

# Gladly Customer Support Conversations - Agent Notes & Internal Communications

Part 3 of 4 | Conversations 541-810

Generated on 2025-09-22 12:38:48

## Conversation: 0AmM0ilnS4u8rE56Dgb4SA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:49:00 UTC to 2025-09-16 16:50:28 UTC

**Customer (6TJV8DFr...)** | 2025-09-16 16:49:00 UTC | halocollar.com

hello, I have a Halo 3. this is my second halo 3 in the matter of months that has abruptly stopped charging. I tried to reset the collar and nothing will work.

**System/AI** | 2025-09-16 16:49:25 UTC | halocollar.com

I'm sorry to hear about your charging issues with the Halo 3 collar. Let's try a few steps to get it working again: Check Power Source: Use a USB-C cable and charging block, not a computer. Make sure the LED lights appear on the collar. Inspect Charging Port: Clean the gold charging pins with a Q-tip and rubbing alcohol. Hard Reset: Keep the collar plugged in for 5 minutes, hold the power button for 15 seconds, then release. If these steps don't work, please contact Halo support for further assistance.

**Customer (6TJV8DFr...)** | 2025-09-16 16:49:46 UTC | halocollar.com

as this is my second time with the same issue, I've tried these steps.

**System/AI** | 2025-09-16 16:50:28 UTC | halocollar.com

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

## Conversation: 74qm18GNSzy-2tD\_AdarTg

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 16:49:25 UTC to 2025-09-16 18:50:34 UTC*

**Customer (MT8JmK5Z...)** | 2025-09-16 16:49:25 UTC | [halocollar.com](https://halocollar.com)

Where is the on button for my dogs collar?

**System/AI** | 2025-09-16 16:49:51 UTC | [halocollar.com](https://halocollar.com)

To turn on your Halo Collar, press and release the power button. You should see a flashing battery light indicating it's active. If you have further questions or need assistance, feel free to ask!

**STATUS CHANGE** | *Unknown* | 2025-09-16 18:50:34 UTC | Status: *CLOSED*

## Conversation: AxqalrDBRP6WKBhAxABOkg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 16:49:27 UTC to 2025-09-16 16:52:49 UTC

**PHONE\_CALL** | Customer (-uWvcPn3...) | 2025-09-16 16:49:27 UTC

### **AGENT NOTE | Agent (WCBmyO3-...) | 2025-09-16 16:52:17 UTC**

Account Info Customer First and Last Name: Customer Email: Collar Serial Number:  
Firmware Build: Previous tickets related to the issue?: Notes Issue/Question/Request(s)  
recap Cx needs to update her card because it was compromised and wanted to update it  
over the phone. Applicable Articles/Resources Next Steps (Was it solved or are you  
following up with additional steps, if so what steps?) Directed cx to the website to update  
payment information.

**STATUS CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 16:52:49 UTC | Status: CLOSED

## Conversation: CZ5LKDMWQfC1MEpRPd1-jw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:52:47 UTC to 2025-09-16 16:52:57 UTC

### AGENT NOTE | Agent (5Xverlxv...) | 2025-09-16 16:52:47 UTC

First and Last Name: Elizabeth Kuhns Email: elizabethmiers@gmail.com Other contact info if possible: 7325895712 Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (5Xverlxv...) | 2025-09-16 16:52:53 UTC

**From:** support@halocollar.com

**To:** elizabethmiers@gmail.com

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

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

**TOPIC CHANGE** | Agent (5Xverlxv...) | 2025-09-16 16:52:56 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (5Xverlxv...) | 2025-09-16 16:52:57 UTC | Status: CLOSED

## Conversation: 5ri56KVtSrOCz8gCDLKynw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:52:53 UTC to 2025-09-16 16:59:42 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:52:53 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:52:53 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:59:37 UTC

**From:** support@halocollar.com

**To:** markandi121314@gmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 16:59:42 UTC | Status: CLOSED

## Conversation: BFdr2qt9T\_-7kXVuhxbcbA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:54:12 UTC to 2025-09-16 17:00:07 UTC

**PHONE\_CALL** | Customer (DLRjtFS2...) | 2025-09-16 16:54:12 UTC

### AGENT NOTE | Agent (AMYuZ1d7...) | 2025-09-16 16:59:02 UTC

Live Team Notes Serial Numbers: 24h3341911rt | 24h3341255rt FW: v.02.08.11 Issue/ Need: Charging Issue Troubleshooting & Actions Taken: Customer called in saying they were having an issue with one of their collars' charging adapters, saying they were was an issue with the charging cord. Customer then said she had just found backup cords in the original packaging, and would try those out and call back if necessary. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (AMYuZ1d7...) | 2025-09-16 16:59:33 UTC

**From:** support@halocollar.com

**To:** d.dwagler@yahoo.com

**Subject:** Halo Support Follow Up

Hello Donna, Thank you for calling Halo Support today, it was truly a pleasure speaking with you. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Ransom-John Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (AMYuZ1d7...) | 2025-09-16 17:00:07 UTC | Status: CLOSED

## Conversation: amuavaMTQtOlzFF1sw00Sg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:54:34 UTC to 2025-09-16 17:00:05 UTC

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 16:54:34 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 16:54:38 UTC

Added: majmLeKgRJekuZZECNBxAQ

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 16:59:48 UTC

Live Team Notes Serial Numbers: 25h4150600rt FW: v.03.00.05 Issue/ Need: cx is having issues with feedback and tracking for the collar. Cx says it's paused in one area. The past two days, it has not been updating correctly. Troubleshooting & Actions Taken: Helped cx reset the collar plugged in for pet pin issues. Then, a hand test is conducted outside for accuracy. Now the collar is tracking correctly and moving on the map. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 17:00:03 UTC

**From:** support@halocollar.com

**To:** tabitha\_jade@yahoo.com

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

Hello Tabitha, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 17:00:05 UTC | Status: CLOSED

## Conversation: 97fgfQeTQMqPeeFAI9kWtA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:54:38 UTC to 2025-09-16 16:54:47 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 16:54:38 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 16:54:39 UTC

First and Last Name: Elizabeth Kuhns Email: elizabethmiers@gmail.com Other contact info if possible: 7325895712 Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (WBbod4uN...) | 2025-09-16 16:54:46 UTC

**From:** support@halocollar.com

**To:** elizabethmiers@gmail.com

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

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

**STATUS CHANGE** | Agent (WBbod4uN...) | 2025-09-16 16:54:47 UTC | Status: CLOSED



## Conversation: SDijwXVmRRom\_joWNZCnMQ

Messages: 11 | Customers: 1 | Duration: 2025-09-16 16:54:51 UTC to 2025-09-16 21:50:34 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 16:54:51 UTC

Added: li15gFsBROyE57fDr6LWlw, 5PPI2RS4TSeSg5z-6z7TAQ

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 17:00:37 UTC

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 17:04:25 UTC

**From:** support@halocollar.com

**To:** brainiac8808@gmail.com, klinechiropractic@yahoo.com

**Subject:** Halo Collar Subscription Cancellation Information

Hello Erin & Brian, I'm happy to help! Here are the steps to cancel your membership plan: Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" Important Information: Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed Let us know if you need any help along the way — we're always here for you and your pup! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (vayOmd0l...) | 2025-09-16 17:04:44 UTC

Live Team Notes Serial Numbers: 25h4308409rt & 25h4307134rt FW: 03.00.05 Issue/ Need: Cx stated, "GPS isn't working at the house; too many trees for the satellite to work; won't be an option to use for our 2 dogs." Tracking in the app has a delay Troubleshooting & Actions Taken: Cx bought them on Chewy Told cx to reach out to chewy Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap Next Steps: follow up with Subscription- Cancellation Instructions Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 17:04:47 UTC

Added: OfTt8viJQcq6OAbjGHi0iQ

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 17:04:47 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 21:50:13 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 21:50:20 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

**EMAIL** | Agent (b\_XA60eU...) | 2025-09-16 21:50:24 UTC

**From:** support@halocollar.com

**To:** brainiac8808@gmail.com, klinechiropractic@yahoo.com

**Subject:** Re: Halo Collar Subscription Cancellation Information

Hello Erin, I hope you're doing well. My name is Thomas, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. On Tuesday, September 16, 2025, 1:04 PM support@halocollar.com wrote: > Hello

Erin & Brian, > > I'm happy to help! Here are the steps to cancel your membership plan: >  
Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the  
right-hand side (or bottom on mobile), select "Cancel Plan" > Important Information: >  
Your plan will stay active until the end of your current billing cycle If you change your mind  
before that date, you can select "Restore" to keep your access just like nothing changed >  
> Let us know if you need any help along the way — we're always here for you and your  
pup! > > With pawsitivity, > Hannah > Halo Customer Support > Halo Collar | Here for you  
and your best friend ■ > > Need more help? > ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help  
Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7  
days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 21:50:31 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their  
issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details)  
(KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 21:50:34 UTC | Status: CLOSED

