE | Agent (OVaCilev...) | 2025-09-16 22:16:13 UTC*

*Added: ZKYz4UsHRG6\_\_sFoccYiEA, E4J13GBrQGCUEzqHyCu0GA*

*TOPIC CHANGE | Agent (OVaCilev...) | 2025-09-16 22:16:23 UTC*

*Added: -LmskJFZShWIOOnMJmQlA*

*STATUS CHANGE | Agent (OVaCilev...) | 2025-09-16 22:16:26 UTC | Status: CLOSED*

*STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 22:19:31 UTC | Status: OPEN*

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 22:23:41 UTC**

**From:** support@halocollar.com

**To:** emsnelson@gmail.com

**Subject:** Re: Halo Support Accessories Order

Hello Emily, My name is Brandon, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for an Outdoor Beacon has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 6:11 PM support@halocollar.com wrote: > Hello Emily, > > Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pup Coal. I'm glad we were able to make so much progress during our investigation into the delayed Fence Feedback and the Indoor Feedback issues you've been experiencing. > > First, when you get back home, let's do a Hard Reset on Coal's Collar: > Hard Reset: > Plug the charger into your collar and place it on a flat surface with the charging port facing upward. Please allow your collar to charge for an hour or, if possible, overnight Hold the power button for 60 seconds (you should feel a vibration). > Important: Do not move the collar during this process. After the full 60 seconds, release the power button. The collar will cycle back on. Wait for the battery light to appear as a flashing or solid green. Allow the collar to fully

charge to 100%. Remove the collar from the charger. > To re-initialize the GPS: > Take your collar outside, to an area with an unobstructed view of the sky, low tree coverage, as well as 20ft away from any surrounding structures. Keep the collar outside until the GPS LED starts to blink Blue, signaling an accurate GPS initialization. This process can take as little as a minute or two. With the speaker facing up, hold the collar by the buckle of the strap and slightly bounce the collar as you walk your perimeter. We recommend that you walk around with the collar during this process so you can see the Pet Pin adjust to your location on the My Map screen. (If the collar is idle, the Pet Pin will not move, so you can't verify GPS accuracy). Once the Blue GPS LED starts to flash, your collar has once again begun to collect ephemeris data and is ready for use. > > Please take a screen recording while narrating your experience, then email that back to us: [How to Take and Share a Screen Recording](#) > From there, we can get our Collar Evaluation Team looped in for additional diagnostics. > > I've gone ahead and submitted the request to have your Zone Beacon shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Rob > Halo Customer Support > Halo Collar | Here for you and your best friend 🐾 > > Need more help? > 📧 [support@halocollar.com](mailto:support@halocollar.com) | 📺 Halo Help Center > 🗣️ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 22:24:05 UTC**

Accessory Order Number-1660530 Zone Beacon

*STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 22:24:13 UTC | Status: CLOSED*

## Conversation: 3SMqMt-2SbCShvWB25Gzbw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:16:28 UTC to 2025-09-16 21:23:05 UTC

**PHONE\_CALL** | Customer (2jlajgXM...) | 2025-09-16 21:16:28 UTC

**EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 21:22:49 UTC**

**From:** support@halocollar.com

**To:** heplerbrett97@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Brett, This is Lacey again with Halo Support, and I want to thank you for your call. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 21:22:51 UTC**

Live Team Notes Serial Numbers: 25h4242491rt FW: 03.00.05 Issue/ Need: Cx says halo collar is blinking red for teardrop and they see a critical issue detected - cx not able to confirm address Troubleshooting & Actions Taken: Resent link and cx confirmed address Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 21:23:02 UTC

Added: oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 21:23:05 UTC | Status: CLOSED

## Conversation: dT-TeH4WSLiYxIBKXKTutw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:16:40 UTC to 2025-09-16 21:27:47 UTC

**PHONE\_CALL** | Customer (rCEX5koi...) | 2025-09-16 21:16:40 UTC

### **AGENT NOTE | Agent (3RoJgjXU...) | 2025-09-16 21:25:40 UTC**

Live Team Notes Serial Numbers: FW: Issue/ Need:Cx needed some assistance with walking through and deleting collars from her mom's account, then adding them to her's. Troubleshooting & Actions Taken: Advised cx to go to settings, my collar, then delete collar Resources Used (provide details): (KB articles, Slack posts, internal docs.):Gladly, Admin Please complete all steps in the Tier 1 Troubleshooting Guide before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **EMAIL | Agent (3RoJgjXU...) | 2025-09-16 21:27:06 UTC**

**From:** support@halocollar.com

**To:** victoriaepowell.vp@gmail.com

**Subject:** Adding collars to Account

Hello Victoria, Thank you for calling Halo Support today. This is Dela, and it was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Delta Halo Customer Support Halo Collar | Here for you and your best friend Need more help? support@halocollar.com | Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (3RoJgjXU...) | 2025-09-16 21:27:47 UTC

Added: bDcJwjoMTjeffz13hM6gAA, PT5SzfGLQx6qJKX6efjzxA, xuobtcPqSGuD7uwjUFZzMQ

**STATUS CHANGE** | Agent (3RoJgjXU...) | 2025-09-16 21:27:47 UTC | Status: CLOSED

## Conversation: FvIA0AbvSBq3BgQrPKos7A

Messages: 3 | Customers: 1 | Duration: 2025-09-16 21:17:41 UTC to 2025-09-16 23:18:47 UTC

**Customer (AZf4CpDn...)** | 2025-09-16 21:17:41 UTC | [halocollar.com](https://halocollar.com)

How do I adjust the feedback settings for the collars?

**System/AI** | 2025-09-16 21:18:14 UTC | [halocollar.com](https://halocollar.com)

To adjust the feedback settings on your Halo Collar, open the Halo App and tap 'My Map' at the bottom. Select your pet, swipe up on the Pet Card, and tap 'Feedback Settings' at the bottom right. You can change the type and intensity of feedback for Warning, Boundary, Emergency, and Return Whistle. Remember, the static feedback requires contact tips on the collar. For detailed guidance, ensure you complete the Halo Training Program for safe and effective use of these settings.

**STATUS CHANGE** | *Unknown* | 2025-09-16 23:18:47 UTC | Status: *CLOSED*

## Conversation: bsdYfQHeSzm8Q1S2CDEM-A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:17:54 UTC to 2025-09-16 22:06:28 UTC

**PHONE\_CALL** | Customer (Put87SYG...) | 2025-09-16 21:17:54 UTC

### AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 21:40:18 UTC

First and Last Name: Joshua Terry (Jt) Email: josh.terry85@gmail.com Phone Number: 14438220838 Collar SN: 25h4114998rt Collar FW: v.03.00.05 Collar Purchased From: Amazon, WR Direct to Consumer Resources: Gladly AP Recap/TS: The cx is upset about getting another Auto WR. This will be the 2nd WR collar in 2 months The cx does not want to get another refurbished collar The cx would like to speak with someone in management about getting a new collar and not another refurbished The collar had been having low battery life before the collar was Auto warranty The cx has not confirmed the shipping address yet Sent follow-up email w/ Manager Request Escalation (EMAIL) macro Next Steps: Manager Request Notes Customer Information Serial Number: 25h4114998rt Firmware Version: v.03.00.05 Order Number: AW-20250708-30961 AM-FBA18VQ8ST2T, Why is this being escalated? (What happened?) The customer is upset about multiple replacements WR collar This would be the 2nd WR What is the customer requesting? The customer would like to speak with someone about getting a new collar, and not another refurbished collar What has already been done with the customer? (Previous steps taken?) Spoke with the customer on the phone Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) Phone - Any time Phone number: 14438220838 - Cell Email address: josh.terry85@gmail.com Name - Adrienne Terry Please do not promise a time frame for a response.

### EMAIL | Agent (JcamaQTb...) | 2025-09-16 22:06:10 UTC

**From:** support@halocollar.com

**To:** josh.terry85@gmail.com

**Subject:** Halo Collar, Your Request Has Been Escalated

Hello Joshua, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (JcamaQTb...) | 2025-09-16 22:06:28 UTC

Added: fyFFNohUSm2oIvCfe9HM0A

## Conversation: V1wCKaO-Q5qSYQ1AViNt\_A

Messages: 3 | Customers: 1 | Duration: 2025-09-16 21:19:16 UTC to 2025-09-16 23:19:52 UTC

**Customer (VWyDUWt-...)** | 2025-09-16 21:19:16 UTC | halocollar.com

shock collar not strong enough

**System/AI** | 2025-09-16 21:19:38 UTC | halocollar.com

To adjust the shock intensity on your Halo Collar, open the Halo App and tap 'My Map.' Select your pet's icon, swipe up to expand the Pet Card, and tap 'Feedback Settings.' You can adjust the static feedback intensity using the slider under 'Prevention Feedback.' Start at a low level and increase as needed. Ensure you've completed the Halo Training Program for safe and effective use. If you have further questions, feel free to ask!

**STATUS CHANGE** | Unknown | 2025-09-16 23:19:52 UTC | Status: CLOSED



## Conversation: e3hF9WH1RHiapLyMdrIvFg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 21:20:00 UTC to 2025-09-16 23:20:54 UTC

**Customer (b6kp6EwH...)** | 2025-09-16 21:20:00 UTC | halocollar.com

collar not charging or staying charged.

**System/AI** | 2025-09-16 21:20:24 UTC | halocollar.com

Hi there! If your Halo Collar isn't charging or holding a charge, try these steps: Perform a Hard Reset: Plug the collar into the charger, hold the power button for 15 seconds, then release. Discharge and Recharge: Fully discharge the battery, let it rest for 5 hours, then fully charge it without interruption. If the issue persists, check for outdated firmware, poor signal, or try a different charger. Clean the charging port and ensure a proper connection. If problems continue, contact Halo support for further assistance.

**STATUS CHANGE** | Unknown | 2025-09-16 23:20:54 UTC | Status: CLOSED

## Conversation: IgcwrHj1Q0eTpwf6yxldTw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:20:33 UTC to 2025-09-16 21:20:41 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 21:20:33 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, PT5SzfGLQx6qJKX6efjzxA

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 21:20:34 UTC

Live Team Notes Serial Numbers: n/a FW: n/a Issue/ Need: Cx has received replacement collar and wants to know if she has to wait 24 hours to pair and use collar Troubleshooting & Actions Taken: Informed cx that she does not have to charge fully but would need to a little to pair Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 21:20:40 UTC

**From:** support@halocollar.com

**To:** warburtonpat7@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Patricia, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 21:20:41 UTC | Status: CLOSED

## Conversation: f5LIW4E5Qxe1-q2Ffgs6pA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 21:21:22 UTC to 2025-09-16 22:13:56 UTC

PHONE\_CALL | Customer (k3Ksu39E...) | 2025-09-16 21:21:22 UTC

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 21:28:09 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 24h4452342rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Dead Unit Date & Time of Occurrence: Sept 16, 2025 Is the Issue Reproducible? (Yes/No – If Yes, include steps): Additional notes about the issue: Troubleshooting Summary Tier 1 TSing [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] Steps Completed:(Y/N) & Outcome of Troubleshooting: T1 Dead Unit or Charging Issue TS with same outcome. Cx had ordered a new H4 charging adapter and tried to charge their collar, with same outcome. Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) No Screenshots: (Yes/No) No System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) No App Logs (App issues): (Yes/No) No

### EMAIL | Agent (poWIULpl...) | 2025-09-16 21:28:21 UTC

**From:** support@halocollar.com

**To:** dakotacook643@gmail.com

**Subject:** Halo Collar Next Steps Investigation

Hello Dakota, My name is Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 21:28:38 UTC

Added: jwlJ3FbQTW2nPIHkhIkBIA

### EMAIL | Agent (poWIULpl...) | 2025-09-16 21:30:42 UTC

**From:** support@halocollar.com

**To:** dakotacook643@gmail.com

**Subject:** Follow Up

Hello Dakota, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: leave a review! Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:28 PM support@halocollar.com wrote: > Hello Dakota, > > My name is Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you

and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 22:12:59 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Willow's (24h4452342rt) Recap (When/Where/What the customer wants) Dead unit Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) Sending cx wr confirmation macro Optional Additional Info: Unit has excessive gas init fails across multiple days Mems fail on 9/10 and MEMS\_I2C\_err as well Unit is having issues with the mems and connecting to the battery Unit needs to be replaced

**EMAIL | Agent (Rh0xdCH1...) | 2025-09-16 22:13:49 UTC**

**From:** support@halocollar.com

**To:** dakotacook643@gmail.com

**Subject:** Re: Follow Up

Hello Dakota, My name is Quinn, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing battery issues with Willow's Halo Collar (24h4452342rt). Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agentAll hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations.The agent will require your verbal authorization for the replacement and confirm details with you.Cameras aren't required for this callYou can also join the Dog Park through the Halo App.Here are the instructions:Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join SessionAllow any permissions requestedYou will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Quinn Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:30 PM support@halocollar.com wrote: > Hello Dakota, > > My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. > > We're so glad we could help — and we'd be truly grateful if you'd share your feedback. > Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. > > Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! > If you're up for it, you can leave a quick review here: leave a review! > > Thank you again for being part of the Halo Pack. We're lucky to have you! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 5:28 PM support@halocollar.com wrote: > > > Hello Dakota, > > > My name is Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > > What happens next: > > • Our specialists deep dive into our system > > • They'll email you with their findings and clear next steps > > • We'll stay with you until everything's working the way it should > > > If you have any questions in the meantime, just hit reply. > > We're here for you and your pup every step of the way. > > > We'll be in touch as soon as possible! > > > With pawsitivity, > > Kenny > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with

the next available agent >

**STATUS CHANGE** | Agent (Rh0xdCH1...) | 2025-09-16 22:13:56 UTC | Status: CLOSED

## Conversation: ks525s29SaGJSbGXBxLMBQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:22:17 UTC to 2025-09-16 21:23:06 UTC

### AGENT NOTE | Agent (vi\_2Fjmb...) | 2025-09-16 21:22:17 UTC

Live Team Notes Serial Numbers:25h4113660rt (AW-20250606-22807 - added Jun 11, 2025 7:28 PM) FW: v. 03.00.05 Applied Issue/ Need: 6-7 times, they just replaced this collar that they are sending back to you in the last 3 months Troubleshooting & Actions Taken: AP shows warranty ID: AW-20250915-45913 The email does not have the link to confirm the address only that the collar needs to be replaced due to the Battery level Issue Sent the link on the chat, the cx was able to confirm the address Now AP shows RMA created in NetSuite Advised: 3-5 days for delivery Not to use the collar anymore Return the old collar with the label received in the replacement box Keep accessories to switch them to the new collar Informed that they will receive a one-question survey via email, so their feedback would be appreciated Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 21:22:57 UTC

**From:** support@halocollar.com

**To:** kolmstead411@aol.com

**Subject:** Halo Support Warranty Request Submitted - Phoenix

Hello Karen, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 21:23:03 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, rdUSmYttSwKQFfR2AdKalw, oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 21:23:06 UTC | Status: CLOSED

## Conversation: 2QRdDQWERAmtxrCB\_Vg67Q

Messages: 2 | Customers: 1 | Duration: 2025-09-16 21:22:49 UTC to 2025-09-16 21:23:38 UTC

**Customer (Sox4Qk91...) | 2025-09-16 21:22:49 UTC | halocollar.com**

Do I need to take the plastic circles with sharp edges of of the halo collar

**System/AI | 2025-09-16 21:23:38 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team.  
Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo  
Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other  
ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270  
Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: mEsKsRnXT0yAJzTHRuauyw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:23:57 UTC to 2025-09-16 21:45:05 UTC

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 21:23:57 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 21:31:47 UTC

Live Team Notes Serial Numbers: 24h3450870rt - Peanut FW: 02.08.11 Issue/ Need: Follow up on white protective case request Peanut's collar is not tracking Troubleshooting & Actions Taken: Unfortunately we are out of stock for the white case covers and are no longer making white accessories in the future. Advised the customer that I'll submit an accessories order for this item. Confirmed shipping address and phone number. Informed tracking number and order confirmation will be emailed once shipped. Applied: 03.01.02 Informed to plug the collar in when she's able to, and the FW will automatically download Informed if no improvement, to reach back out to us for LTE troubleshooting Resources Used (provide details): (KB articles, Slack posts, internal docs.): WooCom Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (CgaCndlh...) | 2025-09-16 21:32:25 UTC

**From:** support@halocollar.com

**To:** laura.nelson77@gmail.com

**Subject:** Halo Support Accessories Order #1660504

Hello Laura, My name is Alexis, and I'll be assisting you. I've gone ahead and submitted the request to have your Pro Case/Graphite Halo 3 shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 21:32:36 UTC

Added: -LmskJFZShWIO0nMJuMqlA, yUdj74HoRguBsTQ2B0ZktA

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 21:45:05 UTC | Status: CLOSED



## Conversation: pVbks9tkTw2wRr8vKf56\_w

Messages: 3 | Customers: 1 | Duration: 2025-09-16 21:23:58 UTC to 2025-09-16 23:24:56 UTC

**Customer (BWe5zQ3O...)** | 2025-09-16 21:23:58 UTC | halocollar.com

Brand new collar won't charge

**System/AI** | 2025-09-16 21:24:29 UTC | halocollar.com

Hi there! I'm sorry to hear about the charging issue with your new Halo Collar. Let's try a few steps to get it working: Check the Power Source: Use a USB-C cable and a charging block, not a computer. Inspect the Charging Port: Make sure it's clean and dry. You can use a Q-tip and rubbing alcohol if needed. Test the Charger and Cable: Try them with another device to ensure they work. Perform a Hard Reset: Plug in the collar for 5 minutes, then hold the power button for 15 seconds. If these steps don't resolve the issue, please contact Halo live support for further assistance.

**STATUS CHANGE** | Unknown | 2025-09-16 23:24:56 UTC | Status: CLOSED

Conversation: pg-luXngSumI\_1SFpj-KJw

Messages: 6 / Customers: 1 / Duration: 2025-09-16 21:24:52 UTC to 2025-09-16 21:29:32 UTC

**EMAIL | Customer (z1lGbxS9...) | 2025-09-16 21:24:52 UTC**

**From:** kemorton61@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Kenny. Re: Your Halo replacement collar shipped - RMA  
#AW-20250911-45323

Was in the dog park and think we got disconnected. Can someone contact me please??  
865-806-5084 On Mon, Sep 15, 2025, 6:22 PM Halo Collar wrote: > Hello Kay, > > My  
name is Brandon, and I'd like to recommend that you contact our Live > Support team for  
further assistance. > > \*Live Support via the Virtual Halo Dog Park:\* > Join our virtual Halo  
Dog Park to speak with a live agent through video > chat. Cameras are NOT required. > >  
\*How to Join:\* > > - \*Via Web:\* Click here to join the Dog Park > > - \*Via the Halo App:\* > -  
Tap Settings > - Tap Halo Dog Park > - Tap Halo Support > - Tap Join Session > - Allow  
any requested permissions > > \*Dog Park Hours of Operation:\* > 9:00 AM – 8:00 PM EST  
(7 days a week) > > We look forward to speaking with you and resolving your issue. > We  
want to ensure you and your pup are taken care of. > > Best Regards, > Brandon > Halo  
Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On  
Monday, September 15, 2025, 6:17 PM "Katie Kay" > wrote: > > Kenny, that was Knox's  
collar which was shipped. > Now, Skye's, the pink one is red blinking. > Thanks, > The  
Mortons > > On Mon, Sep 15, 2025, 10:15 AM Halo Collar wrote: > > > Hello Kay, > > >  
> Thanks for reaching out to Halo Support! > > > According to our system, Skye's collar  
reported a critical issue on Sept > > 11, 2025 and your shipping address was confirmed  
same day as well. > Normally > > when a collar reports a critical issue, sometimes the LED  
lights will > flash > > and you shouldn't be using the collar as it has a malfuction. If you  
need > > to have Skye wear the defective collar while waiting for the replacement, > >  
unscrew the contact pins & ensure the collar is drained out of battery. > > > If you have  
any questions, please do not hesitate to reach out, and we'll > > be happy to help! > > >  
With pawsitivity, > > Kenny > > Halo Customer Support > > \*Halo Collar\* | Here for you  
and your best friend■ > > > \*Need more help?\* > > ■support@halocollar.com\* | ■Halo  
Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > -  
9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next  
available agent > > > On Monday, September 15, 2025, 9:08 AM "Katie Kay" > > wrote:  
> > > Our other halo, for Skye is blinking red. > > Please advise. > > Thanks, > > THE  
Morton's > > > On Fri, Sep 12, 2025, 9:57 PM The Halo Team >  
thelohaloteam@member.halocollar.com> wrote: > > > > [image: Halo@] > > > > Kay  
Morton Silver > > > Member since 2025 > > > > > Hi Kay, > > > > > > > > > Good news!  
Your replacement Halo Collar for RMA #AW-20250911-45323 > > > shipped. > > > > >  
> > > > Here are your tracking details: > > > > > - \*Tracking Number:\*  
1195268881840003787600393146704634 > > > - \*Carrier:\* FedEx > > > > > For your  
dog's safety, please do not use Halo Collar 25h4200276rt. > > > > > > > > > If you have  
any questions, visit the Halo Dog Park > > > > > . > > > > > > > > > \*— The Halo  
Team\* > > > [image: Facebook] > > > > [image: Instagram] > > > > [image: TikTok] >  
> > > > [image: YouTube] > > > > > > > > > Halo by Protect Animals with Satellites LLC | 50  
Tice Boulevard | Suite > > > 340 | Woodcliff Lake, NJ 07677 > > > > > > > > > No longer  
want to receive these emails? Unsubscribe > > > > > . > > > > > > > > > >

**STATUS CHANGE** / Customer (z1IGbxS9...) / 2025-09-16 21:24:52 UTC / Status: OPEN

AGENT NOTE | Agent (CCEwld9i...) | 2025-09-16 21:27:43 UTC

Live Team Notes Serial Numbers: 25h4200276rt FW: v.03.00.05 Issue/ Need: Customer called with confusion regarding which of her two collars was submitted for a warranty replacement. After reading the serial number, I confirmed that the system shows the collar belonging to her dog, Sky, was submitted for the WR. Customer disagreed, stating that this was not accurate. I explained that based on the serial number provided, this is what the system reflects. During this research, my computer froze and the call was disconnected. Troubleshooting & Actions Taken: Tier one Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the

Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehHzEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (CCEwld9i...) | 2025-09-16 21:29:09 UTC**

**From:** support@halocollar.com

**To:** kemorton61@gmail.com

**Subject:** Re: Kenny. Re: Your Halo replacement collar shipped - RMA  
#AW-20250911-45323

Hello Kay, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend ■

Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:24 PM "Katie Kay" wrote: > Was in the dog park and think we got disconnected. > Can someone contact me please?? > > 865-806-5084 > > On Mon, Sep 15, 2025, 6:22 PM Halo Collar wrote: > > > Hello Kay, > > > My name is Brandon, and I'd like to recommend that you contact our Live > > Support team for further assistance. > > > \*Live Support via the Virtual Halo Dog Park:\* > > Join our virtual Halo Dog Park to speak with a live agent through video > > chat. Cameras are NOT required. > > > \*How to Join:\* > > > - \*Via Web:\* Click here to join the Dog Park > > > - \*Via the Halo App:\* > > > - Tap Settings > > > - Tap Halo Dog Park > > > - Tap Halo Support > > > - Tap Join Session > > > - Allow any requested permissions > > > \*Dog Park Hours of Operation:\* > > > 9:00 AM – 8:00 PM EST (7 days a week) > > > We look forward to speaking with you and resolving your issue. > > We want to ensure you and your pup are taken care of. > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > On Monday, September 15, 2025, 6:17 PM "Katie Kay" > > wrote: > > > Kenny, that was Knox's collar which was shipped. > > Now, Skye's, the pink one is red blinking. > > Thanks, > > The Mortons > > > On Mon, Sep 15, 2025, 10:15 AM Halo Collar wrote: > > > > Hello Kay, > > > > Thanks for reaching out to Halo Support! > > > > According to our system, Skye's collar reported a critical issue on Sept > > > 11, 2025 and your shipping address was confirmed same day as well. > > Normally > > > when a collar reports a critical issue, sometimes the LED lights will > > flash > > > and you shouldn't be using the collar as it has a malfunction. If you need > > > to have Skye wear the defective collar while waiting for the replacement, > > > unscrew the contact pins & ensure the collar is drained out of battery. > > > > If you have any questions, please do not hesitate to reach out, and we'll > > > be happy to help! > > > > With pawsitivity, > > > Kenny > > > Halo Customer Support > > > \*Halo Collar\* | Here for you and your best friend ■ > > > > > \*Need more help?\* > > > ■support@halocollar.com\* | ■\*Halo Help Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > > On Monday, September 15, 2025, 9:08 AM "Katie Kay" > > > wrote: > > > > > Our other halo, for Skye is blinking red. > > > Please advise. > > > Thanks, > > > THE Morton's > > > > > On Fri, Sep 12, 2025, 9:57 PM The Halo Team > > > thehaloteam@member.halocollar.com> wrote: > > > > > [image: Halo@] > > > > > Kay Morton Silver > > > Member since 2025 > > > > > Hi Kay, > > > > > > > > Good news! Your replacement Halo Collar for RMA #AW-20250911-45323 > > > > > shipped. > > > > > > > > Here are your tracking details: > > > > > > - \*Tracking Number:\* 1195268881840003787600393146704634 > > > > > - \*Carrier:\* FedEx > > > > > For your dog's safety, please do not use Halo Collar 25h4200276rt. > > > > > > > > If you have any questions, visit the Halo Dog Park > > > > > > . > > > > > > > > \*— The Halo Team\* > > > [image: Facebook] > > > > > [image: Instagram] > > > > > [image: TikTok] > > > > > [image: YouTube] > > > > > > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite > > >

> > 340 | Woodcliff Lake, NJ 07677 > > > > > > > > > No longer want to receive  
these emails? Unsubscribe > > > > > . > > > > > > > > > > > > > > > >

**STATUS CHANGE** | Agent (CCEwld9i...) | 2025-09-16 21:29:32 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (CCEwld9i...) | 2025-09-16 21:29:32 UTC

Added: 5PPI2RS4ISeSg5z-6z7TAQ, WprjYFTuRsSIVmqirbejqg | Removed: wOOHNF34TjWK3GOxS4wVjQ

## Conversation: 5D\_k8pf6SbqoQVnv8rC9ng

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 21:25:23 UTC to 2025-09-16 21:25:54 UTC*

**Customer (oC5HNqtb...) | 2025-09-16 21:25:23 UTC | halocollar.com**

Halo 5

**System/AI | 2025-09-16 21:25:54 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: OHYJ9yKLSD-Mny\_C7me2pg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:25:44 UTC to 2025-09-16 21:42:56 UTC

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 21:25:44 UTC

Live Team Notes Serial Numbers: 25h4286901rt FW: v.02.06.05 Issue/ Need: questions on setting up fence Troubleshooting & Actions Taken: Advised on how to start a fence Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (ne4kLbEh...) | 2025-09-16 21:26:06 UTC

**From:** support@halocollar.com

**To:** georregas@gmail.com

**Subject:** Halo Collar Instructions On Creating A Fence

Hello George, My name is Chance, and I'm happy to provide you with more information on how to create a Fence. Creating a custom fence in the Halo App is quick and easy. Follow the steps below to set up your dog's boundaries safely. Creating a Fence Open the Halo App Tap My Map in the bottom-left corner Slide up the Find & Manage Pets card Select Add Fence You'll be presented with a map and a movable marker. Drag the marker to your property and tap Create Fence Or, enter your home address in the search bar to position the marker automatically Once you select Create Fence, the app will generate a unique fence around your property based on your layout and Halo's safety guidelines. Important Safety Guidelines Ensure at least 20 feet (6.1 meters) between: Your fence and any nearby roads Your fence and your house Warning Feedback activates when your dog is 7–10 feet (2.1–3.0 meters) from the fence boundary. This spacing gives your dog time to respond and helps prevent accidental feedback near roads or your home. Additional Notes You cannot create a fence inside another fence or allow any fences to overlap. To edit existing fences, check out this article: How to Edit or Delete a Fence If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 21:26:36 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, g5apmYsrTuGLWnaVZyD4ng

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 21:41:11 UTC

Live Team Notes Serial Numbers: 25h4286901rt FW: v.02.06.05 Issue/ Need: questions on setting up fence Troubleshooting & Actions Taken: Advised on how to start a fence Advised how to complete hand testing Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 21:42:56 UTC | Status: CLOSED

## Conversation: 5tigxz7CTy6G4ifkkcON0w

Messages: 7 | Customers: 1 | Duration: 2025-09-16 21:25:45 UTC to 2025-09-16 21:46:04 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 21:25:45 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 21:31:17 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 21:31:31 UTC

Added: li15gFsBROyE57fDr6LWlw

### AGENT NOTE | Agent (vayOmd0l...) | 2025-09-16 21:40:02 UTC

Serial Numbers: 25h4290297rt & 25h4164303rt FW: 03.00.05 Issue/ Need: Cx stated, "I've had to return my collars several times now because they stop working. It's not safe for my dogs to continue wearing these when they malfunction and stop working. I would like to send these back and also seek a refund for the constant inconvenience of the collars malfunctioning." Troubleshooting & Actions Taken: WR AW-20250914-45855 Confirmed return window for 1st collar will expire on Nov 9, 2025 Confirmed return window for 2nd collar expired 17 days ago Educated cx that the return window is 90 days Cx requested escalation Resources Used: AP Next Steps: Escalate to Managers

### EMAIL | Agent (vayOmd0l...) | 2025-09-16 21:44:59 UTC

**From:** support@halocollar.com

**To:** darbyelizabethdame@gmail.com

**Subject:** Halo Collar Your Request Has Been Escalated

Hello Darby, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join a Session to speak with the next available agent

### AGENT NOTE | Agent (vayOmd0l...) | 2025-09-16 21:45:05 UTC

Manager Request Notes Customer Information Serial Number: 25h4290297rt & 25h4164303rt Firmware Version: 03.00.05 Order Number: 1562154 Why is this being escalated? (What happened?) Cx requested a refund for both collars due to multiple replacements Told cx our return window is 90 days, and one collar is past that window Also told cx that I can reach out to our billing department so they can look into a refund on the rest of the plan Cx asked for this to be escalated What is the customer requesting? Cx would like a refund on both collars and the plan, and to return the collars Cx requested we call them in the morning, told cx it will be as soon as they can, but that we can't guarantee when they will reach out What has already been done with the customer? (Previous steps taken?) Cx has been informed of our return policy Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) Phone in the mornings if possible Phone number: 12698705956 Email address: darbyelizabethdame@gmail.com Please do not promise a time frame for a response.

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 21:46:04 UTC

Added: IE0X\_KncQl6vMmRGK1vGrA

## Conversation: 9Q1kvitjSrS2SYy-bktHMQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:26:45 UTC to 2025-09-16 23:30:58 UTC

**Customer (ob9pZxwz...)** | 2025-09-16 21:26:45 UTC | halocollar.com

I was wondering how long the halo three's battery life is supposed to be because mine only last six hours

**System/AI** | 2025-09-16 21:27:04 UTC | halocollar.com

Hi there! The Halo 3 collar battery should last up to 20 hours per charge. If yours only lasts six hours, try recalibrating the battery by fully discharging it, letting it rest for 5 hours, and then charging it uninterrupted to 100%. If the issue persists, check for outdated firmware or poor LTE signal, as these can affect battery life. If you continue to experience problems, please reach out for further assistance.

**Customer (ob9pZxwz...)** | 2025-09-16 21:30:26 UTC | halocollar.com

how do you recalibrate the battery?

**System/AI** | 2025-09-16 21:30:45 UTC | halocollar.com

To recalibrate your Halo 3 collar battery, follow these steps: Plug the collar into the charger and hold the power (ON) button for 15 seconds, then release. Remove the collar from the charger and let the battery fully discharge until it powers off. Let the collar rest powered off for at least 5 hours. Fully charge the collar uninterrupted to 100%. After this process, use the collar normally and monitor its battery life for 48 hours.

**STATUS CHANGE** | Unknown | 2025-09-16 23:30:58 UTC | Status: CLOSED



## Conversation: kD5bV7bESkukFv6GqQHzaQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 21:26:47 UTC to 2025-09-16 21:29:05 UTC

**Customer (5agMwRDV...)** | 2025-09-16 21:26:47 UTC | halocollar.com

How do I get a halo 5

**System/AI** | 2025-09-16 21:27:32 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (5agMwRDV...)** | 2025-09-16 21:29:05 UTC | halocollar.com

How do I get a halo 5

## Conversation: BcH9pzjVQ\_Kvnb-5QtwNsA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:27:00 UTC to 2025-09-16 21:32:28 UTC

### EMAIL | Customer (Kk9fK-un...) | 2025-09-16 21:27:00 UTC

**From:** lyshemah@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

■iPhone

### EMAIL | Agent (poWIULpl...) | 2025-09-16 21:31:20 UTC

**From:** support@halocollar.com

**To:** lyshemah@gmail.com

**Subject:** Halo Collar App Logs Received

Hello Lyshemah, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started? Any error messages or unusual behavior you've seen? Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:27 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 9:27 PM "Lyshemah Little" wrote: > > > > ■iPhone

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 21:32:27 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Lyshemah Little Email: Lyshemah@gmail.com Phone Number: 6789752640 Collar SN: 25h4312794rt, 25h4111280rt Collar FW: v.03.00.05 Collar Purchased From: Amazon Resources: Gladly, AP Recap/TS: Cx sent empty logs. Email cx "Halo Collar App Logs Received" Next Steps: Wait for cx to F/U.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 21:32:28 UTC | Status: CLOSED

## Conversation: 2rzFkmmNRMqbfwLYgMSbtw

Messages: 7 | Customers: 1 | Duration: 2025-09-16 21:27:22 UTC to 2025-09-16 21:45:12 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 21:27:22 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, -LmskJFZShWIO0nMJuMqIA,  
76jKdDJqQKG1X52gm4kjGg

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 21:31:25 UTC

Live Team Notes Serial Numbers: 25h4244019rt FW: v.03.00.05 Issue/ Need:  
Replacement collar isn't charging Troubleshooting & Actions Taken: Checking power  
source On the charger ; no led light confirmed Cx inspected charging port; no dust, dirt or  
debris charged cx's cell phone device performed hard reset ; still no led lights confirmed  
Placed a one time courtesy order of H4 charging kit including the Magcharger  
adapter(order number:1660503) Sent follow up email Resources Used (provide details):  
(KB articles, Slack posts, internal docs.): AP WOO Please complete all steps in the Tier 1  
Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rLOASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating.  
Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (B63iEj1y...) | 2025-09-16 21:32:19 UTC

**From:** support@halocollar.com

**To:** mljacksonjr@gmail.com

**Subject:** Halo Support Accessories Order

Hello Michael, My name is Gabby and thank you for visiting the Dog Park ! I've gone ahead and submitted the request to have your Halo 4 Charging Kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 21:32:20 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 21:34:07 UTC | Status: OPEN

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 21:34:09 UTC | Status: OPEN

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 21:45:12 UTC | Status: CLOSED

## Conversation: tY2otACWTSeovB4E6-0XFw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:28:13 UTC to 2025-09-16 21:28:46 UTC

**TOPIC CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 21:28:13 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 21:28:27 UTC

First and Last Name: Sarah Mickel Email: ksmickel@verizon.net Other contact info if possible: Sidekick Handoff (Y\*N) Y If yes what was the handoff for? (Please assist customer via email) Collar not charging If NO- Send "Failed to connect"

### EMAIL | Agent (YYRYgGjy...) | 2025-09-16 21:28:34 UTC

**From:** support@halocollar.com

**To:** ksmickel@verizon.net

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Sarah, My name is Ariel, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 21:28:39 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 21:28:46 UTC | Status: CLOSED

## Conversation: PHVIXYH8SR6HSdMYYwEzTA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:29:25 UTC to 2025-09-16 21:30:02 UTC

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 21:29:25 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 21:29:52 UTC

First and Last Name: Email:blacksheepak@hotmail.com Other contact info if possible:  
Sidekick Handoff (Y\*N) N If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (qY4E785E...) | 2025-09-16 21:30:00 UTC

**From:** support@halocollar.com

**To:** blacksheepak@hotmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Rita, My name is Eddie, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday)10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 21:30:02 UTC | Status: CLOSED

## Conversation: GFQjbXE2S8OY-MthR8kSHw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:29:27 UTC to 2025-09-16 21:30:10 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 21:29:27 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw, 5PPI2RS4TSeSg5z-6z7TAQ

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 21:29:28 UTC

**From:** support@halocollar.com

**To:** kayjabaley@etcmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Customer, My name is Sunella, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 21:29:49 UTC

First and Last Name: Email: kayjabaley@etcmail.com Other contact info if possible: n/a Sidekick Handoff (Y\*N) N If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 21:30:10 UTC | Status: CLOSED

## Conversation: WcHm-ZimSFiov09EUMgUBQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 21:30:55 UTC to 2025-09-16 21:56:46 UTC

**PHONE\_CALL** | Customer (fG3yoEzX...) | 2025-09-16 21:30:55 UTC

### AGENT NOTE | Agent (hY11vVd1...) | 2025-09-16 21:55:50 UTC

Live Team Notes Serial Numbers: 24h4493707rt FW: v.03.00.05 Issue/ Need: Cx wanted to know if they upgraded, would they get the Halo 5 dog collar CX would like to know Troubleshooting & Actions Taken: "The Halo 5 now has separate Wi-Fi and Bluetooth chips, improving connectivity for faster, more reliable location data and notifications." ● "Battery life has been extended to up to 48 hours, nearly double that of the Halo 4, making it easier to go about your day worry-free." ● "Rapid charging means you can go from empty to full in just 1 hour, so your dog never has to wait long for their next adventure. Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Internal doc about the Halo 5 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (hY11vVd1...) | 2025-09-16 21:56:06 UTC

Added: NCR2eulFTRyzoCpXePNHpw

### EMAIL | Agent (hY11vVd1...) | 2025-09-16 21:56:15 UTC

**From:** support@halocollar.com

**To:** jessekantor@security.com

**Subject:** Halo Support Follow Up

Hello Jesse, Thank you for calling Halo Support today. This is [RES]Jamie. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, [RES]Jamie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (hY11vVd1...) | 2025-09-16 21:56:22 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (fG3yoEzX...) | 2025-09-16 21:56:46 UTC | Status: OPEN

## Conversation: \_tlLuHYeSwihHvWuPuegLg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:31:36 UTC to 2025-09-16 21:33:27 UTC

### AGENT NOTE | Agent (\_mb2l5Ls...) | 2025-09-16 21:31:36 UTC

Live Team Notes Serial Numbers: 24h3293784rt FW: v.02.08.11 Issue/ Need: Collar is flashing Checked in ap and collar has diagreq Cx disconnected shortly after before I could inform her Troubleshooting & Actions Taken: Cx was oow but collar warranty expired less than 30 days ago so I extended it Submitted wr Sending cx email since call disconnected informing her of this Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKl5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 21:31:45 UTC

Added: zHerDDHSRyKoaFtPZdCcew, 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

### EMAIL | Agent (\_mb2l5Ls...) | 2025-09-16 21:33:25 UTC

**From:** support@halocollar.com

**To:** ksmickel@verizon.net

**Subject:** Halo Support Warranty Request Submitted

Hello Sarah, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. Please make sure to confirm your shipping address by clicking [Here](#). Once you confirm your address we will be able to ship out your replacement collar. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jazmine Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 21:33:27 UTC | Status: CLOSED



## Conversation: Dq-J3PPmRnCVV53fz4ydfw

Messages: 9 | Customers: 1 | Duration: 2025-09-16 21:32:01 UTC to 2025-09-16 22:06:35 UTC

PHONE\_CALL | Customer (6aYoRd4g...) | 2025-09-16 21:32:01 UTC

### EMAIL | Agent (XFHTycPM...) | 2025-09-16 21:51:43 UTC

**From:** support@halocollar.com

**To:** rachamberland@yahoo.com

**Subject:** Test Email

Please let me know if you received this email. With pawsitivity, Mustafa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (XFHTycPM...) | 2025-09-16 21:55:48 UTC

First and Last Name: Robert Chamberland Email: rachamberland@yahoo.com, fprisco@sbcglobal.net Phone Number:18607129270 Collar SN:24h4483869rt Collar FW:v.03.00.05 Collar Purchased From:Halo Resources: AP, RES, <https://support.halocollar.com/hc/en-us/articles/4410952489623-How-to-Return-Your-Halo-Collar-for-a-Refund> [https://support.halocollar.com/hc/en-us/articles/4410952489623-How-to-Return-Your-Halo-Collar-for-a-Refund] Recap/TS: Got a questions about getting the money back. Hired a dog trainer and still struggling for the static to work. When they cross the line the static doesnt work. Bought this in March of this year. Didnt realize how long it takes to train. Hired dog trainer 3-4 weeks ago. Its not working. Its picking up the signal but the static is not working. Live on a busy road and this is not working for him. He doesnt want to do anymore TS for this and wants to return it for a refund Next Steps: Cx doesnt have the collar with him right now. He is not sure if it is working correctly or not working correctly. The return window is 109 days passed since shipment. We need to escalate this to billing for the 120 days return window extension since he reached out to tech support.

