

Gladly Customer Support Conversations - System Events & Status Changes

Part 4 of 4 | Conversations 811-1079

Generated on 2025-09-22 12:38:51

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 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

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 | ■ Halo Help Center ■ Speak to a live agent face-to-face 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

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 (_mb2I5Ls...) | 2025-09-16 20:42:58 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

AGENT NOTE | Agent (_mb2I5Ls...) | 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 (_mb2I5Ls...) | 2025-09-16 20:52:29 UTC

Added: yUdj74HoRguBsTQ2B0ZktA

EMAIL | Agent (_mb2I5Ls...) | 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 (_mb2I5Ls...) | 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

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

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
minutes, but sometimes longer.For best results:Walk around with the collar while it
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 —
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 (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 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 | ■ Halo Help Center ■ Speak to a live agent face-to-face 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 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 | ■ Halo Help Center ■ Speak to a live agent face-to-face at 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: OfTt8viJQc6OAbjGHI0iQ

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

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 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 | ■ Halo Help Center ■ Speak to a live agent face-to-face at 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, 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 (Rxxv4SeJw...) | 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 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

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 > 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

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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-N2LKvQhW0agGKyIANbg

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 (5BIA2O1x...) | 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: J6SkFGXIQUSCNS7po8eoOQ

TOPIC CHANGE | Agent (UNfbdmGc...) | 2025-09-16 21:11:47 UTC

Added: -LmskJFZShWIOOnMJuMqIA

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

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 | 📺 Halo Help Center 🗨️ Speak to a live agent face-to-face 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 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 | ■ Halo Help Center ■ Speak to a live agent face-to-face 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

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 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 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

To: 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: UjKAlOqjSxEdX3-9dlqlvA

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

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

To: 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: -LmskJFZShWIOOnMJuMqlA

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 | ■ Halo Help Center > ■ Speak to a live agent face-to-face 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

How do I adjust the feedback settings for the collars?

System/AI | 2025-09-16 21:18:14 UTC | 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

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 (z1IGbxS9...) | 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 > 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 | Customer (z1GbxS9...) | 2025-09-16 21:24:52 UTC | Status: OPEN

AGENT NOTE | Agent (CCEwId9i...) | 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/1S1mydtG6ZJVAzceh hZEOZgGIWAWUKDKI5rL0ASafGH4/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: 5PPI2RS4TSeSg5z-6z7TAQ, WprjYFTuRsSlVmqirbejqg | Removed: wOOHNF34TjWK3G0xS4wVjQ

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

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: li15gFsBR0yE57fDr6LWlw

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: lE0X_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

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 | ■ Halo Help Center ■ Speak to a live agent face-to-face 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 Resolve Case <https://sellercentral.amazon.com/messaging/no-response-needed?t=A09799482ORXJ3959XAJ5&m;=A020004427MST1J16WZIN;=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 ----- 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 | ■ Halo Help Center ■ Speak to a live agent face-to-face 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 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 | ■ Halo Help Center ■ Speak to a live agent face-to-face 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_-9Uyil_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

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

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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, >
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friend■ > > > > *Need more help?* > > ■*support@halocollar.com* | ■*Halo Help >
> > Center* > > > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > > >
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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
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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 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: -LmskJFZShWIO0nMJmQlA

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=BAh7DjoHaWRsKwiXh3dmvxY6D2FjY291bnRfaWRpA5xBkzoJdHlwZUKiDGFydGljbGUGOGZFVDoldXJsSSJiaHR0cHM6Ly9zdXBwb3J0LmhnbG9jb2xsYXluY29tL2hjL2VuLXVzL2FydGljbGVzLzI1MDExMzEzNjc0MTM1LUhvdjE1by1FZG10LUZlZWRIYWNrLVNldHRpbmdzBjSIvDoOc2VhcmNoX2lkSSlpYjc1NDY0ZjEtOWYwMC00ZGQ5LTliNzctZTRIYWZkMWlyNmE0BjSIrjoJcmFua2kiOgtsb2NhbnGVJlplbi11cwY7CFQ6CnF1ZXJ5SSINZmVIZGJhY2sGOwhUOhJyZXN1bHRzX2NvdW50aUk%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

How do I give my grandson my collar

System/AI | 2025-09-16 21:49:09 UTC | 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

[REDACTED]

(<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

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 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

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 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 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 (JCI1k1ea...) | 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

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

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

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 cal 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

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

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

To: 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 | ■ Halo Help Center ■ Speak to a live agent face-to-face 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: mBJH5IIYT8e2_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

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: mBJH5lIYT8e2_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 | ■ Halo Help Center ■ Speak to a live agent face-to-face 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

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: mBJH5llyT8e2_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](#)

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

refund question

System/AI | 2025-09-16 22:38:19 UTC | 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

hello my collar shows it needs a GPS update

System/AI | 2025-09-16 22:42:03 UTC | 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

thank you I will try that i have it charging now.

System/AI | 2025-09-16 22:43:09 UTC | 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

EMAIL | Customer (aVdrqtdR...) | 2025-09-16 22:44:56 UTC

From: nkf1969@yahoo.com

To: 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-) 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

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

I need it new strap

System/AI | 2025-09-16 22:55:24 UTC | 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

OK

System/AI | 2025-09-16 22:57:02 UTC | 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) 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

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

To: 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 | ■ Halo Help Center ■ Speak to a live agent face-to-face 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

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

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 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 | 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

To: 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 | ■ Halo Help Center ■ Speak to a live agent face-to-face 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 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=BAh7DjoHaWRsKwiXSn4wBAQ6D2FjY291bnRfaWRpA5xBkzoJdHlwZUkiDGFydGljbGUGOGZFVDoIdXJsSSJvaHR0cHM6Ly9zdXBwb3J0LmhhbG9jb2xsYXluY29tL2hjL2VuLXVzL2FydGljbGVzLzQ0MTYwMzk5Nj

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

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

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

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: jVDw0UlyRmmu3LPOau295Q

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: > > > Im 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

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

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

EMAIL | Agent (vayOmd0l...) | 2025-09-16 23:38:36 UTC

From: support@halocollar.com

To: 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 | 📺 Halo Help Center 🗣️ Speak to a live agent face-to-face 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

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 pawsitivity, > 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

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-2F428Wwm3WjVrLYbjD7J8exzc4amwyCf0Jcuh8MOyvOxlx3pgXWGPlwKDyoObZCYcZ59-2F7I36ZPz5mgC7I-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-2F428Wwm3WjVrLYbjD7J8exzc4amwyCf0Jcuh8MOyvOxlx3pgXWGPlwKDyoryuTDg-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) 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) 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, yuytZ0lnRc2UDUrYWXc_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

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

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

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

How to test collar

System/AI | 2025-09-16 23:38:43 UTC | 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

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>] 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 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

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 | ■ Halo Help Center ■ Speak to a live agent face-to-face at 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 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 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

what is the maximum fence area using halo 4

System/AI | 2025-09-16 23:44:06 UTC | 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

wow. that's pretty big! thx

System/AI | 2025-09-16 23:44:55 UTC | 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 | ■ Halo Help Center ■ Speak to a live agent face-to-face 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

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

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

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) 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) 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

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 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

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

what does the freedom ratio on walk history mean

System/AI | 2025-09-16 23:58:16 UTC | 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

thanks

System/AI | 2025-09-16 23:58:55 UTC | 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

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

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

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.