## Conversation: KK\_H5tTLR9Ko-ZB8M6F-Jw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:55:36 UTC to 2025-09-16 17:00:58 UTC

**PHONE\_CALL** | Customer (8Op5B7Ne...) | 2025-09-16 16:55:36 UTC

**TOPIC CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 16:58:08 UTC

Added: IDABD6XfSDadjp6utMv7LA

**EMAIL | Agent (TXZmSWWr...) | 2025-09-16 17:00:51 UTC**

**From:** support@halocollar.com

**To:** brettstewart2011@gmail.com

**Subject:** Halo Support: Refund Inquiry

Hello Brett, Thank you for reaching out to our Halo Support team! We understand that you are inquiring regarding the status of your refund. We apologize for any inconvenience caused, but rest assured, we are here to assist you. We understand that the return and refund process is important to you, and we're here to provide clarity on what to expect next. Per our Return Policy: After receiving your approved return at our warehouse and inspecting the condition of your item, we will process your return. You will be credited for your purchase price less the return fee specified. Please allow at least 7-10 business days from the receipt of your item for us to process your return or exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed. We appreciate your patience and understanding during this process. If you have any further questions or need additional assistance, please don't hesitate to reach out. Thank you for choosing Halo! With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 17:00:57 UTC**

First and Last Name: Brett Stewart Email: brettstewart2011@gmail.com Phone: 15128870960 Serial number: 25h4303225rt, 25h4321324rt Firmware Build: v.02.06.05 Purchased From: Halo 1655148 Recap/TS: Customer inquiring about refund status Resources: AP Next Steps: Provided refund timeline to the customer

**STATUS CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 17:00:58 UTC | Status: CLOSED

## Conversation: twFIB0O5Q8mMdxLn2F76sA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:57:15 UTC to 2025-09-16 16:57:29 UTC

**Customer (FbvRBN\_y...) | 2025-09-16 16:57:15 UTC | halocollar.com**

I returned a Halo Collar to Amazon and I received notice from Halo that they have now received it back from Amazon. I would like my membership fees for \$110.06 returned also since I could never get the collar to work. It could never locate my property in GPS. Serial number 25h4042348rt. Membership paid on April 3, 2025. Was told had to wait until collar was received to get refund. Please issue asap

**System/AI | 2025-09-16 16:57:29 UTC | halocollar.com**

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

## Conversation: jlvLi2JTFOpwiFNqwAFGw

Messages: 29 | Customers: 1 | Duration: 2025-09-16 16:58:23 UTC to 2025-09-16 17:56:19 UTC

**PHONE\_CALL** | Customer (KLbjBJ9O...) | 2025-09-16 16:58:23 UTC

**EMAIL | Customer (r0\_69Ous...) | 2025-09-16 17:02:50 UTC**

**From:** mmorsch01@icloud.com

**To:** support@halocollar.com

**Subject:** Returned collar email

Sent from my iPhone

**EMAIL | Customer (KLbjBJ9O...) | 2025-09-16 17:05:17 UTC**

**From:** mmorsch01@gmail.com

**To:** support@halocollar.com

**Subject:** Returned collar proof

Sent from my iPhone

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 17:07:39 UTC**

First and Last Name: Maureen Morsch Email: mmorsch01@gmail.com Phone Number: +19287103005 Collar SN: NA Collar FW: NA Collar Purchased From: Amazon Resources: AP Gladly Recap/TS: The cx purchased a collar from Amazon and returned it as it was not working for them. The cx is requesting a refund on the annual subscription. The cx sent a screenshot of the return to Amazon. Next Steps: No answer from the cx. Submit as resolved.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 17:07:48 UTC

Added: IDABD6XfSDadjp6utMv7LA

**PHONE\_CALL** | Customer (r0\_69Ous...) | 2025-09-16 17:09:04 UTC

**TOPIC CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 17:13:12 UTC

Added: BV6q0qW9QZKAbEVdca7vNQ | Removed: IDABD6XfSDadjp6utMv7LA

**EMAIL | Agent (TXZmSWWr...) | 2025-09-16 17:14:26 UTC**

**From:** support@halocollar.com

**To:** mmorsch01@gmail.com

**Subject:** Halo Support: Account Inquiry

Hello Maureen, Thank you for reaching out to Halo Support. We understand you are inquiring about a refund for an annual subscription plan for a collar you returned. We apologize for any inconvenience caused, but rest assured, we are here to assist you. To process a refund of the membership, you will need to initiate the cancellation online and provide proof of the return collar (screenshot of the return page). Once you do, we would be happy to assist with a refund of the membership. Please reply to this email with the screenshot from Amazon. Here are the steps for canceling your membership plan: Login to your account on [www.halocollar.com](https://www.halocollar.com) Once you sign in, you will see your My Account dashboard. On the right-hand side of your dashboard (or at the bottom on mobile), select "Cancel Plan" Your plan will not terminate until the end of the current billing cycle. Therefore, you have the option to restore your plan if you change your mind before it terminates. If you select "Restore", you will retain access to all the features provided by your current plan, as if you never selected Cancel. If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! Thank you for choosing Halo! ■ With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next

available agent On Tuesday, September 16, 2025, 10:05 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 5:05 PM "Maureen Morsch" wrote: > > > > Sent from my iPhone

**AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 17:14:43 UTC**

First and Last Name: Maureen Morsch Email: mmorsch01@gmail.com Phone: 19287103005 Serial number: no collar on file Firmware Build: no collar on file Purchased From: Amazon Recap/TS: Customer advised prior agent disconnected the call Customer inquiring about a refund for an annual subscription for a collar they returned to Amazon Resources: AP Next Steps: Customer will send copy of Amazon return documentation so refund request can be submitted

*STATUS CHANGE | Agent (TXZmSWWr...) | 2025-09-16 17:14:44 UTC | Status: CLOSED*

*STATUS CHANGE | Customer (En49arav...) | 2025-09-16 17:20:46 UTC | Status: OPEN*

*PHONE\_CALL | Customer (En49arav...) | 2025-09-16 17:20:46 UTC*

**AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 17:21:22 UTC**

First and Last Name: Maureen Morsch Email: mmorsch01@gmail.com Other contact info if possible:NA Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

**EMAIL | Agent (Xia3KyCm...) | 2025-09-16 17:21:25 UTC**

**From:** support@halocollar.com

**To:** mmorsch01@gmail.com

**Subject:** Re: Halo Support: Account Inquiry

Hello Maureen, My name is Rodrigo, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap 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, Rodrigo Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:14 PM support@halocollar.com wrote: > Hello Maureen, > > Thank you for reaching out to Halo Support. We understand you are inquiring about a refund for an annual subscription plan for a collar you returned. We apologize for any inconvenience caused, but rest assured, we are here to assist you. > > To process a refund of the membership, you will need to initiate the cancellation online and provide proof of the return collar (screenshot of the return page). Once you do, we would be happy to assist with a refund of the membership. > Please reply to this email with the screenshot from Amazon. > > Here are the steps for canceling your membership plan: > > Login to your account on ■www.halocollar.com > Once you sign in, you will see your My Account dashboard. > On the right-hand side of your dashboard (or at the bottom on mobile), select "Cancel Plan" > Your plan will not terminate until the end of the current billing cycle. Therefore, you have the option to restore your plan if you change your mind before it terminates. If you select "Restore", you will retain access to all the features provided by your current plan, as if you never selected Cancel. > > If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! >

> Thank you for choosing Halo! > ■ > > With Pawsitivity, > Peggy > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 10:05 AM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Tuesday, September 16, 2025, 5:05 PM "Maureen Morsch" wrote: > > > > > Sent from my iPhone >

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 17:21:34 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw | Removed: BV6q0qW9QZKAbEVdca7vNQ

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 17:22:17 UTC

Removed: E\_3WUdWpR2CLXta3n6vNgw

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 17:22:21 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

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

Added: BV6q0qW9QZKAbEVdca7vNQ | Removed: E\_3WUdWpR2CLXta3n6vNgw

**EMAIL | Agent (TXZmSWWr...) | 2025-09-16 17:24:19 UTC**

**From:** support@halocollar.com

**To:** mmorsch01@gmail.com

**Subject:** Halo Support: Account Inquiry

Hello Maureen, Thanks for giving us a call at Halo Support today, it was a pleasure speaking with you. We hope we were able to get everything taken care of for you today. We apologize for any inconvenience caused. If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! Thank you for choosing Halo!■ With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:14 AM support@halocollar.com wrote: > Hello Maureen, > > Thank you for reaching out to Halo Support. We understand you are inquiring about a refund for an annual subscription plan for a collar you returned. We apologize for any inconvenience caused, but rest assured, we are here to assist you. > > To process a refund of the membership, you will need to initiate the cancellation online and provide proof of the return collar (screenshot of the return page). Once you do, we would be happy to assist with a refund of the membership. > Please reply to this email with the screenshot from Amazon. > > Here are the steps for canceling your membership plan: > > Login to your account on ■[www.halocollar.com](http://www.halocollar.com) > Once you sign in, you will see your My Account dashboard. > On the right-hand side of your dashboard (or at the bottom on mobile), select "Cancel Plan" > Your plan will not terminate until the end of the current billing cycle. Therefore, you have the option to restore your plan if you change your mind before it terminates. If you select "Restore", you will retain access to all the features provided by your current plan, as if you never selected Cancel. > > If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! > > Thank you for choosing Halo! > ■ > > With Pawsitivity, > Peggy > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 10:05 AM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared



your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Tuesday, September 16, 2025, 5:05 PM "Maureen Morsch" wrote: > > > > > > Sent from my iPhone >

**AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 17:24:24 UTC**

First and Last Name: Maureen Morsch Email: mmorsch01@gmail.com Phone: 19287103005 Serial number: no collar on file Firmware Build: no collar on file Purchased From: Amazon Recap/TS: Customer inquiring about a refund for an annual subscription for a collar they returned to Amazon Resources: AP Next Steps: Customer will send copy of Amazon return documentation so refund request can be submitted Customer disconnected call before call was completed

*STATUS CHANGE | Agent (TXZmSWWr...) | 2025-09-16 17:24:26 UTC | Status: CLOSED*

*STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 17:30:07 UTC | Status: OPEN*

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 17:30:08 UTC**

**From:** support@halocollar.com  
**To:** mmorsch01@gmail.com  
**Subject:** Halo Collar Subscription Canceled

Hello Maureen, Thanks for reaching out to Halo Support! My name is Brandon. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge of \$110.06. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 17:31:15 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX returned their collar back to Amazon back in July and wants a refund for their annual membership Recap (When/Where/What the customer wants) Canceled and refunded \$110.06 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

*STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 17:31:19 UTC | Status: CLOSED*

**EMAIL | Customer (En49arav...) | 2025-09-16 17:31:27 UTC**

**From:** mmorsch01@gmail.com  
**To:** support@halocollar.com  
**Subject:** Re: Halo Support: Account Inquiry

Proof of Amazon return attached. On Tue, Sep 16, 2025 at 1:14 PM Halo Collar wrote: > Hello Maureen, > Thank you for reaching out to Halo Support. We understand you are > inquiring about a refund for an annual subscription plan for a collar you > returned. We apologize for any inconvenience caused, but rest assured, we > are here to assist you. > > To process a refund of the membership, you will need to initiate the > cancellation online and provide proof of the return collar (screenshot of > the return page). Once you do, we would be happy to assist with a refund of > the membership. > Please reply to this email with the screenshot from Amazon. > > Here are the steps for canceling your membership plan: > > Login to your account on ■www.halocollar.com > Once you sign in, you will see your My Account dashboard. > On the right-hand side of your dashboard (or at the bottom on mobile), > select "Cancel Plan" > Your plan will not terminate until the end of the current billing cycle. > Therefore, you have the option to restore your plan if you change your mind > before it terminates. If you select "Restore", you will retain access to > all the features provided by your current plan, as if you never selected > Cancel. > > If you have any further questions or need additional assistance, please do > not hesitate to contact our



customer support. We are here to help! > > Thank you for choosing Halo! > ■ > > With Pawsitivity, > Peggy > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Tuesday, September 16, 2025, 10:05 AM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 5:05 PM "Maureen Morsch" mmorsch01@gmail.com> wrote: > > > >

**STATUS CHANGE** | Customer (En49arav...) | 2025-09-16 17:31:27 UTC | Status: OPEN

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 17:56:13 UTC**

**From:** support@halocollar.com

**To:** mmorsch01@gmail.com

**Subject:** Re: Halo Support: Account Inquiry

Hello Maureen, Thank you for sending proof that you returned the collar. You should have received an email that I have refunded your annual membership in full. Please let us know if you need any other assistance. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:31 PM "Maureen Morsch" wrote: > Proof of Amazon return attached. > > On Tue, Sep 16, 2025 at 1:14 PM Halo Collar wrote: > > > Hello Maureen, > > > Thank you for reaching out to Halo Support. We understand you are > > inquiring about a refund for an annual subscription plan for a collar you > > returned. We apologize for any inconvenience caused, but rest assured, we > > are here to assist you. > > > To process a refund of the membership, you will need to initiate the > > cancellation online and provide proof of the return collar (screenshot of > > the return page). Once you do, we would be happy to assist with a refund of > > the membership. > > Please reply to this email with the screenshot from Amazon. > > > Here are the steps for canceling your membership plan: > > > Login to your account on ■[www.halocollar.com](http://www.halocollar.com) > > Once you sign in, you will see your My Account dashboard. > > On the right-hand side of your dashboard (or at the bottom on mobile), > > select "Cancel Plan" > > Your plan will not terminate until the end of the current billing cycle. > > Therefore, you have the option to restore your plan if you change your mind > > before it terminates. If you select "Restore", you will retain access to > > all the features provided by your current plan, as if you never selected > > Cancel. > > > If you have any further questions or need additional assistance, please do > > not hesitate to contact our customer support. We are here to help! > > > Thank you for choosing Halo! > > ■ > > > With Pawsitivity, > > Peggy > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Tuesday, September 16, 2025, 10:05 AM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Tuesday, September 16, 2025, 5:05 PM "Maureen Morsch" > mmorsch01@gmail.com> wrote: > > > > > > > > >

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 17:56:19 UTC | Status: CLOSED

## Conversation: 0eCBizeGQP26R6-2ofhbnA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 16:58:59 UTC to 2025-09-16 16:58:59 UTC*

**STATUS CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 16:58:59 UTC | Status: CLOSED

## Conversation: 6GcFqj\_rRvyCjxV9W\_lrog

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:59:02 UTC to 2025-09-16 16:59:16 UTC

**Customer (KSRxL8aF...) | 2025-09-16 16:59:02 UTC | halocollar.com**

my halo collar won't turn on and I already tried the hard reset

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

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

## Conversation: A1CyZmV0TQq6psy23MLOgQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:59:22 UTC to 2025-09-16 16:59:25 UTC

**TOPIC CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 16:59:22 UTC

Added: L9jaUhpTSjKkls\_YzL0tDg

**STATUS CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 16:59:25 UTC | Status: CLOSED

## Conversation: \_nQcXmrDSai-auapbit1hQ

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 17:00:07 UTC to 2025-09-16 17:00:07 UTC*

**STATUS CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 17:00:07 UTC | Status: CLOSED

## Conversation: dCZxXba8Rh2mYQzk0SiUwQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:00:10 UTC to 2025-09-16 17:00:50 UTC

### AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 17:00:10 UTC

Live Team Notes Serial Numbers: 25h4084221rt FW:03.00.05 Issue/ Need: Cx called in to confirm shipping address at this time, was updated via email 9/6 by CET that the next option would be to call into DP to have collar replaced Troubleshooting & Actions Taken: -Submitted WR for collar AW-20250916-46169 -Cx was able to confirm shipping address with no issue Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?t=ab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (LZsYfs6M...) | 2025-09-16 17:00:17 UTC

**From:** support@halocollar.com

**To:** elizabethmiers@gmail.com

**Subject:** Halo Support Warranty Request Submitted

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

**STATUS CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 17:00:49 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 17:00:50 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, zHerDDHSRyKoaFtPZdCcew

## Conversation: QujdroKySPyiY\_FdElG\_Gw

Messages: 2 | Customers: 1 | Duration: 2025-09-16 17:00:29 UTC to 2025-09-16 17:00:31 UTC

**TOPIC CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 17:00:29 UTC

Added: 2ne7xWQcT7SR-eLsslslsQ

**STATUS CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 17:00:31 UTC | Status: CLOSED

## Conversation: Y2PUHmyxQOmfUYvZJwQAdg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 17:00:49 UTC to 2025-09-16 17:00:50 UTC

**TOPIC CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 17:00:49 UTC

Added: L9jaUhpTSjKkls\_YzL0tDg

**STATUS CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 17:00:50 UTC | Status: CLOSED



## Conversation: B7gOisWTTam7k1umoNPsrw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 17:01:09 UTC to 2025-09-16 17:22:21 UTC

**PHONE\_CALL** | Customer (HuKVrXdS...) | 2025-09-16 17:01:09 UTC

### **AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 17:19:20 UTC**

Live Team Notes Serial Numbers: 25h4303010rt ; 25h4303107rt FW: 3.00.05 Issue/ Need: Accessories order discount Troubleshooting & Actions Taken: Order number 1660311 Cx said they ordered accessories and didn't get the 50% discount they're supposed to have for signing up for gold plan Cx said they paid \$237 Checked with RES, adv discount will kick in after 60 days of signing up Cx said that is a scam as it's not saying that on the site Cx also ordered the accessories without logging in to account Adv by RES to escalate to billing and state their case for exception Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, order status, halo site Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 17:21:00 UTC**