### AGENT NOTE | Agent (XFHTycPM...) | 2025-09-16 21:59:15 UTC

Billing Team Escalation Notes Affected Serial Number:24h4483869rt FW:v.03.00.05 Order ID:1557565 RMA Ticket #:n/a Subscription Start Date:Mar 2 2025 Reason for Escalation: Cx tried all the TS for static and it is not working. He hired a dog trainer 3-4 weeks ago and it still didnt work. Cx is super frustrated and wants to return the collar for a refund. He is 109 days passed since shipment for the return. looking for the 120 days extension. Requested Action: Assist cx with processing the return for a refund.

### EMAIL | Agent (XFHTycPM...) | 2025-09-16 21:59:35 UTC

**From:** support@halocollar.com

**To:** rachamberland@yahoo.com, fprisco@sbcglobal.net

**Subject:** Re: Test Email

Hello Robert, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Mustafa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:51 PM support@halocollar.com

wrote: > Please let me know if you received this email. > > With pawsitivity, > Mustafa > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (XFHTycPM...) | 2025-09-16 22:02:46 UTC**

Please email to fprisco@sbcglobal.net as rachamberland@yahoo.com is not accepting our emails

***TOPIC CHANGE** | Agent (XFHTycPM...) | 2025-09-16 22:03:27 UTC*

*Added: jHyQ0PKARAKhHUZ\_rEmu6w, rxefklGaTXGCpjC7oGEfPg*

***STATUS CHANGE** | Agent (XFHTycPM...) | 2025-09-16 22:03:33 UTC | Status: CLOSED*

***STATUS CHANGE** | Customer (6aYoRd4g...) | 2025-09-16 22:06:35 UTC | Status: OPEN*

## Conversation: 7TwOOkj8Qa6OhIAWqGUOpA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 21:32:22 UTC to 2025-09-16 23:32:59 UTC

**Customer (maGdfFqa...)** | 2025-09-16 21:32:22 UTC | halocollar.com

any tips for dogs that chase squirrels through the fence zone?

**System/AI** | 2025-09-16 21:32:45 UTC | halocollar.com

To help manage a dog that chases squirrels through the fence zone, make sure your Halo Fence is set up with enough space between the boundary and any roads or distractions. The Halo Collar will provide feedback, like sounds or vibrations, to deter your dog from crossing the boundary. You can customize this feedback in the Halo App. Consistent training and positive reinforcement can also help discourage this behavior over time. If you need more help, consider consulting a professional trainer.

**STATUS CHANGE** | Unknown | 2025-09-16 23:32:59 UTC | Status: CLOSED

## Conversation: c9BM8ImmTQOTaoUr0R4PoA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 21:32:27 UTC to 2025-09-16 23:49:08 UTC

### EMAIL | Customer (7mflLqLt...) | 2025-09-16 21:32:27 UTC

**From:** krussrn@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Order Update

I never received the charger Sent from Gmail Mobile On Thu, Sep 11, 2025 at 5:17 PM Halo Collar wrote: > Hello Kristy, > > My name is Taylor, and I would like to thank you for your patience while > we processed your order request. > > I'm happy to let you know that your order for Contact Tips and Mag > charging adaptor has been successfully set up and will be shipping out > shortly. > > - You can expect your order to arrive within roughly 3-5 business days > - You will receive an email confirmation when the order ships > - You can check the status of your shipment:\* Halo Collar Order Status\* > > > If you have any questions in the meantime, just reply to this email. > We're always here to help. > > With pawsitivity, > Taylor > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 21:56:38 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx has received order 1658277 Order was for an H3 mag charger and contact tips Recap (When/Where/What the customer wants) Tracking shows as delivered today, 9/16 Cx did not receive H3 mag charger Is This Resolved/Follow-Up Required? Sending mag charger If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 21:56:44 UTC

Added: -LmskJFZShWIO0nMJuMqlA

### EMAIL | Agent (sR--y62-...) | 2025-09-16 21:58:38 UTC

**From:** support@halocollar.com

**To:** krussrn@gmail.com

**Subject:** Re: Halo Collar Order Update

Hello Kristy, My name is Don, and I would like to apologize that you did not receive the charger. It should have been in the package with the contact tips. I'm happy to let you know that I have submitted another order for a magnetic charging adaptor and it will be shipping out shortly. You can expect your order to arrive within roughly 3-5 daysYou will receive an email confirmation when the order shipsYou can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 5:32 PM "Kristy Russ" wrote: > I never received the charger > > Sent from Gmail Mobile > > > On Thu, Sep 11, 2025 at 5:17 PM Halo Collar wrote: > > > Hello Kristy, > > > My name is Taylor, and I would like to thank you for your patience while > > we processed your order request. > > > I'm happy to let you know that your order for Contact Tips and Mag > > charging adaptor has been successfully set up and will be shipping out > > shortly. > > > - You can expect your order to arrive within roughly 3-5 business days > > - You will receive an email confirmation when the order ships > > - You can check the status of your shipment:\* Halo Collar Order Status\* > > > > > If you have any questions in the meantime, just reply to this email. > > We're always here to help. > > > > With pawsitivity, > > Taylor > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > >

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 21:58:40 UTC | Status: CLOSED

**EMAIL | Customer (7mflLqLt...) | 2025-09-16 23:49:08 UTC**

**From:** krussrn@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Order Update

Thank you Sent from Gmail Mobile On Tue, Sep 16, 2025 at 5:58 PM Halo Collar wrote: > Hello Kristy, > > My name is Don, and I would like to apologize that you did not receive > the charger. It should have been in the package with the contact tips. > > I'm happy to let you know that I have submitted another order for a > magnetic charging adaptor and it will be shipping out shortly. > > - You can expect your order to arrive within roughly 3-5 days > - You will receive an email confirmation when the order ships > - You can check the status of your shipment:\* Halo Collar Order Status\* > > > If you have any questions in the meantime, just reply to this email. We're > always here to help. > > Best Regards, > Don > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 5:32 PM "Kristy Russ" > wrote: > > I never received the charger > > Sent from Gmail Mobile > > > On Thu, Sep 11, 2025 at 5:17 PM Halo Collar > wrote: > > > Hello Kristy, > > > My name is Taylor, and I would like to thank you for your patience while > > we processed your order request. > > > I'm happy to let you know that your order for Contact Tips and Mag > > charging adaptor has been successfully set up and will be shipping out > > shortly. > > > - You can expect your order to arrive within roughly 3-5 business days > > - You will receive an email confirmation when the order ships > > - You can check the status of your shipment:\* Halo Collar Order > > Status\* > > > If you have any questions in the meantime, just reply to this email. > > We're always here to help. > > > With pawsitivity, > > Taylor > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > >

**STATUS CHANGE** | Customer (7mflLqLt...) | 2025-09-16 23:49:08 UTC | Status: OPEN

## Conversation: oXhbVkt1TQupYlJ0cch-ww

Messages: 2 | Customers: 1 | Duration: 2025-09-16 21:32:58 UTC to 2025-09-16 23:34:00 UTC

**EMAIL | Customer (qrbg3bd-...) | 2025-09-16 21:32:58 UTC**

**From:**

cglgt44h976ccwg+4047ec6d-837d-413f-9980-ea599d1d34f5@marketplace.amazon.com

**To:** support@halocollar.com

**Subject:** Inquiry from Amazon customer Evan

You have received a message. ----- Message: ----- Halo collar 4, the gps on this device is not working and device is going through quality issues. I would like to claim my warranty. ----- End message ----- Was this email helpful? [https://sellercentral.amazon.com/gp/satisfaction/survey-form.html?ie=UTF8&HMDName;=NotificationBusEmailHMD&customAttribute1Value;=BBC\\_MESSAGE\\_SENT\\_TO\\_MERCHANT&customAttribute2Value;=Param2&customAttribute3Value;=Param3](https://sellercentral.amazon.com/gp/satisfaction/survey-form.html?ie=UTF8&HMDName;=NotificationBusEmailHMD&customAttribute1Value;=BBC_MESSAGE_SENT_TO_MERCHANT&customAttribute2Value;=Param2&customAttribute3Value;=Param3) Resolve Case <https://sellercentral.amazon.com/messaging/no-response-needed?t=A09799482ORXJ3959XAJ5&m;=A020004427MST1J16WZIN&c;=A3DS0QL19MBO5E&=ATVPDKIKX0DER&c;=A2MIQ4WDVLBE4J&h;=4679b9e8a0316dfd67f083cf1ba25a124a459bc4&s;=1> Report questionable activity [https://sellercentral.amazon.com/messaging/report?t=A09799482ORXJ3959XAJ5&m;=A020004427MST1J16WZIN&c;=A3DS0QL19MBO5E&=ATVPDKIKX0DER&h;=2e0458ae2a40824ac20c76321e1f1c213ae2f1bf&s;=1&b;=1&CODE;=AQ3467DE20SSMKE196T&code;=AQ3467DE20SSMKE196T&lc;=en\\_US](https://sellercentral.amazon.com/messaging/report?t=A09799482ORXJ3959XAJ5&m;=A020004427MST1J16WZIN&c;=A3DS0QL19MBO5E&=ATVPDKIKX0DER&h;=2e0458ae2a40824ac20c76321e1f1c213ae2f1bf&s;=1&b;=1&CODE;=AQ3467DE20SSMKE196T&code;=AQ3467DE20SSMKE196T&lc;=en_US) ----- Copyright 2025 Amazon, Inc, or its affiliates. All rights reserved. Amazon.com, 410 Terry Avenue North, Seattle, WA 98109-5210 For Your Information: To help protect the trust and safety of our marketplace, and to help arbitrate potential disputes, we retain all messages buyers and sellers send through Amazon.com for two years. This includes your response to the message above. Amazon.com uses filtering technology to protect buyers and sellers from possible fraud. Messages that fail this filtering will not be transmitted. SPC-USAmazon-1864773866375738

**STATUS CHANGE | Unknown | 2025-09-16 23:34:00 UTC | Status: CLOSED**

## Conversation: gLJoR9CnTIC6kQGmK7SPMg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:33:53 UTC to 2025-09-16 21:34:45 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 21:33:53 UTC

Added: jN7nMmX-TGW78SajheFiSw, yUdj74HoRguBsTQ2B0ZktA

### AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 21:34:03 UTC

Live Team Notes Serial Numbers: NA FW: NA Issue/ Need: Cx scheduled zoom for GPS issues Troubleshooting & Actions Taken: Cx scheduled a Zoom call for 5 pm est, 9/16/25 but did not show up after 15 minutes. I ended the meeting and am sending our live support info to cx for further help at this time. Zoom request states "The GPS on my collar still does not work. It only works when the collar is within Bluetooth range of my phone" Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (WBbod4uN...) | 2025-09-16 21:34:44 UTC

**From:** support@halocollar.com

**To:** amanda@austinenclosures.com

**Subject:** Halo Collar We're Sorry We Missed You!

Hello Amanda, Thank you for contacting Halo Collar Support through a zoom request. My name is Jessica, and I'm sorry that I missed you during our scheduled time! Please feel free to contact our live support during business hours, as listed below, if you have any other questions or need further help. Dog Park (live video support) available hours: 9:00 am - 8 pm EST (7 days a week) Phone support (+1 (214) 238-9788) available hours: 8:00 am - 6:00 pm EST (M-F) 10:00 am - 4:00 pm EST (Sat-Sun) If you need any additional information on our customer support How to Contact Customer Support Help Desk Thank you for being part of our Halo Pack! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (WBbod4uN...) | 2025-09-16 21:34:45 UTC | Status: CLOSED

## Conversation: BihO7mnjQIKif7xs2trG4w

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 21:35:19 UTC to 2025-09-16 21:35:19 UTC*

**PHONE\_CALL** | Customer (29aBvg41...) | 2025-09-16 21:35:19 UTC



## Conversation: N479r50IQaa-8LFTs7QTEQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:35:30 UTC to 2025-09-16 21:51:39 UTC

PHONE\_CALL | Customer (RssRFQNg...) | 2025-09-16 21:35:30 UTC

EMAIL | Agent (JcamaQTb...) | 2025-09-16 21:50:58 UTC

**From:** support@halocollar.com

**To:** ahorton79@gmail.com

**Subject:** Halo Support Follow-Up

Hello Andy, Thank you for calling Halo Support today. This is MeLissa. It was truly a pleasure speaking with you and learning more about you and your pup. What is the Halo Remote Beacon? EnvironmentHalo Remote BeaconAnswerWe're thrilled to present the Remote Beacon, an innovative device that significantly enhances the way you interact with your dog. Designed like a keychain FOB, the Remote Beacon allows you to send specific feedback to your dog with just a simple click. Its design is not just smart but also convenient - easily attach it to your keychain or your dog's leash for accessibility at all times. The Remote Beacon offers a swift alternative to using your phone to access the Halo Collar app. In situations where time is of the essence, like during walks or emergencies, the Remote Beacon stands out by providing immediate communication with your dog. No more scrambling to unlock your phone and navigate through an app; with the Remote Beacon, a single click is all it takes to guide your pet effectively. \*Special Note: you must only click the Remote Beacon button once, if you click more than once in a half second it will not work. The max range of the remote beacon is 150

feet. COMPREHENSIVE GUIDE TO HALO COLLAR BEACONS FOR DOG TRAINING AND SAFETY What Are Halo Beacons? What Are Halo Beacons? Small Bluetooth devices that work with your dog's Halo Collar to create safe or restricted areas. Types of Beacons Zone Beacons - Used indoors or outdoors - Set "Keep Away" or "Ignore Fence" zones Remote Beacons - Handheld remote to trigger feedback manually Beacons can be purchased on the Accessories Page. Key Features Each Beacon can be named and assigned a custom radius (spherical coverage). Large radius settings may affect multiple floors. Beacons can be muted to ignore them. Beacon Functions Keep Away: Creates restricted zones that trigger feedback. Ignore Fences: Creates safe zones where Fence feedback is paused. Managing Beacons in the App ("My Beacons") Add and name Beacons. Set custom radius per Beacon. Only Beacons registered to your account affect your dog. View battery and connection status. Receive low battery alerts. Important Notes New users: Your dog won't respond to Beacons until you add one. Existing users: Initially, your dog responds to all Beacons until you add one in the app; afterward, only registered Beacons work. Common Uses Small radius: Block off small areas (like counters). Large radius: Block large areas (like rooms or hallways). Reminder: Beacons must be enabled on your dog's Pet Card in the app for feedback to work. How to Turn a Beacon On/Off Zone Beacons To turn ON: Unscrew the cap by hand Press and hold the small white button near the battery for 5 seconds Release when the blue ring light does one long blink Screw the cap back on securely to maintain waterproofing To turn OFF: Press and hold the same white button for 5 seconds Release when the blue ring light blinks five times Remote Beacons To turn ON: Press and hold the button for 5 seconds Release when the blue light does one long blink To turn OFF: Press and hold the button for 5 seconds Release when the blue light turns on The light will then blink five times to confirm power off Pairing a Beacon in the Halo App: Open the Halo App. Navigate to Settings > My Beacons > + Add Beacon. Select the type of Beacon: Zone or Remote. The app will search for nearby Beacons (this may take up to 60 seconds). Identify and Select Your Beacon: Beacon serial numbers will appear in the app. Match the serial number shown in the app with the one printed on your Beacon. Tap the correct Beacon to continue. Configure Your Beacon: Zone Beacon: Name the Beacon. Choose its function: Keep-Away Zone: Triggers feedback to discourage entry into the area. Ignore Zone: Disables GPS feedback in the designated area (e.g., garage or porch). Set the zone radius using the slider or arrow buttons. To update settings later, go to Settings > Beacons in the app. Remote Beacon: Used as a manual feedback device. Select one type of feedback that will activate when the button is pressed. After Setup: View all paired Beacons and their assigned roles in Settings > My Beacons. Beacon Range or radius Beacon range is adjustable and works

like a signal strength setting, not a fixed distance. Increasing the range expands the coverage area, while decreasing it makes it smaller. The signal creates a spherical radius, so it can affect areas above or below the beacon—like different floors. This range works with both the Keep Away and Ignore Fences functions.

**Keep Away Mode:** Use this to keep your dog out of areas like the kitchen. As your dog enters the beacon zone, they'll first receive warning feedback, then boundary feedback as they get closer.

**Ignore Fences Mode:** Use this when walking or driving with your dog through a Halo Fence. As long as the collar stays within range of the beacon you're carrying, no fence feedback will be given. You may need to adjust the range to find what works best for your space and setup.

**Can I use 1 beacon for multiple collars?** One Halo Beacon works with all Halo Collars linked to your account. You don't need separate beacons for each collar — a single beacon will manage keep-away zones or indoor boundaries for every collar you own.

**Do Beacons come in the Halo Kit and are they required to use the collar?** Halo Beacons do not come included with Halo Collar kits and are not required to use the collar. However, using Beacons can offer extra benefits, such as creating custom safe zones, setting restricted areas to keep your dog away from certain spots, and providing more precise control over your dog's boundaries. Beacons enhance your Halo system by adding flexibility and customization to your pet's safety.

**Using a fence without a beacon. Do you need to use a beacon?** You can absolutely use the Halo Collar Fence without a Beacon. Beacons are completely optional. They're great if you want to create smaller "no-go" zones inside your fenced area—like keeping your pup out of the flowerbeds—but they're not required for your main fence to work. Your Halo Fence will function fully on its own.

**Zone Beacon Overview** The Zone Beacon is ideal for both indoor and outdoor use. It allows you to create Keep Away Zones (areas where your dog receives prevention feedback) and Ignore Zones (areas where GPS fences and feedback are temporarily disabled).

**Common Uses:** Prevent digging in flowerbeds Keep dogs away from pools or furniture Block off specific indoor areas like bedrooms or couches

**Key Features:** Weatherproof for outdoor placement Supports both Keep Away and Ignore Zone functions Long-lasting, replaceable battery (up to 15 months of use) Includes secure mounting options for stability

**Remote Beacon Overview.** How does a Remote beacon work? The Remote Beacon allows you to send feedback to your dog with the push of a button—no phone required. It's perfect for on-the-go use and provides instant manual feedback when needed.

**Key Features:** Sends customizable feedback: Return Whistle, Praise, Warning, Boundary, or Emergency Easily attachable to a keychain, leash, or bag for quick access Great for calling your dog back or reinforcing behavior without needing to open the Halo App

**Beacon feedback** The Zone Beacon will only play a sound when it's set to Keep Away mode. In this mode, it helps deter your dog from entering a specific area by triggering feedback. The Remote Beacon can be customized to deliver one type of feedback—either a Prevention (like a warning or boundary sound) or Encouragement (like a return whistle or praise). You can choose the feedback type in the Halo App, but only one can be active at a time.

**Beacon Battery** Beacons are battery powered, so you'll need to replace the battery when it runs low. For details about the type of battery each beacon uses, visit the Beacon Shop on the Halo website. There's a helpful chart at the bottom of the page that shows all beacon types and their compatible batteries.

**Troubleshooting Non-Functional Beacon** If your beacon is not working, ensure that the battery is properly installed and charged. If the beacon still does not light up after changing the battery, it may be defective. In such cases, contact customer support for assistance with a return or replacement.

**Training Beacons** Training Beacons are no longer included with Halo Collar kits or sold individually on our website. However, we now offer Zone Beacons in the Accessory Shop. Zone Beacons function the same way as Training Beacons, providing boundary cues, but with added versatility for indoor or outdoor use and a significantly longer battery life—lasting up to 15 months.

**Using Halo Collar for Multiple Boundaries** The Zone Beacon can be used to create multiple boundaries, such as a perimeter around your property and a separate boundary around a pool. Use the app to outline each area, ensuring they do not intersect, to keep specific zones off-limits.

**Beacon Discounts** Silver Pack members save 25% and Gold Pack members save 50% on accessory orders, including beacons, straps, cases, and charging equipment. To apply your discount, log into your Halo Account on the Halo website before making your purchase — the discount will apply automatically at checkout. Outside of these membership benefits, no other discounts are available on accessories.

**Returning accessories. Return Accessories.** (Answers for returning beacons, straps, cases, charging equipment, merch)

**Accessories** such as protective cases, extra straps, beacons, and

similar items, as well as apparel and branded merchandise like t-shirts, sweatshirts, hats, and yard signs, are non-refundable. If you have questions or need help with your order, someone from our team can assist you further. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 21:51:32 UTC**

First and Last Name: Andy Horton Email: [ahorton79@Gmail.com](mailto:ahorton79@Gmail.com) Phone Number: 16019548196 Collar SN: 25h4321886rt Collar FW: v.03.00.05 Collar Purchased From: Direct to Consumer Resources: Gladly AP KB Recap/TS: Pre-purchase questions about the remote beacon Sent follow-up email w/ Remote Beacon macro Next Steps:

*TOPIC CHANGE | Agent (JcamaQTb...) | 2025-09-16 21:51:38 UTC*

*Added: NCR2eulFTRyzoCpXePNHpw*

*STATUS CHANGE | Agent (JcamaQTb...) | 2025-09-16 21:51:39 UTC | Status: CLOSED*

## Conversation: s\_1EZ8qoSImf4mooll6e\_A

Messages: 7 | Customers: 1 | Duration: 2025-09-16 21:36:00 UTC to 2025-09-16 23:39:01 UTC

**Customer (jW3Kc0V-...)** | 2025-09-16 21:36:00 UTC | halocollar.com

i would like to upgrade both of my Collars

**System/AI** | 2025-09-16 21:36:29 UTC | halocollar.com

Hi there! To upgrade your Halo Collars, simply log in to your account on the Halo website. Head over to "Redeem Halo Care or Protection" in the menu, and choose the collars you'd like to upgrade. You'll see the pricing based on your membership level. Once you confirm your selection, remember that the old collars will be deactivated and can't be reused. If you have any questions or need more help, just let us know!

**Customer (jW3Kc0V-...)** | 2025-09-16 21:37:08 UTC | halocollar.com

yes it says i can only replace 1 Collar

**System/AI** | 2025-09-16 21:37:40 UTC | halocollar.com

Hi there! It sounds like you might need to check if your Halo Membership plan supports multiple collars. You can do this by logging into your account on the Halo website and adjusting the number of collars if needed. If you're still having trouble, try removing the old collar from your account first, as this might free up a slot for a new one. If you need further help, feel free to reach out to our live support team. They're always ready to assist!

**Customer (jW3Kc0V-...)** | 2025-09-16 21:38:07 UTC | halocollar.com

ok thanks

**System/AI** | 2025-09-16 21:38:26 UTC | halocollar.com

You're welcome! If you have any more questions or need further assistance, feel free to ask. Have a great day!

**STATUS CHANGE** | Unknown | 2025-09-16 23:39:01 UTC | Status: CLOSED

## Conversation: 3gY4X0HUR\_6biPE5yrpH2A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:36:28 UTC to 2025-09-16 21:36:38 UTC

### AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 21:36:28 UTC

Live Team Notes Serial Numbers:25h4244797rt FW: Issue/ Need: Address confirmation Troubleshooting & Actions Taken: Sent link in chat Address confirmed Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (YYRYgGjy...) | 2025-09-16 21:36:31 UTC

**From:** support@halocollar.com

**To:** christopherharper3816@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Christopher, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 21:36:37 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 21:36:38 UTC | Status: CLOSED

## Conversation: 6wR2m8Y-S\_-9UyiI\_GcRxg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:37:36 UTC to 2025-09-16 23:39:01 UTC

**Customer (HUME1YUf...)** | 2025-09-16 21:37:36 UTC | halocollar.com

Lately the collar doesn't refresh for minutes after I put it on my dog. He exceeds the virtual fence and when I try to correct him, it shows that he's not connected. Not sure why we're having connection issues regularly.

**Customer (HUME1YUf...)** | 2025-09-16 21:37:54 UTC | halocollar.com

the collar is fully charged

**System/AI** | 2025-09-16 21:38:25 UTC | halocollar.com

I'm sorry to hear about the connection issues with your Halo Collar. To improve connectivity and refresh speed, make sure your collar is connected to a stable Wi-Fi or LTE network. Try restarting your router, moving the collar closer to the router during setup, and ensuring your phone is on the same network. Also, check for any available firmware updates in the Halo App. If problems persist, resetting the collar by holding the power button for 15 seconds might help. If you need further assistance, please let us know!

**STATUS CHANGE** | Unknown | 2025-09-16 23:39:01 UTC | Status: CLOSED

## Conversation: 26tllKJDSQOvjz132cLtFg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:37:40 UTC to 2025-09-16 21:40:28 UTC

### AGENT NOTE | Agent (vi\_2Fjmb...) | 2025-09-16 21:37:40 UTC

Live Team Notes Serial Numbers: 24h4492619rt (AM-FBA18TW17DNN - Mar 19, 2025 2:31 AM) FW: v. 03.00.05 Applied Issue/ Need: They were told to contact us since our Halo Collar is having an issue Troubleshooting & Actions Taken: Settings >MyCollars >CollarDiagnostics >Motion Sensor and Battery Level Issue AP shows warranty ID: AW-20250817-40319 Sent the link on the chat, the cx was able to confirm the address Now AP shows RMA created in NetSuite Advised: 3-5 days for delivery Not to use the collar anymore Return the old collar with the label received in the replacement box Keep accessories to switch them to the new collar She also asked how do they add another collar to their account as they are planning to get another dog Provided information to that respect and sending it on an email too Informed that they will receive a one-question survey via email, so their feedback would be appreciated Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJV AzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 21:38:12 UTC

**From:** support@halocollar.com

**To:** blacksheepak@hotmail.com

**Subject:** Halo Support Warranty Request Submitted - Cooper

Hello Rita, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 21:40:07 UTC

**From:** support@halocollar.com

**To:** blacksheepak@hotmail.com

**Subject:** How to add another dog to the account

Hello Rita, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am glad that I was able to inform you how to add a secondary collar to your account. There is more information below: Adding or Removing Collars from Membership Plan Once you have modified your subscription, you can proceed to add the collar on the App. How to Add or Remove a Collar or Pet in the Halo App Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We

want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:38 PM support@halocollar.com wrote: > Hello Rita, > > Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > > We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. > > Here's what to expect: > Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. > > Once your replacement collar arrives: > The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. > > We understand this may be inconvenient, and we truly appreciate your patience. > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Monica > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 21:40:25 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, pSPIU158T0udHRqLgew-7Q, f5K70j-7T1qdE8RdQP8GZg, rdUSmYttSwKQFfR2AdKalw, oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 21:40:28 UTC | Status: CLOSED



## Conversation: 31jGa9B6RrqbxoJCe3JIRQ

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 21:38:09 UTC to 2025-09-16 23:39:02 UTC*

**Customer (8tRPhGVr...)** | 2025-09-16 21:38:09 UTC | halocollar.com

how do I create a fence

**System/AI** | 2025-09-16 21:38:43 UTC | halocollar.com

To create a fence with your Halo Collar, open the Halo App and tap "My Map" in the bottom-left corner. Then, slide up the "Find & Manage Pets" card and tap "Add Fence." Drag the marker to your property or enter your address, then tap "Create Fence." The app will generate a unique fence around your property using public property lines. You can adjust the fence posts as needed. For detailed instructions, you can refer to this guide. Feel free to ask if you have more questions!

**STATUS CHANGE** | *Unknown* | 2025-09-16 23:39:02 UTC | Status: CLOSED

## Conversation: 77eE8YymQrCUHbA3apEIIQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:38:40 UTC to 2025-09-16 21:54:34 UTC

EMAIL | Customer (4v7vjldk...) | 2025-09-16 21:38:40 UTC

**From:** jonhornbach@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Return Details

I have not received an email with the return shipping label. When will that be sent? Jon On Mon, Sep 15, 2025 at 5:06 PM Halo Collar wrote: > Hello Jon, > > Thank you for reaching back out to us. While we're truly sorry to hear > that you're moving forward with a return, we understand entirely, and we're > here to help make the process as smooth as possible. > We've extended your return window, and I have submitted your return for > you. > > \*How to Return Your Halo Collar for a Refund:\* > > - You'll receive an email with a pre-paid return shipping label. > - After we receive your collar at our warehouse, we'll issue your > refund to the original payment method. > > > If you have any questions along the way, just let us know. > We're here to help! > > > Best Regards, > Brandon > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Monday, September 15, 2025, 4:15 PM "Jon Hornbach" jonhornbach@gmail.com> wrote: > > Michele, > > I joined and talked to somebody about two 2 1/2 weeks ago. They gave me > some pointers, but nothing that is gonna be able to help with my situation > in the slow response from the halo collar. > > I am looking to return this and the website will not allow me to return > it. I need to be able to return it as the end of my return period is coming > up. > > > Jon > On Mon, Sep 15, 2025 at 11:00 AM Halo Collar > wrote: > > > Hello Jon, > > > My name is Michele, and I'd like to recommend that you contact our Live > > Support team for further assistance. > > > \*Live Support via the Virtual Halo Dog Park:\* > > Join our virtual Halo Dog Park to speak with a live agent through video > > chat. Cameras are NOT required. > > > \*How to Join:\* > > > - \*Via Web:\* Click here to join the Dog Park > > > - \*Via the Halo App:\* > > > - Tap Settings > > > - Tap Halo Dog Park > > > - Tap Halo Support > > > - Tap Join Session > > > - Allow any requested permissions > > > \*Dog Park Hours of Operation:\* > > 9:00 AM – 8:00 PM EST (7 days a week) > > > We look forward to speaking with you and resolving your issue. > > We want to ensure you and your pup are taken care of. > > With pawsitivity, > > Michele > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Monday, September 15, 2025, 10:52 AM "Jon Hornbach" > jonhornbach@gmail.com> wrote: > > > I have tried to like this collar but it will not work with my very fast > > Great Dane. > > > I called support to discuss but they could not address why the response > > rate was so slow. This also bought me an extra 30 days of testing. > > > I went on to the website as stated below but tue collar is now saying I > > cannot return. > > > Please provide me some assistance. > > > > > > Jon Hornbach > > > On Tue, Jul 22, 2025 at 8:59 AM Halo Collar > > wrote: > > > > Hello Jon, > > > > Thank you for reaching out to Halo Support today. It's so sad to know > > > > that the collar for P does not fit him, and also regarding the feedback > > > > issue. I am happy to assist you. > > > > \*How to Return Your Halo Collar for a Refund\* > > > > > > 1. Log onto the Halo Collar Website > > > > > > 2. Scroll down to the \*bottom \*of the page (on any page) until you > > > > > > see a dark gray footer with various links. > > > > > > 3. Under the \*Support \*section, selec\*t Return or Replace Your > > > > > > collar.\* > > > > > > 4. You will then be redirected to another page, select \*Submit a > > > > > > Return for Refund.\* > > > > > > - After making your selection, you can decide whether to proceed > > > > > > with the return of your collar or contact our Live Support > > > > > > . > > > > > > \*Our support team is available to assist you in using your > > > > > > collar. If you choose to work with us, an additional 30 days will be added > > > > > > to your 90-day return window, making it a total of 120 days.\* > > > > > > 5. If you would like to proceed with the return, scroll down and > > > > > > select \*click here\* to start the return process > > > > > > 6. Enter your \*order number\* and the\* email address used to place > > > > > > your purchase.\* > > > > > > - \*If you are returning a collar that was replaced, please use > > > > > > your \*\*ORIGINAL\*\* order number for your return. \* > > > > > > 7. After this, select the collar(s) that you would like to return > > > > > > 8. Select the reason for your return > > > > > > 9. Select if you would like

to cancel your membership plan >>> 10. Then select how you would like to receive your refund. >>> - At this time, we can \*only\* apply a refund to the form of >>> payment provided at purchase. This means that if you used a credit card, a >>> debit card, a gift card, etc., the refund will go back to that payment >>> method. >>> 11. Then you can submit the return. >>> - After submitting the return, you will receive an email with >>> your pre-paid return shipping label to send your collar back to us. >>> >>> \*Please Note\* >>> >>> - Your refund will be issued 7-10 business days after the collar(s) >>> are received at our warehouse. You will receive an email update once the >>> refund has been issued. >>> - Purchases \*not\* from \*www.halocollar.com >>> \* do \*not\* qualify for this policy, and >>> any returns must be submitted to the authorized seller in accordance with >>> the terms and conditions of such seller's return policy. >>> - Upon receipt and inspection of your approved return, your purchase >>> price will be refunded less a \$25 shipping and handling fee as defined by >>> the Return Situation per the terms outlined in our Return Policy >>> >>> . >>> - We are not responsible for returned goods sent without an RMA. >>> - If you have an \*unopened\* Halo Collar you'd like to return, please >>> reference these steps >>> >>> . >>> - If, for any reason, your subscription plan is being cancelled, >>> preventing your dashboard from loading up, please skip past the questions >>> that ask about signing up for a subscription, and it should allow you to >>> access your dashboard and see the steps listed above. >>> >>> For information on our Return Policy, please visit This Link >>> . >>> We're also happy to help in our virtual Dog Park >>> so >>> don't hesitate to reach out if you have any questions. >>> >>> With pawsitivity, >>> Abdul >>> Halo Customer Support >>> \*Halo Collar\* | Here for you and your best friend ■ >>> >>> \*Need more help?\* >>> ■ \*support@halocollar.com\* | ■ \*Halo Help >>> Center\* >>> >>> ■ \*Speak to a live agent face-to-face at our \*\*Dog Park\* >>> >>> >>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>> >>> \*Join Session\* to speak with the next available agent >>> >>> On Monday, July 21, 2025, 4:10 PM "Jon Hornbach" >>> wrote: >>> >>> Halo Team, >>> >>> I am making the decision to return my halo collar. It's never been on >>> the dog nor has it been sized to fit the dog and all the components are new >>> other than being charged. I tried it out in my situation and the response >>> time to alert the dog to being outside. The fence was way too slow and also >>> was not very noticeable from the sound to the vibration, etc.. I have a dog >>> that is very intent on chasing after rabbits and squirrels and cannot wait >>> even Two seconds for the collar to pick up where she actually would be in >>> the yard. >>> >>> Can you tell me how I return the collar for my refund? >>> >>> Thanks in advance. >>> >>> >>> Jon >>> >>> >>> >>> >>>

**EMAIL | Agent (chgMWdgt...) | 2025-09-16 21:52:55 UTC**

**From:** support@halocollar.com

**To:** jonhornbach@gmail.com

**Subject:** Re: Halo Collar Return Details

Hello Jon, I'm sorry to hear you haven't received your return shipping label. I have attached the label to this email to make sure you receive it. I have also resent the other email again. Please let us know if you need any other assistance. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 5:38 PM "Jon Hornbach" wrote: > I have not received an email with the return shipping label. > > When will that be sent? > > > Jon > > On Mon, Sep 15, 2025 at 5:06 PM Halo Collar wrote: > > > Hello Jon, > > > Thank you for reaching back out to us. While we're truly sorry to hear > > that you're moving forward with a return, we understand entirely, and we're > > here to help make the process as smooth as possible. > > We've extended your return window, and I have submitted your return for > > you. > > > \*How to Return Your Halo Collar for a Refund:\* > > > - You'll receive an email with a pre-paid return shipping label. > > - After we receive your collar at our warehouse, we'll issue your > > refund to the original payment method. > > > > > > If you have any questions along the way, just let us know. > > We're here to help! > > > > > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > On Monday, September 15, 2025, 4:15 PM "Jon Hornbach" > jonhornbach@gmail.com > wrote: > > > Michele, > > > I joined and talked to somebody about two 2 1/2 weeks ago. They gave me > > some pointers, but nothing that is gonna be able to help with my situation > > in the slow response from the halo collar. > > > I am looking to return this and the website will not allow me to return > > it. I need to be able to return it as the end of my return period is coming > > up. > > > > > > Jon

> > On Mon, Sep 15, 2025 at 11:00 AM Halo Collar > > wrote: > > > > > Hello Jon, > > > > > My name is Michele, and I'd like to recommend that you contact our Live > > Support team for further assistance. > > > > \*Live Support via the Virtual Halo Dog Park:\* > > Join our virtual Halo Dog Park to speak with a live agent through video > > chat. Cameras are NOT required. > > > > \*How to Join:\* > > > > - \*Via Web:\* Click here to join the Dog Park > > > > - \*Via the Halo App:\* > > - Tap Settings > > - Tap Halo Dog Park > > - Tap Halo Support > > - Tap Join Session > > - Allow any requested permissions > > > > \*Dog Park Hours of Operation:\* > > 9:00 AM – 8:00 PM EST (7 days a week) > > > > We look forward to speaking with you and resolving your issue. > > We want to ensure you and your pup are taken care of. > > With pawsitivity, > > Michele > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > > On Monday, September 15, 2025, 10:52 AM "Jon Hornbach" > > jonhornbach@gmail.com> wrote: > > > > > I have tried to like this collar but it will not work with my very fast > > Great Dane. > > > > > I called support to discuss but they could not address why the response > > rate was so slow. This also bought me an extra 30 days of testing. > > > > > I went on to the website as stated below but tue collar is now saying I > > cannot return. > > > > > Please provide me some assistance. > > > > > Jon Hornbach > > > > > On Tue, Jul 22, 2025 at 8:59 AM Halo Collar > > wrote: > > > > > Hello Jon, > > > > > Thank you for reaching out to Halo Support today. It's so sad to know > > > > that the collar for P does not fit him, and also regarding the feedback > > > > issue. I am happy to assist you. > > > > > \*How to Return Your Halo Collar for a Refund\* > > > > > 1. Log onto the Halo Collar Website > > > > > 2. Scroll down to the \*bottom \*of the page (on any page) until you > > > > see a dark gray footer with various links. > > > > 3. Under the \*Support \*section, selec\*t Return or Replace Your > > > > collar.\* > > > > 4. You will then be redirected to another page, select \*Submit a > > > > Return for Refund.\* > > > > - After making your selection, you can decide whether to proceed > > > > with the return of your collar or contact our Live Support > > > > . > > > > \*Our support team is available to assist you in using your > > > > collar. If you choose to work with us, an additional 30 days will be added > > > > to your 90-day return window, making it a total of 120 days.\* > > > > 5. If you would like to proceed with the return, scroll down and > > > > select \*click here\* to start the return process > > > > 6. Enter your \*order number\* and the\* email address used to place > > > > your purchase.\* > > > > - \*If you are returning a collar that was replaced, please use > > > > your \*\*ORIGINAL\*\* order number for your return. \* > > > > 7. After this, select the collar(s) that you would like to return > > > > 8. Select the reason for your return > > > > 9. Select if you would like to cancel your membership plan > > > > 10. Then select how you would like to receive your refund. > > > > - At this time, we can \*only \*apply a refund to the form of > > > > payment provided at purchase. This means that if you used a credit card, a > > > > debit card, a gift card, etc., the refund will go back to that payment > > > > method. > > > > 11. Then you can submit the return. > > > > - After submitting the return, you will receive an email with > > > > your pre-paid return shipping label to send your collar back to us. > > > > > \*Please Note\* > > > > > - Your refund will be issued 7-10 business days after the collar(s) > > > > are received at our warehouse. You will receive an email update once the > > > > refund has been issued. > > > > - Purchases \*not \*from \*www.halocollar.com > > > > \* do \*not \*qualify for this policy, and > > > > any returns must be submitted to the authorized seller in accordance with > > > > the terms and conditions of such seller's return policy. > > > > - Upon receipt and inspection of your approved return, your purchase > > > > price will be refunded less a \$25 shipping and handling fee as defined by > > > > the Return Situation per the terms outlined in our Return Policy > > > > > . > > > > - We are not responsible for returned goods sent without an RMA. > > > > - If you have an \*unopened \*Halo Collar you'd like to return, please > > > > reference these steps > > > > > . > > > > - If, for any reason, your subscription plan is being cancelled, > > > > preventing your dashboard from loading up, please skip past the questions > > > > that ask about signing up for a subscription, and it should allow you to > > > > access your dashboard and see the steps listed above. > > > > > For information on our Return Policy, please visit This Link > > > > . > > > > We're also happy to help in our virtual Dog Park > > > > so > > > > don't hesitate to reach out if you have any questions. > > > > > With pawsitivity, > > > > Abdul > > > > Halo Customer Support > > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > \*Need more help?\* > > > >

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 21:54:12 UTC**

**TOPIC CHANGE** | Agent (chgMWdgT...) | 2025-09-16 21:54:33 UTC

**STATUS CHANGE** / Agent (chgMWdgT...) / 2025-09-16 21:54:34 UTC / Status: CLOSED

## Conversation: Cj\_UeScMQ6qPhwc5L399gQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 21:38:51 UTC to 2025-09-16 23:40:03 UTC

**Customer (xWPYH\_Sh...)** | 2025-09-16 21:38:51 UTC | halocollar.com

New Halo 4 collar won't connect to WiFi

**System/AI** | 2025-09-16 21:39:16 UTC | halocollar.com

Hey there! To connect your Halo 4 collar to WiFi, open the Halo App and go to Settings > My Collars. Select your pet's collar, tap Wi-Fi, and choose your 2.4 GHz Wi-Fi network. Enter the password and confirm. Make sure your phone is on the same Wi-Fi network during setup. Try moving the collar closer to the router, restarting the router if needed, and toggling Bluetooth and Wi-Fi off/on in your phone settings. Also, ensure the Halo app is updated and has Bluetooth and location permissions. If issues persist, try using a different phone or check Wi-Fi diagnostics in the app.

**STATUS CHANGE** | Unknown | 2025-09-16 23:40:03 UTC | Status: CLOSED

## Conversation: nnTeRp2xQpOyNMnK609\_Bg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:39:51 UTC to 2025-09-16 23:42:05 UTC

**Customer (H8XsCPwv...)** | 2025-09-16 21:39:51 UTC | halocollar.com

Does the phone with the app need to be at home for the collar to work?

**System/AI** | 2025-09-16 21:40:16 UTC | halocollar.com

No, the phone with the app does not need to be at home for the collar to work. The Halo Collar uses GPS to keep your dog safe within set boundaries, even without a Wi-Fi or LTE connection. While the app is needed for updates and tracking, the collar's safety features remain active through GPS. This means you can be out and about, and the collar will still function to keep your dog safe.

**Customer (H8XsCPwv...)** | 2025-09-16 21:41:06 UTC | halocollar.com

Okay thank you

**System/AI** | 2025-09-16 21:41:27 UTC | halocollar.com

You're welcome! If you have more questions or need further assistance, just let me know. Have a great day!

**STATUS CHANGE** | Unknown | 2025-09-16 23:42:05 UTC | Status: CLOSED

## Conversation: bhJqm4QuSMyro3cyduLkQQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:40:00 UTC to 2025-09-16 22:07:22 UTC

### EMAIL | Customer (BnHnw5z1...) | 2025-09-16 21:40:00 UTC

**From:** theumer7@aol.com

**To:** support@halocollar.com

**Subject:** Requesting new updated collar

Hello, And our current program are allowed to get the newest collar for half price or something greatly reduced? Thank you, Scott Theumer Sent from AOL on Android

*PHONE\_CALL | Customer (Ai7FNrdX...) | 2025-09-16 21:45:13 UTC*

### EMAIL | Agent (JcamaQTb...) | 2025-09-16 22:05:28 UTC

**From:** support@halocollar.com

**To:** theumer7@aol.com

**Subject:** Customer Support, Halo Care Information

Hello Scott, Thank you for calling Halo Support today. This is MeLissa. It was truly a pleasure speaking with you and learning more about you and your pup. Halo Collar 4 Overview What is Halo Care? Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost - or for any other reason, such as wanting a new device or upgrading your older model to a newer model! The redemption price for the Halo Care plan depends on your membership plan. \* Bronze - \$199 Silver - \$174 Gold - \$149 You can enroll your collar(s) in Halo Care on the My Account screen when you are logged in to halocollar.com. Note: you can enroll in Halo Care at any time and redeem a reduced price replacement collar immediately. However, this subscription cannot be canceled for 60 days after enrollment. Halo Care is billed monthly at \$9.99 per collar Annual billing is available. If the Halo Care plan is canceled, remaining time will be used as a credited amount towards your next membership renewal. Save an additional \$25 on Halo Care or Halo Protection redemptions if you are a silver member. Save an additional \$50 on Halo Care or Halo Protection redemptions if you are a gold member. If you have multiple collars, you must enroll each one in Halo Care individually See Complete Halo Care Terms & Conditions Why Halo Care? The Halo lifestyle is about living life unleashed--and out in the world, anything can happen! This means you and your pup can get the most out of your Halo, with the confidence that you can easily get an affordable replacement if anything happens to your collar. Am I protected if I don't choose Halo Care? Yes! All Halo Pack members with an active plan are eligible for the Halo Protection, which requires no monthly/annual payment. Halo Protection offers collar replacements for \$449, or \$399 for Halo Pack members who signed up for a Gold Plan when selecting a plan or have maintained a Gold Plan for 3 months or longer. Click here to learn more about the Halo Protection. See Complete Halo Protection Terms & Conditions. How to Purchase Replacement Collars using Halo Care or Halo Protection How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. J Step-by-Step Instructions Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order Important Notes Be sure to select the correct collar; it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? What is Halo Protection? If you have any further questions, please don't hesitate to contact Halo Customer Support. We're happy to assist you. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack!



With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:40 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 9:40 PM "Scott Theumer" wrote: > > > Hello, > > And our current program are allowed to get the newest collar for half price or something greatly reduced? > > Thank you, > > Scott Theumer > > > > Sent from AOL on Android

**AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 22:05:34 UTC**

First and Last Name: Email: Phone Number: 17038677503 Collar SN: 22h2021333rt  
Collar FW: Collar Purchased From: Halo Resources: Gladly AP KB Halo Website  
Recap/TS: The cx wants to know about Halo Care The cx wants some information emailed to him about Halo Care Sent follow-up email w/ Halo Care & Halo 4 overview Next Steps: n/a

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 22:07:22 UTC | Status: CLOSED

## Conversation: 25PRnN0BSyGBx8567qzjgw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:40:13 UTC to 2025-09-16 21:43:17 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 21:40:13 UTC

Live Team Notes Serial Numbers: 25h4280976rt FW: v.03.00.05 Issue/ Need: Got replacement collar in today and she thought it was for this (Knox) collar not Skys collar that got replaced bc Knox collar has not worked since 9/13 Troubleshooting & Actions Taken: Adv the replacement is for Sky Knox collar is not working either- last heard from 9/13 Had her do a reset on it and it shows last heard from a few seconds ago but still showing last heard from 9/13 when viewing in AP Adv I would escalate to CET Cx has tried diff chargers and has left it on the charger, no change Flashes like its charging but no charge or data Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (VM047vR9...) | 2025-09-16 21:40:20 UTC

**From:** support@halocollar.com

**To:** kemorton61@gmail.com

**Subject:** Halo Collar Next Steps Investigation

Hello Kay, My name is Taylor, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 21:42:56 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 25h4280976rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Date & Time of Occurrence: 9/13 Is the Issue Reproducible? (Yes/No – If Yes, include steps): Yes, put on charger & did reset-- collar not charging Last heard from 9/13 Additional notes about the issue: another collar on customers account was replaced and cx thought it was for this collar because the other collar was working and this one has not and will not work since 9/13 Was under the impression this collar was being replaced for DIAG issues Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] Steps Completed:(Y/N) & Outcome of Troubleshooting: Tried diff chargers Checked port Hard reset Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) No Screenshots: (Yes/No) NO System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) NO App Logs (App issues): (Yes/No) NO

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 21:43:17 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 76jKdDJqQKG1X52gm4kjGg, mj\_RH99OSYKd8pMTh-TZ2g, jwJ3FbQTW2nPIHkhIkBIA

## Conversation: Z\_arnRq6Rhe-AH1z6JQ3Fw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 21:41:08 UTC to 2025-09-16 23:42:05 UTC

**Customer (Sa6ocBCr...)** | 2025-09-16 21:41:08 UTC | halocollar.com

The collar dies after 8-10 hours

**System/AI** | 2025-09-16 21:41:36 UTC | halocollar.com

Hi there! If your Halo Collar is dying after 8-10 hours, it could be due to outdated firmware or a weak LTE signal. To recalibrate the battery, plug the collar into the charger, hold the power button for 15 seconds, and then release it. Next, let the battery fully discharge until the collar powers off. After that, let it rest powered off for at least 5 hours, then charge it uninterrupted to 100%. Keep an eye on the battery life for the next 48 hours. If the problem continues, please reach out to our support team for more help. ■

**STATUS CHANGE** | Unknown | 2025-09-16 23:42:05 UTC | Status: CLOSED

## Conversation: LEn0Xmp2QdezXtMOBoAZJA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 21:41:48 UTC to 2025-09-16 22:09:49 UTC

PHONE\_CALL | Customer (jYytEvfk...) | 2025-09-16 21:41:48 UTC

EMAIL | Agent (DBqblO4n...) | 2025-09-16 21:52:58 UTC

**From:** support@halocollar.com

**To:** ashlenschaneman@gmail.com

**Subject:** Halo Support Accessories Order

Hello Ashlen, My name is Aljerome, and I'll be assisting you. I've gone ahead and submitted the request to have your strap adjustment kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 21:53:30 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Ashlen Schaneman Email: ashlenschaneman@gmail.com Phone Number: +19708462398 Collar SN: 25h4140987rt Collar FW: Collar Purchased From: Halo Resources: gladly, a/p Recap/TS: Cx states collar is missing screws/rivits to collar. veriied shipping addy. snding ARF request for strap adjmnt kit. Next Steps:

AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 21:56:36 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Ashlen Schaneman Email: ashlenschaneman@gmail.com Phone Number: +19708462398 Collar SN: 25h4140987rt Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 200121 Rolling Hills Rd City: Scottsbluff State: NE Postal code: 69361 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Strap Adjustment Kit (JUST the tools to attach & adjust size) For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

TOPIC CHANGE | Agent (DBqblO4n...) | 2025-09-16 21:56:45 UTC

Added: -LmskJFZShWIO0nMJuMqlA

AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 22:09:47 UTC

Accessory Order Number-1660522 Strap Adj. Kit

STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 22:09:49 UTC | Status: CLOSED

## Conversation: DN83NDroTdWo0STID7FKFw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:44:11 UTC to 2025-09-16 22:07:53 UTC

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 21:44:11 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 22:07:30 UTC

Live Team Notes Serial Numbers: 25h4282631rt - Rusty FW: v.03.01.02 PRODBETA  
Issue/ Need: Next steps regarding fence set Troubleshooting & Actions Taken: Provided hand-testing instructions: hold collar by strap, bounce steadily toward fence line.  
Discussed feedback sequence: Warning ~7–10 ft before fence Boundary at fence  
Emergency beyond the fence Explained contact tips and which is best to use for fur types  
Edited feedback settings Discussed instance feedback Resources Used (provide details): (KB articles, Slack posts, internal docs.): How to Edit Feedback Settings [<https://support.halocollar.com/hc/en-us/search/click?data=BAh7DjoHaWRsKwiXh3dmvxY6D2FjY291bnRfaWRpA5xBkzoJdHlwZUKiDGFydGljbGUGOGZFVDoldXJsSSJiaHR0cHM6Ly9zdXBwb3J0LmhnbG9jb2xsYXluY29tL2hjL2VuLXVzL2FydGljbGVzLzI1MDEzMzEzNjc0MTM1LUhvdjE0by1FZG10LUZlZWRIYWNrLVNldHRpbmdzBjSIjVDoOc2VhcmNoX2lkSSlpYjc1NDY0ZjEtOWYwMC00ZGQ5LTliNzctZTRIYWZkMWlyNmE0BjSIrjoJcmFua2kiOgtsb2NhbnGVJlplbi11cwY7CFQ6CnF1ZXJ5SSINZmVIZGJhY2sGOwhUOhJyZXN1bHRzX2NvdW50aUk%3D--a50c9ff55d11b92db74eacba7915ab6e2cfe4578>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (CgaCndlh...) | 2025-09-16 22:07:41 UTC

**From:** support@halocollar.com

**To:** daynepopa@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Dayne, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend  
Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 22:07:53 UTC

Added: PT5SzfGLQx6qJKX6efjzxA

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 22:07:53 UTC | Status: CLOSED

## Conversation: WUelxE5gQx-SVdt6EF2QjA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 21:46:34 UTC to 2025-09-16 22:05:28 UTC

**PHONE\_CALL** | Agent (WBbod4uN...) | 2025-09-16 21:46:34 UTC

**EMAIL** | Agent (WBbod4uN...) | 2025-09-16 21:47:37 UTC

**From:** support@halocollar.com

**To:** skaufmann@avoncsd.org

**Subject:** Halo Collar We're Sorry We Missed You!

Hello Sandy, We hope you and your pup are having a great day. My name is Jessica. I'm so sorry I missed you when I first called. I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. Looking forward to speaking with you soon! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 21:47:56 UTC

Added: jN7nMmX-TGW78SajheFiSw, 76jKdDJqQKG1X52gm4kjGg

**PHONE\_CALL** | Agent (WBbod4uN...) | 2025-09-16 21:52:15 UTC

**EMAIL** | Agent (WBbod4uN...) | 2025-09-16 22:01:31 UTC

**From:** support@halocollar.com

**To:** skaufmann@avoncsd.org

**Subject:** Re: Halo Collar We're Sorry We Missed You!

Hello Sandy, It was great speaking with you today! I am happy I could help start the warranty request for your collar. I have included our general warranty information below. Please feel free to follow up if you have any other questions. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:47 PM support@halocollar.com wrote: > Hello Sandy, > > We hope you and your pup are having a great day. My name is Jessica. > I'm so sorry I missed you when I first called. > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > Looking forward to speaking with you soon! > > With pawsitivity, > Jessica > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center

> ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 22:05:27 UTC**

Live Team Notes Serial Numbers: 24h3153679rt FW: 02.08.11 Issue/ Need: Cx has an H3 that will not charge Troubleshooting & Actions Taken: Cx has already done all of the TS for the collar but it will not charge Cx had the same issue with this collar in June but they were able to get it back working However, this time it is still not taking a charge Started warranty process for collar and made sure shipping info was verified Cx also noted they had an older collar that stopped working so they bought this one Wanted to know what to do with this other collar Recommended they dispose of the collar but if they needed to they could send it back with the current collar Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE | Agent (WBbod4uN...) | 2025-09-16 22:05:28 UTC | Status: CLOSED**

## Conversation: k7EGCFKOQJ2fo1-tNC-tFg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 21:48:42 UTC to 2025-09-16 23:49:17 UTC

**Customer (Zhmxsni-...)** | 2025-09-16 21:48:42 UTC | [halocollar.com](https://halocollar.com)

How do I give my grandson my collar

**System/AI** | 2025-09-16 21:49:09 UTC | [halocollar.com](https://halocollar.com)

To transfer your Halo Collar to your grandson, you'll need to reassign the collar in the Halo App. Go to Settings > Currently linked to (Dog's Name), then select "Reassign Collar to Another Pet." Follow the on-screen instructions to add your grandson's pet details. Make sure your grandson has the Halo App installed and is ready to pair the collar via Bluetooth. If you encounter any issues, feel free to reach out for further assistance. Enjoy the process of sharing the Halo Collar's benefits with your family!

**STATUS CHANGE** | *Unknown* | 2025-09-16 23:49:17 UTC | Status: *CLOSED*



## Conversation: k1b6iaH5RmugRu95atBoMg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:49:41 UTC to 2025-09-16 21:53:03 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 21:49:41 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 21:50:37 UTC

Added: yUdj74HoRguBsTQ2B0ZktA

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 21:53:02 UTC

Live Team Notes Serial Numbers: 25h4173444rt FW: v.03.00.05 Issue/ Need: Got emergency fb at the wrong time Troubleshooting & Actions Taken: Properly hand tested collar Cx stated everything is good Cx stated emergency FB is so high to the point that his pup barks in distress when received Directed cx on how to adjust his levels on emergency FB to a comfortable setting for his pup Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 21:53:03 UTC | Status: CLOSED

## Conversation: h34P9laDQJurkF4uMpjHsw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 21:50:39 UTC to 2025-09-16 22:26:43 UTC

**PHONE\_CALL** | Customer (kG\_y1pzG...) | 2025-09-16 21:50:39 UTC

### AGENT NOTE | Agent (hY11vVd1...) | 2025-09-16 22:24:54 UTC

Live Team Notes Serial Numbers: FW: jkb@lcloud.com Issue/ Need: Cx states that Susie Sue's collar is not getting static feedback Incorrect location of the pet on the map Cx states one of the collars was vibrating and blinking (24h3130325rt) Troubleshooting & Actions Taken: Hand-tested static Tips CX is upset about the cost CX will call back to get Susie collar WR once Buck's collar arrives Overridden Warranty for cx satisfaction Res Jamie Jones Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (hY11vVd1...) | 2025-09-16 22:24:55 UTC

Added: j8NwW1I9TISUalRz8HLmTg, XgG7bb7sStCdWy5Ryptnjw

### AGENT NOTE | Agent (hY11vVd1...) | 2025-09-16 22:26:13 UTC

Live Team Notes Serial Numbers: 24h3130635rt / 24h3130325rt ( Both collars have issues) FW: jkb@lcloud.com Issue/ Need: Cx states that Susie Sue's collar is not getting static feedback Incorrect location of the pet on the map Cx states one of the collars was vibrating and blinking (24h3130325rt) Troubleshooting & Actions Taken: Hand-tested static Tips CX is upset about the cost CX will call back to get Susie collar WR once Buck's collar arrives Overridden Warranty for cx satisfaction Res Jamie Jones Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (hY11vVd1...) | 2025-09-16 22:26:40 UTC

**From:** support@halocollar.com

**To:** mr.jkb@icloud.com

**Subject:** Halo Support Warranty Request Submitted

Hello Jamez, My name is [RES]Jamie, and I want to thank you for your call. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, [RES]Jamie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (hY11vVd1...) | 2025-09-16 22:26:43 UTC | Status: CLOSED

## Conversation: c4FI0QtwTiO9HvmfgrV8nw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 21:51:49 UTC to 2025-09-16 23:52:25 UTC

**Customer (v\_RGtid8...)** | 2025-09-16 21:51:49 UTC | halocollar.com

Why is the cellular paused on my dog's collar?

**System/AI** | 2025-09-16 21:52:14 UTC | halocollar.com

Hi there! The cellular connection on your dog's Halo Collar might be paused due to connectivity issues or a problem with the LTE service. Please make sure your Halo Membership Plan is active, as it's needed for LTE functionality. To troubleshoot, check the LTE status in the Halo App by going to My Map and tapping your Pet Card. You can also try power cycling the collar or testing LTE connectivity by moving out of Wi-Fi range. If issues persist, consult the Halo App for further diagnostics.

**STATUS CHANGE** | Unknown | 2025-09-16 23:52:25 UTC | Status: CLOSED

## Conversation: -wVBDZn8RTmmC\_dHu0i0Kg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 21:52:39 UTC to 2025-09-16 21:52:44 UTC

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 21:52:39 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, WprjYFTuRsSIVmqirbejqg

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 21:52:39 UTC

Live Team Notes Serial Numbers: 22h2111914rt FW: v.01.01.35 Issue/ Need: Cx has been trying to do wired FW update for over a year now Troubleshooting & Actions Taken: Assisted Cx in linking collar into account and submitting warranty and confirming shipping address Resources Used (provide details): (KB articles, Slack posts, internal docs.): admin portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (JuW94Dok...) | 2025-09-16 21:52:44 UTC

**From:** support@halocollar.com

**To:** alisaneil1999@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Alisa, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (JuW94Dok...) | 2025-09-16 21:52:44 UTC | Status: CLOSED

Conversation: roKmRWmETdmuh0MOYvyrFw

Messages: 2 / Customers: 1 / Duration: 2025-09-16 21:53:00 UTC to 2025-09-16 23:53:26 UTC

**EMAIL | Customer (X-7jLNJb...) | 2025-09-16 21:53:00 UTC**

**From:** sherrideloachx3@gmail.com

**To:** support@halocollar.com

**Subject:** Fwd: Your Halo Collar receipt [#1239-2146]

Good afternoon, My son purchased the Halo collar for me as a gift listed below. I am not able to use the Halo and would like him to get a refund. I have the collar with all the packaging with me. Thank you for your help. Sherri DeLoach Sent from my iPhone Begin forwarded message: From: Walker DeLoach Date: September 16, 2025 at 5:46:33 PM EDT To: Sherri DeLoach Subject: Fwd: Your Halo Collar receipt [#1239-2146] V/R Walker DeLoach (Retired) SGT 1-503rd IBCT 173rd (A) MOD Company (MARCH OR DIE)

----- Forwarded message ----- From: Halo Collar receipts@halocollar.com>  
(mailto:receipts@halocollar.com) Date: Tue, Jun 17, 2025 at 15:02 Subject: Your Halo  
Collar receipt [#1239-2146] To: (mailto:walkerdeloacha@gmail.com) Receipt from Halo  
Collar [#1239-2146] Amount paid \$611.67 Date paid Jun 17, 2025, 3:00:09 PM ■■■■■  
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(<http://www.halocollar.com>) (<http://www.halocollar.com>)  
(<http://www.halocollar.com>) Receipt from Halo Collar Receipt #1239-2146 Amount paid \$611.67 Date paid Jun 17, 2025, 3:00:09 PM Payment method - 2298 Summary Halo Collar - Order 1618307 \$611.67 Amount paid \$611.67 If you have any questions, visit our support site at <https://support.halocollar.com>, contact us at (<https://support.halocollar.com>) support@halocollar.com, or call us at (<mailto:support@halocollar.com>) +1 214-712-2270. (tel:+12147122270) Something wrong with the email? (<https://58.email.stripe.com/CL0/https:%2F%2Fdashboard.stripe.com%2Freceipts%2Fpayment%2FCaQARoXChVhY2N0XzFGYTYzZ0NvNmJGYJFLUXQo0ffGwgYyBrZdT7a0zovFuG1JW6BiHw09vguHmePzofqox9kgMSenvvIbUXN59LGdb3fWLE4XNcOPMTerUA/1/010001977f45b05b-edb1db5f-ca37-4b9a-aa48-9dadbb835d1d-000000/rwYSL5cEvOvJ5My7dpGWVPTDH-6HZ6kVnZnQzp6AsJA=410>) View it in your browser. You're receiving this email because you made a purchase at Halo Collar, which partners with Stripe to provide invoicing and payment processing. (<https://58.email.stripe.com/CL0/https:%2F%2Fstripe.com%2F/1/010001977f45b05b-edb1db5f-ca37-4b9a-aa48-9dadbb835d1d-000000/2p1KNCDjaPHav7IymUI1mJNwtLE34wmJAxB-IUq0bPU=410>)

**STATUS CHANGE** | Unknown | 2025-09-16 23:53:26 UTC | Status: CLOSED

## Conversation: ey3xi4TSTRO9Zh3yIWZSPg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 21:55:46 UTC to 2025-09-16 22:31:53 UTC

**PHONE\_CALL** | Customer (cXH1WfJg...) | 2025-09-16 21:55:46 UTC

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 22:03:26 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 25h4272022rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Battery Life Date & Time of Occurrence: Sept 4, 2025 Is the Issue Reproducible? (Yes/No – If Yes, include steps): Additional notes about the issue: Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] Steps Completed:(Y/N) & Outcome of Troubleshooting: The cx has done TS steps for low battery life and the Hard reset During the phone call with the cx, the collar charge has dropped by 1 hour 9:30 pm collar is put on the charger. 4:30 am collar is taken off the charger Collar says 20 hours, but only lasting around 13 hours Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) Screenshots: (Yes/No) Yes System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) App Logs (App issues): (Yes/No)

### EMAIL | Agent (poWIULpl...) | 2025-09-16 22:03:37 UTC

**From:** support@halocollar.com

**To:** barbaramooers@yahoo.com

**Subject:** Halo Collar Next Steps Investigation

Hello Barbara, My name is Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 22:03:45 UTC

Added: C601BWVnSViGn9DDMDr6WQ

### AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 22:31:02 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Buddy's (25h4272022rt) Recap (When/Where/What the customer wants) Battery life Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) Sending cx wr confirmation macro Optional Additional Info: Unit predicted battery life shows 19.4 hrs Actual battery life is 18 hrs with 10% remaining (20 hours estimated) Unit needs to be replaced

### EMAIL | Agent (Rh0xdCH1...) | 2025-09-16 22:31:51 UTC

**From:** support@halocollar.com

**To:** barbaramooers@yahoo.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hello Barbara, My name is Quinn, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing battery life issues with Buddy's Halo Collar (25h4272022rt). Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and

confirm details with you. Cameras aren't required for this call. You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested. You will be connected with an agent. We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Quinn Halo Customer Support Halo Collar | Here for you and your best friend. ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent. On Tuesday, September 16, 2025, 6:03 PM support@halocollar.com wrote: > Hello Barbara, > > My name is Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (Rh0xdCH1...) | 2025-09-16 22:31:53 UTC | Status: CLOSED

## Conversation: jTiBkwefR9iPjkgJey8FYg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 21:56:04 UTC to 2025-09-16 21:56:28 UTC

EMAIL | Agent (B63iEj1y...) | 2025-09-16 21:56:04 UTC

**From:** support@halocollar.com

**To:** concretedynamicsmn@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Nick, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I understand how concerning it must be that your pup received feedback at the wrong time. To address this, please complete a hand test by holding the buckle of the strap with the speaker facing up, lightly shaking the collar to simulate your dog's movement, and walking near the fence boundaries. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 21:56:25 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yUdj74HoRguBsTQ2B0ZktA

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 21:56:28 UTC | Status: CLOSED



## Conversation: bav1JOqHSxO-xzzZ\_Ny27Q

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 21:56:44 UTC to 2025-09-16 21:56:44 UTC*

**EMAIL | Customer (OiMhB8ox...) | 2025-09-16 21:56:44 UTC**

**From:** biedermannmax@icloud.com

**To:** support@halocollar.com

**Subject:** [Not Virus Scanned] Log Submission

Why doesn't gps work!! Sent from my iPhone

## Conversation: x7OZZSn6RdCD4qZ\_B4z7Fg

Messages: 12 | Customers: 1 | Duration: 2025-09-16 21:56:53 UTC to 2025-09-16 22:00:31 UTC

**Customer (Qi8S-wn4...)** | 2025-09-16 21:56:53 UTC | halocollar.com

Our collar diagnostic says it has a critical issue

**Customer (Qi8S-wn4...)** | 2025-09-16 21:57:17 UTC | halocollar.com

for the last two days when I take it off the charger, it vibrates constantly

**System/AI** | 2025-09-16 21:57:17 UTC | halocollar.com

Oh no! If your collar diagnostic indicates a critical issue, it needs to be replaced. The replacement process should start automatically, and you should receive an email to confirm your shipping address. Please check your email, including spam or junk folders, for this confirmation. Once confirmed, your replacement collar will be shipped to you. If you encounter any issues or don't receive the email, please contact our live support team for assistance. Let me know if you need further help!

**System/AI** | 2025-09-16 21:57:36 UTC | halocollar.com

I'm sorry to hear that! A collar constantly vibrating signals a critical issue needing replacement. The replacement process typically begins automatically. Please check your email for a shipping address confirmation. Ensure the email hasn't gone to spam or junk. Confirm the address to proceed with receiving a new collar. If you need more assistance or don't receive the email, our live support team is ready to help.

**Customer (Qi8S-wn4...)** | 2025-09-16 21:57:41 UTC | halocollar.com

What email address will that go to?

**System/AI** | 2025-09-16 21:57:55 UTC | halocollar.com

The shipping address confirmation email will be sent to the email address associated with your Halo account. If you registered using your current email, cperry0428@yahoo.com, please check there, including your spam or junk folders. If you can't locate the email, our live support team can assist in verifying and resending the confirmation. Let me know if there's anything else you need!

**Customer (Qi8S-wn4...)** | 2025-09-16 21:58:39 UTC | halocollar.com

We are checking

**System/AI** | 2025-09-16 21:58:54 UTC | halocollar.com

Great! Take your time to check, and if you find the email, please confirm your shipping address as soon as possible. If you have any other questions or need more help, feel free to message me here!

**Customer (Qi8S-wn4...)** | 2025-09-16 21:59:06 UTC | halocollar.com

Does this mean the collar is not working

**System/AI** | 2025-09-16 21:59:26 UTC | halocollar.com

Yes, when the collar vibrates constantly or shows a critical diagnostic issue, it typically indicates that it is not functioning correctly and shouldn't be used. For your pet's safety, please discontinue its use until you receive the replacement. If you need any additional help or information, feel free to ask!

**Customer (Qi8S-wn4...)** | 2025-09-16 22:00:09 UTC | halocollar.com

We can't have her running around without a collar or any way to find her.

**System/AI** | 2025-09-16 22:00:31 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270

Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: d-t0ZNk8RWC46jD5uXoGkg

Messages: 14 | Customers: 1 | Duration: 2025-09-16 21:59:16 UTC to 2025-09-16 22:19:25 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 21:59:16 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

**EMAIL | Agent (1LZgqfXS...) | 2025-09-16 21:59:17 UTC**

**From:** support@halocollar.com

**To:** airoj3h@aol.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Emmett, My name is Sunella, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday)10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 21:59:56 UTC**

First and Last Name: Emmett Mitchell Email: airojs3h@aol.com Other contact info if possible: n/a Sidekick Handoff (Y\*N) n If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

**EMAIL | Agent (1LZgqfXS...) | 2025-09-16 22:00:04 UTC**

**From:** support@halocollar.com

**To:** airoj3h@aol.com

**Subject:** Re: Halo Support Sorry We Were Unable To Connect!

Hello Emmett, My name is Sunella, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday)10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:59 PM support@halocollar.com wrote: > Hello Emmett, > > My name is Sunella, from the Halo Dog Park. I'm sorry we missed you today. > It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. > > If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. > > To join the Dog Park through the Halo App, just follow these quick steps: > Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session > Phone support (+1 (214) 238-9788) available hours: > 9:00 AM - 5:00 PM EST (Monday-Friday)10:00 AM - 4:00 PM EST (Saturday & Sunday) > > We know how important it is to keep your pup safe and happy, and we're here to help every step of the

way. > > With pawsitivity, > Sunella > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*STATUS CHANGE | Agent (1LZgqfXS...) | 2025-09-16 22:00:06 UTC | Status: CLOSED*

*STATUS CHANGE | Customer (JCllk1ea...) | 2025-09-16 22:00:18 UTC | Status: OPEN*

**EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 22:04:42 UTC**

**From:** support@halocollar.com

**To:** airojs3h@aol.com

**Subject:** Halo Support Warranty Request Submitted - Sweetie Mitchell

Hello Emmett, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (vi\_2Fjmb...) | 2025-09-16 22:08:22 UTC**

Live Team Notes Serial Numbers: 24h4482081rt FW: v. 03.00.05 Applied Issue/ Need: He thinks that the battery is gone and they it gave me a thing that says battery failure He showed it on the camera and the collar was buzzing Troubleshooting & Actions Taken: AP shows warranty ID: AW-20250908-44700 Sent the link on the chat, the cx was able to confirm the address Now AP shows RMA created in NetSuite Advised: 3-5 days for delivery Not to use the collar anymore Return the old collar with the label received in the replacement box Keep accessories to switch them to the new collar I also suggested to him how to turn the collar OFF, on, and of the charger The collar stretches, and it loosens up Collected address and phone, and created order #1660518 for a Strap Slider Informed that they will receive a one-question survey via email, so their feedback would be appreciated Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal WooCommerce Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 22:09:18 UTC**

**From:** support@halocollar.com

**To:** airojs3h@aol.com

**Subject:** Re: Halo Support Warranty Request Submitted - Sweetie Mitchell

Hello Emmett, My name is Monica, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo 4 Orchid Strap Slider shipped. I am sending the videos to help you with the strap adjustment. STRAP REPLACEMENT H4 Taylor H4 to fit dog How to secure your Halo Collar strap on Vimeo Here's an update: Our Orders Team is

working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 6:04 PM support@halocollar.com wrote: > Hello Emmett, > > Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > > We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. > > Here's what to expect: > Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. > > Once your replacement collar arrives: > The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. > > We understand this may be inconvenient, and we truly appreciate your patience. > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > > Monica > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 22:09:52 UTC

Added: rdUSmYttSwKQFfR2AdKalw, oa5e98htSpOozRqx9wftLg, tWVb8I74TQWoFOK-wNWbdw, 9J6\_cepqS5yGgLK5NOsVww, -LmskJFZShWIO0nMJuMqlA

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 22:10:33 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 22:19:19 UTC | Status: OPEN

**AGENT NOTE** | Agent (chgMWdgT...) | 2025-09-16 22:19:22 UTC

Accessory Order Number-1660518

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 22:19:25 UTC | Status: CLOSED

## Conversation: LS2-KDG0R7efJaNFpOUQOw

Messages: 2 | Customers: 1 | Duration: 2025-09-16 21:59:21 UTC to 2025-09-16 21:59:52 UTC

**Customer (LTluTzG9...)** | 2025-09-16 21:59:21 UTC | [halocollar.com](https://halocollar.com)

hello, I purchased a collar on 8/24 order # 1649880 and the collar has been ripping

**System/AI** | 2025-09-16 21:59:52 UTC | [halocollar.com](https://halocollar.com)

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: x-Zayl4KQ6qTsWzTDWSMJw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 21:59:55 UTC to 2025-09-16 22:01:21 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 21:59:55 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:00:12 UTC

Added: bQCGkOpiQVKvoHsRWeR4Eg

**EMAIL** | Agent (b\_XA60eU...) | 2025-09-16 22:00:40 UTC

**From:** support@halocollar.com

**To:** champ203rb@gmail.com

**Subject:** Halo Collar Feedback- We Want to Help!

Hello Richard, We hope you and your pup are doing well today. My name is Thomas, and I'm part of the Halo Collar Customer Success Team. Thank you for taking the time to share your feedback in our recent survey; it truly means a lot to us. I'm sorry to hear your experience hasn't been as smooth as it should be. We're grateful you spoke up, and I'd love the chance to help make things right. If you're open to it, I'm here to talk through what's been going on and find a solution that better supports you and your pup. Please either reply to this email, or you can schedule a call with me. I am eager to assist you and make things right. Thank you for your time, and I look forward to hearing back from you soon.

**AGENT NOTE** | Agent (b\_XA60eU...) | 2025-09-16 22:00:41 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Learn Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Learn Outreach sheet Next Steps: No

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:01:21 UTC | Status: CLOSED



## Conversation: HdGhoHn0SeSm5JcpUvWbZA

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 21:59:55 UTC to 2025-09-16 22:00:33 UTC*

**Customer (pA3sUODd...) | 2025-09-16 21:59:55 UTC | halocollar.com**

I keep getting a message that the gps isn't strong enough

**System/AI | 2025-09-16 22:00:33 UTC | halocollar.com**

Hi there! It sounds like your Halo Collar's GPS signal might be a bit weak. To boost it, try taking the collar outside to an open area, away from buildings and trees. Keep it still until the GPS light blinks green (for Halo 4) or blue (for Halo 3/older models). This should help initialize the GPS. Also, make sure the collar is charged and connected to Wi-Fi to download satellite data, which will improve GPS accuracy. If you're still having trouble, check the collar's fit and ensure the app and firmware are up to date. For more tips, you can check the GPS optimization guidelines in the Halo app.

## Conversation: WjpMNwHqRomPV0ULAMhVNQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 22:02:25 UTC to 2025-09-16 22:03:16 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:02:25 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:02:30 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 22:02:45 UTC**

**From:** support@halocollar.com

**To:** nbco222@gmail.com

**Subject:** Re: Halo Support:

Hello Nora, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Tuesday, February 25, 2025, 11:04 AM support@halocollar.com wrote: > Hi Nora, > > I wanted to follow up and say thank you for visiting us in the Dog Park today and giving us the chance to help you along your Halo Journey. > I can confirm that your warranty request has been submitted. That is ticket 974848. > > If you have any further questions or concerns please don't hesitate to reach back out to us! > > Best Regards, > Courtney > Halo Support ■

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 22:02:53 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:03:16 UTC | Status: CLOSED

## Conversation: SRz40SO9QjeAUkQDisACew

Messages: 5 | Customers: 1 | Duration: 2025-09-16 22:03:29 UTC to 2025-09-16 22:04:42 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:03:29 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:03:34 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 22:03:44 UTC

**From:** support@halocollar.com

**To:** grantgrinstead@vir-clar.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Grant, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

### AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 22:03:48 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:04:42 UTC | Status: CLOSED

## Conversation: qkd9Gy\_jRve\_mY74WiteHA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 22:04:31 UTC to 2025-09-16 22:09:45 UTC

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 22:04:31 UTC

Live Team Notes Serial Numbers: 25h4270086rt FW: v.02.06.05 Issue/ Need: Warranty stat Troubleshooting & Actions Taken: Warranty ID: AW-20250916-46217 CX confirmed address while on call Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (ne4kLbEh...) | 2025-09-16 22:09:05 UTC

**From:** support@halocollar.com

**To:** angelabeagle0927@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Angela, Thank you for visiting us in the Dog Park today, my name is Chance —it was great connecting with you and supporting your Halo journey. We started the warranty process and confirmed your mailing address for the warranty. We also got you new rivets for you collar Order #1660521. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (ne4kLbEh...) | 2025-09-16 22:09:27 UTC

**From:** support@halocollar.com

**To:** angelabeagle0927@gmail.com

**Subject:** Re: Halo Support Warranty Request Submitted

Live Team Notes Serial Numbers: 25h4270086rt FW: v.02.06.05 Issue/ Need: Warranty stat Troubleshooting & Actions Taken: Warranty ID: AW-20250916-46217CX confirmed address while on call Order #1660521. For missing rivets Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP: Please complete all steps in the Tier 1 Troubleshooting Guide before escalating. Incomplete escalations will be returned for follow-up with the customer. With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:09 PM support@halocollar.com wrote: > Hello Angela, > > Thank you for visiting us in the Dog Park today, my name is Chance —it was great connecting with you and supporting your Halo journey. > > We started the warranty process and confirmed your mailing address for the warranty. We also got you new rivets for you collar Order #1660521. > > Please discontinue using your current collar immediately, as it will be

deactivated due to a technical issue. > > We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. > > Here's what to expect: > Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. > > Once your replacement collar arrives: > The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. > > We understand this may be inconvenient, and we truly appreciate your patience. > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Chance > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:09:38 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:09:45 UTC

Added: -LmskJFZShWIO0nMJuMqlA

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:09:45 UTC | Status: CLOSED

## Conversation: J6aCFtEfRxqxZhUhlWHdRw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 22:04:55 UTC to 2025-09-16 22:05:24 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:04:55 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:05:00 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 22:05:08 UTC**

**From:** support@halocollar.com

**To:** gpdeut2929@gmail.com

**Subject:** Re: Halo Support Follow Up

Hello Greg, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Thursday, July 10, 2025, 4:48 PM support@halocollar.com wrote: > Hello Greg, > > Thank you for calling Halo Support today. This is Paisley. It was truly a pleasure speaking with you and learning more about you and your pup. > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > > With pawsitivity, > Paisley > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 22:05:11 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:05:24 UTC | Status: CLOSED

## Conversation: NMhBmXExRr-zl1zODZNEjA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 22:05:30 UTC to 2025-09-16 22:06:01 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:05:30 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:05:39 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL** | Agent (b\_XA60eU...) | 2025-09-16 22:05:44 UTC

**From:** support@halocollar.com

**To:** mulligantim2@aol.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Tim, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

**AGENT NOTE** | Agent (b\_XA60eU...) | 2025-09-16 22:05:47 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:06:01 UTC | Status: CLOSED

## Conversation: 0RO7aolyTIm\_3XgoTXhUdA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 22:06:34 UTC to 2025-09-16 22:07:20 UTC

**Customer (vq2zZwYL...)** | 2025-09-16 22:06:34 UTC | halocollar.com

Hello. I purchased a Halo Collar online with Affirm and I returned the collar and I just need for Halo to contact Affirm to tell them I returned the collar.