Billing Team Escalation Notes Affected Serial Number: 25h4303010rt ; 25h4303107rt FW: 3.00.05 Order ID: 1658105 RMA Ticket #: Subscription Start Date: Sep 15, 2025 1:00 PM Reason for Escalation: Cx did not get the 50% discount they were supposed to get when they ordered accessories after signing up for gold plan Requested Action: Wants the discount for the accessories they ordered online since they signed up for a gold plan

### **EMAIL | Agent (wIA9Uacl...) | 2025-09-16 17:21:18 UTC**

**From:** support@halocollar.com

**To:** saramcneil@me.com

**Subject:** Halo Support: Your Request is Under Review

Hello Sara, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 📺 Halo Help Center 🗣️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 17:21:22 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**STATUS CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 17:22:21 UTC | Status: CLOSED

## Conversation: Qb2hUC3tQliVHDENrkyJWg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:02:32 UTC to 2025-09-16 17:05:57 UTC

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 17:02:32 UTC

Live Team Notes Serial Numbers: 25h4264676rt FW: v.03.00.12 Issue/ Need: Address Confirmation for warranty Troubleshooting & Actions Taken: Resent email for warranty address verification CX completed Address verification while on phone Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (ne4kLbEh...) | 2025-09-16 17:05:47 UTC

**From:** support@halocollar.com

**To:** jcolafson@gmail.com

**Subject:** Halo Support Warranty Request Submitted

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

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 17:05:55 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 17:05:57 UTC | Status: CLOSED

## Conversation: 5IXRYXKIRY-fmeY011y-Cw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:03:50 UTC to 2025-09-16 19:04:52 UTC

**Customer (xnxxaWqX...)** | 2025-09-16 17:03:50 UTC | [halocollar.com](https://halocollar.com)

Do you have a service to help me set up my yard boundaries

**System/AI** | 2025-09-16 17:04:23 UTC | [halocollar.com](https://halocollar.com)

Hi there! Yes, we do offer a service to help you set up yard boundaries with the Halo Collar. You can create customizable virtual fences using the Halo App, which can be adjusted to fit different yard sizes and layouts. To get started, just open the Halo App, go to 'My Map,' and follow the prompts to add and customize your fence. The app will guide you through the process to ensure your dog's safety within the designated area. For more detailed instructions, check out our support article.

**STATUS CHANGE** | *Unknown* | 2025-09-16 19:04:52 UTC | Status: *CLOSED*

## Conversation: QHwCF42GQMufdRpKfy583Q

Messages: 11 | Customers: 1 | Duration: 2025-09-16 17:03:57 UTC to 2025-09-16 19:09:56 UTC

**Customer (IZiLOKwG...)** | 2025-09-16 17:03:57 UTC | halocollar.com

Does the boundaries have to have a closed loop?

**System/AI** | 2025-09-16 17:04:17 UTC | halocollar.com

Yes, Halo Collar requires boundaries to form a closed loop. This ensures the safety and effectiveness of the virtual fence, keeping your dog secure within the designated area. If you have further questions about setting up boundaries, feel free to ask!

**Customer (IZiLOKwG...)** | 2025-09-16 17:04:59 UTC | halocollar.com

Can boundaries be set up out in the water?

**System/AI** | 2025-09-16 17:05:24 UTC | halocollar.com

Yes, you can set up Halo boundaries over water, like lakes or oceans. Just keep in mind that water can affect GPS signal strength and feedback reliability because it can absorb or reflect radio waves. For the best results, try to place fence posts on land or docks instead of directly in the water, and make sure to regularly test the fence to ensure it's working properly.

**Customer (IZiLOKwG...)** | 2025-09-16 17:06:34 UTC | halocollar.com

can you turn off the collar when you want to intentionally take the dog out of the boundaries set

**System/AI** | 2025-09-16 17:07:01 UTC | halocollar.com

While the Halo Collar can't be completely powered off, you can easily manage the boundaries using the Halo App. If you want to take your dog outside the set boundaries, simply turn off the fence feature in the app. This way, your dog won't receive any feedback when crossing the boundaries. Here's how: Open the Halo App, tap the My Map icon, select your pet, swipe up the Pet Card, and tap the Fences button to turn it off. The label will change to Ignore, indicating that the fences are off.

**Customer (IZiLOKwG...)** | 2025-09-16 17:08:09 UTC | halocollar.com

How close to the boundaries can the dog get before receiving its first warning signal

**System/AI** | 2025-09-16 17:08:39 UTC | halocollar.com

Your dog will receive the first warning signal when they are about 7–10 feet (2.1–3.0 meters) from the boundary. This helps guide them back to safety before reaching the boundary. If you have more questions about the feedback system or need further assistance, feel free to ask!

**Customer (IZiLOKwG...)** | 2025-09-16 17:09:21 UTC | halocollar.com

how old should my puppy be before using this system

**System/AI** | 2025-09-16 17:09:52 UTC | halocollar.com

Hey there! We recommend waiting until your puppy is at least 5 months old before using the Halo Collar. By this age, puppies are usually developed enough both physically and mentally for effective training with the system. If you have any more questions or need guidance on starting the training process, just let us know!

**STATUS CHANGE** | Unknown | 2025-09-16 19:09:56 UTC | Status: CLOSED

## Conversation: 3CySybDyR7msyuq2D08i4w

Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:04:48 UTC to 2025-09-16 19:05:54 UTC

**Customer (HriYgr01...)** | 2025-09-16 17:04:48 UTC | halocollar.com

How to reset halo collars? They are flashing red and white and vibrationg

**System/AI** | 2025-09-16 17:05:27 UTC | halocollar.com

Hi there! If your Halo Collar is flashing red and white and vibrating, it might be due to a membership payment issue or a firmware problem. This blinking starts when the collar detects movement. You can check the Halo App for more details on the issue. To reset, make sure the collar is charged and update the firmware via the Halo App. If the problem persists, please contact support for further assistance. Also, ensure your membership is active and up-to-date to avoid any service interruptions.

**STATUS CHANGE** | Unknown | 2025-09-16 19:05:54 UTC | Status: CLOSED

## Conversation: 7zSwi-2ZRjqghE7rPLHR9A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:04:52 UTC to 2025-09-16 17:05:14 UTC

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 17:04:52 UTC

Live Team Notes Serial Numbers: 25h4245496rt FW: v.03.00.05 Issue/ Need: cx advised that multiple lights are flashing on his collar Troubleshooting & Actions Taken: Collar has a malfunction Warranty request already submitted Cx confirmed address during the call Resources Used (provide details): (KB articles, Slack posts, internal docs.): Tier 1 Warranty and Returns Guide Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (37v57Mh0...) | 2025-09-16 17:05:06 UTC

**From:** support@halocollar.com

**To:** rbend@bendellingson.com

**Subject:** Halo Support: Warranty Request Submitted

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

**STATUS CHANGE** | Agent (37v57Mh0...) | 2025-09-16 17:05:12 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (37v57Mh0...) | 2025-09-16 17:05:14 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

## Conversation: e5cJmXEjS9yGNXW7Rubhog

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 17:07:56 UTC to 2025-09-16 17:07:56 UTC*

**STATUS CHANGE** | Agent (HQcgt5Eo...) | 2025-09-16 17:07:56 UTC | Status: CLOSED

## Conversation: 8xU3VvSaTeGitpH0MPyCMA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:08:27 UTC to 2025-09-16 17:09:06 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 17:08:27 UTC

Live Team Notes Serial Numbers: 25h4082659rt FW: v.03.00.05 Issue/ Need: Having trouble with collar going off near fence- doing hand test Can not get exact location on map that flags are placed Troubleshooting & Actions Taken: Cx has not put the collar on the dog yet Cx is holding the collar near her ear and holding contact tips to her hand Adv on the correct orientation for a hand test Adv on how to place fence using herself (blue dot) on the map it makes it easier to get the fence exact Assisted with setting up fence- fence is now more accurate with where the cx wanted the fence Did another hand test and the collar is giving feedback near boundary Resources Used (provide details): (KB articles, Slack posts, internal docs.): Tier 1 TS Halo App Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (VM047vR9...) | 2025-09-16 17:08:35 UTC

**From:** support@halocollar.com

**To:** michelle.barone12@gmail.com

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

Hello Michelle, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 17:09:05 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yUdj74HoRguBsTQ2B0ZktA, ZKYz4UsHRG6\_\_sFoccYiEA, PT5SzfGLQx6qJKX6efjzxA, g5apmYsrTuGLWnaVZyD4ng

**STATUS CHANGE** | Agent (VM047vR9...) | 2025-09-16 17:09:06 UTC | Status: CLOSED



## Conversation: D5Wohl\_HThCG1aPHpsk3Zw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:08:35 UTC to 2025-09-16 17:10:01 UTC