**System/AI** | 2025-09-16 22:07:20 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)



## Conversation: gVUN1dhrQ4uCtB-aXksswg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 22:07:37 UTC to 2025-09-16 22:08:08 UTC

**Customer (678W\_FeV...)** | 2025-09-16 22:07:37 UTC | halocollar.com

I want to check and see where my replacement collar is at

**Customer (678W\_FeV...)** | 2025-09-16 22:07:43 UTC | halocollar.com

#AW-20250913-45660.

**System/AI** | 2025-09-16 22:08:08 UTC | halocollar.com

Hi there! To check the status of your replacement collar order #AW-20250913-45660, just visit the Order Status Dashboard and enter your order number and email address. If you haven't received a shipping confirmation yet, please check your email inbox, including spam and junk folders, for a confirmation request. Once confirmed, the collar usually ships within 3–5 business days. If you need any more help, feel free to reach out to our customer support team for detailed tracking information.

## Conversation: zPKmerrZSCuOO9cdu7C1Bw

Messages: 9 | Customers: 1 | Duration: 2025-09-16 22:08:20 UTC to 2025-09-16 22:25:03 UTC

Customer (NJW0mTv4...) | 2025-09-16 22:08:20 UTC | halocollar.com

D

System/AI | 2025-09-16 22:08:38 UTC | halocollar.com

Hi Amanda! It looks like your message may have been sent accidentally. How can I assist you with your Halo Collar today? Feel free to ask any questions you might have.

Customer (NJW0mTv4...) | 2025-09-16 22:08:52 UTC | halocollar.com

I need to see about getting a new collar, ours has stopped working

System/AI | 2025-09-16 22:09:45 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**TOPIC CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 22:17:11 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, Cjtcd5wHRoC7ZpTg1dcvww, 6jk7DobMRw2g1ATE6kOMjw

EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 22:18:16 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [amanda.barney03@gmail.com](mailto:amanda.barney03@gmail.com)

**Subject:** Halo Collar Out Of Warranty - Millie

Hi Amanda, My name is Monica with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Halo Care vs Halo Protection Here are the steps on how to upgrade to the latest Halo Model: How to Sign Up for Halo Care – Halo Collar Help Center How to Purchase Replacement Collars using Halo Care or Halo Protection – Halo Collar Help Center Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (vi\_2Fjmb...) | 2025-09-16 22:23:33 UTC

Live Team Notes Serial Numbers: 22h2196824rt (561210 - added Jun 21, 2022 7:33 PM) FW: v. 03.00.05 Applied Issue/ Need: The collar has stopped working When plugged it in to charge it gets extremely hot Troubleshooting & Actions Taken: First asked that they not use the collar on the dog anymore Advised the collar would need to be replaced and is OOW so their best option is to upgrade the collar with HCP for \$199 or use HPP to get it for \$449. They have already been signed on Halo Care since last year Walked him to upgrade the collar Explained to remove the old one and add the new one once it's received Resources Used (provide details): (KB articles, Slack posts, internal docs.):

Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 22:24:55 UTC**

**From:** support@halocollar.com

**To:** amanda.barney03@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Amanda, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am glad that I was able to help you upgrade your collar through the Halo Care protection plan. As soon as your order ships, you'll receive an email with your tracking details, allowing you to monitor the delivery. You track your order here: Halo Collar Order Tracking Once you receive your new collar, you would need to remove the old one from the App and add the new one by following the steps on the next article: How to Add or Remove a Collar or Pet in the Halo App Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 6:18 PM support@halocollar.com wrote: > Hi Amanda, > > My name is Monica with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. > > Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: > > Replacement Options: > Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. > Halo Care vs Halo Protection > > Here are the steps on how to upgrade to the latest Halo Model: > How to Sign Up for Halo Care – Halo Collar Help Center > How to Purchase Replacement Collars using Halo Care or Halo Protection – Halo Collar Help Center > > Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. > > You can review our warranty policy here. > > Please let us know if you have any additional questions! > We're here to help! > > If you have any questions, please do not hesitate to reach out, and we'll be happy to help! > > With pawsitivity, > > Monica > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE | Agent (vi\_2Fjmb...) | 2025-09-16 22:25:03 UTC | Status: CLOSED**

## Conversation: C6HVLv0FRqSxKvDOde-EJg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 22:08:27 UTC to 2025-09-16 22:37:30 UTC

**EMAIL | Agent (1LZgqfXS...) | 2025-09-16 22:08:27 UTC**

**From:** support@halocollar.com

**To:** csimone@leipertz.com

**Subject:** Halo Support

Hello Chris, Thanks so much for reaching out. My name is Sunella, and I'll be assisting you. I know how exciting it is to get started with Halo! Here's what to expect with your order: Collars typically ship within 3-5 business days of your order. You'll receive an email with tracking details as soon as your collar has shipped. It's normal for tracking updates to pause for more than 24 hours while your package is in transit, especially during long-distance travel. If your order includes multiple items, they may arrive in separate shipments. For more info: View My Order Shipping FAQs. If you have any questions or need help along the way, reply to this email. We're always happy to assist! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend. ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 5:35 PM support@halocollar.com wrote: > Hello Chris, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Ryan > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Thursday, September 11, 2025, 4:06 PM support@halocollar.com wrote: > > > Hello Chris, > > > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > > > Your request has been sent to our Orders Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > > > Here's what you can expect: > > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > > In the meantime: > > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > > > With pawsitivity, > > Jazmine > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > > Need more help? > > ■ support@halocollar.com | ■ Halo Help Center > > ■ Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 22:12:08 UTC**

Live Team Notes Serial Numbers: n/a FW: n/a Issue/ Need: Cx is calling to inquire on where replacement collar is and is very upset Troubleshooting & Actions Taken: Sending cx information via email Call disconnected Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Order bot Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (1LZgqfXS...) | 2025-09-16 22:13:28 UTC**

**From:** support@halocollar.com

**To:** csimone@leipertz.com

**Subject:** Re: Halo Support

Hello Chris, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Warranty RMA: AW-20250908-44686 Product: Halo Collar 4 (Graphite) Serial Number: 25h4120715rt Created: 09/08/25 Status: Not yet updated with tracking—no shipment has been created for this warranty claim as of now. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 6:08 PM support@halocollar.com wrote: > Hello Chris, > > Thanks so much for reaching out. My name is Sunella, and I'll be assisting you. > I know how exciting it is to get started with Halo! > > Here's what to expect with your order: > Collars typically ship within 3-5 business days of your order. You'll receive an email with tracking details as soon as your collar has shipped. It's normal for tracking updates to pause for more than 24 hours while your package is in transit, especially during long-distance travel. If your order includes multiple items, they may arrive in separate shipments. > For more info: > View My Order Shipping FAQs > If you have any questions or need help along the way, reply to this email. We're always happy to assist! > > With pawsitivity, > Sunella > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 5:35 PM support@halocollar.com wrote: > > > Hello Chris, > > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > > Wishing you and your pup many safe, happy adventures ahead! > > Please do not hesitate to contact our customer support. We are here to help! > > > With pawsitivity, > > Ryan > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Thursday, September 11, 2025, 4:06 PM support@halocollar.com wrote: > > > > Hello Chris, > > > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > > > Your request has been sent to our Orders Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > > > Here's what you can expect: > > > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > > > In the meantime: > > > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > > > With pawsitivity, > > > Jazmine > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend ■ > > > > Need more help? > > > ■support@halocollar.com | ■Halo Help Center > > > ■Speak to a live agent face-to-face at our Dog Park > > > 9:00 am - 8:00 pm EST 7 days a week > > > Join Session to speak with the next available agent > > >

**AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 22:32:00 UTC**

Live Team Notes Serial Numbers: 25h4120715rt FW: 03.00.05 Issue/ Need: Customer called in regarding WISMO - WR, reporting they've been waiting 15 days for a replacement collar AW-20250908-44686 Troubleshooting & Actions Taken: Reviewed



previous notes before continuing the conversation Customer stated the last agent hung up on him and was very rude Confirmed the warranty replacement is on our tracking sheet, which usually means a tracking number will appear within 24 hours Explained that once the tracking number posts, an automatic email will notify him the package has shipped During the call, the customer received the "package has shipped" email Customer requested an email address to write a letter directly to the company owners about the issue and overall experience Reached out to Slack Support, Informed the customer once a follow up is made I will provide said information to them The customer ended the call happy but did state they will reach out via LinkedIn to the owners. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly Notes CS Tracker Slack Support  
[<https://halocollarworkspace.slack.com/archives/C03JKV1S5C5/p1758061194385629>]  
Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (CgaCndlh...) | 2025-09-16 22:36:53 UTC**

**From:** support@halocollar.com

**To:** csimone@leipertz.com

**Subject:** Halo Collar: Follow Up

Hello Chris, It was great connecting with you at the dog park – I really appreciated the opportunity to converse. I wanted to follow up regarding your concern about the replacement collar and your interest in reaching out to the owner. I've reached out to my support team on your behalf to gather the appropriate contact information so you can write your letter. I understand how frustrating the long wait has been, and I've made sure to highlight the urgency of your situation. As soon as I receive any updates or a response from my team, I'll follow up with you directly via email. Thanks again for bringing this to my attention, and please don't hesitate to contact our customer support if you need anything else in the meantime. Wishing you and your pup many safe, happy adventures ahead! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 6:13 PM support@halocollar.com wrote: > Hello Chris, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Warranty RMA: AW-20250908-44686 > > Product: Halo Collar 4 (Graphite) > Serial Number: 25h4120715rt > Created: 09/08/25 > Status: Not yet updated with tracking—no shipment has been created for this warranty claim as of now. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Sunella > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 6:08 PM support@halocollar.com wrote: > > > Hello Chris, > > > Thanks so much for reaching out. My name is Sunella, and I'll be assisting you. > > I know how exciting it is to get started with Halo! > > > Here's what to expect with your order: > > Collars typically ship within 3-5 business days of your order. You'll receive an email with tracking details as soon as your collar has shipped. It's normal for tracking updates to pause for more than 24 hours while your package is in transit, especially during long-distance travel. If your order includes multiple items, they may arrive in separate shipments. > > For more info: > > View My Order Shipping FAQs > > If you have any questions or need help along the way, reply to this email. We're always happy to assist! > > > With pawsitivity, > > Sunella > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■ support@halocollar.com | ■ Halo Help Center > > ■ Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Monday, September 15, 2025, 5:35 PM

support@halocollar.com wrote: > > > > Hello Chris, > > > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > > > Wishing you and your pup many safe, happy adventures ahead! > > > > Please do not hesitate to contact our customer support. We are here to help! > > > > With pawsitivity, > > > > Ryan > > > > Halo Customer Support > > > > Halo Collar | Here for you and your best friend■ > > > > Need more help? > > > > ■support@halocollar.com | ■Halo Help Center > > > > ■Speak to a live agent face-to-face at our Dog Park > > > > 9:00 am - 8:00 pm EST 7 days a week > > > > Join Session to speak with the next available agent > > > > On Thursday, September 11, 2025, 4:06 PM support@halocollar.com wrote: > > > > > Hello Chris, > > > > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > > > > Your request has been sent to our Orders Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > > > > Here's what you can expect: > > > > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > > > > In the meantime: > > > > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > > > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > > > > With pawsitivity, > > > > Jazmine > > > > Halo Customer Support > > > > Halo Collar | Here for you and your best friend■ > > > > > Need more help? > > > > ■support@halocollar.com | ■Halo Help Center > > > > ■Speak to a live agent face-to-face at our Dog Park > > > > 9:00 am - 8:00 pm EST 7 days a week > > > > Join Session to speak with the next available agent > > > > >

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 22:37:13 UTC

Removed: G-jsEqQoTI27CkJ4fDF2cA

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 22:37:30 UTC | Status: CLOSED

## Conversation: EeBPz-w9T\_up\_Mza2NYjaQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 22:09:18 UTC to 2025-09-16 22:10:01 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:09:18 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:09:25 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 22:09:31 UTC**

**From:** support@halocollar.com

**To:** debpark1111@yahoo.com

**Subject:** Re: Halo Collar: Thank you!

Hello Deborah, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Sunday, September 14, 2025, 9:30 AM support@halocollar.com wrote: > Hello Deborah, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Ariel > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 22:09:35 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:10:01 UTC | Status: CLOSED



## Conversation: qe5DideCQdCx\_OdM9MqM5A

Messages: 2 | Customers: 1 | Duration: 2025-09-16 22:09:44 UTC to 2025-09-16 22:10:15 UTC

**Customer (I-LSXmGm...) | 2025-09-16 22:09:44 UTC | halocollar.com**

My collar is saying it hasn't connected in over 8 weeks. It's on the charger and turned on. And it will not even try to connect. I don't know what to do at this point. Would someone be able to help?

**System/AI | 2025-09-16 22:10:15 UTC | halocollar.com**

Hi there! I'm here to help with your collar connection issue. Please make sure your collar is plugged into the original charging cable and check for a blinking green battery light. Also, ensure Bluetooth is enabled on your phone and you're within 50 feet of the collar. Try charging near a window with a strong Wi-Fi or cellular signal. If the problem persists, you might need to update the collar firmware or perform a hard reset by holding the power button for 15 seconds. If these steps don't resolve the issue, please reach out to our live support for further assistance.

## Conversation: ZKO1Wz7PTQyZtsawnLOoKQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 22:10:14 UTC to 2025-09-16 22:10:48 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:10:14 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:10:19 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 22:10:26 UTC**

**From:** support@halocollar.com

**To:** marcusilbermann@gmail.com

**Subject:** Re: Halo Support: Warranty Request Submitted

Hello Marcus, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Thursday, May 29, 2025, 3:26 PM support@halocollar.com wrote: > Hi Marcus, > > I wanted to follow up and say thank you for visiting us in the Dog Park today and giving us the chance to help you along your Halo Journey. > > While you wait for your replacement collar to arrive, we strongly recommend that you do not use your current collar to ensure your pup's safety. You can expect to receive an update on the status of your replacement collar soon. > > If you have any further questions or concerns, please don't hesitate to reach back out to us! > > With pawsitivity, > Eddie > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 22:10:31 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:10:48 UTC | Status: CLOSED

## Conversation: AynB3H-0T0Cc\_Snfa9FJpA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 22:11:06 UTC to 2025-09-16 22:11:42 UTC

**Customer (h6DhFCWU...)** | 2025-09-16 22:11:06 UTC | halocollar.com

My collar stopped working

**System/AI** | 2025-09-16 22:11:42 UTC | halocollar.com

Hi Katie, I'm sorry to hear about your collar issue. If your Halo Collar has stopped working, it might be due to a diagnostic error. Please check for any error notifications in your app. If you receive a notification not to use your collar, it means it needs replacement. The replacement process should begin automatically. Check your email for an address confirmation message to complete the replacement. If you didn't receive a diagnostic error or can't find the email, please contact our live support team for further assistance.

## Conversation: QgExucWARK2iSIOOPoUZZA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 22:11:45 UTC to 2025-09-16 22:24:50 UTC

**Customer (e6gWEQGB...)** | 2025-09-16 22:11:45 UTC | halocollar.com

I want to edit my order

**System/AI** | 2025-09-16 22:12:16 UTC | halocollar.com

Hi there! Once an order is placed, we can't make changes like modifying the shipping address, adding items, or updating payment details. However, if it's been less than an hour since your purchase, you can cancel your order online using the link in your confirmation email and then place a new order with the desired changes. If you need more help, feel free to reach out to our customer support team. We're here to assist you!

**AGENT NOTE | Agent (Xia3KyCm...)** | 2025-09-16 22:24:31 UTC

Live Team Notes Serial Numbers:NA FW:NA Issue/ Need: Cancel order Cx called in to cancel order Guided cx on how to cancel order on her end While on call, cx left meeting. Troubleshooting & Actions Taken: Guided cx on how to cancel Resources Used (provide details): (KB articles, Slack posts, internal docs.):PA Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZE OZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (Xia3KyCm...)** | 2025-09-16 22:24:39 UTC

**From:** support@halocollar.com

**To:** lulu0283@icloud.com

**Subject:** Halo Collar: Thank you!

Hello Leslie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rodrigo Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE | Agent (Xia3KyCm...)** | 2025-09-16 22:24:45 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 3rYf9UMaTxuV55czulmLdA

**STATUS CHANGE | Agent (Xia3KyCm...)** | 2025-09-16 22:24:50 UTC | Status: CLOSED

## Conversation: k4cAoWwRTu27A4NnsGMO8Q

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 22:11:51 UTC to 2025-09-16 22:11:51 UTC*

**EMAIL | Customer (EL9r16-j...) | 2025-09-16 22:11:51 UTC**

**From:** dlgluce@icloud.com

**To:** support@halocollar.com

**Subject:** [Not Virus Scanned] [HALO-APP] Login issue

Sent from my iPhone

## Conversation: UhErO8-4SCqMrG\_YIbDeQw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 22:12:32 UTC to 2025-09-16 22:12:57 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:12:32 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:12:38 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 22:12:42 UTC**

**From:** support@halocollar.com

**To:** jddv2281@yahoo.com

**Subject:** Re: Halo Collar We're Sorry We Missed You!

Hello Joshua, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Thursday, July 17, 2025, 3:20 PM support@halocollar.com wrote: > Hello Joshua, > > Thank you for calling Halo Support today. It was truly a pleasure speaking with you and learning more about you and your pup. > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > > With pawsitivity, > Shari > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Thursday, July 17, 2025, 3:00 PM support@halocollar.com wrote: > > > Hello Joshua, > > > We hope you and your pup are having a great day. My name is Shari. > > I'm so sorry I missed you when I first called. > > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > > Looking forward to speaking with you soon! > > > With pawsitivity, > > Shari > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 22:12:46 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:12:57 UTC | Status: CLOSED

## Conversation: jHYg8XAET0mYD7U0uGZG1Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:14:18 UTC to 2025-09-16 22:16:52 UTC

**Agent (ne4kLbEh...)** | 2025-09-16 22:14:18 UTC | halocollar.com

Hi Customer, thank you for waiting! My name is Chance. I see you were chatting with our virtual assistant about unsure. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**Agent (ne4kLbEh...)** | 2025-09-16 22:16:32 UTC | halocollar.com

Seems you are longer in the chat please reach out to us. If hopping back into the chat isn't convenient, not to worry. Our phone support team is available and ready to assist you.

■■■■ To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session ■■■■ Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way.

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:16:49 UTC

Added: mBJH5lIYT8e2\_OFrmPcDwA

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:16:52 UTC | Status: CLOSED

## Conversation: i9l1OdBqTli7LgQGNroC4A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 22:16:05 UTC to 2025-09-16 22:16:22 UTC

### AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 22:16:05 UTC

Live Team Notes Serial Numbers:25h4150209th FW:v.03.00.05 Issue/ Need: New strap CX called in bc rivets broke and cx is in need of new strap. Processed order 1660523 for cx. Troubleshooting & Actions Taken: Processed order 1660523 Resources Used (provide details): (KB articles, Slack posts, internal docs.): PA Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZE OZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (Xia3KyCm...) | 2025-09-16 22:16:10 UTC

**From:** support@halocollar.com

**To:** jake.polverini@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Jake, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rodrigo Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 22:16:14 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 22:16:18 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ

**STATUS CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 22:16:22 UTC | Status: CLOSED



## Conversation: tLcDygVZTxqJOJmD8No5AA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 22:16:07 UTC to 2025-09-16 22:28:38 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 22:16:07 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 22:17:39 UTC

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 22:25:25 UTC

**From:** support@halocollar.com

**To:** bobbieledbury@yahoo.com

**Subject:** Halo Support: Carabiner Replacement Kit Request

Hello Bobbie, Thank you for speaking with Halo Support today. This is Hannah—it was truly a pleasure talking with you and learning more about you and your pup. I've submitted the request to have your Carabiner Replacement Kit shipped. Here's what to expect: Our Orders Team is working diligently to expedite your accessory order. You'll receive an email confirmation with tracking details once it ships. Your replacement kit should arrive within 3–5 business days. We understand how important it is to have a fully functioning product, and we're committed to making sure everything works to your complete satisfaction. If you have any questions or need further assistance in the meantime, please don't hesitate to reach out. We're here and happy to help. With pawsitivity, Hannah Halo Customer Support  
Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (vayOmd0l...) | 2025-09-16 22:28:20 UTC

Serial Numbers: 24h3291879rt FW: 03.00.05 Issue/ Need: Cx stated, "I am in need of the screw that holds the collar to the transmitter x2. Both have fallen out even though I have the collar cover on." Cx is missing a screw for one of the Carabiners Cx has paused the plan for now as they have not been using the collar Troubleshooting & Actions Taken: Submitted 1660529 for a Carabiner kit Resources Used: AP Next Steps: Follow up with Accessory Request Completed macro

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 22:28:38 UTC

Added: WUKscBrXRHKv5Oyy8OvQQow

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 22:28:38 UTC | Status: CLOSED

## Conversation: Tyl\_9otNTuCWqDIC81E-8A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 22:17:18 UTC to 2025-09-16 22:23:36 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:17:18 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:17:25 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 22:17:31 UTC**

**From:** support@halocollar.com

**To:** kelseybarker1017@gmail.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Kelsey, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 22:17:46 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:23:36 UTC | Status: CLOSED

## Conversation: 2YkTs0ptSoue6LM8PqTstQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 22:17:26 UTC to 2025-09-16 22:32:00 UTC

**Agent (ne4kLbEh...)** | 2025-09-16 22:17:26 UTC | halocollar.com

Hi Amanda, thank you for waiting! My name is Chance. I see you were chatting with our virtual assistant about Can the collar be left plugged in charging overnight? Or is it not good for the battery life?. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**Agent (ne4kLbEh...)** | 2025-09-16 22:17:46 UTC | halocollar.com

Yes you can leave the collars plugged in over night.

**EMAIL | Agent (ne4kLbEh...)** | 2025-09-16 22:22:46 UTC

**From:** support@halocollar.com

**To:** aamire117@gmail.com

**Subject:** Product Information: Battery Life and Charging Expectations

Hello Amanda, Sorry we missed you in the chat but we do have an answer for you. To ensure your Halo Collar is always ready, we recommend charging it nightly. A full charge typically takes about 2 to 2.5 hours. Battery performance may vary based on usage, signal quality, and firmware. Battery Life by Model: Halo 4: Up to 30 hours per chargeHalo 3: Up to 20 hours per chargeHalo 2+: Up to 20 hours per chargeHalo 2 and earlier: Approximately 12–14 hours per charge What Can Affect Battery Life: Running outdated firmwareHeavy use of the Halo App (increased data syncing)A poor LTE signal in your area If you have additional questions, please contact Halo Collar Customer Service. We're happy to assist you! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:31:59 UTC

Added: mBJH5lIYT8e2\_OFrmpcDwA, SMYZ9ncRSlyKFeGsLX1pew

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:32:00 UTC | Status: CLOSED

## Conversation: JZb7BHp2SYmED9oyS\_vwaQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 22:18:32 UTC to 2025-09-16 22:19:00 UTC

**Customer (xbuhkuop...) | 2025-09-16 22:18:32 UTC | halocollar.com**

Hi I'm trying to add my dogs photo

**System/AI | 2025-09-16 22:19:00 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: -dhtK9EoTIKiJiFIA4OIXw

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 22:19:07 UTC to 2025-09-16 22:19:07 UTC*

**EMAIL | Customer (jxQOXW-9...) | 2025-09-16 22:19:07 UTC**

**From:** sarahlynnplummer@yahoo.com

**To:** support@halocollar.com

**Subject:** Affirm Loan

I purchased a Halo collar online using Affirm as a loan. I returned the collar over a month ago but the Affirm company needs confirmation to prove that I returned the collar. My Affirm loan number was Loan ID8OUT-BP11, please resolve this asap. Thank you, Sarah Roser "Affirm states every merchant handles cancellations and returns differently. Since we're also subject to stores policy, we won't be able to process your cancellation until the merchant issues it first. " Sent from my iPhone

## Conversation: cO\_hzqWpQFe4KScnzz-smg

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 22:21:12 UTC to 2025-09-16 22:22:06 UTC*

**Customer (GLwjpP1A...) | 2025-09-16 22:21:12 UTC | halocollar.com**

I need help getting started.

**Customer (GLwjpP1A...) | 2025-09-16 22:21:25 UTC | halocollar.com**

I need help getting started

**System/AI | 2025-09-16 22:22:06 UTC | halocollar.com**

Hi Mike! Let's get your Halo Collar set up. First, download the Halo Collar app on your smartphone. You'll need to create an account or log in if you already have one. Follow the in-app instructions to pair your Halo Collar with your device. Make sure Bluetooth and location services are enabled on your phone for seamless pairing. Once paired, you can set up a virtual fence through the app to keep your pet safe. Feel free to reach out if you need further assistance during the process!

## Conversation: gjGLnE\_PQHOUJgQnn6llvA

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 22:21:29 UTC to 2025-09-16 22:22:06 UTC*

**Customer (3ONhl69p...) | 2025-09-16 22:21:29 UTC | halocollar.com**

how do you charge a beacon

**System/AI | 2025-09-16 22:22:06 UTC | halocollar.com**

Halo Beacons are battery-powered, so you'll need to replace the battery when it runs low. You can find details on the compatible battery type on the Halo website's Beacon Shop. If you have any more questions or need help, just let us know!

## Conversation: FDQMKZZLT1O74YX9VeV3TA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 22:22:59 UTC to 2025-09-16 22:32:53 UTC

Agent (B63iEj1y...) | 2025-09-16 22:22:59 UTC | halocollar.com

Hi there! To update your collar's firmware without using Bluetooth, you will need: Your Halo Collar The charging cable that came with your Halo Collar (or another USB-C cable) A computer (PC or Mac) To perform the wired firmware update, you'll first need to download a file that will later be transferred to your Halo Collar once it's connected to your computer. Before proceeding, please confirm which Halo Collar version you have. In the Halo App, tap Settings > My Collars and check the version listed between the collar name and the serial number. It should say Halo 1, Halo 2, Halo 2+, Halo 3, or Halo 4." If your collar is a Halo 1 or Halo 2, download this firmware update file If your collar is a Halo 2+, download this firmware update file If your collar is a Halo 3, download this firmware update file If your collar is a Halo 4, download this firmware update file

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 22:32:49 UTC

Added: mBJH5lIYT8e2\_OFrmpcDwA

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 22:32:53 UTC | Status: CLOSED



## Conversation: 9Dj7ei2NSC6g1SzpqONLWg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 22:23:54 UTC to 2025-09-16 22:52:52 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:23:54 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:23:59 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 22:24:01 UTC**

**From:** support@halocollar.com

**To:** kevinkasai02@gmail.com

**Subject:** Re: Questions Regarding Halo 5 Collar

Hello Kevin, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Saturday, August 9, 2025, 1:48 PM "Kevin K" wrote: > I'm not sure what you're replying to here, but I figured this out on my own. My local hardware store luckily had a D ring so I got that and attached it to the Halo 5 so it can now actually hold a toggle license/tag as required by law. > On Aug 9, 2025, at 1:22 PM, Halo Collar wrote: > > Hello Kevin, > > Thank you for reaching out about attaching the strap to your collar for your pup! > Here is some detailed information you will find helpful! > The Halo Collar strap ensures a secure, comfortable fit around your dog's neck and keeps the Halo device properly positioned. The attachment method for the strap will vary depending on your Halo Collar model. > Halo 4 and 5 > \* The Halo 4 comes with a pre-attached strap. > \* If you purchase a replacement strap from the Accessory Page, you'll need to remove the original and install the new one. (<https://www.halocollar.com/main-shop/accessories/>) To replace the strap: > \* Follow the step-by-step instructions in this video.

(<https://www.youtube.com/watch?v=zKypBqGHjWU>) > \* Ensure a snug fit, you should be able to slide two fingers between the strap and your dog's neck. > \* For more guidance on fitting the collar properly, please see the support article: Fitting the Halo Collar. (<https://support.halocollar.com/hc/en-us/articles/26670621456407-How-to-Fit-the-Halo-Collar-onto-My-Dog>) > With pawsitivity, > Ariel Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Saturday, August 9, 2025, 11:41 AM "Kevin K" wrote: > Unfortunately this solution doesn't work. After our session I went to do this and discovered that both older collars I have do not connect with Allen wrench style bolts. They are permanently affixed together. I have no way to disassemble the part containing the tag loop. They are not removable bolts that I can tell. > > > These bolts look like this on both sides - no place to remove them. > Please advise how to proceed. If you can send me just the metal loop I can attach it to the Halo 5 collar. I'm shocked this is not part of this collar even for testing - I can't use this with my dog without tags. > Thank you! > On Aug 9, 2025, at 11:24 AM, Halo Collar wrote: > > Hi Kevin, > Thank you for reaching out to the Dog Park today. > As we discussed, you received a new Halo 5 collar as a test unit and were unsure where to place your dog's tags since previous collars had the tags built-in. You didn't want to disassemble the Halo 5 collar or mess with any bolts or screws. > I advised that you can use your previous collar strap to hold the tags with the new Halo 5 collar, and you were okay with this solution. > If you have any further questions or need assistance, please don't hesitate to reach out. > Thank you, > With pawsitivity, > Symantha Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 22:24:06 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to

address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:26:01 UTC | Status: CLOSED

**EMAIL | Customer (ULyBxglm...) | 2025-09-16 22:52:52 UTC**

**From:** kevinkasai02@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Questions Regarding Halo 5 Collar

Thanks for reaching out but I'm all set now. I would just suggest you include the D ring with the Halo 5 like it was on the previous versions as I'm not aware of any digital owner who would consider that optional. May have just been an omission in the initial launch. On Sep 16, 2025, at 6:24 PM, Halo Collar wrote: Hello Kevin, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments , and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) I'm here when you're ready. Your dog's safety always comes first. On Saturday, August 9, 2025, 1:48 PM "Kevin K" wrote: I'm not sure what you're replying to here, but I figured this out on my own. My local hardware store luckily had a D ring so I got that and attached it to the Halo 5 so it can now actually hold a toggle license/tag as required by law. On Aug 9, 2025, at 1:22 PM, Halo Collar wrote: Hello Kevin, Thank you for reaching out about attaching the strap to your collar for your pup! Here is some detailed information you will find helpful! The Halo Collar strap ensures a secure, comfortable fit around your dog's neck and keeps the Halo device properly positioned. The attachment method for the strap will vary depending on your Halo Collar model. Halo 4 and 5 \* The Halo 4 comes with a pre-attached strap. \* If you purchase a replacement strap from the Accessory Page, you'll need to remove the original and install the new one.

(<https://www.halocollar.com/main-shop/accessories/>) To replace the strap: \* Follow the step-by-step instructions in this video.

(<https://www.youtube.com/watch?v=zKypBqGHjWU>) \* Ensure a snug fit, you should be able to slide two fingers between the strap and your dog's neck. \* For more guidance on fitting the collar properly, please see the support article: Fitting the Halo Collar. (<https://support.halocollar.com/hc/en-us/articles/26670621456407-How-to-Fit-the-Halo-Collar-onto-MY-Dog>) With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, August 9, 2025, 11:41 AM "Kevin K" wrote: Unfortunately this solution doesn't work. After our session I went to do this and discovered that both older collars I have do not connect with Allen wrench style bolts. They are permanently affixed together. I have no way to disassemble the part containing the tag loop. They are not removable bolts that I can tell. These bolts look like this on both sides - no place to remove them. Please advise how to proceed. If you can send me just the metal loop I can attach it to the Halo 5 collar. I'm shocked this is not part of this collar even for testing - I can't use this with my dog without tags. Thank you! On Aug 9, 2025, at 11:24 AM, Halo Collar wrote: Hi Kevin, Thank you for reaching out to the Dog Park today. As we discussed, you received a new Halo 5 collar as a test unit and were unsure where to place your dog's tags since previous collars had the tags built-in. You didn't want to disassemble the Halo 5 collar or mess with any bolts or screws. I advised that you can use your previous collar strap to hold the tags with the new Halo 5 collar, and you were okay with this solution. If you have any further questions or need assistance, please don't hesitate to reach out. Thank you, With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Customer (ULyBxglm...) | 2025-09-16 22:52:52 UTC | Status: OPEN

## Conversation: ok8rOhrBTceXHNXJDWtT3g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:26:21 UTC to 2025-09-16 22:55:52 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:26:21 UTC | Status: OPEN

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 22:26:28 UTC**

**From:** support@halocollar.com

**To:** jrowland2468@gmail.com

**Subject:** Re: Halo Collar Support

Hello Jacob, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Monday, March 10, 2025, 11:15 AM support@halocollar.com wrote: > Hello Jacob, > > To purchase a new Halo Collar Kit as a replacement for an existing collar using your Halo Care or Halo Protection coverage, follow these steps: > Sign into your account at www.halocollar.com Once you are logged in, navigate to the left side of the page called "Replace My Collar" and select "Redeem Halo Care or Protection" Select the collar you want to replace from the list. You will see the price of a replacement collar kit based on your current Halo Care selection and any applicable Membership Level discount. NOTE: If we want to purchase more than one replacement collar, you must go through this process multiple times. > > Select the collar you wish to replace and confirm. the collar you select will be deactivated and cannot be re-used. IMPORTANT: Make sure you select the right collar from the list—If you do not see your collar in the list (e.g. if you just received it and have not added it to your account yet), then you can add it to the list using its Serial Number and your Order #. You will then be taken to a special Collar Kit purchase screen where you can proceed with your replacement order! > For more information on our coverage options, please refer to the following articles: > What is Halo Care? What is Halo Protection? > If you need further assistance with this process, we would be happy to assist! Please don't hesitate to reach out to our support team using the following article: How to Contact Customer Support. > > Best Regards, > CaDrecia > Halo Support ■ > > On Sunday, March 9, 2025, 9:28 PM "Jacob Rowland" wrote: > > > The sliver piece that attaches to the end of the collar where the collar > > strap goes through has broke. Pepper was then able to get the collar off > > and decided to chew the strap into pieces. > > > Jake > > On Thursday, March 6, 2025, Halo Collar wrote: > > > > Dear Jacob, > > > > > Thank you for contacting the Halo Collar support team today! It was a > > > pleasure speaking with you. I was sad to learn that Pepper's H3 collar was > > > damaged and is missing parts. Please take one or more photos of this collar > > > and attach them to a reply to this email along with a brief description of > > > what we will see in the message section. Once we investigate the photos > > > further, we will email you again with next steps to resolve this issue. > > > > > Best Regards, > > > Deborah > > > Halo Support ■ > > > > >

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 22:26:33 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:55:52 UTC | Status: CLOSED

## Conversation: Q5AUt5pWTWGA7f1ybCISJQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 22:26:40 UTC to 2025-09-16 22:27:54 UTC

Agent (ne4kLbEh...) | 2025-09-16 22:26:40 UTC | halocollar.com

Hi Customer, thank you for waiting! My name is Chance. I see you were chatting with our virtual assistant about Missing Connections. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:27:53 UTC

Added: mBJH5llyT8e2\_OFrmPcDwA, E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:27:54 UTC | Status: CLOSED

## Conversation: 3O6XIRhETR-4hmfii4YSCQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:26:49 UTC to 2025-09-16 22:27:00 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:26:49 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 22:26:51 UTC

First and Last Name: Jackson Ryschon Email: jrysch1353@yahoo.com Other contact info if possible: n/a Sidekick Handoff (Y\*N) N If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 22:26:59 UTC

**From:** support@halocollar.com

**To:** jrysch1353@yahoo.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Jackson, My name is Sunella, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:27:00 UTC | Status: CLOSED

## Conversation: I72IJq2OQ4GLvYmcmsfnSA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 22:28:15 UTC to 2025-09-16 22:31:45 UTC

**Agent (ne4kLbEh...) | 2025-09-16 22:28:15 UTC | halocollar.com**

Hi Customer, thank you for waiting! My name is Chance. I see you were chatting with our virtual assistant about beeping. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**Agent (ne4kLbEh...) | 2025-09-16 22:29:48 UTC | halocollar.com**

Still with me?

**Agent (ne4kLbEh...) | 2025-09-16 22:31:29 UTC | halocollar.com**

Not able to send follow up email.

**Agent (ne4kLbEh...) | 2025-09-16 22:31:30 UTC | halocollar.com**

Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST  
(Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday)

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:31:43 UTC

Added: mBJH5IIYT8e2\_OFrmPcDwA, E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:31:45 UTC | Status: CLOSED

## Conversation: bcCdM8TRQjOUzmVJaLpuNQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:30:01 UTC to 2025-09-16 22:30:25 UTC

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 22:30:01 UTC

Live Team Notes Serial Numbers: 25h4223939rt FW: v.03.00.05 Issue/ Need: cx advised that he needed to get a warranty request submitted but he is unable to confirm the shipping address Troubleshooting & Actions Taken: Reset address confirmation link Cx confirmed address during the call Resources Used (provide details): (KB articles, Slack posts, internal docs.): Tier 1 Warranty and Returns Guide Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehHzEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (37v57Mh0...) | 2025-09-16 22:30:14 UTC

**From:** support@halocollar.com

**To:** rdial@ccdiwireless.net

**Subject:** Halo Support: Warranty Request Submitted

Hello Robert, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Khadijah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (37v57Mh0...) | 2025-09-16 22:30:21 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (37v57Mh0...) | 2025-09-16 22:30:25 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg



## Conversation: 5\_0rL4p9SsSV9U4snNKjhg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:30:17 UTC to 2025-09-16 22:30:59 UTC

**EMAIL | Agent (1LZgqfXS...) | 2025-09-16 22:30:17 UTC**

**From:** support@halocollar.com

**To:** tommasinlindy@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Lindy, My name is Sunella, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE | Agent (1LZgqfXS...) | 2025-09-16 22:30:35 UTC**

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

**AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 22:30:58 UTC**

First and Last Name: Lindy Tommasin Email: tommasinlindy@gmail.com Other contact info if possible: n/a Sidekick Handoff (Y\*N) N If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

**STATUS CHANGE | Agent (1LZgqfXS...) | 2025-09-16 22:30:59 UTC | Status: CLOSED**



## Conversation: s51G0AatToqHrbxO3ZtByQ

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 22:30:53 UTC to 2025-09-16 22:31:29 UTC*

**Customer (3beYXmm-...) | 2025-09-16 22:30:53 UTC | halocollar.com**

Why do I always have to take collar out by hand before putting on my dog?