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 17:08:35 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 4NylcZCDQ\_-lGn\_argWL\_w

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 17:08:35 UTC

Live Team Notes Juliana Neumann Serial Numbers: 25h4231561rt FW: 03.00.05 Issue/ Need: cx needs rivet for her collar missing Troubleshooting & Actions Taken: Adv cx I would send her a rivet kit asap Cx understands shipping timeline Order #1660391 Resources Used (provide details): (KB articles, Slack posts, internal docs.): WOOCOM Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (qY4E785E...) | 2025-09-16 17:09:59 UTC

**From:** support@halocollar.com

**To:** jmneumann1@hotmail.com

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

Hello Juliana, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I'm happy to let you know that your order for Rivet Kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 3-5 business days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status Your order # 1660391. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 17:10:01 UTC | Status: CLOSED

## Conversation: TBDM0y0XQGWOTq9mcRdgeQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:08:50 UTC to 2025-09-16 17:42:14 UTC

**PHONE\_CALL** | Customer (W5Yjl2tY...) | 2025-09-16 17:08:50 UTC

**EMAIL | Agent (5amu5WSG...) | 2025-09-16 17:41:58 UTC**

**From:** support@halocollar.com

**To:** kholtermann@gmail.com

**Subject:** Halo Support Follow Up:

Hello Keith, Thank you for calling Halo Support. This is KC, and it was a pleasure speaking with you today. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options: Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park Via the Halo App: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) Phone Support Call us at: (214) 238-9788 Phone Support Hours: Monday–Friday: 8:00 AM – 6:00 PM EST Saturday–Sunday: 10:00 AM – 4:00 PM EST Thank you for being part of our pack! With pawsitivity, KC Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (5amu5WSG...) | 2025-09-16 17:42:05 UTC**

Live Team Notes Serial Numbers: 25h4310725rt FW: 3.0 > 3.1.2 Issue/ Need: not consistent feedback . Connected 16 hours ago Troubleshooting & Actions Taken: pushed FW, tested boundaries - not consistent, did HR, got in LTE range-it was not a normal carrier, it was a 5pt star 3of4 bars. tested boundaries-gave shock and no sound or vibrate Resources Used (provide details): (KB articles, Slack posts, internal docs.): ap gladly Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (5amu5WSG...) | 2025-09-16 17:42:11 UTC

Added: yUdj74HoRguBsTQ2B0ZktA, ZKYz4UsHRG6\_\_sFoccYiEA

**STATUS CHANGE** | Agent (5amu5WSG...) | 2025-09-16 17:42:14 UTC | Status: CLOSED

## Conversation: TawEDumXRTGO\_u6gtYUUnw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:13:25 UTC to 2025-09-16 19:13:57 UTC

**Customer (HB\_w98hq...)** | 2025-09-16 17:13:25 UTC | halocollar.com

zone beacon will not activate

**System/AI** | 2025-09-16 17:13:54 UTC | halocollar.com

Hey there! To get your Zone Beacon up and running, unscrew the cap, press and hold the small white button near the battery for 5 seconds, and release it when the blue ring light blinks once. Make sure the battery is properly installed and charged. If it still won't activate, try checking the battery and replacing it if needed. If there's no luck, it might be defective, and you should reach out to customer support for a replacement. Also, double-check that the beacon is registered in the Halo app under Settings > My Beacons. Let us know if you need more help!

**STATUS CHANGE** | Unknown | 2025-09-16 19:13:57 UTC | Status: CLOSED

## Conversation: MgpBRsPHRsuUuZotvwFOOg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:13:51 UTC to 2025-09-16 17:25:49 UTC

**PHONE\_CALL** | Customer (Nlley0w...) | 2025-09-16 17:13:51 UTC

### **AGENT NOTE | Agent (WCBmyO3-...) | 2025-09-16 17:24:54 UTC**

Account Info Customer First and Last Name: Leah Schmidt Customer Email: leahlschmidt62@gmail.com Collar Serial Number: 22h2430302rt Firmware Build: Previous tickets related to the issue?: Notes Issue/Question/Request(s) recap Cx gave the collar to a friend because she wasn't able to get it working for her. Cx kept complaining about the phone number but she was sent the correct number. Applicable Articles/Resources Next Steps (Was it solved or are you following up with additional steps, if so what steps?)

**STATUS CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 17:25:49 UTC | Status: CLOSED

## Conversation: jMFQGHayQFO9jRPdvyzUIQ

Messages: 7 | Customers: 1 | Duration: 2025-09-16 17:14:12 UTC to 2025-09-16 21:32:39 UTC

**TOPIC CHANGE** | Agent (1yVWMITL...) | 2025-09-16 17:14:12 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0InRc2UDUrYWXc\_JQ

### AGENT NOTE | Agent (1yVWMITL...) | 2025-09-16 17:14:13 UTC

Live Team Notes Serial Numbers: 25h4193130rt FW: v.03.00.05 Issue/ Need: Warranty replacement collar update status Troubleshooting & Actions Taken: Went into halo website to locate shipping status - unable to find Went into CS tracking- unable to find Let customer know once we have shipping information- follow up will be sent Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Halo Website Orders Tracking [<https://www.halocollar.com/order-status/>] CS order Tracking Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1yVWMITL...) | 2025-09-16 17:18:05 UTC

**From:** support@halocollar.com

**To:** bambervillagefarm@gmail.com

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

Hello Ashley, Thank you so much for joining me in the Dog Park today! It was a pleasure speaking with you regarding locating your warranty replacement order. Once we have more information regarding the shipping status, we will reach out to you with the tracking number. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Diana Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1yVWMITL...) | 2025-09-16 17:18:22 UTC | Status: CLOSED

### EMAIL | Customer (S-0\_3oy1...) | 2025-09-16 21:24:34 UTC

**From:** bambervillagefarm@gmail.com

**To:** support@halocollar.com

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

Has there been an update on this? Why is it taking so long to get a shipping update? Please excuse brevity and typos - Sent from my iPhone On Sep 16, 2025, at 1:18 PM, Halo Collar wrote: Hello Ashley, Thank you so much for joining me in the Dog Park today! It was a pleasure speaking with you regarding locating your warranty replacement order. Once we have more information regarding the shipping status, we will reach out to you with the tracking number. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support . We are here to help! With pawsitivity, Diana Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Customer (S-0\_3oy1...) | 2025-09-16 21:24:34 UTC | Status: OPEN

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 21:32:39 UTC | Status: CLOSED

## Conversation: RdhnSV1vTFO9wHqWkWgfaQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 17:15:55 UTC to 2025-09-16 17:16:13 UTC

**Customer (LLjkN8de...) | 2025-09-16 17:15:55 UTC | halocollar.com**

Hello, I had messaged last week about poor battery life with my collars. Halo Collar 3 less, I haven't had them very long. I did the full power reset I was asked to do and let it fully recharge. The collar still won't hold a charge for longer than a couple hours.

**System/AI | 2025-09-16 17:16:13 UTC | halocollar.com**

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

## Conversation: s3f02TSTSJuGSUZQRbLIDg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:18:11 UTC to 2025-09-16 17:25:28 UTC

**PHONE\_CALL** | Customer (RtS-Ea21...) | 2025-09-16 17:18:11 UTC

### **AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 17:24:13 UTC**

Live Team Notes Serial Numbers:25h4307357rt FW:3.00.05 Issue/ Need: returned the collar, wants the sub plan reimbursement, sent on Saturday Troubleshooting & Actions Taken: Asking if cx canceled the plan, cx will receive refund of the sub plan with collar refund once we send the refund Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 17:24:53 UTC**

**From:** support@halocollar.com

**To:** rebeccameisner2@gmail.com

**Subject:** Halo Support Follow Up

Hello Becky, Thank you for calling Halo Support today. This is Heather O. It was truly a pleasure speaking with you. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 17:25:28 UTC | Status: CLOSED



## Conversation: ZXS8DAc0SLaxH\_Clse4SnQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:18:13 UTC to 2025-09-16 17:18:33 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:18:13 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:18:14 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:18:32 UTC

**From:** support@halocollar.com

**To:** rfente@bowdoin.edu

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:18:33 UTC | Status: CLOSED

## Conversation: GUEoe-mERu2OvkYypktMXA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:18:46 UTC to 2025-09-16 17:19:07 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:18:46 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:18:46 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:19:06 UTC

**From:** support@halocollar.com

**To:** jcal4405@hotmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:19:07 UTC | Status: CLOSED

## Conversation: 7FqSPSRJQ6CB1vv77EvzuA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:19:20 UTC to 2025-09-16 17:19:38 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:19:20 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:19:20 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:19:37 UTC