**System/AI | 2025-09-16 22:31:29 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: FLqeVbggTEaMBkh\_wtwYew

Messages: 6 | Customers: 1 | Duration: 2025-09-16 22:32:27 UTC to 2025-09-16 22:36:26 UTC

**Agent (ne4kLbEh...)** | 2025-09-16 22:32:27 UTC | halocollar.com

Hi Pat, thank you for waiting! My name is Chance. I see you were chatting with our virtual assistant about GPS concerns. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**Agent (ne4kLbEh...)** | 2025-09-16 22:34:35 UTC | halocollar.com

Still with me?

**EMAIL | Agent (ne4kLbEh...)** | 2025-09-16 22:35:30 UTC

**From:** support@halocollar.com

**To:** mullinger.patrick@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Pat, My name is Chance, from the Halo Chat. I'm sorry we missed you today. It looks like we had trouble connecting via chat. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Agent (ne4kLbEh...)** | 2025-09-16 22:36:10 UTC

**From:** support@halocollar.com

**To:** mullinger.patrick@gmail.com

**Subject:** Re: Halo Support Sorry We Were Unable To Connect!

Hello Pat Mullinger, Thank you for reaching out to Halo Support. We're sorry to hear you're having trouble with GPS. We know how important accurate tracking is for your pup's safety — and your peace of mind. We're here to help. Here are some quick tips to optimize your collar's GPS: The Halo Collar collects data from GPS satellites, known as ephemeris data. This data includes satellite location and timing to improve GPS accuracy over time. In some situations, your collar may need to resync with satellites to get an accurate reading. This can happen when: You first take your collar out of the box A new collar update has just been installed The collar has been turned off for a long time (we recommend keeping it powered on) If your collar needs to re-sync (we call this GPS Initialization), you'll see: The GPS light is blinking red once every 3 seconds A notification in the Halo App letting you know it's time to initialize the GPS You will see the following on your Pet Card: To get your collar's GPS back on track: Take the collar outside to an open area (Avoid heavy tree cover or tall buildings) Keep it outside until the GPS light blinks blue. This means it has a strong satellite connection It may take 1–2 minutes, but sometimes longer. For best results: Walk around with the collar while it syncs Slightly shake it as you move — this helps the motion sensors send location updates Open the My Map screen to watch the Pet Pin adjust in real time Don't worry — even if the collar is just sitting still, it can still re-sync. But walking helps confirm when it's ready to go. Once the blue light is blinking, GPS is calibrated and your collar is ready for use. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live

agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:35 PM support@halocollar.com wrote: > Hello Pat, > > My name is Chance, from the Halo Chat. I'm sorry we missed you today. > It looks like we had trouble connecting via chat. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. > > If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. > > To join the Dog Park through the Halo App, just follow these quick steps: > Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session > Phone support (+1 (214) 238-9788) available hours: > 9:00 AM - 5:00 PM EST (Monday-Friday)10:00 AM - 4:00 PM EST (Saturday & Sunday) > > We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. > > With pawsitivity, > Chance > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:36:24 UTC

Added: mBJH5lIYT8e2\_OFrmpcDwA, DWX7EuMeSkumrbZ8T4AUPQ

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:36:26 UTC | Status: CLOSED

## Conversation: g5KLNNPyRUWU0LFvFcYSaA

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 22:32:34 UTC to 2025-09-16 22:32:54 UTC*

**Customer (t9yV\_wRn...)** | 2025-09-16 22:32:34 UTC | halocollar.com

I want to cancel my order

**System/AI** | 2025-09-16 22:32:54 UTC | halocollar.com

Hi there! You can cancel your order within 1 hour of placing it if it's still in "Received" status. Just open your order confirmation email and click "Check Your Order Status" to access the Order Status Dashboard. Select "Manage Order," and if your order is marked as "Received," you'll see the option to cancel it. Follow the on-screen prompts to complete the cancellation. Refunds are typically processed within 7–10 business days.

## Conversation: If5dwtzWTOCIBjj8DrP0tA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 22:32:54 UTC to 2025-09-16 22:32:54 UTC*

**EMAIL | Customer (ptW4vNzi...) | 2025-09-16 22:32:54 UTC**

**From:** lapaats@gmail.com

**To:** support@halocollar.com

**Subject:** Screws broken

Hey there, I'm just wondering what the warranty is on the collar? We just bought one recently and the screws are already missing as they came loose. I've attached a photo of the receipt. Thank you, Lindsay Vasseur Wild Hearts Farmstead

## Conversation: C76PLjzyTVGngueij-nPng

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:34:20 UTC to 2025-09-16 22:34:47 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:34:20 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

**EMAIL | Agent (1LZgqfXS...) | 2025-09-16 22:34:20 UTC**

**From:** support@halocollar.com

**To:** jameseejasperssissy@icloud.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Ebbi, My name is Sunella, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 22:34:46 UTC**

First and Last Name: Ebbi Young Email: jameseejasperssissy@icloud.com Other contact info if possible: +17655358614 Sidekick Handoff (Y\*N) N If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:34:47 UTC | Status: CLOSED

## Conversation: -hqhCYFmS92TXWHiPb6hiQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 22:35:30 UTC to 2025-09-16 22:36:02 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 22:35:30 UTC

Added: mBJH5lIYT8e2\_OFrmpcDwA, -LmskJFZShWIO0nMJuMqlA

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 22:35:51 UTC

Removed: -LmskJFZShWIO0nMJuMqlA

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 22:36:02 UTC

Thank you for reaching out and letting us know about the missing magnetic piece from your charger. As a one-time courtesy, I'd be happy to process a replacement Magcharger for you. To move forward, could you please provide the following information: Which Halo Collar you have (Halo 1, Halo 2, Halo 2+, Halo 3, or Halo 4) Your mailing address Your phone number Once I have this information, I'll be able to submit the replacement order for you right away.

## Conversation: XkxkJQ8cQI2MEYfLruBAEA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:36:25 UTC to 2025-09-16 22:39:01 UTC

**Customer (YxhkUCXK...) | 2025-09-16 22:36:25 UTC | halocollar.com**

I am new to the collar and I can't find the tutorial icon and I am going thru the training, but I can't set the whistle. where di i find those settings

**System/AI | 2025-09-16 22:36:48 UTC | halocollar.com**

To find the tutorial icon, open the Halo App and tap the "Learn" tab. Here, you'll find step-by-step lessons and videos to guide you. To set the whistle, go to "Feedback Settings" in the app. Tap "My Map," select your pet, swipe up on the Pet Card, and tap "Feedback Settings." Choose "Whistle" under the Encouragement Feedback dropdown and adjust the volume using the slider. Following these steps should help you continue your training smoothly. Let me know if there's anything else you need!

**Customer (YxhkUCXK...) | 2025-09-16 22:38:47 UTC | halocollar.com**

I will try that Thanks ■

**System/AI | 2025-09-16 22:39:01 UTC | halocollar.com**

You're welcome, Aubrey! ■ If you need any more help, feel free to reach out. Enjoy training with your Halo Collar!



## Conversation: Bhif5RY5S3Gmb9Hb3IL-fw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:37:00 UTC to 2025-09-16 22:39:25 UTC

**Agent (ne4kLbEh...)** | 2025-09-16 22:37:00 UTC | [halocollar.com](https://halocollar.com)

Hi Angie, thank you for waiting! My name is Chance. I see you were chatting with our virtual assistant about setting adjustments. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**EMAIL | Agent (ne4kLbEh...)** | 2025-09-16 22:39:05 UTC

**From:** support@halocollar.com

**To:** angie.zimm@gmail.com

**Subject:** Halo Collar Prevention & Feedback

Hello Angie, My name is Chance and I received your chat about needing setting changed but was unclear about which setting so I sent along the most common setting requested are the feedback setting. If this is not what you are looking for please reach out to us via the Dog Park. Here is an overview Learn how to set your preferences for Encouragement and Prevention feedback Choose which feedback prompts your dog will receive Adjust the volume and intensity level for each type of feedback Background Following the training program is strongly recommended The program helps evaluate how effective the Halo system is for your dog and ensures feedback settings are appropriate Important Warning: Warning feedback and encouragement are key parts of Halo Collar behavior training Complete the Behavior Training section in the Halo App before manually sending any feedback to your dog During training, you'll be guided to set warning feedback to the lowest level needed to get the right response These settings should always be used alongside the behavior training for the best results About Warning Feedback Warning feedback is delivered through audible, tactile, and static prompts During early training, static correction helps your dog learn to respond to audible or tactile warnings Over time, most dogs will respond to just the warning without needing static correction Some dogs may become too distracted to notice the warning alone In these cases, static correction can cut through distractions and may help keep your dog safe Encouragements: Encouragements are positive sounds your dog learns to associate with good behavior There are three types used in training: Good Dog – reinforces good behavior Heading Home – praise after multiple unsafe behaviors Whistle – teaches your dog to return to you How to Set or Adjust Feedback Intensity Tap the My Map icon at the bottom of the screen Select the pet whose settings you want to change Swipe up on the Pet Card to open it fully Tap Feedback Settings in the bottom right corner Use the drop-down menus for Prevention and Encouragement feedback Adjust the type and intensity of feedback for specific situations, including: Warning Feedback Boundary Feedback Emergency Feedback Good Dog Return Whistle Go Home How to Manually Send Feedback to Your Dog From the My Map screen Tap the My Map icon Select the pet you want to send feedback to Tap the blue and white Hand icon at the top left of the Pet Card You'll be taken to the Instant Feedback screen, where you can: Choose which pet(s) will receive feedback View the collar's connection status Tap the feedback you want to send Important information If connected via Bluetooth, feedback is sent instantly If using Wi-Fi or cellular, it may take a few seconds, depending on connection strength Additional Access Tip You can also open the Instant Feedback screen by tapping the Hand icon on the right side of the My Map tab. There are two options to send an Encouragement or Prevention from the My Map screen : Click on the My Map icon at the bottom of the screen. Select the pet whom you would like to send an Encouragement or Prevention to Click the blue and white Hand icon on the top left portion of the Pet Card. Once selected, you are brought to the Instant Feedback Screen Additional Notes The Instant Feedback screen can also be opened by selecting the Hand Icon on the right side of the My Map tab If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:39:19 UTC

Added: mBJH5llyT8e2\_OFrmPcDwA, CF6\_882xQ3eGEtbPbwDdWQ

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:39:25 UTC | Status: CLOSED

## Conversation: vqNCwzKrS4SoSGvIxzVNcA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 22:37:25 UTC to 2025-09-16 23:12:12 UTC

### AGENT NOTE | Agent (CCEwld9i...) | 2025-09-16 22:37:25 UTC

Live Team Notes Serial Numbers: 24h3330137rt, 24h3292374rt FW: v.02.08.11 Issue/Need: Reason for Call: Customer experiencing charging issues with both collars. Troubleshooting Steps Completed (per charging guide): Power Source: Plugged collars into USB-C cable and charging block (not computer). Confirmed no LED lights appeared when connected. Case Inspection: Removed Halo Pro case to check for damage; none observed. Ensured proper contact of magcharger adapter to collar. Charger & Cable Test: Verified original USB-C cable and charging block worked with another device. Attempted charging with alternate USB-C cable and charging block; issue persisted. Tested magcharger adapter from a working collar; no improvement. Charging Port Inspection: Examined gold pins for debris; cleaned gently with Q-tip and rubbing alcohol. Ensured port was fully dry before reconnecting. Customer confirmed collars had not been exposed to water. Reset: Performed 15-second reset on collars; no change. Customer Reported Observations: Collars eventually register as charging, but only after ~30 minutes on charger. Charging issue persisted even when using two brand-new chargers. Outcome: All Tier 1 troubleshooting exhausted. Escalated case to CET for advanced review. Troubleshooting & Actions Taken: Tier one Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (CCEwld9i...) | 2025-09-16 22:37:49 UTC

**From:** support@halocollar.com

**To:** mdhaley68@gmail.com

**Subject:** Halo Collar Next Steps Investigation

Hello Dave, My name is Adella, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (CCEwld9i...) | 2025-09-16 22:40:27 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 24h3330137rt, 24h3292374rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): GPS Date & Time of Occurrence: 09/16 5:30 Is the Issue Reproducible? (Yes/No – If Yes, include steps): N Additional notes about the issue: Reason for Call: Customer experiencing charging issues with both collars. Troubleshooting Steps Completed (per charging guide): Power Source: Plugged collars into USB-C cable and charging block (not computer). Confirmed no LED lights appeared when connected. Case Inspection: Removed Halo Pro case to check for damage; none observed. Ensured proper contact of magcharger adapter to collar. Charger & Cable Test: Verified original USB-C cable and charging block worked with another device. Attempted charging with alternate USB-C cable and charging block; issue persisted. Tested magcharger adapter from a working collar; no improvement. Charging Port Inspection: Examined gold pins for debris; cleaned gently with Q-tip and rubbing alcohol. Ensured port was fully dry before reconnecting. Customer confirmed collars had not been exposed to water. Reset: Performed 15-second reset on collars; no change. Customer Reported Observations: Collars eventually register as charging, but only after ~30 minutes on charger. Charging issue persisted even when using two brand-new

chargers. Outcome: All Tier 1 troubleshooting exhausted. Escalated case to CET for advanced review. Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] Steps Completed:(Y/N) & Outcome of Troubleshooting: Y Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) N Screenshots: (Yes/No)N System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No)N App Logs (App issues): (Yes/No)N

**TOPIC CHANGE** | Agent (CCEwld9i...) | 2025-09-16 22:40:41 UTC

Added: 76jKdDJqQKG1X52gm4kjGg, C601BWVnSViGn9DDMDr6WQ, 5PPI2RS4TSeSg5z-6z7TAQ

**AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 22:49:50 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Josie Haley's (24h3330137rt) Georgia Haley's (24h3292374rt) Recap (When/Where/What the customer wants) Charging issues on both Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) Sending back to agent, no LEDS is within the T1 TBS to replace on Halo 3s Optional Additional Info: Sending back to agent to let cx know we can replace both as both are within wr

**EMAIL | Customer (FGh1EzxQ...) | 2025-09-16 23:12:12 UTC**

**From:** mdhaley68@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Next Steps Investigation

Thank you and the Halo Team! Dave and Maria On Sep 16, 2025, at 15:37, Halo Collar wrote: Hello Dave, My name is Adella, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

## Conversation: vf\_qyS5FSn20nH2z6j-0tQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 22:37:26 UTC to 2025-09-16 22:38:39 UTC

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 22:37:26 UTC

**From:** support@halocollar.com

**To:** vogelslacker@yahoo.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Customer, My name is Sunella, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:37:31 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:37:44 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 22:38:35 UTC

First and Last Name: Steve Vogelgesang Email: vogelslacker@yahoo.com Other contact info if possible: Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:38:39 UTC | Status: CLOSED

## Conversation: BkD995VwTzioUynR9sLg2g

Messages: 2 | Customers: 1 | Duration: 2025-09-16 22:37:52 UTC to 2025-09-16 22:38:19 UTC

**Customer (KlemJtXN...)** | 2025-09-16 22:37:52 UTC | [halocollar.com](https://halocollar.com)

refund question

**System/AI** | 2025-09-16 22:38:19 UTC | [halocollar.com](https://halocollar.com)

If you're unsatisfied with your Halo Collar within 90 days of purchase, you can return it for a refund, minus a \$25 return fee. Returns must be postmarked within 90 days of receiving the collar and require a Return Merchandise Authorization (RMA). To initiate a return, visit [this link](#) and submit a return request. Refunds are processed within 7-10 days after the return is received and inspected.

## Conversation: IQqigBMKT-yMPorX9JR-yw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:38:23 UTC to 2025-09-16 22:39:46 UTC

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 22:38:23 UTC

Live Team Notes Serial Numbers: 23h3361646rt FW: v.02.08.11 Issue/ Need: cx advised that one of her collars has an error and she did not receive an email for replacement Troubleshooting & Actions Taken: Advised cx that the collar is OOW and will have to be replaced through halo care or protection Explained costs and process for halo care Resources Used (provide details): (KB articles, Slack posts, internal docs.): OOW Warranty Policy Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (37v57Mh0...) | 2025-09-16 22:39:40 UTC

**From:** support@halocollar.com

**To:** jrysch1353@yahoo.com

**Subject:** Halo Collar: Out Of Warranty

Hi Jackson, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Sign Up for Halo Care and How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Khadijah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (37v57Mh0...) | 2025-09-16 22:39:46 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 6jk7DobMRw2g1ATE6kOMjw

**STATUS CHANGE** | Agent (37v57Mh0...) | 2025-09-16 22:39:46 UTC | Status: CLOSED

## Conversation: HV2bSoLhTWeWnXTSDf8Iyw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:39:05 UTC to 2025-09-16 22:40:50 UTC

**Customer (aQVfIP1F...) | 2025-09-16 22:39:05 UTC | halocollar.com**

How to charge

**System/AI | 2025-09-16 22:39:26 UTC | halocollar.com**

Hey there! Charging your Halo Collar is easy. Just use the USB-C charging cable and a compatible wall charger. For Halo 3 and 4 models, attach the magnetic USB-C adapter to the collar's charging port. For older models, simply insert the USB-C cable directly. Make sure to charge it in a safe temperature range of 32°F to 104°F (0°C to 40°C). You'll know it's charging when you see a blinking green light, and a solid green light means it's fully charged. Don't forget to keep the charging port clean and dry, and always replace the port cover afterward to keep it protected from dirt and moisture.

**Customer (aQVfIP1F...) | 2025-09-16 22:40:26 UTC | halocollar.com**

Where's the adapter

**System/AI | 2025-09-16 22:40:50 UTC | halocollar.com**

The Halo Collar doesn't include a charging adapter to help reduce electronic waste. You can purchase a compatible adapter from our Accessory Shop on the Halo website. Be sure to choose the right adapter for your collar model to ensure it charges properly. If you have any questions, feel free to ask!



## Conversation: JZgSX98rSXqDa3GAvC6gzw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:40:00 UTC to 2025-09-16 22:44:54 UTC

**Agent (ne4kLbEh...)** | 2025-09-16 22:40:00 UTC | halocollar.com

Hi Sharon, thank you for waiting! My name is Chance. I see you were chatting with our virtual assistant about a second map. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**EMAIL | Agent (ne4kLbEh...)** | 2025-09-16 22:44:35 UTC

**From:** support@halocollar.com

**To:** sharonandbob30@gmail.com

**Subject:** How to Create a Fence

Hello Customer, My name is Chance and I got your chat just now. Looks like you are trying to create a second fence. Creating a custom fence in the Halo App is quick and easy. Follow the steps below to set up your dog's boundaries safely. Creating a Fence Open the Halo App Tap My Map in the bottom-left corner Slide up the Find & Manage Pets card Select Add Fence You'll be presented with a map and a movable marker. Drag the marker to your property and tap Create Fence Or, enter your home address in the search bar to position the marker automatically Once you select Create Fence, the app will generate a unique fence around your property based on your layout and Halo's safety guidelines. Important Safety Guidelines Ensure at least 20 feet (6.1 meters) between: Your fence and any nearby roads Your fence and your house Warning Feedback activates when your dog is 7–10 feet (2.1–3.0 meters) from the fence boundary. This spacing gives your dog time to respond and helps prevent accidental feedback near roads or your home. Additional Notes You cannot create a fence inside another fence or allow any fences to overlap. To edit existing fences, check out this article: How to Edit or Delete a Fence If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:44:53 UTC

Added: mBJH5IIYT8e2\_OFrmPcDwA, g5apmYsrTuGLWnaVZyD4ng

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:44:54 UTC | Status: CLOSED

## Conversation: jSObtScuS3in49of22SF4g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:41:03 UTC to 2025-09-16 22:41:09 UTC

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 22:41:03 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 22:41:06 UTC

First and Last Name: Ebbi Young Email: jameseejasperssissy@icloud.com Other contact info if possible: Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (CgaCndlh...) | 2025-09-16 22:41:09 UTC

**From:** support@halocollar.com

**To:** jameseejasperssissy@icloud.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Ebbi, My name is Alexis, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 22:41:09 UTC | Status: CLOSED

## Conversation: OGRHDQ4wR0u0g5LPqLlr3Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:41:40 UTC to 2025-09-16 22:43:09 UTC

**Customer (FX0t0LQT...)** | 2025-09-16 22:41:40 UTC | [halocollar.com](https://halocollar.com)

hello my collar shows it needs a GPS update

**System/AI** | 2025-09-16 22:42:03 UTC | [halocollar.com](https://halocollar.com)

Hi there! To update your Halo Collar's GPS, take the collar outside to an open area away from buildings and trees. Keep it still until the GPS light changes to green (Halo 4) or blue (Halo 3 or older). If the GPS light blinks red every 3 seconds, or you receive a notification in the Halo App, it indicates the GPS needs initialization. Make sure your collar is charged and connected to Wi-Fi for automatic satellite data downloads, which improve GPS speed and accuracy. For detailed steps, check the GPS initialization guide in the Halo App.

**Customer (FX0t0LQT...)** | 2025-09-16 22:42:45 UTC | [halocollar.com](https://halocollar.com)

thank you I will try that i have it charging now.

**System/AI** | 2025-09-16 22:43:09 UTC | [halocollar.com](https://halocollar.com)

You're welcome! Once it's charged, follow the instructions to initialize the GPS. If you need further help, feel free to reach out. Enjoy your day!

## Conversation: YjNoMwDqSDC3JJxnxH1KcQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 22:42:07 UTC to 2025-09-16 22:44:56 UTC

**Customer (aVdrqtdR...) | 2025-09-16 22:42:07 UTC | halocollar.com**

how do I get more screws, the flat screws that hold the buckle on. mine have fallen out of 2 collars

**System/AI | 2025-09-16 22:42:33 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Customer (aVdrqtdR...) | 2025-09-16 22:44:56 UTC**

**From:** [nkf1969@yahoo.com](mailto:nkf1969@yahoo.com)

**To:** [support@halocollar.com](mailto:support@halocollar.com)

**Subject:** Collar screws

How can I get the flat screw replacements. The ones that connect the two pieces together where the clips are? They have come out of 2 of my collars. Nola Formy-Duval Yahoo Mail: Search, Organize, Conquer

## Conversation: 40HUkHWmS724BFTX1yjUQQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 22:42:11 UTC to 2025-09-16 22:42:59 UTC

Agent (B63iEj1y...) | 2025-09-16 22:42:11 UTC | halocollar.com

Hi there! It looks like we'll need to test your collar's GPS accuracy by performing a hand test. This will help recalibrate the feedback settings so they trigger at the appropriate times within and outside your fence. To perform a proper hand test: Hold the buckle of the strap with the speaker facing upward. Gently shake the collar to simulate your dog's movements while walking near the fence boundaries. Holding the collar this way prevents blocking the internal GPS antennas. Please note that the GPS is designed to sense a dog's movements, so results may be inaccurate if the collar is held still during testing. We also recommend viewing the My Map screen in the Pet Card while walking to confirm where the collar is showing on the map. This process will ensure accurate calibration and proper feedback timing.

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 22:42:58 UTC

Added: mBJH5llyT8e2\_OFrmPcDwA, DWX7EuMeSkumrbZ8T4AUPQ

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 22:42:59 UTC | Status: CLOSED

## Conversation: TyqBsK64Tbu8uQeyPYRixw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:43:10 UTC to 2025-09-16 22:43:39 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:43:10 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, WprjYFTuRsSIVmqirbejqg

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 22:43:10 UTC

Live Team Notes Serial Numbers: 24h3271646rt FW: v.02.08.11 Issue/ Need: Cx wanted to verify replacement was on the way and warranty submitted Troubleshooting & Actions Taken: Informed cx to allow 3-5 business days Sending link via email to track replacement Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 22:43:38 UTC

**From:** support@halocollar.com

**To:** vogelslacker@yahoo.com

**Subject:** Halo Collar Shipping Details

Hello Steve, Thanks so much for reaching out. My name is Sunella, and I'll be assisting you. I know how exciting it is to get started with Halo! Here's what to expect with your order: Collars typically ship within 3-5 business days of your order. You'll receive an email with tracking details as soon as your collar has shipped. It's normal for tracking updates to pause for more than 24 hours while your package is in transit, especially during long-distance travel. If your order includes multiple items, they may arrive in separate shipments. For more info: View My Order Shipping FAQs If you have any questions or need help along the way, reply to this email. We're always happy to assist! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:43:39 UTC | Status: CLOSED

## Conversation: KSVTFXi1RzKXM6GLavL5zg

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 22:45:14 UTC to 2025-09-16 22:45:44 UTC*

**Customer (IrQIkAOu...)** | 2025-09-16 22:45:14 UTC | halocollar.com

can I add another family member so they can use the halo app?

**System/AI** | 2025-09-16 22:45:44 UTC | halocollar.com

Yes, you can add another family member to use the Halo app by sharing your login details. Use the same login on multiple devices as separate user profiles or logins are not supported. Please ensure that anyone using the app completes the User Training for safe and proper handling of the Halo Collar. This way, all users have full access to the app, including tracking and collar settings.

## Conversation: p7E2UYrUSjaxfW2GW9xY2g

Messages: 3 | Customers: 1 | Duration: 2025-09-16 22:45:31 UTC to 2025-09-16 22:48:02 UTC

**Agent (ne4kLbEh...)** | 2025-09-16 22:45:31 UTC | halocollar.com

Hi Kayla, thank you for waiting! My name is Chance. I see you were chatting with our virtual assistant about pong broke. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**EMAIL | Agent (ne4kLbEh...)** | 2025-09-16 22:47:41 UTC

**From:** support@halocollar.com

**To:** kaylew42@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Kayla, My name is Chance, from the Halo Chat. I'm sorry we missed you yesterday. It looks like we had trouble connecting to the chat. We were looking forward to helping you and your pup with the prong issue! If hopping back into the Chat isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:48:02 UTC

Added: mBJH5IIYT8e2\_OFrmPCDwA, -LmskJFZShWIOOnMJuMqIA



## Conversation: 6NmRmHxASDu5MBX26g-NeQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:46:21 UTC to 2025-09-16 22:50:50 UTC

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 22:46:21 UTC

Live Team Notes Serial Numbers: 25h4291672rt FW: v.03.01.02 PRODBETA Issue/Need: cx advised that her collar has a critical error and she would like to be reimbursed for her subscription Troubleshooting & Actions Taken: Cx was just sent a \$25 GC on 8/30 and I am unable to send another one Advised cx to reach back out around 9/29-9/30 to request another GC as they can only be sent once a month Cx advised that she has had multiple replacements and her dog is 'dangerous' so she wanted to know if we can send her a backup collar Advised cx that she would have to purchase a collar if she would like to have a backup but we don't have ability to send her one Cx requested to have a Supervisor reach out to her Confirmed phone number Resources Used (provide details): (KB articles, Slack posts, internal docs.): All Escalation Procedure Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZE OZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (37v57Mh0...) | 2025-09-16 22:47:14 UTC

**From:** support@halocollar.com

**To:** marianne8ate68@gmail.com

**Subject:** Halo Collar: Your Request Has Been Escalated

Hello Marianne, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Khadijah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 22:50:41 UTC

Manager Request Notes Customer Information Serial Number: 25h4291672rt Firmware Version: v.03.01.02 PRODBETA Order Number: AW-20250815-39947 Why is this being escalated? (What happened?) cx advised that her collar has a critical error and she would like to be reimbursed for her subscription Cx was just sent a \$25 GC on 8/30 and I am unable to send another one Advised cx to reach back out around 9/29-9/30 to request another GC as they can only be sent once a month Cx advised that she has had multiple replacements and her dog is 'dangerous' so she wanted to know if we can send her a backup collar Advised cx that she would have to purchase a collar if she would like to have a backup but we don't have ability to send her one What is the customer requesting? To be contacted by a manager Cx requested a backup collar and compensation for her subscription. What has already been done with the customer? (Previous steps taken?) Cx was just sent a \$25 GC on 8/30 and I am unable to send another one Advised cx to reach back out around 9/29-9/30 to request another GC as they can only be sent once a month Advised cx that she would have to purchase a collar if she would like to have a backup but we don't have ability to send her one Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone) Phone number: 6137940091 Email address: marianne8ate68@gmail.com Please do not promise a time frame for a response.

**TOPIC CHANGE** | Agent (37v57Mh0...) | 2025-09-16 22:50:50 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, fyFFNohUSm2oIvCfe9HM0A

## Conversation: jXHQoiWlQIS5VTabM6qY\_w

Messages: 1 | Customers: 1 | Duration: 2025-09-16 22:46:24 UTC to 2025-09-16 22:46:24 UTC

**EMAIL | Customer (8EJqJhJ6...) | 2025-09-16 22:46:24 UTC**

**From:** gshstables@gmail.com

**To:** info@halocollar.com

**Subject:** Re: 3rd attempt: Unsuccessful payment for Halo Collar

Hi we want to cancel my halo account Sent from my iPhone On Sep 16, 2025, at 3:29 PM, Katie Wilson wrote: ■ Hey Gianna, Bumping this up in your inbox again. It's so easy you don't even have to log in. Please click this link to update your billing information. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3D4d4cb99d-f392-4efe-8842-4af5c8f1593a%26at%3D3/e08F/Rh7HAQ/AQ/21c6d357-e0bd-4fae-8a4b-8340654214e2/1/Ss3IHfUlz-](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3D4d4cb99d-f392-4efe-8842-4af5c8f1593a%26at%3D3/e08F/Rh7HAQ/AQ/21c6d357-e0bd-4fae-8a4b-8340654214e2/1/Ss3IHfUlz-)) Let us know if you have any questions. — Katie Wilson Customer Success

## Conversation: OTAGg9HnR5qB3jZKZfp3Sg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:46:34 UTC to 2025-09-16 22:47:50 UTC

**EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 22:46:34 UTC**

**From:** support@halocollar.com

**To:** stefanie.runner@att.net

**Subject:** Halo Collar: Thank you!

Hello Stefanie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am glad that I was able to help you set up the contact tips on your collar and explain how to adjust the feedback settings and the fence. I am sending some articles that might help you on your initial setup How to Edit an Existing Fence How to Edit Feedback Settings After that, it is time for you to take the collar outside to get the GPS signal and hand-test it: How to Test the Collar's Accuracy by Hand Collar Orientation You are now ready to go to the learn tab and start the training on your dog: How to Fit the Halo Collar Onto My Dog If you have any further questions or concerns, please don't hesitate to reach out to us! If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (vi\_2Fjmb...) | 2025-09-16 22:47:26 UTC**

Live Team Notes Serial Numbers: 25h4303927rt & 25h4311046rt FW: v.02.06.05 Issue/ Need: Getting the collars set up, fence set up, they are linked They need to adjust the prongs, put them on They don't know how to adjust the settings, the intensity Troubleshooting & Actions Taken: She did not have the option to share or minimize MyMap >Pet Pin >Pet Card >Feeting Settings Checked the Prevention settings >Warning Beeps >Boundary Quad Tap >Emergency Checked the Encouragement settings too Sent the latest FW v. 03.01.02 update on both of them and asked her to ut them on the charger for about 30 min Checked the fence on AP and advised about the warnings there (screenshot) Advised how to edit the fence to remove excessive white posts She was getting a message about the GPS advised because it needed initialization Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE | Agent (vi\_2Fjmb...) | 2025-09-16 22:47:39 UTC**

Added: PT5SzfGLQx6qJKX6efjzxA, xuobtcPqSGuD7uwjUFZzMQ, g5apmYsrTuGLWnaVZyD4ng

**STATUS CHANGE | Agent (vi\_2Fjmb...) | 2025-09-16 22:47:50 UTC | Status: CLOSED**

## Conversation: KBTiINTzTB28zYGOoz1XWA

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 22:47:30 UTC to 2025-09-16 22:47:52 UTC*

**Customer (uYpQDua6...) | 2025-09-16 22:47:30 UTC | halocollar.com**

I'm having trouble finding instructions on how the collar works. I dont understand all the functions on the app.

**System/AI | 2025-09-16 22:47:52 UTC | halocollar.com**

To get started with your Halo Collar and its app, check out the Halo App's built-in training modules. Just open the app, tap the 'Learn' tab, and start with Lesson 1 to explore the collar's features. For more details on specific functions, you can visit the in-app help section or the Halo Support Page online. These resources offer step-by-step guides and videos to help you make the most of the app. If you have any more questions, feel free to ask!

## Conversation: F7mkmL6NSCmCTGfXjCuUsw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 22:48:02 UTC to 2025-09-16 22:52:55 UTC

**Customer (BKhf8ZYk...)** | 2025-09-16 22:48:02 UTC | halocollar.com

Where is my collar?

**System/AI** | 2025-09-16 22:48:26 UTC | halocollar.com

Hi there! You can easily track your Halo Collar order online. Just visit the Order Status Page and enter your order number along with your purchase email or shipping ZIP code. Once your order is shipped, you'll find the tracking information there. If you have any more questions or need further assistance, feel free to reach out to our support team. We're here to help!

**Customer (BKhf8ZYk...)** | 2025-09-16 22:49:40 UTC | halocollar.com

It's a warranty order

**System/AI** | 2025-09-16 22:50:09 UTC | halocollar.com

Thanks for clarifying! For warranty replacement orders, you'll receive your replacement within 3–5 business days after it ships. You can track your order status using the Order Status Dashboard with your order number and email. Please confirm your shipping address from the email we sent you. If you haven't received a confirmation, check your spam or junk folder. For more help, feel free to contact our customer support.

**Customer (BKhf8ZYk...)** | 2025-09-16 22:52:12 UTC | halocollar.com

I have already confirmed that. It still hasn't sent

**System/AI** | 2025-09-16 22:52:55 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: IZ8AcuIYQRyHg4cp1OSIFQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 22:48:40 UTC to 2025-09-16 22:49:55 UTC

**Agent (ne4kLbEh...) | 2025-09-16 22:48:40 UTC | halocollar.com**

Hi Franco, thank you for waiting! My name is Chance. I see you were chatting with our virtual assistant about Missing rivets. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**Agent (ne4kLbEh...) | 2025-09-16 22:49:32 UTC | halocollar.com**

Hello Franco, My name is Chance, from the Halo Chat. I'm sorry we missed you yesterday. It looks like we had trouble connecting to the chat. We were looking forward to helping you and your pup with those missing rivets! If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way.

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:49:55 UTC

Added: mBJH5lIYT8e2\_OFrmpcDwA, -LmskJFZShWIO0nMJuMqIA

## Conversation: 8DdoigAPTD0p9KGDQzF30Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:49:30 UTC to 2025-09-16 22:59:53 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:49:30 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 22:49:39 UTC

Live Team Notes Serial Numbers: n/a FW: n/a Issue/ Need: Collar not charging  
Troubleshooting & Actions Taken: Call dropped and zoom froze up Sending email  
Resources Used (provide details): (KB articles, Slack posts, internal docs.): n/a Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 22:49:51 UTC

**From:** support@halocollar.com

**To:** billrlinder@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Customer, My name is Sunella, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:59:53 UTC | Status: CLOSED

## Conversation: i9TQd6WQSquuqPVmBdreyQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:50:31 UTC to 2025-09-16 22:53:53 UTC

**Agent (ne4kLbEh...)** | 2025-09-16 22:50:31 UTC | halocollar.com

Hi Brooke, thank you for waiting! My name is Chance. I see you were chatting with our virtual assistant about deactivated collar. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**EMAIL** | **Agent (ne4kLbEh...)** | 2025-09-16 22:53:26 UTC

**From:** support@halocollar.com

**To:** nasholtsbrooke@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Brooke, My name is Chance, from the Halo Chat. I'm sorry we missed you yesterday. We are asking you to jump into the Dog Park with us so we can resolve the deactivated collar issue. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday)10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | *Agent (ne4kLbEh...)* | 2025-09-16 22:53:51 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE** | *Agent (ne4kLbEh...)* | 2025-09-16 22:53:53 UTC | Status: CLOSED



## Conversation: E1LA0uJqRo2jwiiZK3R6eg

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 22:50:33 UTC to 2025-09-16 22:51:02 UTC*

**Customer (pAwtxyYB...) | 2025-09-16 22:50:33 UTC | halocollar.com**

One of my three collars stopped working

**System/AI | 2025-09-16 22:51:02 UTC | halocollar.com**

I'm sorry to hear about the issue with your collar. Let's try to get it sorted out! Please follow these steps: Plug the collar into the charger and hold the power button for 15 seconds, then release. Remove it from the charger and let the battery fully discharge. Allow the collar to rest powered off for at least 5 hours. Fully charge the collar uninterrupted to 100%. If the collar still doesn't work after these steps, please contact our support team for further assistance.

## Conversation: 4\_vdYA0pQfmbWPXzBF29\_A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:50:34 UTC to 2025-09-16 22:51:08 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:50:34 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

**EMAIL | Agent (1LZgqfXS...) | 2025-09-16 22:50:36 UTC**

**From:** support@halocollar.com

**To:** jameseejasperssissy@icloud.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agentHello Ebbi, My name is Sunella, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps:Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session Phone support (+1 (214) 238-9788) available hours:9:00 AM - 5:00 PM EST (Monday-Friday)10:00 AM - 4:00 PM EST (Saturday & Sunday)We know how important it is to keep your pup safe and happy, and we're here to help every step of the way.

**AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 22:51:07 UTC**

First and Last Name: Ebbi Young Email: jameseejasperssissy@icloud.com Other contact info if possible:+17655358614 Sidekick Handoff (Y\*N) N If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:51:08 UTC | Status: CLOSED

## Conversation: 6E9gut0qRIKrLB12L-KI\_w

Messages: 3 | Customers: 1 | Duration: 2025-09-16 22:53:21 UTC to 2025-09-16 22:53:50 UTC

**Agent (B63iEj1y...) | 2025-09-16 22:53:21 UTC | halocollar.com**

Hi there! To prevent your pet from receiving feedback while in the car, you can use the Zone Beacon and select 'Ignore Fences Mode.' We recommend attaching the beacon to your car's keychain or placing it in a cup holder to ensure your dog does not receive prevention feedback during travel. Alternatively, you can simply turn off the 'Fences Feedback' option in the app.

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 22:53:48 UTC

Added: mBJH5lIYT8e2\_OFrmPcDwA, knxFA9d\_QvCvKSD3FB0LTQ

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 22:53:50 UTC | Status: CLOSED

## Conversation: \_Rdua7unRiWq6D\_F19CTRA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 22:53:47 UTC to 2025-09-16 22:57:01 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:53:47 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**EMAIL | Agent (1LZgqfXS...) | 2025-09-16 22:56:50 UTC**

**From:** support@halocollar.com

**To:** vogelslacker@yahoo.com

**Subject:** Halo Collar: Thank you!

Hello Steve, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 22:57:01 UTC | Status: CLOSED

## Conversation: cMn8swAeShiN6aMBdREuLg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:54:20 UTC to 2025-09-16 22:57:10 UTC

**Agent (ne4kLbEh...)** | 2025-09-16 22:54:20 UTC | halocollar.com

Hi Rachel, thank you for waiting! My name is Chance. I see you were chatting with our virtual assistant about batter concerns. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**EMAIL | Agent (ne4kLbEh...)** | 2025-09-16 22:56:56 UTC

**From:** support@halocollar.com

**To:** rachelbloom17@gmail.com

**Subject:** Troubleshooting- Battery Life

Hello Rachel, Thank you for reaching out about the battery performance of your Halo Collar. My name is Chance, and I'll be assisting you. To get started, please follow the steps below to reset and evaluate the battery: Fully discharge the collar- Use the collar until the battery is completely drained and the device powers off. Leave it powered off for at least 5 hours- This rest period helps reset the battery behavior. Charge the collar fully- Plug it in and allow it to reach 100% without interruption. Monitor over the next 48 hours- Use the collar as usual and keep an eye on the battery life. If the issue persists after completing these steps, please reply to this email. We'll send your case to our Collar Evaluation Team to determine next steps. We're here to help! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:57:08 UTC

Added: mBJH5IIYT8e2\_OFrmPCDwA, SMYZ9ncRSlyKFeGsLX1pew

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:57:10 UTC | Status: CLOSED

## Conversation: SnFtSKQhRN-aeAt9BSIH2Q

*Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:55:05 UTC to 2025-09-16 22:57:02 UTC*

**Customer (RJ\_tOjkg...)** | 2025-09-16 22:55:05 UTC | [halocollar.com](https://halocollar.com)

I need it new strap

**System/AI** | 2025-09-16 22:55:24 UTC | [halocollar.com](https://halocollar.com)

Hi there! It sounds like you need a new strap for your Halo Collar. Let me get the information you need to help with that.

**Customer (RJ\_tOjkg...)** | 2025-09-16 22:56:40 UTC | [halocollar.com](https://halocollar.com)

OK

**System/AI** | 2025-09-16 22:57:02 UTC | [halocollar.com](https://halocollar.com)

You can easily get a new strap for your Halo Collar from our Accessories page on the Halo website. Just make sure to choose the right strap for your collar model. If you have any more questions or need help, just let me know!

## Conversation: 04xAabbJQt-lpztoylzd0Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:56:25 UTC to 2025-09-16 22:57:25 UTC

### AGENT NOTE | Agent (vi\_2Fjmb...) | 2025-09-16 22:56:25 UTC

Live Team Notes Serial Numbers: 24h3361061rt FW: v.01.23.04 Issue/ Need: How to charge the collar she just got it Troubleshooting & Actions Taken: Explained to look for the magnetic adaptor Explained how to connect them to the collar and the block Her cable for the iPhone is a USB regular cable so the block does not work but she thinks she has another one Sent the latest update too Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 22:57:15 UTC

**From:** support@halocollar.com

**To:** arsenaultjodi@yahoo.com

**Subject:** Halo Collar: Thank you!

Hello Jodi, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am glad that I was able to show you how to charge the collar. I am sending some articles that might help you on your initial setup How to Add or Remove a Collar or Pet in the Halo App If you have not done so yet, you would need to add and edit a fence on the App and adjust the feedback settings by following these: How to Create a Halo Fence How to Edit an Existing Fence How to Edit Feedback Settings After that, it is time for you to take the collar outside to get the GPS signal and hand-test it: How to Test the Collar's Accuracy by Hand Collar Orientation You are now ready to go to the learn tab and start the training on your dog: How to Fit the Halo Collar Onto My Dog Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 22:57:23 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, PT5SzfGLQx6qJKX6efjzxA

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 22:57:25 UTC | Status: CLOSED

## Conversation: r02KkvapRLa-1CA1ysMRUw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 22:56:47 UTC to 2025-09-16 22:59:19 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:56:47 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:56:56 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 22:57:00 UTC**

**From:** support@halocollar.com

**To:** ehudgens80@gmail.com

**Subject:** Re: Halo Collar You're Opinion Matters!

Hello Erick, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Sunday, July 13, 2025, 1:25 PM support@halocollar.com wrote: > Hello Erick, > > Thank you for taking the time to connect with us about your collar. > We wish you all the best on your Halo Collar journey and are excited to support you along the way! > > If you ever have any questions or need assistance, please know we're here to help. > If you are satisfied with your support, we would love for you to share your experience with your collar and customer service interactions. > > You can use this link to get started on your Amazon review! > > Thank you again. We look forward to hearing your feedback soon! > > With pawsitivity, > Jen! > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 22:57:04 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 22:59:19 UTC | Status: CLOSED



## Conversation: ucRpOyIAQLKMbgcPENrPvQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 22:57:27 UTC to 2025-09-16 22:58:11 UTC

**Agent (B63iEj1y...) | 2025-09-16 22:57:27 UTC | halocollar.com**

Hi there! There's an even better way to establish boundaries both inside and outside your property. Our Zone Beacon includes a feature called Keep Away Mode, which applies prevention feedback when your pet enters the beacon's radius, helping them understand to 'keep away' from that area. Using the Halo App, you can fully customize the type of prevention feedback your pet receives, as well as adjust the size of the beacon's radius to fit your needs.

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 22:58:09 UTC

Added: mBJH5lIYT8e2\_OFrmpcDwA, E4J13GBrQGCUeZqHyCu0GA

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 22:58:11 UTC | Status: CLOSED

## Conversation: LdJ1hzsYQ1GaTztm7tmQCg

Messages: 1 | Customers: 1 | Duration: 2025-09-16 22:57:55 UTC to 2025-09-16 22:57:55 UTC

**EMAIL | Customer (HI53QaIX...) | 2025-09-16 22:57:55 UTC**

**From:** dave@drinko2.com

**To:** support@halocollar.com

**Subject:** Re: Manage Your Halo Account

Hi, I think my collar is defective. It's not sending feedback in real time to the collar. Is there a way for you to test this on your side? Email is dtcolina@gmail.com. But please reply to this address. Dave Colina Founder & CEO O2 Beverage Company Honesty. Humility. Hustle. On Sep 16, 2025, at 6:55 PM, Halo Team wrote: Halo Dear Dave, Click here to automatically sign into your account: Sign into My Account ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg2b3cLW8-2FIExpoCWWTyjsEIEe1fCkflyHtnAngWjxxbZThXsEUXhQJ4MUtItOxP9XIAVxj0Pg-2F5vbSbeq8LEI-2Fo-3DimXZ\\_Is-2Fs-2FqiVOKg6ujAM0jSntWGjvMSW8rJ7B-2FQEtZz6fN1SmY3t4jYtfn9-2B1H2TJk0kOSTmMeLJvEUy59wf9esVwuK6mUwo6mU541axbWByNCDdqtIj4Rbane4Wsy1nb-2B6Cpentic9EHQNu4ZkY6lf5d-2B2HTIlgP1Csc1CUriN4g3MiXI2021hK5HtIE-2FdyNnV9g3d6q61WVpYyreWM7jziqyA-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg2b3cLW8-2FIExpoCWWTyjsEIEe1fCkflyHtnAngWjxxbZThXsEUXhQJ4MUtItOxP9XIAVxj0Pg-2F5vbSbeq8LEI-2Fo-3DimXZ_Is-2Fs-2FqiVOKg6ujAM0jSntWGjvMSW8rJ7B-2FQEtZz6fN1SmY3t4jYtfn9-2B1H2TJk0kOSTmMeLJvEUy59wf9esVwuK6mUwo6mU541axbWByNCDdqtIj4Rbane4Wsy1nb-2B6Cpentic9EHQNu4ZkY6lf5d-2B2HTIlgP1Csc1CUriN4g3MiXI2021hK5HtIE-2FdyNnV9g3d6q61WVpYyreWM7jziqyA-3D-3D)) If you believe you received this email in error, please let our support team know by emailing them at support@halocollar.com. (mailto:support@halocollar.com) — The Halo Team Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677

## Conversation: EVkWK3nhSOa1bWHTVDH9VA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 22:58:49 UTC to 2025-09-16 23:29:11 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 22:58:49 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 23:02:31 UTC

Added: ZKYz4UsHRG6\_\_sFoccYiEA

### EMAIL | Agent (vayOmd0l...) | 2025-09-16 23:24:57 UTC

**From:** support@halocollar.com

**To:** chrisbartelsmusic@gmail.com, rebekah.bartels@gmail.com

**Subject:** Halo Collar Getting Started Guide

Hello Chris, Welcome to the Halo Pack! My name is Hannah, and I'm excited to have you and your pup with us. Thanks for reaching out. We're here to help you get started and make the most of your Halo experience. To help your pup get the most out of Halo, start here. Collar Fit & Placement: Proper fit ensures successful training and performance. Please review the guide and video here: Collar Fit & Placement Fence Setup: Fences are automatically created in the app, but you can make adjustments to better fit your space. Learn more here: Fence Set-Up Halo Training: Completing the Halo Learn modules inside the app is essential to help your pup adjust and get the most out of the collar. Start here: Learn Modules If you have any questions, feel free to visit our Dog Park to speak with a live agent via video chat. Live support: Halo Collar Support Hours: 9:00 AM – 8:00 PM EST Please reach out! We're here to help! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join a Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 23:25:10 UTC

Added: PT5SzfGLQx6qJKX6efjzxA, g5apmYsrTuGLWnaVZyD4ng, 5Un9be0zTZuBv-jOVRPCCw

### AGENT NOTE | Agent (vayOmd0l...) | 2025-09-16 23:29:09 UTC

Serial Numbers: 25h4142323rt FW: 03.00.05 Issue/ Need: Cx stated, "Collar feedback seems very delayed." Cx is currently in the middle of training. Troubleshooting & Actions Taken: Hand-tested fence → feedback still inconsistent Performed 15-sec reset Hand-tested again → still inconsistent Identified fence needed adjustment Walked cx through adjusting the fence as needed Feedback improved, no longer as inconsistent Educated cx about GPS drift (7–20 ft) Resources Used: AP T1 Next Steps: Follow up with General- Getting Started macro

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 23:29:11 UTC | Status: CLOSED

## Conversation: FCSPC3IPSFw1hrMEKi-oEQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 22:58:51 UTC to 2025-09-16 23:10:05 UTC

**Customer (gmK6HvoH...)** | 2025-09-16 22:58:51 UTC | halocollar.com

My collar won't charge

**System/AI** | 2025-09-16 22:59:46 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**AGENT NOTE | Agent (ne4kLbEh...)** | 2025-09-16 23:08:47 UTC

Live Team Notes Serial Numbers: 24h3153556rt FW: v.02.08.11 Issue/ Need: Dead Unit Troubleshooting & Actions Taken: Test Charger & Cable CX received new charging unit from us Check Power Source Inspect Charging Port 15-sec reset Completed that yesterday and unit is 100% dead Warranty ID: AW-20250916-46224 (extended warranty since CX did reach out via chat but didn't get the help needed) Completed Address verification on the phone Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (ne4kLbEh...)** | 2025-09-16 23:09:48 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [hannahkristine.mrc@gmail.com](mailto:hannahkristine.mrc@gmail.com)

**Subject:** Halo Support Warranty Request Submitted

Hello Hannah, Thank you for visiting us in the Dog Park today, my name is Chance —it was great connecting with you and supporting your Halo journey. We were able to get the warranty started please allow for 3-4 business days for that to arrive. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE | Agent (ne4kLbEh...)** | 2025-09-16 23:10:04 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, f5K70j-7T1qdE8RdQP8GZg

**STATUS CHANGE | Agent (ne4kLbEh...)** | 2025-09-16 23:10:05 UTC | Status: CLOSED

## Conversation: 4RzE7zSzQMeoMMlw-HiMjQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 22:58:53 UTC to 2025-09-16 22:59:22 UTC

### AGENT NOTE | Agent (CCEwld9i...) | 2025-09-16 22:58:53 UTC

Live Team Notes Serial Numbers: 24h3123092rt FW: v.03.00.05 Issue/ Need: Customer reported collar is not charging. Customer did not have the collar available during the call. Advised customer to call back when the collar is accessible. Plan to walk through troubleshooting steps on follow-up call. Troubleshooting & Actions Taken: Tier one Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (CCEwld9i...) | 2025-09-16 22:59:04 UTC

**From:** support@halocollar.com

**To:** billrlindner@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Billy, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend  
Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (CCEwld9i...) | 2025-09-16 22:59:22 UTC

Added: 76jKdDJqQKG1X52gm4kjGg, 5PPI2RS4TSeSg5z-6z7TAQ, SMYZ9ncRSlyKFeGsLX1pew

**STATUS CHANGE** | Agent (CCEwld9i...) | 2025-09-16 22:59:22 UTC | Status: CLOSED

## Conversation: JJ\_s7YI1RwCD\_wxG7Z76vA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 22:59:35 UTC to 2025-09-16 22:59:35 UTC*

**EMAIL | Customer (eeLwKjiP...) | 2025-09-16 22:59:35 UTC**

**From:** ethan.key2@icloud.com

**To:** support@halocollar.com

**Subject:** Halo collar replacement

Hello I am looking for my warranty replacement halo 4 collar. I confirmed the address a week ago and still haven't received my collar. The order number is AW-20250903-43685  
Sent from my iPhone

## Conversation: iXAYs8edTJWZjRAtisk-tg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 23:01:37 UTC to 2025-09-16 23:43:52 UTC

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 23:01:37 UTC

Live Team Notes Serial Numbers: 25h4112310rt FW: v.02.08.11 Issue/ Need: cx advised that Simba's collar will not charge Troubleshooting & Actions Taken: Cx advised that the charging port is clean Cx has multiple collars and was able to confirm that the charger is working Cx wiped the charging port with alcohol Had cx connect the collar to the charger for 5 mins and perform a hard reset Collar still unresponsive Escalating to CET Resources Used (provide details): (KB articles, Slack posts, internal docs.): Tier 1 Troubleshooting Guide SOP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 23:43:45 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 25h4112310rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Dead Unit Date & Time of Occurrence: cx stated 2 weeks Is the Issue Reproducible? (Yes/No – If Yes, include steps): Yes, collar will not charge after troubleshooting Additional notes about the issue: Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] Steps Completed:(Y/N) & Outcome of Troubleshooting: Collar is still unresponsive Required Attachments (Check if Included) Screen Recording with narration: (No) Screenshots: (No) System Logs (Bluetooth, Wi-Fi, Cellular): (No) App Logs (App issues): (No)

**TOPIC CHANGE** | Agent (37v57Mh0...) | 2025-09-16 23:43:52 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, jwJ3FbQTW2nPIHkhIkBIA

## Conversation: 9LEpMrdSReWUoKaKfWfD\_g

Messages: 10 | Customers: 1 | Duration: 2025-09-16 23:01:47 UTC to 2025-09-16 23:23:57 UTC

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 23:01:47 UTC

**From:** support@halocollar.com

**To:** danielbdbw@tds.net

**Subject:** Halo Collar: Thank you!

Hello Customer, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*TOPIC CHANGE | Agent (1LZgqfXS...) | 2025-09-16 23:03:09 UTC*

*Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw*

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 23:03:09 UTC

First and Last Name: Dan Woodruff Email: danielbdbw@tds.net Other contact info if possible: +16076931241 Sidekick Handoff (Y\*N) N If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 23:03:17 UTC

**From:** support@halocollar.com

**To:** danielbdbw@tds.net

**Subject:** Re: Halo Collar: Thank you!

Hello Dan, My name is Sunella, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday)10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:01 PM support@halocollar.com wrote: > Hello Customer, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Sunella > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent



**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 23:03:18 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (shFpHYG8...) | 2025-09-16 23:03:20 UTC | Status: OPEN

**AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 23:23:26 UTC**

Live Team Notes Serial Numbers: 25h4070834rt FW: v.03.00.05 Issue/ Need: cx advised that the address was spelled incorrectly on his order for a replacement strap  
Troubleshooting & Actions Taken: Confirmed correct address and submitted new order  
Order #1660550 Resources Used (provide details): (KB articles, Slack posts, internal docs.): DP RMA Training Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (37v57Mh0...) | 2025-09-16 23:23:35 UTC**

**From:** support@halocollar.com

**To:** danielldb@tds.net

**Subject:** Re: Halo Collar: Thank you!

Hello Dan, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Khadijah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:03 PM support@halocollar.com wrote: > Hello Dan, > > My name is Sunella, from the Halo Dog Park. I'm sorry we missed you today. > It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. > > If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. > > To join the Dog Park through the Halo App, just follow these quick steps: > Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session > Phone support (+1 (214) 238-9788) available hours: > 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. > > With pawsitivity, > Sunella > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 7:01 PM support@halocollar.com wrote: > > > Hello Customer, > > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > > Wishing you and your pup many safe, happy adventures ahead! > > Please do not hesitate to contact our customer support. We are here to help! > > > With pawsitivity, > > Sunella > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■ support@halocollar.com | ■ Halo Help Center > > ■ Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 23:23:48 UTC**

Accessory Order Number- 1660550

**STATUS CHANGE** | Agent (37v57Mh0...) | 2025-09-16 23:23:57 UTC | Status: CLOSED



## Conversation: \_YsgS0oKS76GAd6c31Scxw

Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:03:06 UTC to 2025-09-16 23:03:30 UTC

**Customer (r1o54-ou...)** | 2025-09-16 23:03:06 UTC | [halocollar.com](https://halocollar.com)

No feedback being given. Constantly searching for signal but I have cell service and wifi

**System/AI** | 2025-09-16 23:03:30 UTC | [halocollar.com](https://halocollar.com)

Hi there! It sounds like your Halo Collar is having trouble connecting. Please make sure your collar is connected to a 2.4 GHz Wi-Fi network, as it can't connect to 5 GHz-only or hidden networks. You can check the Wi-Fi diagnostics in the app by going to Settings > My Collars > Diagnostics > Wi-Fi module. If the feedback isn't working, ensure the collar's firmware is updated and check the feedback settings in the app. You can adjust feedback types and intensity under My Map > Feedback Settings, and make sure the contact tips are clean and properly attached. For further help, try restarting your router and toggling your phone's Bluetooth and Wi-Fi settings. Let me know if you need more assistance!

## Conversation: DeLdFRILREus0NrHLDQaXA

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:03:14 UTC to 2025-09-16 23:03:56 UTC*

**Customer (sywneh\_r...) | 2025-09-16 23:03:14 UTC | halocollar.com**

Can a dog wear the collar in the car?

**System/AI | 2025-09-16 23:03:56 UTC | halocollar.com**

Absolutely! A dog can wear the Halo Collar in the car. It's designed to be durable and withstand normal activities, including travel. Just make sure it's properly fitted and keep an eye on your dog to ensure they're comfortable during the ride.

## Conversation: j1FFZ8lyTkqqFM05jiQEPg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:03:23 UTC to 2025-09-16 23:03:49 UTC

**Customer (bhrzIM8M...) | 2025-09-16 23:03:23 UTC | halocollar.com**

I need something so that my dog can go further from the house without me following her

**System/AI | 2025-09-16 23:03:49 UTC | halocollar.com**

Hi there! The Halo Collar, along with the Halo Fence feature, is perfect for letting your dog explore freely within a designated area without you having to follow. You can easily create customizable virtual fences around your property using the Halo App, ensuring your dog stays safe within the boundaries. These fences can cover a wide range, up to 1,200 square miles, and provide feedback to your dog if they try to cross the boundary, using sounds, vibrations, or static pulses. For more details, feel free to check out our support page.

## Conversation: n6GsJLPpRI-nlssDPlrTqg

Messages: 1 | Customers: 1 | Duration: 2025-09-16 23:03:23 UTC to 2025-09-16 23:03:23 UTC

EMAIL | Customer (JEJkkBcp...) | 2025-09-16 23:03:23 UTC

**From:** kelcjoe32@aol.com

**To:** info@halocollar.com

**Subject:** Re: 2nd notice: Another unsuccessful payment for your Halo Collar account

Hi there, sorry about that I got a new card. Also, how do I go about canceling a collar due to the passing of my older doggy? I have 3 collars but now only need to be laying for 2.

Thanks Sent from the all new AOL app for iOS On Tuesday, September 16, 2025, 3:29

PM, Katie Wilson wrote: #yiv9829789656 \*{}#yiv9829789656

a{outline:none;}#yiv9829789656 a: hover{text-decoration:none

!important;}#yiv9829789656 .yiv9829789656highlight {background-color:#FFEB86

!important;padding:2px 3px;}#yiv9829789656 .yiv9829789656retain-text-body p

{padding-bottom:20px;}#yiv9829789656 .yiv9829789656stop-retain-link

{font-size:8px;color:#2C6F89;text-decoration:underline;}#yiv9829789656

.yiv9829789656stop-retain-link:visited

{text-decoration:underline;color:#2C6F89;}#yiv9829789656

.yiv9829789656stop-retain-link: hover

{text-decoration:underline;color:#2C6F89;}#yiv9829789656

.yiv9829789656stop-retain-link: focus

{text-decoration:underline;color:#2C6F89;}#yiv9829789656

.yiv9829789656stop-retain-link: hover, #yiv9829789656

.yiv9829789656stop-retain-link: active {text-decoration:underline;color:#2C6F89;} Hey

Kelsey, Just tried to process again the \$62.58 subscription payment, but unfortunately it didn't go through. To keep your account active please update your information here! Let us know if you have any questions. — Katie Wilson Customer Success

## Conversation: FiNIQ9yURoyBWfSI\_D8sLA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:03:29 UTC to 2025-09-16 23:04:40 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:03:29 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:03:43 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:03:44 UTC**

**From:** support@halocollar.com

**To:** taylorleigh1103@gmail.com

**Subject:** Re: Halo Support: Halo Collar Troubleshooting - GPS

Hello Taylor, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Friday, June 13, 2025, 11:49 AM support@halocollar.com wrote: > Hello Taylor, > > We understand you're having issues with Barkley's Halo Collar. We see a warranty replacement request has been submitted. You should have received an email prompting you to verify your shipping address. To avoid any delays in processing, please use the mobile device with the Halo App installed to access your email and confirm the address as soon as possible. Additionally, please be aware that your collar may begin flashing its LED lights and vibrating to indicate that a problem has been detected. > > If you need additional assistance, we encourage you to join our live video support session in the Dog Park, where our team would be happy to assist you and address any concerns you have. Our Dog Park can be accessed through the Halo app under settings and is available 9:00 AM ET to 8:00 PM ET - 7 days a week. Simply tap the "Join Session" button to connect with an available agent. > > As always, feel free to reach out if you have any questions. > > Sincerely, > David > Halo Support Team > Halo Collar | Here for you and your best friend■ > > On Friday, June 13, 2025, 8:41 AM support@halocollar.com wrote: > > > Hello Taylor, > > > I'm sorry your pup is having trouble with their Halo Collar—I know that can be stressful. > > > I've just escalated your case to our Collar Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > > What happens next: > > • Our specialists deep dive into our system > > • They'll email you with their findings and clear next steps > > • We'll stay with you until everything's working the way it should > > > If you have any questions in the meantime, just hit reply. > > We're here for you and your pup every step of the way. > > > We'll be in touch as soon as possible! > > > With pawsitivity, > > Rob > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Friday, June 13, 2025, 8:28 AM support@halocollar.com wrote: > > > > > > You may experience issues within the app. If you do, capturing and sharing a screen recording of the pet card to send to the Customer Service team for analysis is helpful for investigation. > > > > > What to Record > > > While this screen is shown and you are recording your screen: Hand-test the collar at your fence line for the recording by following the steps in this article: How to test the collar's accuracy by hand. > > > Steps for iOS (iPhone) > > > If you do not see this icon, you may need to add the "screen recording" option to your Home Tray (Instructions here:Setup Screen Recording (iOS) and listed below in 1-7)Once you see the "Screen Recording" button included in your Home tray, tap and HOLD it. You will see a new window appear that should say "Screen recording", "Start Recording", and "Microphone On/Off". You may also see a list of apps. Tap the microphone option so it says "Microphone ON", and the icon appears RED. This means your phone will now record your phone screen and the auditory environment around you. This is very important so that you can tell us what you see/hear/feel while it is happening.If you see a list of apps, tap "Photos". This means that your recording will be stored in your "Photos". If you do not see a list of apps, then your recording will be stored in your phone's "Camera Roll"

automatically. When you start the recording, swipe your Home tray back down before proceeding into the Halo App. To get the Home tray down, you can either tap or swipe down from the top of the screen, or press the home button until you're back to your phone's home screen. Now open your Halo App and begin your test. You can exit the Halo app and go to your Camera app to show exactly where you or the collar are in relation to the app. No need to press record when viewing through your camera while performing a screen recording. The screen recording will capture everything that shows up on the phone screen during the duration of your recording. When you are finished recording, swipe UP from the bottom of your screen to re-open your Home tray. Then tap the "record" icon again to turn off the recording. You may see a notification at the top of your screen saying that your recording was saved. > > > Steps for Android > > > > > > If your phone runs on Android 11 or later, please follow the instructions in this article to take a screen recording. Make sure to select Media Sounds and Mic before starting the recording. > > > > > If your phone is on Android 10 or earlier, this article from PC Mag recommends that you download the AZ Screen Recorder because it allows you to screen record while capturing audio as well. > > > Go to the Google Play Store and download the AZ Screen Recorder app. Open the AZ Screen Recorder app and press "record using notification" button at the bottom. Tap the orange camera button at the bottom right of the screen. Allow access to your files and microphone. Microphone access is important because it allows you to tell us what you see/hear/feel while it is happening. > > > How to submit a recording as a link > > > > > Locating the File: Once the recording is complete, the file will be saved automatically on your device. You can find it in the 'Photos' app (iOS/Android) or in the location you selected on your computer > > > Open your email client and start composing a reply to the existing thread. Click on the 'Attach' button (usually represented by a paperclip icon) in your email client. Browse to the location where your screen recording is saved. Select the screen recording file and click 'Open' or 'Insert' to attach it to the email. After attaching the file, you can proceed to write your email or finish your message. Once you're ready, click the 'Send' button to send the email with the attached screen recording. > > > If the video is too large to be submitted through email, then you can submit it as a link through Google Drive, iCloud, or Dropbox. > > > iCloud link sharing Google Drive link sharing Dropbox link sharing > > > Both IOS and Android will allow you to switch between apps while recording your screen. Navigate from the Halo app to your phone's camera to show where the collar/dog is located in relation to the map in the app. > > > > > If you need any further assistance, please contact our live support team at Halo and we will be happy to assist you further! > > > > > With pawsitivity, > > > Rob > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend ■ > > > > > Need more help? > > > ■ support@halocollar.com | ■ Halo Help Center > > > ■ Speak to a live agent face-to-face at our Dog Park > > > 9:00 am - 8:00 pm EST 7 days a week > > > Join Session to speak with the next available agent > > >

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:03:49 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE | Agent (b\_XA60eU...) | 2025-09-16 23:04:40 UTC | Status: CLOSED**



## Conversation: eXbkiRY2RZuayoDRGH09ow

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:03:31 UTC to 2025-09-16 23:03:55 UTC

### AGENT NOTE | Agent (CCEwld9i...) | 2025-09-16 23:03:31 UTC

Live Team Notes Serial Numbers: 24h4491112rt FW: v.03.00.05 Issue/ Need: Customer called in regarding a dead unit collar. Went through troubleshooting steps in support article [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.pl2k7lex9kzl>]; issue not resolved. Submitted a warranty request on her behalf. Ensured customer confirmed her email address; confirmation was successful. Advised that the replacement collar will arrive within 3–5 business days. Troubleshooting & Actions Taken: Tier one Resources Used (provide details): (KB articles, Slack posts, internal docs.):Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (CCEwld9i...) | 2025-09-16 23:03:40 UTC

**From:** support@halocollar.com

**To:** heyblossoms@yahoo.com

**Subject:** Halo Support Warranty Request Submitted

Hello Michael, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (CCEwld9i...) | 2025-09-16 23:03:55 UTC

Added: f5K70j-7T1qdE8RdQP8GZg, 76jKdDJqQKG1X52gm4kjGg, 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE** | Agent (CCEwld9i...) | 2025-09-16 23:03:55 UTC | Status: CLOSED

## Conversation: \_DIgvRbqTcWKAUZ0gTcS7w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:05:15 UTC to 2025-09-16 23:07:07 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:05:15 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:05:20 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:05:24 UTC**

**From:** support@halocollar.com

**To:** holly@manfortfarm.com

**Subject:** Re: Log Submission

Hello Holly, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Tuesday, August 26, 2025, 10:32 AM support@halocollar.com wrote: > Hello Holly, > > Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. > To better understand the issue and get it into the right hands, please share more info:What specific problem are you noticingWhen the issue startedAny error messages or unusual behavior you've seenAdditionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest.Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup.Thanks again for being part of the Halo Pack!Let us know if you have any questions—we're always here to help. > > With pawsitivity, > Rabindra > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, August 25, 2025, 8:55 PM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Tuesday, August 26, 2025, 12:55 AM "Holly Armstrong" wrote: > > > > > > Sent from my iPhone >

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:05:28 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call  
Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet  
Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:07:07 UTC | Status: CLOSED

## Conversation: IrBu1MXfSD-56HtTpG4svg

Messages: 15 | Customers: 1 | Duration: 2025-09-16 23:05:36 UTC to 2025-09-16 23:48:01 UTC

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 23:05:36 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 23:05:41 UTC

Added: knxFA9d\_QvCvKSD3FB0LTQ

### AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 23:05:52 UTC

Live Team Notes Serial Numbers: 25h4321668rt - Koda FW: v.03.00.05 Applied: 03.01.02  
Issue/ Need: Customer called in due to dog receiving emergency feedback during his walk, He is using the zone beacon attached to the dog's leash during walks to avoid fence feedback. Troubleshooting & Actions Taken: Explained that the zone beacon is a Bluetooth device designed to stay in one location to allow safe fence passage Advised that Bluetooth interference is likely causing emergency feedback because the system is reading the dog as being outside the fence line when interference occurs Clarified that with interference, the system will register the dog as outside the boundary, triggering feedback Discussed the walk feature and confirmed it must be enabled while actively walking with the dog; without motion, the system will not register the walk as it is pinging your phone. Resources Used (provide details): (KB articles, Slack posts, internal docs.): N/A

### EMAIL | Agent (CgaCndlh...) | 2025-09-16 23:10:21 UTC

**From:** support@halocollar.com

**To:** craw2382@gmail.com

**Subject:** Halo Collar: Zone Beacon Follow Up

Hello Jim, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I wanted to follow up with a quick summary and some guidance: The zone beacon is designed to stay in a fixed location. Using it on the leash can cause Bluetooth interference, which may trigger unexpected feedback. To avoid this, please keep the Zone beacon stationary. When walking your dog beyond the fence boundary, make sure to enable the Walk feature in the app and keep your phone with you. This helps the system recognize you're on a walk by allowing the Halo app and the collar to remain synchronized. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 23:10:22 UTC | Status: CLOSED

### EMAIL | Customer (NTy2cx2R...) | 2025-09-16 23:14:07 UTC

**From:** craw2382@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar: Zone Beacon Follow Up

\* you said this The zone beacon is designed to stay in a fixed location. Using it on the leash can cause Bluetooth interference, which may trigger unexpected feedback. But the website says this <https://support.halocollar.com/hc/en-us/articles/4416039963287-Beacon-Functions-Keep-Away-vs-Ignore-Fences> Possible ways to use an Ignore Fences Beacon:  
\* Bring it when you take your dog for a walk by clipping it to your dog's leash or perhaps placing it in your pocket; this way, their fences can remain 'On', but they won't receive any preventions while they remain within the range of the beacon. - This will also teach your dog that they can safely leave their Fence area as long as they are on a leash.

From: Halo Collar Sent: Tuesday, September 16,

2025 7:10 PM To: [craw2382@gmail.com](mailto:craw2382@gmail.com) Subject: Halo Collar: Zone Beacon Follow Up  
Hello Jim, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I wanted to follow up with a quick summary and some guidance: \* The zone beacon is designed to stay in a fixed location. Using it on the leash can cause Bluetooth interference, which may trigger unexpected feedback. \* To avoid this, please keep the Zone beacon stationary. \* When walking your dog beyond the fence boundary, make sure to enable the Walk feature in the app and keep your phone with you. This helps the system recognize you're on a walk by allowing the Halo app and the collar to remain synchronized. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*STATUS CHANGE | Customer (NTy2cx2R...) | 2025-09-16 23:14:07 UTC | Status: OPEN*

**EMAIL | Agent (37v57Mh0...) | 2025-09-16 23:35:32 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [craw2382@gmail.com](mailto:craw2382@gmail.com)

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Jim, My name is Khadijah, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Khadijah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 23:36:19 UTC**

First and Last Name: Jim Crawford Email: [craw2382@gmail.com](mailto:craw2382@gmail.com) Other contact info if possible: Sidekick Handoff (N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

*TOPIC CHANGE | Agent (37v57Mh0...) | 2025-09-16 23:36:22 UTC*

*Added: E\_3WUdWpR2CLXta3n6vNgw*

*STATUS CHANGE | Agent (37v57Mh0...) | 2025-09-16 23:36:36 UTC | Status: CLOSED*

*STATUS CHANGE | Agent (CgaCndlh...) | 2025-09-16 23:47:50 UTC | Status: OPEN*

**AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 23:47:52 UTC**

Live Team Notes Serial Numbers: 25h4321668rt - Koda FW: v.03.00.05 Issue/ Need: The customer called back in due to my email follow-up Troubleshooting & Actions Taken: I advised the customer to keep the zone beacon stationary However, in our article, it does state you can use the Zone beacon to take the dog on the walk without fear of feedback The customer asked which one is correct I advised him that both can be true at the same time Since the zone beacon is a BT device, interference could be occurring in those specific areas As well as, based on the article, he should be able to use the beacon and attach it to the leash to go through the fence line Resources Used (provide details): (KB articles, Slack posts, internal docs.): Beacon Functions: Keep Away vs. Ignore Fences [https://support.halocollar.com/hc/en-us/search/click?data=BAh7DjoHaWRsKwiXSn4wBAQ6D2FjY291bnRfaWRpA5xBkzoJdHlwZUkiDGFydGljbGUGOGZlVDoIdXJsSSJvaHR0cHM6Ly9zdXBwb3J0LmhhbG9jb2xsYXluY29tL2hjL2VuLXVzL2FydGljbGVzLzQ0MTYwMzk5Nj

MyODctQmVhY29uLUZ1bmN0aW9ucy1LZWVwLUF3YXktdnMtSWdub3JILUZlbnNlcwY7CFQ6DnNIYXJjaF9pZEkiKTc1MzNmNDYyLWQ4ZjEtNGNkNy1iMzMzMyLWY0NTMyN2U2ZTY0MgY7CEY6CXJhbmtPbjoLbG9jYWxlSSIKZW4tdXMGOwhUOgpxdWVyeUkiEmlnbm9yZSBmZW5jZXMGOwhUOhJyZXN1bHRzX2NvdW50aUw%3D--bef4203f185551aa40e406bb88fd221809148e01] Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (CgaCndlh...) | 2025-09-16 23:47:59 UTC**

**From:** support@halocollar.com

**To:** craw2382@gmail.com

**Subject:** Re: Halo Support Sorry We Were Unable To Connect!

Hello Jim, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:35 PM support@halocollar.com wrote: > Hello Jim, > > My name is Khadijah, from the Halo Dog Park. I'm sorry we missed you today. > It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. > > If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. > > To join the Dog Park through the Halo App, just follow these quick steps: > Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session > Phone support (+1 (214) 238-9788) available hours: > 9:00 AM - 5:00 PM EST (Monday-Friday)10:00 AM - 4:00 PM EST (Saturday & Sunday) > > We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. > > With pawsitivity, > Khadijah > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE | Agent (CgaCndlh...) | 2025-09-16 23:48:01 UTC | Status: CLOSED**

## Conversation: oBPgs9UbSM2tO4tOjoAuTA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:07:19 UTC to 2025-09-16 23:07:42 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:07:19 UTC | Status: OPEN

**EMAIL** | Agent (b\_XA60eU...) | 2025-09-16 23:07:30 UTC

**From:** support@halocollar.com

**To:** geslina00@gmail.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Alesha, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:07:30 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**AGENT NOTE** | Agent (b\_XA60eU...) | 2025-09-16 23:07:37 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:07:42 UTC | Status: CLOSED

## Conversation: 7fB3AnueTjK96cWOPznIIA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:08:28 UTC to 2025-09-16 23:09:03 UTC

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:08:28 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:08:35 UTC

**From:** support@halocollar.com

**To:** bandkitten@yahoo.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello RickRoz, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

### AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:08:43 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:09:03 UTC | Status: CLOSED



## Conversation: 9OD8E\_-FRsKXK\_1txq0mYA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:09:12 UTC to 2025-09-16 23:09:41 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:09:12 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:09:18 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:09:26 UTC**

**From:** support@halocollar.com

**To:** alysonanguay@gmail.com

**Subject:** Re: Halo Support

Hello Alyson, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Thursday, May 22, 2025, 9:32 AM support@halocollar.com wrote: > Hi Alyson, > > I'm happy to let you know that your order for a graphite strap kit has now been set up. It will be shipping out shortly. > > We truly appreciate your patience and are committed to getting this resolved for you as quickly as possible. > > If you have any questions in the meantime, feel free to reach out! > > Best Regards, > Don > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > On Monday, May 19, 2025, 12:50 PM support@halocollar.com wrote: > > > Hi Alyson, > > > I wanted to follow up and say thank you for visiting us in the Dog Park today and giving us the chance to help you along your Halo Journey. > > > Click here to leave a review on your service today! > > > If you have any further questions or concerns please don't hesitate to reach back out to us! > > > With pawsitivity, > > Jazmine > > Halo Customer Support > > Halo Collar | Here for you, and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > ■■Join Session to speak with the next available agent > > ■Reserve Time to schedule a support session >

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:09:29 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:09:41 UTC | Status: CLOSED



## Conversation: A3f3H3jtT8-TyAM35iJmig

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:09:54 UTC to 2025-09-16 23:10:23 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:09:54 UTC | Status: OPEN

**EMAIL** | Agent (b\_XA60eU...) | 2025-09-16 23:10:05 UTC

**From:** support@halocollar.com

**To:** dearvin216@gmail.com

**Subject:** Re: Halo Support:

Hello Derrick, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Sunday, April 27, 2025, 12:40 PM support@halocollar.com wrote: > Hello Derrick, > > Thank you for calling Halo Support today. It was a pleasure speaking with you. > > I hope we have addressed all your concerns. If you have any follow-up questions, please feel free to reach out. We would be more than happy to assist you further! > > Best Regards, > Ashia > Halo Support ■

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:10:05 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**AGENT NOTE** | Agent (b\_XA60eU...) | 2025-09-16 23:10:10 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:10:23 UTC | Status: CLOSED

## Conversation: N2F\_zsE2Q4qjZeJFrwqtUw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:11:19 UTC to 2025-09-16 23:14:22 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:11:19 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:11:24 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:11:29 UTC**

**From:** support@halocollar.com

**To:** carlsonc104@gmail.com

**Subject:** Re: Halo Support Follow Up

Hello Christian, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Thursday, August 21, 2025, 4:34 PM support@halocollar.com wrote: > Hello Christian, > > Thank you for calling Halo Support today. This is MeLissa. It was truly a pleasure speaking with you and learning more about you and your pup. > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > > With pawsitivity, > MeLissa > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:11:33 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:14:22 UTC | Status: CLOSED

## Conversation: gPvRget5SJehgbZsWF8RxA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:11:40 UTC to 2025-09-16 23:12:03 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 23:11:40 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 23:11:42 UTC

Live Team Notes Serial Numbers: 25h4191464rt and 25h4084114rt FW: v.03.00.05 Issue/Need: Cx us calling to to confirm shipping address for both of her collars Troubleshooting & Actions Taken: Resent link via admin portal Informed 3-5 business days Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Resent link via admin portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 23:12:02 UTC

**From:** support@halocollar.com

**To:** nicolelenz13@yahoo.com

**Subject:** Halo Collar: Thank you!

Hello Nicole, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 23:12:03 UTC | Status: CLOSED

## Conversation: 9BiOHuffR56s4Gr89hN6Zg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:14:38 UTC to 2025-09-16 23:16:33 UTC

### AGENT NOTE | Agent (vi\_2Fjmb...) | 2025-09-16 23:14:38 UTC

Live Team Notes Serial Numbers: 23h3360243rt (added to the account Jun 15, 2024 3:13 PM) FW: v. 03.00.05 Applied Issue/ Need: Got a message that the was something wrong with the collar and to not to put I back on her and contact us She was having issues charging it for a long time Troubleshooting & Actions Taken: Already had to get a replacement collar Advised the collar would need to be replaced and is OOW so their best option is to upgrade the collar with HCP for \$174 or use HPP to get it for \$424. The collar did not have purchase details information and it was not coming up in the spreadsheet According to AP she got this collar per Warranty ID 659942 so I added it as order # Since she was complaining about the \$20 shipping cost and being this was unexpected I issued a \$25 GC Advised to remove the old collar so she can add the new one when received Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 23:16:17 UTC

**From:** support@halocollar.com

**To:** miranda.jones323@yahoo.com

**Subject:** Halo Collar: Thank you!

Hello Miranda, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am glad that I was able to walk you through upgrading your Halo collar through Halo Care. All you need to do when you receive the new collar is to to remove the old collar so she can add the new one when received. How to Add or Remove a Collar or Pet in the Halo App How to Edit Feedback Settings Collar Orientation How to Fit the Halo Collar Onto My Dog Taylor H4 to fit dog How to secure your Halo Collar strap on Vimeo Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 23:16:31 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, j8NwW1I9TISUalRz8HLmTg, 6jk7DobMRw2g1ATE6kOMjw

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 23:16:33 UTC | Status: CLOSED

## Conversation: drzIEwgZQrOEfhK6zkrs2A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:14:42 UTC to 2025-09-16 23:15:45 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:14:42 UTC | Status: OPEN

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:14:55 UTC**

**From:** support@halocollar.com

**To:** ryanb@jasonwhittle.com

**Subject:** Re: Halo Collar Our Experts Are Investigating

Hello Ryan, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Friday, June 13, 2025, 12:17 PM support@halocollar.com wrote: > Hello Ryan, > > Thank you for reaching out. Since your Halo collar was purchased through Amazon, we kindly ask that you contact Amazon directly to request a refund. > > As outlined in our return policy, purchases made through third-party retailers must be returned through the original place of purchase. Amazon will be able to assist you with the return and refund process. > If you have any questions or need help with anything else, feel free to let us know. > > Return Policy > > With pawsitivity, > Shari > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Friday, June 13, 2025, 9:17 AM support@halocollar.com wrote: > > > Hello Ryan, > > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > > We completely understand how frustrating this situation must be, and we want you to know we're taking it seriously. > > > Your request has been sent to our RMA Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > > > Here's what you can expect: > > Our team is reviewing the details of your order and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > > In the meantime: > > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal—always—is to keep tails wagging and give you peace of mind. > > > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > > > > > With pawsitivity, > > Eddie > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:14:55 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:14:59 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:15:45 UTC | Status: CLOSED

## Conversation: f0jdfHw0Rwq6S6V0BfdroA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:14:43 UTC to 2025-09-16 23:16:23 UTC

**Customer (HLc6ka7q...) | 2025-09-16 23:14:43 UTC | halocollar.com**

Does the pro case for halo 4 fit more snug then what the collar comes with? My small dog the collar is slipping and moving at the smallest setting

**System/AI | 2025-09-16 23:15:13 UTC | halocollar.com**

The Halo 4 Pro Case might provide a snugger fit than the standard collar case, which can help prevent slipping on smaller dogs. Make sure the collar is positioned correctly around the middle of your dog's neck, with the power button aligned with the ear and the contact tips avoiding the throat. Tighten the strap so that two fingers can fit between the strap and the neck, ensuring it's snug but comfortable. If the collar still slips, consider using the Perfect Fit Kit for adjustments or trimming any excess strap length for a better fit.