**From:** support@halocollar.com

**To:** priscilla.liebenthal@gmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:19:38 UTC | Status: CLOSED

## Conversation: 4dQPbZr4ShW4ERFB-Mwadg

Messages: 6 | Customers: 1 | Duration: 2025-09-16 17:20:11 UTC to 2025-09-16 21:22:57 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:20:11 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:20:12 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:26:22 UTC

**From:** support@halocollar.com

**To:** jte4444@gmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:26:22 UTC | Status: CLOSED

### EMAIL | Customer (4Sbx3JRw...) | 2025-09-16 21:22:57 UTC

**From:** jte4444@gmail.com

**To:** support@halocollar.com

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

Hello, Thanks for following up. Customer service has been very helpful, however, because our home is brand new and is not yet included on any of the online map services, we are apparently unable to use the Halo product to create an e-fence. Had we been able to create a fence by walking the boundaries, it might have worked, but my understanding is that is no longer something Halo offers. Additionally, we tried to use other features of the collars, but the app was extremely slow to switch from one dog to the dog that needed to be corrected at that moment. If you have any other suggestions, we are open to them, but it seems like it's just not going to work in our situation. \*Joyce Eastman\*  
\*jte4444@gmail.com \* 301-257-4939\* On Tue, Sep 16, 2025 at 1:26 PM Halo Collar wrote: > Hello Joyce, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar > Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar > hasn't gone as expected. Thank you for taking the time to share your > feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, > and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us > — whichever is > easier for you. I'm here and ready to help however I can. > > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, > Bree > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

**STATUS CHANGE** | Customer (4Sbx3JRw...) | 2025-09-16 21:22:57 UTC | Status: OPEN

## Conversation: WQv6s7DhSzqNqp-skM2btg

Messages: 10 | Customers: 1 | Duration: 2025-09-16 17:20:31 UTC to 2025-09-16 19:25:04 UTC

**Customer (hqujZGYh...)** | 2025-09-16 17:20:31 UTC | halocollar.com

Good afternoon. I got an alert today about a recall on one of the colors. I verified my shipping address and a new one is on the way. However, after that, it un synced the collar so now he does not have one until the other gets here. I have livestock guardian dogs, and it is imperative that I keep them on the property.

**Customer (hqujZGYh...)** | 2025-09-16 17:20:47 UTC | halocollar.com

Collars

**System/AI** | 2025-09-16 17:21:20 UTC | halocollar.com

I'm sorry to hear about the inconvenience. When a collar is recalled and a replacement is initiated, the old collar is automatically unsynced and removed from your account for safety reasons. You can track your replacement's status using the Order Status Dashboard. In the meantime, please ensure your property is secure for your livestock guardian dogs. If you have any further questions or need assistance, feel free to reach out. We're here to help!

**Customer (hqujZGYh...)** | 2025-09-16 17:21:57 UTC | halocollar.com

my property is secure, but with the increase in coyote activity it ensures they don't leave the property to get them

**System/AI** | 2025-09-16 17:22:33 UTC | halocollar.com

I'm glad to hear your property is secure. Keeping the dogs within these boundaries is crucial, especially with the increased coyote activity. Once your replacement collar arrives, it will help maintain these virtual boundaries using GPS without needing Wi-Fi or cellular data. If you need further assistance or updates on the shipping status, please let me know. I'm here to help ensure your dogs stay safe and secure on your property.

**Customer (hqujZGYh...)** | 2025-09-16 17:22:40 UTC | halocollar.com

The way I read it. It was a battery issue, so would that make it unsafe for him to wear until the new one got here?

**System/AI** | 2025-09-16 17:23:08 UTC | halocollar.com

Hi there! Yes, if there was a recall due to a battery issue, it's best not to use the collar until the replacement arrives. The recall indicates potential safety concerns, so waiting for the new collar is the safest option for your dog. If you have any more questions or need immediate help, feel free to reach out to customer support. Your dog's safety is our top priority!

**Customer (hqujZGYh...)** | 2025-09-16 17:23:48 UTC | halocollar.com

OK. Thank you for all your help!

**System/AI** | 2025-09-16 17:24:07 UTC | halocollar.com

You're welcome! If you have any more questions or need assistance in the future, don't hesitate to reach out. Take care and stay safe!

**STATUS CHANGE** | Unknown | 2025-09-16 19:25:04 UTC | Status: CLOSED

## Conversation: 8KI53qwXQYSDQJuFnIjpEg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:20:41 UTC to 2025-09-16 17:21:01 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 17:20:41 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 76jKdDJqQKG1X52gm4kjGg

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 17:20:41 UTC

Live Team Notes Serial Numbers:25h4173511rt FW: v.03.00.05 Issue/ Need: Collar will not charge, no lights since yesterday Troubleshooting & Actions Taken: Cx does not have the collar she is at work at the moment Sending cx ts steps for dead unit, suggest she calls to ts together when she gets collar Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Tier 1 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 17:20:51 UTC

**From:** support@halocollar.com

**To:** meaghanroot@hotmail.ca

**Subject:** Halo Collar Troubleshooting Steps

Hello Meaghan, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively: 1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting. 5. Perform a Hard Reset Plug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 17:21:01 UTC | Status: CLOSED

## Conversation: rsf5hqhlRFGGrEW3GPxFfPA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:21:32 UTC to 2025-09-16 18:05:35 UTC

### EMAIL | Customer (968ywX-O...) | 2025-09-16 17:21:32 UTC

**From:** christinarosland@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Shipping Label

Thank you! I'll send back asap. Just wondering, can you look up why collars malfunction? I have two HALO collars, and both have malfunctioned multiple times since purchased last fall. I am wondering if there is a common issue that I can prevent? Or if the halo collar is maybe not compatible with my dogs farm life? Thanks for your help! Christina On Mon, Sep 15, 2025 at 9:47 AM Halo Collar wrote: > Hello Christina, > My name is Jessica, and I hope you and your pup are doing well! > \*I've attached your PDF return label to this email.\* > > - Please use it to send your old collar back to us. > - The label will expire on 09/29/25, so please ship before that date. > > > If you have any questions or need help with anything along the way, I'm > here and happy to assist. > Thank you again for being part of the Halo Pack! > > With pawsitivity, > Jessica > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

### EMAIL | Agent (DRL3eEs5...) | 2025-09-16 18:04:53 UTC

**From:** support@halocollar.com

**To:** christinarosland@gmail.com

**Subject:** Re: Halo Collar Shipping Label

Hello Christina, Thank you for reaching back out. After reviewing your previous collar, it appears that it was reported for replacement by our daily diagnostics check due to a MEMS chip issue (GPS chip) as well as a battery/battery life issue. Since Spring of this year, our replacements include the fixes to these issues, and you shouldn't encounter them again once you receive the replacements. In the case that you do, you can absolutely contact us with the issue you're encountering that way we can take a closer look. Please let us know if you have any other questions. Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:21 PM "Christina Rosland" wrote: > Thank you! I'll send back asap. > > Just wondering, can you look up why collars malfunction? I have two HALO > collars, and both have malfunctioned multiple times since purchased last > fall. I am wondering if there is a common issue that I can prevent? Or if > the halo collar is maybe not compatible with my dogs farm life? > > Thanks for your help! > > Christina > > On Mon, Sep 15, 2025 at 9:47 AM Halo Collar wrote: > > > Hello Christina, > > > My name is Jessica, and I hope you and your pup are doing well! > > > \*I've attached your PDF return label to this email.\* > > > > - Please use it to send your old collar back to us. > > > - The label will expire on 09/29/25, so please ship before that date. > > > > > > If you have any questions or need help with anything along the way, I'm > > here and happy to assist. > > Thank you again for being part of the Halo Pack! > > > With pawsitivity, > > Jessica > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > >

**TOPIC CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 18:04:57 UTC

Added: w4-N2LKvQhW0agGKylANbg, yuytZ0lnRc2UDUrYWXc\_JQ

### AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 18:05:32 UTC

Sent cx malfunction reason for 25h4084791rt; memschipfail, battery issue, gas init fail

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 18:05:35 UTC | Status: CLOSED





## Conversation: Z0luY3Z9S2q0XtGr\_0nNFA

Messages: 11 | Customers: 1 | Duration: 2025-09-16 17:21:41 UTC to 2025-09-16 23:55:25 UTC

**EMAIL | Customer (WQNAjq3R...) | 2025-09-16 17:21:41 UTC**

**From:** meadowanncathers@gmail.com

**To:** support@halocollar.com

**Subject:** Warranty Request: AW-20250913-45579

Goodafternoon again, I received an email on the 13th with my warranty request and collar serial number. This is my fourth time reaching out in regards to this situation. I need that collar to ship. My Halo App removed my dogs old collar and I can not use it. Who can I contact in regards to that. Ridiculous this happened on last week and I have not received any information, very unhappy with the services you have provided. I don't understand why I haven't received any shipping information and why this issue wasn't taken seriously or expedited. I am in need of the collar, my dog can not go without it. If I don't receive the correct information that will help me actually get my new collar, I will be looking for another option at this point. Thank you Meadow Cathers

**EMAIL | Customer (WQNAjq3R...) | 2025-09-16 17:25:49 UTC**

**From:** meadowanncathers@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Warranty Request: AW-20250913-45579

I have not received an order number or email in regards to my situation. I want a number of someone who is in charge, I am tired of reaching out to people and platforms that are no assistance. Should not have taken more than 3 days for the collar to ship, especially when I expressed it was shocking my dog repeatedly. I have only had the collar for 4 months, no reason for it to malfunction then your company not take the situation seriously. On Tue, Sep 16, 2025 at 1:22 PM Halo Collar wrote: > We're sorry to hear about the inconvenience you're experiencing. To check > the status of your warranty replacement, please visit the Order Status > Dashboard using your order > number and email. > > If you haven't received a shipping confirmation email, please check your > spam or junk folders. For immediate assistance, we recommend contacting our > live support team through the Halo Dog Park. You can join a session via the > Halo App under Settings > Halo Dog Park > Halo Support > Join Session. > > Alternatively, you can reach out to our support team via email at > support@halocollar.com or by phone at (214) 238-9788. We're here to help > and ensure you receive your new collar promptly! > The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 5:21 PM "Meadow Cathers" meadowanncathers@gmail.com> wrote: > > Goodafternoon again, > I received an email on the 13th with my warranty request and collar serial > number. This is my fourth time reaching out in regards to this situation. > I need that collar to ship. My Halo App removed my dogs old collar and I > can not use it. Who can I contact in regards to that. Ridiculous this > happened on last week and I have not received any information, very unhappy > with the services you have provided. I don't understand why I haven't > received any shipping information and why this issue wasn't taken seriously > or expedited. I am in need of the collar, my dog can not go without it. If > I don't receive the correct information that will help me actually get my > new collar, I will be looking for another option at this point. > Thank you > Meadow Cathers > >

**EMAIL | Customer (WQNAjq3R...) | 2025-09-16 17:28:24 UTC**

**From:** meadowanncathers@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Warranty Request: AW-20250913-45579

Thank you. Will be waiting for the support teams response. On Tue, Sep 16, 2025 at 1:27 PM Halo Collar wrote: > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to

assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 5:25 PM "Meadow Cathers" meadowanncathers@gmail.com> wrote: > > I have not received an order number or email in regards to my situation. I > want a number of someone who is in charge, I am tired of reaching out to > people and platforms that are no assistance. Should not have taken more > than 3 days for the collar to ship, especially when I expressed it was > shocking my dog repeatedly. I have only had the collar for 4 months, no > reason for it to malfunction then your company not take the situation > seriously. > > On Tue, Sep 16, 2025 at 1:22 PM Halo Collar > wrote: > > We're sorry to hear about the inconvenience you're experiencing. To check >> the status of your warranty replacement, please visit the Order Status >> Dashboard using your order >> number and email. >> >> If you haven't received a shipping confirmation email, please check your >> spam or junk folders. For immediate assistance, we recommend contacting our >> live support team through the Halo Dog Park. You can join a session via the >> Halo App under Settings > Halo Dog Park > Halo Support > Join Session. >> >> Alternatively, you can reach out to our support team via email at >> support@halocollar.com or by phone at (214) 238-9788. We're here to help >> and ensure you receive your new collar promptly! >> The Halo Collar Virtual Assistant >> >> On Tuesday, September 16, 2025, 5:21 PM "Meadow Cathers" > meadowanncathers@gmail.com> wrote: >> >> Goodafternoon again, >> I received an email on the 13th with my warranty request and collar >> serial number. This is my fourth time reaching out in regards to this >> situation. >> I need that collar to ship. My Halo App removed my dogs old collar and I >> can not use it. Who can I contact in regards to that. Ridiculous this >> happened on last week and I have not received any information, very unhappy >> with the services you have provided. I don't understand why I haven't >> received any shipping information and why this issue wasn't taken seriously >> or expedited. I am in need of the collar, my dog can not go without it. If >> I don't receive the correct information that will help me actually get my >> new collar, I will be looking for another option at this point. >> Thank you >> Meadow Cathers >> >> >>

**EMAIL | Agent (chgMWdgtT...) | 2025-09-16 17:47:37 UTC**

**From:** support@halocollar.com

**To:** meadowanncathers@gmail.com

**Subject:** Re: Warranty Request: AW-20250913-45579

Subject: Your Halo Collar Replacement Hello Meadow, This is Brandon from Halo Support! I hope you're having a wonderful day. I'm really sorry to hear that your collar needed to be replaced. We understand how important it is for you and your pup! Typically, our warranty replacements arrive within 3-5 business days, and since today marks 2 business days, we're still right on track. We try to get the warranty collars shipped as fast as we can. Your collar should be shipping very soon! I'll also set a reminder to check on your order tomorrow to see if it's on its way. As soon as your order ships, you'll receive an email with your tracking details, allowing you to monitor the delivery. You track your order here: Halo Collar Order Tracking If you have any more questions, please don't hesitate to let us know. Thank you for being part of the Halo Family! Take care, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 1:28 PM "Meadow Cathers" wrote: > Thank you. Will be waiting for the support teams response. > > On Tue, Sep 16, 2025 at 1:27 PM Halo Collar wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 5:25 PM "Meadow Cathers" > meadowanncathers@gmail.com> wrote: > > > > I have not received an order number or email in regards to my situation. I > > want a number of someone who is in charge, I am tired of reaching out to > > people and platforms that are no assistance. Should not have taken more > > than 3 days for the collar to ship, especially when I expressed it was > >

EMAIL | Customer (WQNAjq3R...) | 2025-09-16 17:49:40 UTC

Thank you Brandon. I will be waiting to receive the email tomorrow then. It's of a lot of importance right now! On Tue, Sep 16, 2025 at 1:47 PM Halo Collar wrote: > Subject: Your Halo Collar Replacement > > Hello Meadow, > > This is Brandon from Halo Support! I hope you're having a wonderful day. > > I'm really sorry to hear that your collar needed to be replaced. We > understand how important it is for you and your pup! Typically, our > warranty replacements arrive within 3-5 business days, and since today > marks 2 business days, we're still right on track. We try to get the > warranty collars shipped as fast as we can. Your collar should be shipping > very soon! I'll also set a reminder to check on your order tomorrow to see > if it's on its way. > > - As soon as your order ships, you'll receive an email with your > tracking details, allowing you to monitor the delivery. > - You track your order here:\* Halo Collar Order Tracking\*> > - > > If you have any more questions, please don't hesitate to let us know. > Thank you for being part of the Halo Family! > > Take care, > Brandon > Halo Senior Customer Support > Halo Collar | Here for you and your best friend ■ > > On Tuesday, September 16, 2025, 1:28 PM "Meadow Cathers" meadowanncathers@gmail.com> wrote: > > Thank you. Will be waiting for the support teams response. > > On Tue, Sep 16, 2025 at 1:27 PM Halo Collar > wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer >> support team, and they will be in touch with you within the next 24 hours >> to assist you further. For a quicker resolution, we highly suggest reaching >> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → >> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any >> requested permissions. You can also join us via web using this link >> <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 >> >> On Tuesday, September 16, 2025, 5:25 PM "Meadow Cathers" > meadowanncathers@gmail.com> wrote: >> >> I have not received an order number or email in regards to my situation. >> I want a number of someone who is in charge, I am tired of reaching out to >> people and platforms that are no assistance. Should not have taken more >> than 3 days for the collar to ship, especially when I expressed it was >> shocking my dog repeatedly. I have only had the collar for 4 months, no >> reason for it to malfunction then your company not take the situation >> seriously. >> >> On Tue, Sep 16, 2025 at 1:22 PM Halo Collar >> wrote: >> >>> We're sorry to hear about the inconvenience you're experiencing. To >>> check the status of your warranty replacement,

please visit the Order >>> Status Dashboard using your >>> order number and email. >>>  
>>> If you haven't received a shipping confirmation email, please check your >>> spam or  
junk folders. For immediate assistance, we recommend contacting our >>> live support  
team through the Halo Dog Park. You can join a session via the >>> Halo App under  
Settings > Halo Dog Park > Halo Support > Join Session. >>> >>> Alternatively, you can  
reach out to our support team via email at >>> support@halocollar.com or by phone at  
(214) 238-9788. We're here to >>> help and ensure you receive your new collar promptly!  
>>> The Halo Collar Virtual Assistant >>> >>> On Tuesday, September 16, 2025, 5:21 PM  
"Meadow Cathers" >> meadowanncathers@gmail.com> wrote: >>> >>> Goodafternoon  
again, >>> I received an email on the 13th with my warranty request and collar >>> serial  
number. This is my fourth time reaching out in regards to this >>> situation. >>> I need  
that collar to ship. My Halo App removed my dogs old collar and I >>> can not use it. Who  
can I contact in regards to that. Ridiculous this >>> happened on last week and I have not  
received any information, very unhappy >>> with the services you have provided. I don't  
understand why I haven't >>> received any shipping information and why this issue wasn't  
taken seriously >>> or expedited. I am in need of the collar, my dog can not go without it. If  
>>> I don't receive the correct information that will help me actually get my >>> new collar,  
I will be looking for another option at this point. >>> Thank you >>> Meadow Cathers >>>  
>>> >>> >> >