**Customer (HLc6ka7q...) | 2025-09-16 23:15:58 UTC | halocollar.com**

What is the perfect fit kit?

**System/AI | 2025-09-16 23:16:23 UTC | halocollar.com**

The Perfect Fit Kit is a handy tool to help you adjust the Halo Collar strap for a perfect fit. It lets you trim any extra strap length and secure it with an end cap and clamp included in the kit. This ensures the collar fits snugly against your dog's neck, enhancing comfort and effectiveness. It's particularly useful if there's more than 2–3 inches of excess strap after fitting the collar. For best results, check out the instructional video that comes with the kit.

## Conversation: QXlyJjyISFK5XnlwGGXtHg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:16:15 UTC to 2025-09-16 23:17:01 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:16:15 UTC | Status: OPEN

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:16:41 UTC**

**From:** support@halocollar.com

**To:** adam.rennecker@live.com

**Subject:** Re: Halo Collar- Your Thoughts Matter!

Hello Adam, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Monday, July 14, 2025, 5:16 PM support@halocollar.com wrote: > Hello Adam, > > My name is Amber, and I want to thank for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. > > I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team by phone or video here. > > I'm here when you're ready. Your dog's safety always comes first. > > > With pawsitivity, > Amber > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:16:46 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:17:01 UTC | Status: CLOSED

## Conversation: Cx1DML2dQtmZKfQE5ajyNQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:16:23 UTC to 2025-09-16 23:16:54 UTC

**Customer (PLluQXAO...)** | 2025-09-16 23:16:23 UTC | [halocollar.com](https://halocollar.com)

My location says I'm somewhere else than my dog and he's laying next to me

**System/AI** | 2025-09-16 23:16:54 UTC | [halocollar.com](https://halocollar.com)

Based on your question, we want to recommend that you reach out directly to our team.  
Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo  
Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other  
ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270  
Email us: [support@halocollar.com](mailto:support@halocollar.com)



## Conversation: uQCRcW\_mSg6kGp\_sRJirtQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:17:12 UTC to 2025-09-16 23:19:11 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:17:12 UTC | Status: OPEN

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:17:20 UTC**

**From:** support@halocollar.com

**To:** grwasson@wcbventures.net

**Subject:** Re: Halo Collar Support:

Hello Garrin, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Friday, June 13, 2025, 1:36 PM support@halocollar.com wrote: > > Hello Garrin, > > Thank you for calling Halo Support today. It was a pleasure speaking with you. > > I hope we have addressed all your concerns. If you have any follow-up questions, please feel free to reach out. We would be more than happy to assist you further! > > With pawsitivity, > KC > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Friday, June 13, 2025, 12:32 PM support@halocollar.com wrote: > > > > > <https://halocollar.page.link/?link=https://halocollar.com/deep-link?dlref%3Dhttps%3a%2f%2fhalocollar.com%2fwarranty-access%3fwarrantyID%3dAW-20250514-17093&pn=com.paws.haloapp&isi=1476830649&ibi=com.paws.haloapp■=1> > > > > > With pawsitivity, > > KC > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:17:20 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:17:25 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:19:11 UTC | Status: CLOSED

## Conversation: jVDw0UlyRmmu3LP0au295Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:20:24 UTC to 2025-09-16 23:20:34 UTC

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:20:24 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:20:28 UTC

**From:** support@halocollar.com

**To:** ducknbuck@yahoo.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Darren, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

### AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:20:32 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:20:34 UTC | Status: CLOSED

## Conversation: a44fWe7TQMWd8hi\_GOYUhA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:21:07 UTC to 2025-09-16 23:22:46 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:21:07 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:21:12 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:21:17 UTC**

**From:** support@halocollar.com

**To:** hawkeyewgp@gmail.com

**Subject:** Re: Warranty

Hello Wendy, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Thursday, February 20, 2025, 4:21 PM support@halocollar.com wrote: > Hi Wendy, > > I wanted to follow up and say thank you for visiting us in the Dog Park today and giving us the chance to help you along your Halo Journey. > > If you have any further questions or concerns please don't hesitate to reach back out to us! > > Best Regards, > Aaron > Halo Support ■

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:21:20 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:22:46 UTC | Status: CLOSED

## Conversation: Da2GRC-JRQeXgDxBIboZnw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:23:02 UTC to 2025-09-16 23:23:28 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:23:02 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:23:07 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:23:11 UTC**

**From:** support@halocollar.com

**To:** jewentz@outlook.com

**Subject:** RE: Halo Collar We're Sorry We Missed You!

Hello Emily, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Thursday, July 17, 2025, 2:25 PM support@halocollar.com wrote: > Hello Emily, > > No problem! Sorry for the disturbance. > > Please feel free to contact our live support during business hours, as listed below, if you have any other questions or need further help. > > Dog Park (live video support) available hours: > 9:00 am - 8 pm EST (7 days a week) > Phone support (+1 (214) 238-9788) available hours: > 8:00 am - 6:00 pm EST (M-F) 10:00 am - 4:00 pm EST (Sat-Sun) > If you need any additional information on our customer support > How to Contact Customer Support Help Desk > Thank you for being part of our Halo Pack! > > With pawsitivity, > Marissa > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Thursday, July 17, 2025, 1:25 PM "jewentz@outlook.com" wrote: > > > I'm sorry, in a meeting. Can we reschedule? > > > > > > > Sent via the Samsung Galaxy S23 Ultra 5G, an AT&T; 5G smartphone > > > > > > > ----- Original message ----- > > From: Halo Collar > > Date: 7/17/25 1:19 PM (GMT-06:00) > > To: jewentz@outlook.com > > Subject: Halo Collar We're Sorry We Missed You! > > > Hello Emily, > > > We hope you and your pup are having a great day. My name is Marissa. > > I'm so sorry I missed you when I first called. > > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > > Looking forward to speaking with you soon! > > > With pawsitivity, > > Marissa > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > > \* 9:00 am - 8:00 pm EST 7 days a week > > > Join Session to speak with the next available agent > > >

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:23:16 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:23:28 UTC | Status: CLOSED

## Conversation: yEtoy7LLRXqtrrvceK8JQA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:23:12 UTC to 2025-09-16 23:23:49 UTC

**Customer (Tj5Ulliu...)** | 2025-09-16 23:23:12 UTC | halocollar.com

My dog collards needs to be replaced

**System/AI** | 2025-09-16 23:23:49 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: qoiHTdW4TTiqLbGvmqOXVA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:23:42 UTC to 2025-09-16 23:24:00 UTC

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:23:42 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:23:44 UTC

**From:** support@halocollar.com

**To:** theginmill3@hotmail.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Ginny, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

### AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:23:47 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:24:00 UTC | Status: CLOSED

## Conversation: P66Ug6jJR4G0b16J1sIhIQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:24:04 UTC to 2025-09-16 23:24:37 UTC

**Customer (wB7W3fmR...) | 2025-09-16 23:24:04 UTC | halocollar.com**

My static feature does not work. Sometimes when I select test collar, it works but even then most of the time it does not. I've changed many of the settings over the past couple weeks and it does not work.

**System/AI | 2025-09-16 23:24:37 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: 1DGcX-avRyWTEMvKQIHQ1A

Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:24:11 UTC to 2025-09-16 23:24:17 UTC

**TOPIC CHANGE** | Agent (37v57Mh0...) | 2025-09-16 23:24:11 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, -LmskJFZShWIO0nMJuMqIA

**STATUS CHANGE** | Agent (37v57Mh0...) | 2025-09-16 23:24:17 UTC | Status: CLOSED



## Conversation: n05RTmgfQGe5lnEjLxwpvg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:24:51 UTC to 2025-09-16 23:38:44 UTC

**Customer (07Drj3VI...)** | 2025-09-16 23:24:51 UTC | halocollar.com

How do I connect my collar to two different phones via Bluetooth?

**System/AI** | 2025-09-16 23:25:23 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Agent (vayOmd0l...)** | 2025-09-16 23:38:36 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [dorothyepich@gmail.com](mailto:dorothyepich@gmail.com)

**Subject:** Halo Support: Using Your Collar with Multiple Phones

Hello Dorothy, Thank you for reaching out to Halo Support. My name is Hannah, and I'd be happy to clarify how to connect your Halo Collar with more than one phone. The Halo Collar can only be managed through the account it was originally set up with. If you'd like to use two different phones, you'll need to log in to the Halo App on each device using the same account credentials. A few important notes: There isn't a way to create separate user profiles or individual logins for the same collar at this time. Anyone who uses the Halo App should complete User Training before managing the collar to ensure safe and effective use. Please refrain from submitting manual feedback from multiple devices at the same time. If you have any additional questions, please don't hesitate to reach out. You can also connect with us directly here: Halo Support. With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 📺 Halo Help Center 🗣️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 23:38:41 UTC

Added: UNYy8zJMRzuqZ0-CQlyc1Q

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 23:38:44 UTC | Status: CLOSED

## Conversation: Q5ATkzAsSCG8RLA-221F2w

*Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:24:53 UTC to 2025-09-16 23:25:44 UTC*

**Customer (KipJkstA...)** | 2025-09-16 23:24:53 UTC | halocollar.com

Hello

**System/AI** | 2025-09-16 23:25:07 UTC | halocollar.com

Hello AshLee! How can I assist you with your Halo Collar today? ■

**Customer (KipJkstA...)** | 2025-09-16 23:25:20 UTC | halocollar.com

We are new to halo and are having some trouble with our fence GPS

**System/AI** | 2025-09-16 23:25:44 UTC | halocollar.com

Hi there! It sounds like you're having some trouble with the GPS fence on your Halo Collar. To get the best GPS performance, try taking the collar outside to an open area and keep it still until the GPS light blinks green (Halo 4) or blue (Halo 3 or older). If the signal is still low, check for any obstructions like trees or buildings, and make sure the collar fits properly. For more tips, you can check the diagnostics in the app and ensure your firmware is up to date. If you need more help, just let us know!

## Conversation: Xli0acTASjWDyjhndQi-4Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:26:22 UTC to 2025-09-16 23:26:44 UTC

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:26:22 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:26:26 UTC

**From:** support@halocollar.com

**To:** zane.abbey@yahoo.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Zane, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

### AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:26:31 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:26:44 UTC | Status: CLOSED

## Conversation: U4cvZYWJQKmRz4WUuJskJQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 23:27:00 UTC to 2025-09-16 23:30:00 UTC

**Customer (q\_QJdWeB...) | 2025-09-16 23:27:00 UTC | halocollar.com**

how to locate collar

**System/AI | 2025-09-16 23:27:22 UTC | halocollar.com**

To find your Halo Collar, just open the Halo App on your phone and make sure Bluetooth is turned on. The app will automatically connect to the collar. For live tracking, the collar uses GPS and LTE if Wi-Fi isn't available. Ensure your Halo Membership is active to use LTE, so you can track your dog's location even when you're away from home. If you have any more questions, feel free to ask!

**Customer (q\_QJdWeB...) | 2025-09-16 23:27:36 UTC | halocollar.com**

it is lost

**System/AI | 2025-09-16 23:28:08 UTC | halocollar.com**

If your Halo Collar is lost, don't worry! The app's tracking feature can help you find it. Make sure the collar is charged, then use the GPS tracking function through LTE. You can see its last known location in the Halo App under "My Map." If you're still having trouble, feel free to reach out to our live support for more help.

**Customer (q\_QJdWeB...) | 2025-09-16 23:29:31 UTC | halocollar.com**

it's not accurate standing in that location

**System/AI | 2025-09-16 23:30:00 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: 17gQgovJRoq4MrG1WHPjFQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:27:03 UTC to 2025-09-16 23:27:29 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:27:03 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:27:09 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:27:11 UTC**

**From:** support@halocollar.com

**To:** keri.ciota@yahoo.com

**Subject:** Re: Halo Collar Support: How To Take And Share Screen Recording

Hello Keri, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Thursday, July 17, 2025, 3:17 PM support@halocollar.com wrote: > Hello Keri, > > Thank you for calling Halo Support today. This is Temitope. It was truly a pleasure speaking with you and learning more about you and your pup. > Here's How to Capture and Share a Screen Recording > If you run into an issue while using the Halo App, a screen recording can help our Customer Support team better understand and resolve the problem. > > What to Record > If you're experiencing GPS issues, please record your screen while the My Map tab is open and your Pet Card is visible. While recording, test the collar along your fence line by following the steps in this article: How to Hand Test The Collar Accuracy > How to Screen Record (iOS) > Open the Control Center Swipe from the very top or bottom of your screen (depending on your iPhone model) to access the Control Center. Find the Screen Record Button Look for the circular icon (a solid dot inside a ring). If you don't see it, follow these instructions to add screen recording to your Control Center. Start the Recording Tap and hold the Screen Record icon. Turn the microphone ON (it should appear red). Tap Photos (if listed) to save the recording to your Camera Roll. Begin the Test Swipe the Control Center away and open the Halo App. Start your GPS test with the Pet Card open. You can switch to your Camera app during the recording to show where you or your dog are in real life vs. the app view. Stop the Recording Swipe to open the Control Center again and tap the record button to stop. You'll see a confirmation that your video has been saved. > How to Screen Record (Android) > Android 11 and Later: Follow these instructions to start a screen recording. Be sure to enable both Media Sounds and Microphone so we can hear what you're experiencing. > Android 10 and Earlier: > Download AZ Screen Recorder from the Google Play Store. Open the app and tap the camera icon. Grant microphone and file access. Start recording and walk through your issue in the Halo App. Use the microphone to describe what you're seeing/hearing in real time. > Submitting Your Recording > Once your video is recorded: Email attachment: Open your email app Reply to your support thread Attach the video from your Photos or Camera Roll. Then hit Send. > If the file is too large: > Upload it to your preferred cloud service and share the link: How to share a file via iCloud How to share a file via Google Drive How to share a file via Dropbox > While recording, you can switch between apps, like Halo and your camera, to help us see the whole picture. > > Do you need additional help? Please contact Halo Collar Customer Service. We're happy to assist you! > > With pawsitivity, > Temitope > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:27:14 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:27:29 UTC | Status: CLOSED

## Conversation: ciLVX\_1BSwONeXAcKBYB2w

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:28:22 UTC to 2025-09-16 23:28:39 UTC

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:28:22 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

### AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:28:23 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:28:25 UTC

**From:** support@halocollar.com

**To:** domfrese@gmail.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Dominic, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:28:39 UTC | Status: CLOSED

## Conversation: rrrSeM7AQLuAhh9Gu4Yy2w

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 23:28:25 UTC to 2025-09-16 23:28:25 UTC*

**EMAIL | Customer (k41pnmgv...) | 2025-09-16 23:28:25 UTC**

**From:** kimberly843@gmail.com

**To:** support@halocollar.com

**Subject:** [HALO-APP] Login issue

Kimberly



## Conversation: e9Sy9QURSVuilS-CNem3oA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:28:50 UTC to 2025-09-16 23:29:23 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:28:50 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:28:57 UTC

Added: pBWJnskWsaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:29:01 UTC**

**From:** support@halocollar.com

**To:** laurie.brewton@outlook.com

**Subject:** Re: Still have your old Halo Collar?

Hello Laurie, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Tuesday, July 8, 2025, 10:39 AM support@halocollar.com wrote: > Hello Laurie, > > Thank you so much for your update. > We want you to know how much we appreciate you being part of the Halo family. > > If we can help you in any way in the future, please don't hesitate to let me know. > We wish you and your pup all the best on your adventures together. > > With pawssitivity, > Lindsey > Halo Management Team > Halo Collar | Here for you, and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > ■■Join Session to speak with the next available agent > > On Tuesday, July 8, 2025, 7:20 AM "Laurie Brewton" wrote: > > > Hi Katie, > > We were on vacation and just got home. We swapped out the collars and will drop off the old collar to FedEx today. > > > Thanks for checking in! > > Laurie > > > Sent from my T-Mobile 5G Device > > Get Outlook for Android > > \_\_\_\_\_ > > From: support@halocollar.com on behalf of Halo Collar > > Sent: Tuesday, July 8, 2025 9:16:55 AM > > To: laurie.brewton@outlook.com > > Subject: Still have your old Halo Collar? > > > Hello, > > > I'm Katie from the Halo Support Team—just checking in about your old Halo Collar. > > We haven't received it back yet, and we want to make the return process as easy as possible for you. Returning your collar helps us recycle responsibly; it's a small step that makes a big impact.■■ > > > ■■■If you've lost the pre-paid return label, no problem! > > > \* Just reply to this email that you need a label > > \* We'll email you a new one > > \* Then drop the collar at your nearest FedEx > > > Thanks for being part of the Pack, > > -Katie Mueller > > Halo Customer Support Agent > > > Halo Collar | Here for you and your best friend■ > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > > \* 9:00 am - 8:00 pm EST 7 days a week > > > Join Session to speak with the next available agent > > >

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:29:07 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:29:23 UTC | Status: CLOSED

## Conversation: dNP8u5LGQFOWR1JRCHDneQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:29:30 UTC to 2025-09-16 23:30:00 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:29:30 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:29:41 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:29:43 UTC

**From:** support@halocollar.com

**To:** kaitmariemoore@gmail.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Kaitlyn, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

### AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:29:46 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:30:00 UTC | Status: CLOSED

## Conversation: 1J9HqC2HSueNgHcXUfdJ6A

Messages: 3 | Customers: 1 | Duration: 2025-09-16 23:29:43 UTC to 2025-09-16 23:29:57 UTC

EMAIL | Agent (vayOmd0l...) | 2025-09-16 23:29:43 UTC

**From:** support@halocollar.com

**To:** dilay16@optonline.net

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Diana, My name is Hannah, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 23:29:56 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw, 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 23:29:57 UTC | Status: CLOSED

## Conversation: dszz\_gMVQni3w07n-5U8-g

Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:30:08 UTC to 2025-09-16 23:30:49 UTC

**Customer (tuSude1k...) | 2025-09-16 23:30:08 UTC | halocollar.com**

my collar isn't working properly

**System/AI | 2025-09-16 23:30:49 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: vGNxwaES-iozBfTgdu\_Vw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:30:14 UTC to 2025-09-16 23:30:44 UTC

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:30:14 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:30:22 UTC

**From:** support@halocollar.com

**To:** maseppelt@yahoo.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Matthew, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

### AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:30:26 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:30:44 UTC | Status: CLOSED

## Conversation: 3VxTygRgRXCj0U2OJFytkg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 23:31:04 UTC to 2025-09-16 23:35:47 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:31:04 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:31:16 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:31:18 UTC**

**From:** support@halocollar.com

**To:** khermansen@me.com

**Subject:** Re: Your Halo Pack Membership Plan was successfully updated

Hello Kathryn, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Saturday, March 22, 2025, 11:46 PM support@halocollar.com wrote: > Hello Kathryn, > > Thank you for reaching out to Halo Collar Support and welcome to the pack! We surely understand your frustration with this and I am more than happy to assist you. > > I checked your account and it looks like you were able to successfully get into your account as I see an account update from today. Please let us know if you are still having trouble. > > Should you have any further questions or concerns, please don't hesitate to ask us! You can also reach us by phone at (214) 238-9788. Our phone hours are 8:00 am to 6:00 pm EST (Monday through Friday) and 10:00 am to 4:00 pm EST (Saturday and Sunday). > > Best Regards, > Lacey > Halo Support ■ > > On Saturday, March 22, 2025, 2:51 PM "Kathryn Hermansen" wrote: > > > The email address above, which was used to sign in to Halo, now "cannot be verified"? Why? I'm trying to set up the boundaries on my property, but this system won't accept THAT email address... Grrrrr. > > On Mar 22, 2025, at 11:29 AM, Halo Team wrote: > > Halo > > Your Halo Pack Membership Plan was successfully updated > > Good news! Your Halo Pack Membership Plan was successfully updated. > > To see the details of your plan, please access the My Account page on our website. ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg2b3cLW8-2FIExpoCWWTyjsELs3864-2B0p4mMcmdvi1c-2FYMQB3n\\_UWn-2BIH-2F428Wwm3WjVrLYbjD7J8exzc4amwyCf0Jcuh8MOyvOxl3pgXWGPlwKDyoObZCYcZ59-2F7I36ZPz5mgC7I-2FtJh1DPR9rOGdajChkhYA-2Fkiw8n2a8KgRSGymanAxL97J6cQF2mJeYVAcSomPnSax8zgnYCBegqnws3JGV3U8XD2knFLi5rVuD-2FWU2wwhK3DqGJQIFxAObHB94Nw-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg2b3cLW8-2FIExpoCWWTyjsELs3864-2B0p4mMcmdvi1c-2FYMQB3n_UWn-2BIH-2F428Wwm3WjVrLYbjD7J8exzc4amwyCf0Jcuh8MOyvOxl3pgXWGPlwKDyoObZCYcZ59-2F7I36ZPz5mgC7I-2FtJh1DPR9rOGdajChkhYA-2Fkiw8n2a8KgRSGymanAxL97J6cQF2mJeYVAcSomPnSax8zgnYCBegqnws3JGV3U8XD2knFLi5rVuD-2FWU2wwhK3DqGJQIFxAObHB94Nw-3D-3D)) > > Thanks for being a part of the Halo Pack! > > — The Halo Team > > Complete Halo Subscription Plan Terms and Conditions ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEV151dbXcLSXrVAL0QSM0BUWIpW2qpBLcVgpihYDNDdijRgk7vs1XeRYWBWk-2BEfrX1gkNEZ5tPQg-3DOakQ\\_UWn-2BIH-2F428Wwm3WjVrLYbjD7J8exzc4amwyCf0Jcuh8MOyvOxl3pgXWGPlwKDyoryuTDg-2BBN1QBusQmPw2WnMmxX6nAdorYo2u-2FUXWv2vUyq4ZFA5soM7WkqsmCbl6PqP9DKZwib6IXK-2FNEt41LLoBi3S10Gd4ynGY73LES1xHFZ1CLGrTyHTz52Ek9vbTouwBhqKSWycplS276OHnzQ-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEV151dbXcLSXrVAL0QSM0BUWIpW2qpBLcVgpihYDNDdijRgk7vs1XeRYWBWk-2BEfrX1gkNEZ5tPQg-3DOakQ_UWn-2BIH-2F428Wwm3WjVrLYbjD7J8exzc4amwyCf0Jcuh8MOyvOxl3pgXWGPlwKDyoryuTDg-2BBN1QBusQmPw2WnMmxX6nAdorYo2u-2FUXWv2vUyq4ZFA5soM7WkqsmCbl6PqP9DKZwib6IXK-2FNEt41LLoBi3S10Gd4ynGY73LES1xHFZ1CLGrTyHTz52Ek9vbTouwBhqKSWycplS276OHnzQ-3D-3D)) > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 >

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:31:23 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:31:38 UTC | Status: CLOSED

**EMAIL | Customer (lmwvzKwP...) | 2025-09-16 23:35:47 UTC**

**From:** khermansen@me.com

**To:** support@halocollar.com

**Subject:** Re: Your Halo Pack Membership Plan was successfully updated

We won't be using this collar for this dog. I went online to return it and was informed that I couldn't because there was a limit on when it could be returned. On Sep 16, 2025, at 4:31 PM, Halo Collar wrote: Hello Kathryn, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments , and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) I'm here when you're ready. Your dog's safety always comes first. On Saturday, March 22, 2025, 11:46 PM support@halocollar.com wrote: Hello Kathryn, Thank you for reaching out to Halo Collar Support and welcome to the pack! We surely understand your frustration with this and I am more than happy to assist you. I checked your account and it looks like you were able to successfully get into your account as I see an account update from today. Please let us know if you are still having trouble. Should you have any further questions or concerns, please don't hesitate to ask us! You can also reach us by phone at (214) 238-9788. Our phone hours are 8:00 am to 6:00 pm EST (Monday through Friday) and 10:00 am to 4:00 pm EST (Saturday and Sunday). Best Regards, Lacey Halo Support ■

On Saturday, March 22, 2025, 2:51 PM "Kathryn Hermansen" wrote: The email address above, which was used to sign in to Halo, now "cannot be verified"? Why? I'm trying to set up the boundaries on my property, but this system won't accept THAT email address... Grrrrr. On Mar 22, 2025, at 11:29 AM, Halo Team wrote: Halo Your Halo Pack Membership Plan was successfully updated Good news! Your Halo Pack Membership Plan was successfully updated. To see the details of your plan, please access the My Account page on our website. ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg2b3cLW8-2FIExpoCWWTyjsELs3864-2B0p4mMcmdvi1c-2FYMQB3n\\_UWn-2BIH-2F428Wwm3WjVrLYbjD7J8exzc4amwyCf0Jcuh8MOyvOxlx3pgXWGPIwKDyoObZCYcZ59-2F7I36ZPz5mgC7I-2FtJh1DPR9rOGdajChkhYA-2Fkiw8n2a8KgRSGymanAxL97J6cQF2mJeYVAcsomPnSaX8zgnYCBegqnwsi3JGV3U8XD2knFLli5rVuD-2FWU2wwhK3DqGJQIFxAObHB94Nw-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg2b3cLW8-2FIExpoCWWTyjsELs3864-2B0p4mMcmdvi1c-2FYMQB3n_UWn-2BIH-2F428Wwm3WjVrLYbjD7J8exzc4amwyCf0Jcuh8MOyvOxlx3pgXWGPIwKDyoObZCYcZ59-2F7I36ZPz5mgC7I-2FtJh1DPR9rOGdajChkhYA-2Fkiw8n2a8KgRSGymanAxL97J6cQF2mJeYVAcsomPnSaX8zgnYCBegqnwsi3JGV3U8XD2knFLli5rVuD-2FWU2wwhK3DqGJQIFxAObHB94Nw-3D-3D)) Thanks for being a part of the Halo Pack! — The Halo Team Complete Halo Subscription Plan Terms and Conditions ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEVl51dbXcLSXrVAL0QSM0BUWlpW2qpBLcVgpihYDNDdijRgkk7vs1XeRYWBWk-2BEfrX1gkNEZ5tPQg-3DOakQ\\_UWn-2BIH-2F428Wwm3WjVrLYbjD7J8exzc4amwyCf0Jcuh8MOyvOxlx3pgXWGPIwKDyoryuTDg-2BBN1QBusQmPw2WnMmxX6nAdorYo2u-2FUXWv2vUyq4ZFAs5soM7WkqsmCbl6PqP9DKZwib6lXK-2FNEt41LLoBi3S10Gd4ynGY73LES1xHFZ1CLGrTyHTz52Ek9vbTouwBhqKSWycpIS276OHnzQ-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEVl51dbXcLSXrVAL0QSM0BUWlpW2qpBLcVgpihYDNDdijRgkk7vs1XeRYWBWk-2BEfrX1gkNEZ5tPQg-3DOakQ_UWn-2BIH-2F428Wwm3WjVrLYbjD7J8exzc4amwyCf0Jcuh8MOyvOxlx3pgXWGPIwKDyoryuTDg-2BBN1QBusQmPw2WnMmxX6nAdorYo2u-2FUXWv2vUyq4ZFAs5soM7WkqsmCbl6PqP9DKZwib6lXK-2FNEt41LLoBi3S10Gd4ynGY73LES1xHFZ1CLGrTyHTz52Ek9vbTouwBhqKSWycpIS276OHnzQ-3D-3D)) Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677

**STATUS CHANGE** | Customer (lmwvzKwP...) | 2025-09-16 23:35:47 UTC | Status: OPEN

## Conversation: Fb8ZZOg3RamrRNkZx6oCQQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:31:42 UTC to 2025-09-16 23:32:52 UTC

### EMAIL | Agent (ne4kLbEh...) | 2025-09-16 23:31:42 UTC

**From:** support@halocollar.com

**To:** appyattitude86@yahoo.com

**Subject:** Halo Collar: Thank you!

Hello Terri, Thank you so much for joining me; Chance, in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! How to Return Your Halo Collar for a Refund Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 23:32:30 UTC

Live Team Notes Serial Numbers: N/A FW: N/A Issue/ Need: Return collar  
Troubleshooting & Actions Taken: Sent email with instructions on how to return Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP How to Return Your Halo Collar for a Refund [<https://support.halocollar.com/hc/en-us/articles/4410952489623-How-to-Return-Your-Halo-Collar-for-a-Refund>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 23:32:51 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, rxefklGaTXGCpjC7oGEfPg

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 23:32:52 UTC | Status: CLOSED



## Conversation: JBiHIWXhQFiSsbX-kzij2w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:32:17 UTC to 2025-09-16 23:32:50 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:32:17 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:32:23 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:32:29 UTC**

**From:** support@halocollar.com

**To:** hudgeinsmasonry@aol.com

**Subject:** Re: Halo Support: Halo Collar Troubleshooting - Battery

Hello Michael, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Sunday, July 13, 2025, 5:31 PM support@halocollar.com wrote: > Hello Michael, > > My name is David and I'm part of the Halo Collar Evaluation Team. We're sorry to hear Joey is having trouble with their Halo Collar. I know that can be stressful. > > We understand your collar is unresponsive even after completing all related troubleshooting. In this instance, we would recommend submitting a warranty replacement request to resolve things. > > What this means: > ■ Please join the Dog Park (live support) where our team will be happy to assist you in submitting a warranty replacement request. > ■ We will need to confirm a shipping / delivery address > ■ Please note your collar may begin flashing its LED lights and vibrating to indicate that a problem has been detected once the replacement request has been started. This will prevent you from using the collar until the replacement has been delivered. > > Let us know if you have any questions—we're here to help > > With pawsitivity, > David > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Sunday, July 13, 2025, 2:02 PM support@halocollar.com wrote: > > > Hello Michael, > > > My name is Maria, and I'm sorry Joey is having trouble with their Halo Collar. I know that can be stressful. > > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > > What happens next: > > • Our specialists deep dive into our system > > • They'll email you with their findings and clear next steps > > • We'll stay with you until everything's working the way it should > > > If you have any questions in the meantime, just hit reply. > > We're here for you and your pup every step of the way. > > > We'll be in touch as soon as possible! > > > > With pawsitivity, > > Maria > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Sunday, July 13, 2025, 2:45 PM support@halocollar.com wrote: > > > > Hello Michael, > > > > Click here > > > > With pawsitivity, > > > Maria > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend■ > > > > Need more help? > > > ■support@halocollar.com | ■Halo Help Center > > > ■Speak to a live agent face-to-face at our Dog Park > > > 9:00 am - 8:00 pm EST 7 days a week > > > Join Session to speak with the next available agent > > > > On Sunday, July 13, 2025, 2:39 PM support@halocollar.com wrote: > > > > > Hello Michael, > > > > > Thank you for reaching out about your firmware. My name is Maria, and I'm happy to provide you with the information you need. > > > > > Here are the instructions: > > > > How to Apply a Wired Firmware Update to Your Halo Collar > > > If you're unable to update your collar wirelessly, you can perform a wired firmware update using a computer. > > > > What You'll Need: > > > > Your Halo CollarThe original charging cable (or any USB-C cable)A computer (PC or Mac) with a USB-C port (adapter may be needed)Tip: After the update, wait 5 minutes before trying to add the collar to your account. This allows the SIM card to activate. > > > > Step 1: Identify Your Collar and Download the Firmware > > > > Open the

Halo App.Go to Settings > My Collars.Check your collar type: Halo 1, Halo 2, Halo 2+, Halo 3, or Halo 4. > > > Download the correct firmware file for your collar: > > > Halo 1 or 2Halo 2+Halo 3Halo 4 > > > The file will likely download to your Downloads folder. > > > Step 2: Prepare Your Collar > > > Plug your collar into your computer using the USB-C cable.Press and hold the power button for 5–7 seconds until:The collar vibrates twiceThe Halo logo blinks redThis puts the collar into low-power mode, ready for the update.If your computer doesn't detect the collar:Hold the power button for 60 seconds to perform a hard reset, then try again. > > > Step 3: Open the Collar Drive > > > On your computer:Windows: Open File ExplorerMac: Open FinderLook for the collar as a new drive (usually labeled D:, E:, or No Name).Open the drive — you'll see folders like log and config.For Halo 3: If your PC doesn't detect the collar, make sure the charger is connected in the correct orientation. > > > Step 4: Copy the Firmware File > > > Locate the firmware file you downloaded (e.g., 1.26.5\_v2 or 2.0.3\_v4).Right-click the file and select Copy.Return to the collar drive window.Right-click in the main (root) area and select Paste.Important: Do not place the file inside any folder (like log or config). It should be pasted directly in the main drive window. > > > Step 5: Install the Update > > > Press the power button once (quick press, about 1 second).The battery light will blink red to show the update is in progress (takes ~3–4 minutes).When finished:Solid green light = fully chargedBlinking green = chargingUnplug the collar and press the power button once more to fully complete the update. > > > Final Notes > > > An active LTE connection is required for the update to complete successfully. Without it, we can't confirm the update worked.Once updated, take your collar outside for about 30 minutes so it can recalibrate GPS before use.The easiest way to update is wirelessly:Plug your collar into its charger overnightEnsure it's connected to Wi-FiIt will automatically update if an update is available. > > > If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! > > > > > > > > > With pawsitivity, > > > Maria > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend■ > > > > > > > Need more help? > > > ■support@halocollar.com | ■Halo Help Center > > > ■Speak to a live agent face-to-face at our Dog Park > > > 9:00 am - 8:00 pm EST 7 days a week > > > Join Session to speak with the next available agent > > > >

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:32:34 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE | Agent (b\_XA60eU...) | 2025-09-16 23:32:50 UTC | Status: CLOSED**

## Conversation: 3qKMnAMCQBK\_hhZ8iWewGA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:32:58 UTC to 2025-09-16 23:33:18 UTC

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:32:58 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:33:01 UTC

**From:** support@halocollar.com

**To:** abefawn@aol.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello David, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

### AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:33:04 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:33:18 UTC | Status: CLOSED

## Conversation: n\_dofNMERj2l5GsfHfKRPg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:33:28 UTC to 2025-09-16 23:33:57 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:33:28 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:33:34 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:33:35 UTC**

**From:** support@halocollar.com

**To:** willbunk2915@gmail.com

**Subject:** Re: Log Submission

Hello Lynn, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Saturday, April 12, 2025, 4:48 PM "Lynn & Bill Bunker" wrote: > > > Sent from my T-Mobile 5G Device > Get Outlook for Android >

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:33:39 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:33:57 UTC | Status: CLOSED

## Conversation: s1FS1NsyQgSV07RGOQlhQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:33:38 UTC to 2025-09-16 23:33:39 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 23:33:38 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0InRc2UDUrYWXc\_JQ

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 23:33:39 UTC

Live Team Notes Serial Numbers:24h4443154rt FW:v.03.00.05 Issue/ Need: Cx checking status of replacement collar Troubleshooting & Actions Taken: Informed cx to allow 3-5 business days Sending link via email Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Order bot Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJV AzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

## Conversation: oLRqy4QITey9KpLCpdKE5Q

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:34:11 UTC to 2025-09-16 23:34:39 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:34:11 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:34:20 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:34:21 UTC**

**From:** support@halocollar.com

**To:** jstreet065@gmail.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Julie, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:34:24 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:34:39 UTC | Status: CLOSED

## Conversation: tCTBMPcIRtCj-03YIW6Rpg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:34:54 UTC to 2025-09-16 23:35:27 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:34:54 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:35:00 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:35:02 UTC**

**From:** support@halocollar.com

**To:** cole.toly@live.ca

**Subject:** Re: Halo Collar

Hello Cole, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Thursday, July 10, 2025, 1:18 PM support@halocollar.com wrote: > Hi Cole, > > Thank you for contacting Halo Collar. We've received your tracking details. Please see the status update below — your order will be shipped via FedEx. > > FedEx: 390837820525 > > With pawsitivity, > Ashley > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:35:05 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:35:27 UTC | Status: CLOSED

## Conversation: ol0T9DKeSyuh0Dlt9ay04A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:35:28 UTC to 2025-09-16 23:37:01 UTC

**Customer (ww8qHVVX...) | 2025-09-16 23:35:28 UTC | halocollar.com**

I need help. I don't think my feedback settings are correct. She keeps running through the fence and nothing happens

**System/AI | 2025-09-16 23:35:53 UTC | halocollar.com**

To adjust your feedback settings, open the Halo App and tap 'My Map.' Select your pet, swipe up on the Pet Card, and tap 'Feedback Settings.' Here, you can adjust the types and intensity of feedback for warning, boundary, and emergency levels. Ensure the collar's contact tips are properly attached for static feedback. If your dog isn't responding, test indoors at a low level and gradually increase until you see a reaction. For more detailed guidance, consider reviewing the Halo Training Program to ensure safe and effective use.

**Customer (ww8qHVVX...) | 2025-09-16 23:36:47 UTC | halocollar.com**

Can I talk to someone?

**System/AI | 2025-09-16 23:37:01 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)



## Conversation: hYIDKiByQbitAQmlj8GdyA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:35:40 UTC to 2025-09-16 23:36:06 UTC

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:35:40 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:35:43 UTC

**From:** support@halocollar.com

**To:** huntinchevys@gmail.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Robbie, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

### AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:35:46 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:36:06 UTC | Status: CLOSED

## Conversation: IMsEYnItQT22XJ8Ss\_zPaA

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:35:45 UTC to 2025-09-16 23:36:07 UTC*

**Customer (nuWuNKMT...)** | 2025-09-16 23:35:45 UTC | [halocollar.com](https://halocollar.com)

How can I turn the collar off while we go to park but don't want to take collar off?

**System/AI** | 2025-09-16 23:36:07 UTC | [halocollar.com](https://halocollar.com)

The Halo Collar can't be completely turned off, but it will automatically enter Sleep Mode when it's not moving or in use. This helps conserve energy. For the best battery performance, we recommend charging the collar daily, even if it's not being used. Enjoy your time at the park knowing the collar is conserving energy in Sleep Mode when not active!

## Conversation: N1cOwHswRI6da72ph0mzAA

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:36:10 UTC to 2025-09-16 23:36:53 UTC*

**Customer (bCYM7e85...) | 2025-09-16 23:36:10 UTC | halocollar.com**

Do you buy back used collars?

**System/AI | 2025-09-16 23:36:53 UTC | halocollar.com**

Hi there! We currently don't have a buy-back program for used collars. However, you can return a collar within 90 days of purchase from our website, as long as it meets our return policy requirements. For more details, check out our Return Policy page. If you have any more questions, feel free to reach out!

## Conversation: 6m8m-yCwQWiLXbzkYpfVQw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:36:22 UTC to 2025-09-16 23:37:35 UTC

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:36:22 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:36:28 UTC

**From:** support@halocollar.com

**To:** 3ajkacz@gmail.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Tony, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

### AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:36:32 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:37:35 UTC | Status: CLOSED

## Conversation: maJdmQzNSnWzr85KFOvFYw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:37:48 UTC to 2025-09-16 23:38:17 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:37:48 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:37:55 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:37:57 UTC**

**From:** support@halocollar.com

**To:** johnnygeddings@msn.com

**Subject:** Re: Halo Support:

Hello John, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Thursday, March 20, 2025, 10:17 PM "John Geddings" wrote: > Thank you > Sent from my iPhone > > > On Mar 20, 2025, at 12:24 PM, Halo Collar wrote: > > > ■ > > Hi John, > > > Thank you so much for calling Halo Support today! It was a pleasure chatting with you. I'm sorry to hear you're experiencing issues with Scooter's collar, but I'm glad we could extend your warranty and begin the process for a replacement. As a follow-up to our conversation, I'll include an article on how to turn off the Halo collar. If you have any more questions, feel free to reach out! > > > <https://support.halocollar.com/hc/en-us/articles/360041129274-How-to-turn-the-Halo-Collar-Off> > > > I hope we have addressed all your concerns. If you have any follow-up questions, please feel free to reach out. We would be more than happy to assist you further! > > > Best Regards, > > Tiffany > > Halo Support ■ >

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:38:03 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:38:17 UTC | Status: CLOSED

## Conversation: DGbZ7QC5SiinWg1Iy7pnMA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 23:38:00 UTC to 2025-09-16 23:38:00 UTC*

**EMAIL | Customer (gLU6MOIp...) | 2025-09-16 23:38:00 UTC**

**From:** jrevans@netins.net

**To:** support@halocollar.com

**Subject:** Log Submission

We have not gotten any notifications since Sunday. Maybe they are just being good boys but I know they been outside the home fence

## Conversation: jMKK7kKER4mg0us9TqXxBQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:38:17 UTC to 2025-09-16 23:38:43 UTC

**Customer (G4kAqHqP...)** | 2025-09-16 23:38:17 UTC | [halocollar.com](https://halocollar.com)

How to test collar

**System/AI** | 2025-09-16 23:38:43 UTC | [halocollar.com](https://halocollar.com)

To test your Halo collar, make sure it's charged and connected to the Halo app. Check that the collar fits your dog snugly but comfortably, with the contact tips touching the skin. Then, pair the collar with the app via Bluetooth and confirm the GPS signal. Use the app to try out features like setting up a virtual fence and observing feedback when your dog nears the boundary. For more help, check the in-app training modules for detailed guidance on using and testing your Halo collar effectively.

## Conversation: UNNjdX1eT62iM0FbI5zCuA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:38:25 UTC to 2025-09-16 23:38:57 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:38:25 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:38:33 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:38:34 UTC

**From:** support@halocollar.com

**To:** bentonw87@yahoo.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Benton, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

### AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:38:39 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:38:57 UTC | Status: CLOSED



## Conversation: 0fFPA8QYSE-B2mvgBc76lw

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 23:39:07 UTC to 2025-09-16 23:39:07 UTC*

**EMAIL | Customer (XGPP4sbJ...) | 2025-09-16 23:39:07 UTC**

**From:** amberhardin62@icloud.com

**To:** support@halocollar.com

**Subject:** [Not Virus Scanned] Log Submission

Sent from my iPhone

## Conversation: \_DVXtLB7SJC63AmxnPaNeA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 23:39:09 UTC to 2025-09-16 23:41:51 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:39:09 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:39:17 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:39:20 UTC

**From:** support@halocollar.com

**To:** jciampa@xng.com

**Subject:** Re: Halo Collar Evaluation Review Next Steps

Hello Jeff, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Friday, July 18, 2025, 12:26 PM support@halocollar.com wrote: > Hello Jeff, > > My name is Les, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing charging issues with Magellan's Halo Collar. > > Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. > > To proceed with the replacement, follow these steps: > Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call. You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent > We're committed to making this right for you and ensuring your pup stays safe and protected. > Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. > > This is a requirement and can't be bypassed. > If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

### AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:39:24 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

### EMAIL | Customer (x6\_H8FcQ...) | 2025-09-16 23:40:35 UTC

**From:** jciampa@xng.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Evaluation Review Next Steps

Yes this is a problem. Please contact me. Get Outlook for iOS

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From: support@halocollar.com on behalf of Halo Collar Sent: Tuesday, September 16, 2025 7:39:20 PM To: Jeffrey Ciampa Subject: Re: Halo Collar Evaluation Review Next Steps You don't often get email from support@halocollar.com. Learn why this is important Caution: This email originated outside of XNG. Take care when clicking links or opening attachments. Hello Jeff, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here

when you're ready. Your dog's safety always comes first. On Friday, July 18, 2025, 12:26 PM support@halocollar.com wrote: Hello Jeff, My name is Les, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing charging issues with Magellan's Halo Collar. Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: 1. Please click this link to speak with a Dog Park agent 2. All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. 3. The agent will require your verbal authorization for the replacement and confirm details with you. 4. Cameras aren't required for this call 5. You can also join the Dog Park through the Halo App. 6. Here are the instructions: \* Tap Settings \* Tap Halo Dog Park \* Tap Halo Support \* Tap Join Session \* Allow any permissions requested \* You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:41:51 UTC | Status: CLOSED

## Conversation: IzHMC9HSQXWLwK5wzYJ3dA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:39:09 UTC to 2025-09-16 23:44:40 UTC

**Customer (16V0SQR6...) | 2025-09-16 23:39:09 UTC | halocollar.com**

We are not getting notifications from the boys collars? I guess they could be being good, however I know of several instances where they were beyond the fence.

**System/AI | 2025-09-16 23:39:39 UTC | halocollar.com**

Hi there! It sounds like you're not getting notifications from your boys' collars. Let's try to fix that! First, make sure notifications are enabled for the Halo App on your phone. Also, check that Do Not Disturb or Airplane Mode is off, and that app permissions allow notifications. Ensure your app is updated to the latest version. If you're using Android, try disabling battery optimization for the Halo App to receive background notifications. For more detailed guidance, please refer to the Halo Support page.

**Customer (16V0SQR6...) | 2025-09-16 23:44:15 UTC | halocollar.com**

All of this is done

**System/AI | 2025-09-16 23:44:40 UTC | halocollar.com**

Great job on checking the notification settings! Next, let's make sure your Halo Collar firmware is up to date. You can do this through the Halo App by checking for updates under the collar settings. Also, try testing the collar's feedback manually to ensure it's working correctly. If the issue continues, you might want to reset the collar or reach out to Halo support for more help. For more detailed troubleshooting, please visit the Halo Support page.

## Conversation: DmLA8RFuR\_29WDtEZk4V2g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:39:12 UTC to 2025-09-16 23:45:13 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 23:39:12 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, NCR2eulFTRyzoCpXePNHpw

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 23:39:13 UTC

Live Team Notes Serial Numbers: n/a FW: n/a Issue/ Need: Cx wants to know how if he can use different generation collars on same app Troubleshooting & Actions Taken: Informed cx that he can use any generation collar and that would be ok Sending cx link via email with halo care and collar information Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin portal Please complete all steps in the Tier 1 Troubleshooting Guide [[https://docs.google.com/document/d/1S1mydtG6ZJV\\_AzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk](https://docs.google.com/document/d/1S1mydtG6ZJV_AzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk)] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 23:39:42 UTC

**From:** support@halocollar.com

**To:** egary1974@gmail.com

**Subject:** Halo Collar Promotion Terms & Conditions

Hello Gary, My name is Sunella, and I'm happy to assist you with promotional policies The following terms apply to all Halo offers, unless otherwise stated in a specific coupon or promotion. Offers are valid only at [www.halocollar.com](http://www.halocollar.com) Offers expire at midnight CST on the listed expiration date, or while supplies last Limited quantity coupons are only valid while supplies are available. Free shipping coupons apply only to orders shipped within the United States. Promotions are not valid on prior purchases. Coupon codes must be entered at checkout to receive the discount. Offers apply only to in-stock items. No rain checks will be issued. Sales tax, shipping, and handling fees are not included in the required minimum purchase amount. If you need additional assistance, please contact Halo Collar Customer Service. We're happy to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 23:45:12 UTC

**From:** support@halocollar.com

**To:** egary1974@gmail.com

**Subject:** Re: Halo Collar Promotion Terms & Conditions

Hi Gary, My name is Sunella with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy [here](#). Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:39 PM support@halocollar.com wrote: > Hello Gary, > > My name is Sunella, and I'm happy to assist you with promotional policies > > The following terms apply to all Halo offers, unless otherwise stated in a specific coupon or promotion. > Offers are valid only at [www.halocollar.com](http://www.halocollar.com) Offers expire at midnight CST on the listed expiration date, or while supplies last Limited quantity

coupons are only valid while supplies are available. Free shipping coupons apply only to orders shipped within the United States. Promotions are not valid on prior purchases. Coupon codes must be entered at checkout to receive the discount. Offers apply only to in-stock items. No rain checks will be issued. Sales tax, shipping, and handling fees are not included in the required minimum purchase amount. > If you need additional assistance, please contact Halo Collar Customer Service. We're happy to help! > > With pawsitivity, > Sunella > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 23:45:13 UTC | Status: CLOSED

## Conversation: ZITofR3NRf-ftOKi\_ulg4A

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:39:24 UTC to 2025-09-16 23:39:46 UTC*

**Customer (SF\_x0iXh...) | 2025-09-16 23:39:24 UTC | halocollar.com**

Are flags a worthwhile visual aid for fence boundaries that are meant to be permanent such as in a yard?

**System/AI | 2025-09-16 23:39:46 UTC | halocollar.com**

Hi there! Flags aren't needed for permanent fence boundaries in a yard when using the Halo Collar system. Halo Fences are virtual and work with the collar to keep your dog safe within a designated area, without physical markers like flags. For a permanent setup, make sure the virtual boundary is properly configured in the Halo App. The system uses GPS to maintain the boundary, providing feedback to your dog to stay within the safe zone.

## Conversation: yADYy1N0Q5SCzqoaVIV2qw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:40:09 UTC to 2025-09-16 23:41:30 UTC

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 23:40:09 UTC

Live Team Notes Serial Numbers: 25h4283389rt FW: v.02.06.05 Issue/ Need: CX wanted to know is able to connect to two different Bluetooth Troubleshooting & Actions Taken: Explained to CX cant connect to two Bluetooth but does have LTE so can log into husbands phone using LTE and see where dog is at Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (ne4kLbEh...) | 2025-09-16 23:41:17 UTC

**From:** support@halocollar.com

**To:** dorothyepich@gmail.com

**Subject:** What Is the Difference Between a Bluetooth, Wi-Fi, or LTE / Cellular Connection?

Hello Dorothy, My name is Chance and it was a pleasure helping you in the dog park today. The Halo Collar works seamlessly with Halo Fences to keep your dog contained, regardless of what type of connection your collar is using. The Halo Collar will always connect to the strongest connection available, whether it is Bluetooth, Wi-Fi, and LTE/cellular connection - it will be providing updates to your pet's location on the app every 1 second! Bluetooth Bluetooth is available when you and your phone are within approximately 100 feet (30.5 meters) of the Halo Collar. To enable a Bluetooth connection, navigate to your phone's settings app, click Bluetooth, and make sure Bluetooth is toggled to "ON." For iPhone users only, confirm that new Bluetooth connections are enabled by navigating to the Control Center and making sure that the circle containing the Bluetooth logo is toggled to ON (filled in Blue) You don't need to look for the collar in your phone's Bluetooth devices list; the collar will automatically connect to your phone if your Bluetooth is on. We strongly recommend that you always have Bluetooth on when you are using the Halo App and within 100 feet (30.5 meters) of your dog, because a Bluetooth connection gives certain benefits: Instant Commands - or 'Manual Feedback' - register immediately on your dog's Halo Collar when connected via Bluetooth. The moment you press the button in your Halo App, the collar performs the selected feedback. Without Bluetooth, the collar will perform the feedback once the request reaches the collar over the internet, which could take 1-2 seconds (or longer if you don't have good connection). Instant Commands are an important reason to use Bluetooth. Note: To access Instant Commands, press the blue and white hand icon in the top left corner of the Pet Card or the blue and white hand icon in the top right corner of the training card. Wi-Fi It is important to configure your Halo Collar to connect with your home Wi-Fi network because your collar will automatically download and apply firmware updates when it is both plugged into power and connected to Wi-Fi. We recommend configuring your collar to connect to the Wi-Fi network at home and anywhere else you frequently visit, such as a friend's house. For instructions on connecting your collar to your Wi-Fi network, check out the article "How do I manage my collar's connection to my wireless or Wi-Fi network?" LTE/Cellular If you are out of Bluetooth range and not on a Wi-Fi network, the collar will default to an LTE/Cellular connection. The above update rates are applicable to when your dog is outdoors and moving around. When resting or indoors, other Pet Card data (such as the battery level) will update periodically, but your dog's Pet Pin location will not move. When your dog is resting, its position is not changing, so the Pet Pin will not move. When your dog is indoors, GNSS signals are erratic, so the Halo stops tracking your dog's location; instead, the position of the Pet Pin should remain fixed to your dog's last outdoor position (i.e. the spot where they re-entered your house). This indoor mode is made apparent by the 'home' icon on the Pet Pin and the 'Indoor GPS' indication on the Pet Card. With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak



with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 23:41:29 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, PIOeudXYRhqGCLwE5ykYeQ

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 23:41:30 UTC | Status: CLOSED

## Conversation: I3nWg7fRSNerQcosMaFmHA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 23:40:52 UTC to 2025-09-16 23:56:05 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 23:40:52 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 23:42:38 UTC

Added: pSPIU158T0udHRqLgew-7Q

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 23:45:47 UTC

**EMAIL | Agent (vayOmd0l...) | 2025-09-16 23:46:24 UTC**

**From:** support@halocollar.com

**To:** jnstptr@gmail.com

**Subject:** Halo Collar We're Sorry We Missed You!

Hello Jenn, We hope you and your pup are having a great day. My name is Hannah. I'm so sorry I missed you when I first called. I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. Looking forward to speaking with you soon! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 23:51:34 UTC

**EMAIL | Agent (vayOmd0l...) | 2025-09-16 23:52:36 UTC**

**From:** support@halocollar.com

**To:** jnstptr@gmail.com

**Subject:** Re: Halo Collar We're Sorry We Missed You!

Hello Jenn, Thank you for contacting Halo Collar Support through a call request. My name is Hannah, and I'm sorry that I missed you at our scheduled time. Please use the link below to complete the warranty process: Confirm Shipping Address Please feel free to contact our live support during business hours, as listed below, if you have any other questions or need further help. Dog Park (live video support) available hours: 9:00 am - 8 pm EST (7 days a week) Phone support (+1 (214) 238-9788) available hours: 8:00 am - 6:00 pm EST (M-F) 10:00 am - 4:00 pm EST (Sat-Sun) If you need any additional information on our customer support How to Contact Customer Support Help Desk Thank you for being part of our Halo Pack! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 6:46 PM support@halocollar.com wrote: > Hello Jenn, > > We hope you and your pup are having a great day. My name is Hannah. > I'm so sorry I missed you when I first called. > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > Looking forward to speaking with you soon! > > With pawsitivity, > Hannah > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (vayOmd0l...) | 2025-09-16 23:55:59 UTC**

Serial Numbers: 25h4121432rt FW: 03.00.05 Issue/ Need: Cx stated, "My dog's collar is continuously buzzing and says there's a motion sensor error." Troubleshooting & Actions

Taken: Called once, went straight to VM, left a message Called again, went straight to VM, left a message Resources Used: AP Next Steps: Follow up with General – Scheduled Call Follow Up – No Answer macro Included warranty link so cx can confirm their address:  
<https://www.halocollar.com/warranty-access/?warrantyID=AW-20250915-45929>  
[<https://www.halocollar.com/warranty-access/?warrantyID=AW-20250915-45929>]

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 23:56:05 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 23:56:05 UTC | Status: CLOSED

## Conversation: hVKe5vU3Q\_udPfDP1q\_1fQ

Messages: 1 | Customers: 1 | Duration: 2025-09-16 23:41:31 UTC to 2025-09-16 23:41:31 UTC

EMAIL | Customer (s5O8ynZO...) | 2025-09-16 23:41:31 UTC

**From:** kellenandmichelle@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Gift Card Refund

I have not received this refund. Update please. Michelle Meyer > On Sep 12, 2025, at 10:42 AM, Halo Collar wrote: > > ■ > Hello Michelle, > > We hope you and your pups are doing well today. > We're here to help with your Halo Collar refund and wanted to share a quick update. > > We're having a little trouble processing the refund through our automated system, due to the order being so old and outside of our typical return window, so we'd like to send it another way using a "Tremendous" gift card in the amount of \$1,211.14. > > Here's how it works: > The card functions like a VISA > You can use it almost anywhere, or even deposit it into your bank account > It will be emailed to you by Tremendous within the next couple of days > If you don't see it, check your junk or spam folder > > We want to make this as smooth as possible for you. > > If you have any questions at all, we're just a message away and happy to help. > > Best Regards, > Katherine > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■

## Conversation: MYSe6wccRk-Am6KDUeTyzA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:41:58 UTC to 2025-09-16 23:42:34 UTC

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:41:58 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:42:04 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

**EMAIL | Agent (b\_XA60eU...) | 2025-09-16 23:42:08 UTC**

**From:** support@halocollar.com

**To:** kristinavandevrede@gmail.com

**Subject:** Halo Collar- Your Thoughts Matter!

Hello Kristina, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first.

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 23:42:11 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey  
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 23:42:34 UTC | Status: CLOSED

## Conversation: yZJKIOTFQDOsZpU71FkruA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:43:45 UTC to 2025-09-16 23:44:55 UTC

**Customer (KQjMd9cL...)** | 2025-09-16 23:43:45 UTC | [halocollar.com](https://halocollar.com)

what is the maximum fence area using halo 4

**System/AI** | 2025-09-16 23:44:06 UTC | [halocollar.com](https://halocollar.com)

The maximum fence area you can set up with the Halo 4 system is up to 1,200 square miles. This extensive coverage allows for creating safe zones for your dog in various locations. Each fence can include up to 20 fence posts, and the system supports creating multiple fences depending on your membership level. For more details on setting up and managing fences, you can refer to the Halo app or our support resources. If you have further questions, feel free to ask!

**Customer (KQjMd9cL...)** | 2025-09-16 23:44:36 UTC | [halocollar.com](https://halocollar.com)

wow. that's pretty big! thx

**System/AI** | 2025-09-16 23:44:55 UTC | [halocollar.com](https://halocollar.com)

You're welcome! If you need help with anything else about your Halo Collar, just let us know. Enjoy creating a safe and spacious area for your furry friend!

## Conversation: HSXTy8whRoi\_Z9qGfNd2EA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:44:09 UTC to 2025-09-16 23:44:16 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 23:44:09 UTC

Added: XgG7bb7sStCdWy5Ryptnjw, 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 23:44:09 UTC

Live Team Notes Serial Numbers: 25h4264504rt FW: v.03.01.02 Issue/ Need: Cx received information from CET that collar needs to be replaced for no static Troubleshooting & Actions Taken: Initiated WR on behalf of cx Informed to allow 3-5 business days Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?t=ab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 23:44:14 UTC

**From:** support@halocollar.com

**To:** rileypatrow@yahoo.com

**Subject:** Halo Support Warranty Request Submitted

Hello Riley, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 23:44:16 UTC | Status: CLOSED

## Conversation: k6oXXAdLR1WInHP5afSywQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 23:44:35 UTC to 2025-09-16 23:54:50 UTC

**Customer (PtDImibj...) | 2025-09-16 23:44:35 UTC | halocollar.com**

Collar warranty replacement

**System/AI | 2025-09-16 23:45:22 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (PtDImibj...) | 2025-09-16 23:54:50 UTC | halocollar.com**

How to confirm shipping information for replacement collar



## Conversation: \_YBBphq\_RO-ofcAQBHkGcg

Messages: 10 | Customers: 1 | Duration: 2025-09-16 23:47:18 UTC to 2025-09-16 23:52:38 UTC

**Customer (dYVymp0P...)** | 2025-09-16 23:47:18 UTC | halocollar.com

Received a message that our collar has a critical error and needs to be replaced. I just needed to confirm the mailing address. I thought I did but didn't get any kind of confirmation

**System/AI** | 2025-09-16 23:47:43 UTC | halocollar.com

Hi there! To confirm your mailing address for the collar replacement, please check your email, including spam or junk folders, for a confirmation message. This email is sent to the address linked to your Halo account. If you can't find it, please reach out to our live support team to resend the address confirmation email. Once confirmed, your replacement collar should ship within 3–5 business days. You can also track the order status anytime using your order number and email on the Order Status Dashboard.

**Customer (dYVymp0P...)** | 2025-09-16 23:49:05 UTC | halocollar.com

I received the email and the address is correct

**System/AI** | 2025-09-16 23:49:23 UTC | halocollar.com

That's great news! Your replacement collar will be on its way soon. It typically ships within 3–5 business days from confirmation. You'll receive a tracking number by email once it ships, so you can monitor its status. If you have any more questions or need further assistance, feel free to reach out. Enjoy peace of mind knowing your new collar is coming!

**Customer (dYVymp0P...)** | 2025-09-16 23:51:33 UTC | halocollar.com

can you see that it's on the way, because I found the email to be difficult and frustrating. Not sure that it worked. We desperately need the collar asap

**System/AI** | 2025-09-16 23:51:49 UTC | halocollar.com

I understand how important this is for you! Unfortunately, I can't directly track orders. However, you can verify its status by visiting the Order Status Dashboard using your order number and email. If you still have concerns, please contact our live support team who can provide immediate assistance. Let me know if I can help with anything else!

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 23:52:29 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**AGENT NOTE** | Agent (CgaCndlh...) | 2025-09-16 23:52:30 UTC

First and Last Name: Daniel Frederick Email: Frederickdk@yahoo.com Other contact info if possible: Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

**EMAIL** | Agent (CgaCndlh...) | 2025-09-16 23:52:37 UTC

**From:** support@halocollar.com

**To:** frederickdk@yahoo.com

**Subject:** Halo Collar Shipping Address Confirmation Needed

Hello Daniel, Thanks for reaching out to Halo Support! My name is Alexis, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawssitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧support@halocollar.com | 📖Halo Help Center

■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 23:52:38 UTC | Status: CLOSED

## Conversation: AbVNPAAdVSemhj0rbBT3IIQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:48:01 UTC to 2025-09-16 23:48:16 UTC

**Customer (4QefPu9t...) | 2025-09-16 23:48:01 UTC | halocollar.com**

Why is my dogs collar whistling when no one hits the button in the app. This is destructive to the learning process. Also, he could be in the middle of the home and it be like he's out ready to cross the boundary. Very very dissatisfied.

**System/AI | 2025-09-16 23:48:16 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: Yxf1blyGS-2fCMjVVoECBA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:48:48 UTC to 2025-09-16 23:49:56 UTC

**Customer (lfRaxsb9...)** | 2025-09-16 23:48:48 UTC | halocollar.com

Is there a way to locate my collar if the battery dies?

**System/AI** | 2025-09-16 23:49:06 UTC | halocollar.com

Unfortunately, if the battery of your Halo Collar dies, locating it through the app is not possible. The collar relies on its battery to communicate its location. To prevent this, ensure the collar is charged nightly. If you need further assistance or have more questions, feel free to ask!

**Customer (lfRaxsb9...)** | 2025-09-16 23:49:39 UTC | halocollar.com

is there a way to locate the collar outside of the app if the collar dies?

**System/AI** | 2025-09-16 23:49:56 UTC | halocollar.com

Unfortunately, if the Halo Collar's battery dies, you won't be able to track it through the app or any other method, as it needs power to send location signals. To prevent this, it's a good idea to keep the collar charged daily. If you have more questions or need further assistance, feel free to let me know!

## Conversation: ELM0DSIOTDq0qV-\_bmIfKw

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 23:49:35 UTC to 2025-09-16 23:49:35 UTC*

**EMAIL | Customer (4J55q2Xc...) | 2025-09-16 23:49:35 UTC**

**From:** taycoconrad@gmail.com

**To:** support@halocollar.com

**Subject:** Refund subscription

■Hi, my halo collar stopped working about 6 months after we bought it. I really can't afford to have the subscription coming out right now. Can you refund it? Here is the receipt number. 2365-9264.

## Conversation: 34TsnnAZSGOaX\_rhkhiTtA

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:49:37 UTC to 2025-09-16 23:50:03 UTC*

**Customer (Gi2cAEU4...)** | 2025-09-16 23:49:37 UTC | halocollar.com

The vibrate and shock don't work

**System/AI** | 2025-09-16 23:50:03 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: 94RkBjsDR2Cw6V2\_3ChZOA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:50:29 UTC to 2025-09-16 23:50:46 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 23:50:29 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, zHerDDHSRyKoaFtPZdCcew

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 23:50:30 UTC

Live Team Notes Serial Numbers: 24h3175049rt FW: v.02.08.11 Issue/ Need: Cx received a malfunction detection for Thaddeuses collar and needs to be replaced Troubleshooting & Actions Taken: Cx warranty is expired, sending cx link with halo care and upgrade/replacement options Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 23:50:34 UTC

Added: 6jk7DobMRw2g1ATE6kOMjw

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 23:50:43 UTC

**From:** support@halocollar.com

**To:** beaubrown2011@gmail.com

**Subject:** Halo Collar Out Of Warranty

Hi Beau, My name is Sunella with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧support@halocollar.com | 🏠Halo Help Center 🗣️Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 23:50:46 UTC | Status: CLOSED

## Conversation: -w9jQQAkQiG1D8VMU0QFSA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 23:51:14 UTC to 2025-09-16 23:51:32 UTC

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 23:51:14 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 23:51:15 UTC

Live Team Notes Serial Numbers: 24h3500876rt - Lupo FW: v.02.08.11 Issue/ Need: Cancel Pack Membership Collar was returned to Amazon Troubleshooting & Actions Taken: Requested OTAC Cancelled pack plan Advised of refund taking 7-10 business days, and returning back to the original payment method Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehHzEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 23:51:30 UTC

Added: rxefklGaTXGCpjC7oGEfPg

### EMAIL | Agent (CgaCndlh...) | 2025-09-16 23:51:31 UTC

**From:** support@halocollar.com

**To:** supergio323@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Giovanni, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 23:51:32 UTC | Status: CLOSED



## Conversation: AoJpVM3SSlu3rqU7D5PNVA

Messages: 1 | Customers: 1 | Duration: 2025-09-16 23:52:09 UTC to 2025-09-16 23:52:09 UTC

EMAIL | Customer (ZrvEzx\_L...) | 2025-09-16 23:52:09 UTC

**From:** jaredk98@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Your receipt from Halo Collar #2535-6927

Hello, We returned our collar. Please cancel thank you! Thank you, Jared Krieger On Sep 16, 2025, at 19:32, Halo Collar wrote: ■ Your receipt from Halo Collar #2535-6927 Your receipt from Halo Collar #2535-6927 (<http://www.halocollar.com>) Halo Collar Receipt from Halo Collar \$21.19 Paid September 16, 2025 ([https://58.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct\\_1Fa63gCo6bFb1KQt%2Flive\\_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9UNEZ1RGtzdHNLejVSbFFGWEV0QU1GWHJDC29PamhDLDE0ODYwNjM3Mg0200v5M71ZvB%2Fpdf%3Fs=em/1/0100019954dfd336-d50bb264-b91b-48e9-86e4-d1df6148a61d-000000/D\\_HZv9c0OyQI10-NplwllV0yKds45A-BEB-ougW35Jo=423](https://58.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct_1Fa63gCo6bFb1KQt%2Flive_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9UNEZ1RGtzdHNLejVSbFFGWEV0QU1GWHJDC29PamhDLDE0ODYwNjM3Mg0200v5M71ZvB%2Fpdf%3Fs=em/1/0100019954dfd336-d50bb264-b91b-48e9-86e4-d1df6148a61d-000000/D_HZv9c0OyQI10-NplwllV0yKds45A-BEB-ougW35Jo=423)) Download invoice (<https://58.email.stripe.com/CL0/https:%2F%2Fdashboard.stripe.com%2Freceipts%2Finvoices%2FCACQARoXChVhY2N0XzFGYTYzZ0NvNmJGYjFLUXQopOenxgYyBq8TW7UH8jovFiQKzlfXDfjbSRuYlfdpTZwJQ8ngXVCjuxDqrDOg1ttfoZpfAThRqxK3PrM-WvA%2Fpdf%3Fs=em/1/0100019954dfd336-d50bb264-b91b-48e9-86e4-d1df6148a61d-000000/elkMXQ6voCtC9u-XriM9tN-itWbvTWGrgtDnQFvt-l=423>) Download receipt Receipt number 2535-6927 Invoice number WYWPF25D-0005 Payment method - 9732 Receipt #2535-6927 Sep 16 – Oct 16, 2025 Halo Care Subscription Plan Qty 0 \$0.00 Gold Subscription Plan Qty 1 First 1 Qty 1 \$0.00 Flat fee for first 1 Qty 0 \$19.99 Sales Tax calculated by AvaTax Qty 1 \$1.20 Total \$21.19 Amount paid \$21.19 Questions? Visit our support site, contact us at (<https://support.halocollar.com>) support@halocollar.com, or call us at (<mailto:support@halocollar.com>) +1 214-712-2270. (tel:12147122270) Powered by | ([https://58.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/0100019954dfd336-d50bb264-b91b-48e9-86e4-d1df6148a61d-000000/8lrMYNIPRhoD1IR\\_a90s7d7XC5yfkfW5sEDXWzIR1w=423](https://58.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/0100019954dfd336-d50bb264-b91b-48e9-86e4-d1df6148a61d-000000/8lrMYNIPRhoD1IR_a90s7d7XC5yfkfW5sEDXWzIR1w=423)) Learn more about Stripe Billing (<https://58.email.stripe.com/CL0/https:%2F%2Fstripe.com%2Fbilling/1/0100019954dfd336-d50bb264-b91b-48e9-86e4-d1df6148a61d-000000/ZZVX44Ey9pYh9Cx4r7gNhvlutTiUtqknp5KQZvZKDnl=423>)

## Conversation: 30XwQ8ZNTMGiaGkjl9xB3A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:52:24 UTC to 2025-09-16 23:54:01 UTC

**Customer (aWliT7w1...)** | 2025-09-16 23:52:24 UTC | halocollar.com

my dog has the latest halo collar, its missing a screw and the collar is tethering in places since my dog plays rough. Do y'all offer any replacement parts on the collar yet he has the orange collar.

**System/AI** | 2025-09-16 23:53:08 UTC | halocollar.com

Hi there! Yes, we do offer replacement parts for the Halo Collar. If your collar is missing screws or clips, please contact our live support team to help you get the necessary parts. You can also check out our Online Store for more accessories and parts. Silver and Gold Pack members can enjoy discounts on accessory orders by logging into their Halo Account on the Halo Website. If you need any more help, feel free to reach out to our support team for personalized assistance.

**Customer (aWliT7w1...)** | 2025-09-16 23:53:38 UTC | halocollar.com

where do I find the live support team

**System/AI** | 2025-09-16 23:54:01 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: LuGiSshCRmeLZEEzGYOdHA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:53:12 UTC to 2025-09-16 23:56:08 UTC

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 23:53:12 UTC

Live Team Notes Serial Numbers: 24h3250428rt FW: v.02.08.11 Issue/ Need: Collar has zero battery life Troubleshooting & Actions Taken: Check Power Source Remove Case Test Charger & Cable Inspect Charging Port Asked to see if warranty could be extended as its only 45 days out, CS advised not Told CX no warranty Covered difference and price points on the Protection plan and care CX requested to speak with someone higher Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 23:55:27 UTC

Manager Request Notes Customer Information Serial Number: 24h3250428rt Firmware Version: v.02.08.11 Order Number: AW-740910 Why is this being escalated? (What happened?) CX is 45 days past warranty and been loayal Cx for 3+ years unsatisfied with this not being warrantied What is the customer requesting? Warranty collar What has already been done with the customer? (Previous steps taken?) Check Power Source Remove Case Test Charger & Cable Inspect Charging Port Asked to see if warranty could be extended as its only 45 days out, CS advised not Told CX no warranty Covered difference and price points on the Protection plan and care CX requested to speak with someone higher Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) Phone Phone number: 3045463786 Email address: joshshriver@gmail.com Please do not promise a time frame for a response.

### EMAIL | Agent (ne4kLbEh...) | 2025-09-16 23:55:41 UTC

**From:** support@halocollar.com

**To:** joshshriver@gmail.com

**Subject:** Halo Collar Your Request Has Been Escalated

Hello Josh, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 23:56:08 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, SMYZ9ncRSlyKFeGsLX1pew, fyFFNohUSm2olvCfe9HM0A

## Conversation: fJR4dfVsSDSxd34tmY-ONA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:54:16 UTC to 2025-09-16 23:55:54 UTC

**Customer (q2bZfo3g...) | 2025-09-16 23:54:16 UTC | halocollar.com**

why does my halo collar not flash lights anymore when charging?

**System/AI | 2025-09-16 23:54:43 UTC | halocollar.com**

If your Halo Collar isn't flashing lights when charging, it could be due to a few reasons. First, make sure the power source is working by testing the USB-C cable and charging block with another device. Check the collar's charging port for dirt or debris, and clean it gently with a Q-tip and rubbing alcohol. If no lights appear after trying these steps, perform a hard reset by holding the power button for 15 seconds while the collar is plugged in. If the issue persists, contact Halo live support for further assistance.

**Customer (q2bZfo3g...) | 2025-09-16 23:55:21 UTC | halocollar.com**

how do I contact halo live?

**System/AI | 2025-09-16 23:55:54 UTC | halocollar.com**

Hey there! You can reach Halo live support through the Halo Dog Park, which offers video chat assistance with a live agent. It's available 7 days a week from 9:00 AM to 8:00 PM EST. If you prefer, you can also call Halo support at (214) 238-9788. Phone support is available Monday to Friday from 8:00 AM to 6:00 PM EST, and Saturday to Sunday from 10:00 AM to 4:00 PM EST. For email support, just send a message to [support@halocollar.com](mailto:support@halocollar.com) with your account email and a description of your issue for faster assistance.

## Conversation: O3MNdtdoRtmpIFCgDI3hyQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:55:03 UTC to 2025-09-16 23:55:16 UTC

**Customer (S44AW0xg...) | 2025-09-16 23:55:03 UTC | halocollar.com**

My collar is malfunctioning. The battery isn't staying charged for more than a couple hours and it's shocking my dog while in the house.

**System/AI | 2025-09-16 23:55:16 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: m4rlqdu6TVSKvRQmpcAqpQ

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 23:56:34 UTC to 2025-09-16 23:56:34 UTC*

**EMAIL | Customer (ZMQTWccN...) | 2025-09-16 23:56:34 UTC**

**From:** issac1102@icloud.com

**To:** support@halocollar.com

**Subject:** [Not Virus Scanned] Log Submission

How do I go by getting a whole new collar haven't had it for a year yet and it got chewed up Sent from my iPhone

## Conversation: DhuRjliyQO23cVB-CwAJKA

*Messages: 4 | Customers: 1 | Duration: 2025-09-16 23:57:47 UTC to 2025-09-16 23:58:55 UTC*

**Customer (X3jxKGp4...)** | 2025-09-16 23:57:47 UTC | [halocollar.com](https://halocollar.com)

what does the freedom ratio on walk history mean

**System/AI** | 2025-09-16 23:58:16 UTC | [halocollar.com](https://halocollar.com)

The Freedom Ratio in your Halo Collar's Walk History shows the percentage of time your dog spends outside the boundaries you've set. A higher ratio means more freedom and less time confined to set parameters. It's a great way to see how much roaming liberty your pet has during walks!

**Customer (X3jxKGp4...)** | 2025-09-16 23:58:42 UTC | [halocollar.com](https://halocollar.com)

thanks

**System/AI** | 2025-09-16 23:58:55 UTC | [halocollar.com](https://halocollar.com)

You're welcome! If you have any more questions about the Halo Collar or need further assistance, feel free to ask. Happy walking with your furry friend!

## Conversation: 8BEx2\_BtQOWCjOIYmktONw

Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:58:10 UTC to 2025-09-16 23:59:01 UTC

**Customer (pRwmXWE1...)** | 2025-09-16 23:58:10 UTC | [halocollar.com](https://halocollar.com)

How do I go by getting a new collar cause it got chewed up and it's not even a year old

**System/AI** | 2025-09-16 23:59:01 UTC | [halocollar.com](https://halocollar.com)

Hey there! To replace your chewed-up Halo Collar, you can use our Halo Care or Halo Protection plans. These plans offer discounted or covered replacements depending on your coverage level. If you're enrolled in Halo Care, you can get a replacement collar at a reduced price. If you have Halo Protection, you can get a replacement at a cost based on your membership level. Visit the Halo website to manage your account and start the replacement process. If you need more help, our customer support team is here for you!



## Conversation: UPTFpiW0Qm-xcQraPmZBDw

Messages: 2 | Customers: 1 | Duration: 2025-09-16 23:58:28 UTC to 2025-09-16 23:58:41 UTC

**Customer (XIQ9CvHZ...) | 2025-09-16 23:58:28 UTC | halocollar.com**

Hi Mabel's collar is saying she's in emergency feedback when she's in the house

**System/AI | 2025-09-16 23:58:41 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: bgjS2ImYQFiL3PXqTDLxEQ

Messages: 1 | Customers: 1 | Duration: 2025-09-16 23:59:38 UTC to 2025-09-16 23:59:38 UTC

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 23:59:38 UTC

Live Team Notes Serial Numbers: 23h3321104rt FW: v.02.08.11 Issue/ Need: cx advised that his collar is not holding a charge Troubleshooting & Actions Taken: Advised cx of the low battery life troubleshooting and advised him to reach back out if issue persists Resources Used (provide details): (KB articles, Slack posts, internal docs.): Tier 1 Troubleshooting Guide SOP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.