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 17:49:40 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason  
for Escalation: (Explain Why) CX is upset that their warranty rep AW-20250913-45579  
hasn't shipped yet Recap (When/Where/What the customer wants) Informed them they  
are typically delivered within 3-5 business days and today is only the 2nd day Making a  
task to check if collar has shipped tom afternoon Is This Resolved/Follow-Up Required?  
Resolved If Follow Up Is Required (What/When) Optional Additional Info:

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 17:51:30 UTC**

**From:** support@halocollar.com

**To:** meadowanncathers@gmail.com

**Subject:** Re: Warranty Request: AW-20250913-45579

Hello Meadow, You're welcome. I totally understand its importance. My dog also uses a  
Halo Collar every time he goes out the door. I have a reminder set to check on it tomorrow.  
Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your  
best friend ■ On Tuesday, September 16, 2025, 1:49 PM "Meadow Cathers" wrote: >  
Thank you Brandon. I will be waiting to receive the email tomorrow then. > It's of a lot of  
importance right now! > > On Tue, Sep 16, 2025 at 1:47 PM Halo Collar wrote: > > >  
Subject: Your Halo Collar Replacement > > > Hello Meadow, > > > This is Brandon  
from Halo Support! I hope you're having a wonderful day. > > > I'm really sorry to hear  
that your collar needed to be replaced. We > > understand how important it is for you and  
your pup! Typically, our > > warranty replacements arrive within 3-5 business days, and  
since today > > marks 2 business days, we're still right on track. We try to get the > >  
warranty collars shipped as fast as we can. Your collar should be shipping > > very soon!  
I'll also set a reminder to check on your order tomorrow to see > > if it's on its way. > > >  
> > - As soon as your order ships, you'll receive an email with your > > tracking details,  
allowing you to monitor the delivery. > > - You track your order here:\* Halo Collar Order  
Tracking\* > > > > - > > > If you have any more questions, please don't hesitate to let us  
know. > > Thank you for being part of the Halo Family! > > > Take care, > > Brandon > >  
Halo Senior Customer Support > > Halo Collar | Here for you and your best friend ■ > > >  
> On Tuesday, September 16, 2025, 1:28 PM "Meadow Cathers" >  
meadowanncathers@gmail.com> wrote: > > > Thank you. Will be waiting for the support  
teams response. > > > On Tue, Sep 16, 2025 at 1:27 PM Halo Collar > > wrote: > > >>  
Thank you for reaching out! I've shared your inquiry with our customer >>> support team,  
and they will be in touch with you within the next 24 hours >>> to assist you further. For a  
quicker resolution, we highly suggest reaching >>> out to our Dog Park via your Halo  
App: Open the Halo App → Tap Settings → >>> Tap Halo Dog Park → Tap Halo Support  
→ Tap Join Session → Allow any >>> requested permissions. You can also join us via  
web using this link >>> <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270  
>>> >>> On Tuesday, September 16, 2025, 5:25 PM "Meadow Cathers" >>>



meadowanncathers@gmail.com> wrote: > > > > I have not received an order number or email in regards to my situation. > > I want a number of someone who is in charge, I am tired of reaching out to > > people and platforms that are no assistance. Should not have taken more > > than 3 days for the collar to ship, especially when I expressed it was > > shocking my dog repeatedly. I have only had the collar for 4 months, no > > reason for it to malfunction then your company not take the situation > > seriously. > > > > On Tue, Sep 16, 2025 at 1:22 PM Halo Collar > > wrote: > > > > We're sorry to hear about the inconvenience you're experiencing. To > > > check the status of your warranty replacement, please visit the Order > > > Status Dashboard using your > > > order number and email. > > > > > If you haven't received a shipping confirmation email, please check your > > > spam or junk folders. For immediate assistance, we recommend contacting our > > > live support team through the Halo Dog Park. You can join a session via the > > > Halo App under Settings > Halo Dog Park > Halo Support > Join Session. > > > > > Alternatively, you can reach out to our support team via email at > > > support@halocollar.com or by phone at (214) 238-9788. We're here to > > > help and ensure you receive your new collar promptly! > > > The Halo Collar Virtual Assistant > > > > > On Tuesday, September 16, 2025, 5:21 PM "Meadow Cathers" > > > meadowanncathers@gmail.com> wrote: > > > > > Goodafternoon again, > > > I received an email on the 13th with my warranty request and collar > > > serial number. This is my fourth time reaching out in regards to this > > > situation. > > > I need that collar to ship. My Halo App removed my dogs old collar and I > > > can not use it. Who can I contact in regards to that. Ridiculous this > > > happened on last week and I have not received any information, very unhappy > > > with the services you have provided. I don't understand why I haven't > > > received any shipping information and why this issue wasn't taken seriously > > > or expedited. I am in need of the collar, my dog can not go without it. If > > > I don't receive the correct information that will help me actually get my > > > new collar, I will be looking for another option at this point. > > > Thank you > > > Meadow Cathers > > > > > > > > > > > > >

**TOPIC CHANGE** | Agent (chgMWdgT...) | 2025-09-16 17:53:32 UTC

Added: yuytZ0lnRc2UDUrYWXc\_JQ, w4-N2LKvQhW0agGKylANbg

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 17:53:35 UTC | Status: CLOSED

**EMAIL | Customer (WQNAjq3R...) | 2025-09-16 23:55:25 UTC**

**From:** meadowanncathers@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Warranty Request: AW-20250913-45579

Thank you so much for the update! On Tue, Sep 16, 2025 at 1:51 PM Halo Collar wrote: > Hello Meadow, > > You're welcome. I totally understand its importance. My dog also uses a > Halo Collar every time he goes out the door. I have a reminder set to check > on it tomorrow. > > Best Regards, > Brandon > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend ■ > > On Tuesday, September 16, 2025, 1:49 PM "Meadow Cathers" meadowanncathers@gmail.com> wrote: > > Thank you Brandon. I will be waiting to receive the email tomorrow then. > It's of a lot of importance right now! > > On Tue, Sep 16, 2025 at 1:47 PM Halo Collar > wrote: > > > Subject: Your Halo Collar Replacement > > > Hello Meadow, > > > This is Brandon from Halo Support! I hope you're having a wonderful day. > > > I'm really sorry to hear that your collar needed to be replaced. We > > understand how important it is for you and your pup! Typically, our > > warranty replacements arrive within 3-5 business days, and since today > > marks 2 business days, we're still right on track. We try to get the > > warranty collars shipped as fast as we can. Your collar should be shipping > > very soon! I'll also set a reminder to check on your order tomorrow to see > > if it's on its way. > > > > > - As soon as your order ships, you'll receive an email with your > > tracking details, allowing you to monitor the delivery. > > > - You track your order here: \* Halo Collar Order Tracking\* > > > > > - > > > If you have any more questions, please don't hesitate to let us know. > > Thank you for being part of the Halo Family! > > > Take care, > > Brandon > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend ■ > > > On Tuesday, September 16, 2025, 1:28 PM "Meadow Cathers" > meadowanncathers@gmail.com> wrote: > > > Thank you. Will be waiting for the support teams response. > > > On Tue, Sep 16, 2025 at 1:27 PM

Halo Collar >> wrote: >> >>> Thank you for reaching out! I've shared your inquiry with our customer >>> support team, and they will be in touch with you within the next 24 hours >>> to assist you further. For a quicker resolution, we highly suggest reaching >>> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → >>> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any >>> requested permissions. You can also join us via web using this link >>> <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 >>> >>> On Tuesday, September 16, 2025, 5:25 PM "Meadow Cathers" >> meadowanncathers@gmail.com> wrote: >>> >>> I have not received an order number or email in regards to my situation. >>> I want a number of someone who is in charge, I am tired of reaching out to >>> people and platforms that are no assistance. Should not have taken more >>> than 3 days for the collar to ship, especially when I expressed it was >>> shocking my dog repeatedly. I have only had the collar for 4 months, no >>> reason for it to malfunction then your company not take the situation >>> seriously. >>> >>> On Tue, Sep 16, 2025 at 1:22 PM Halo Collar >>> wrote: >>> >>>> We're sorry to hear about the inconvenience you're experiencing. To >>>> check the status of your warranty replacement, please visit the Order >>>> Status Dashboard using your >>>> order number and email. >>>> >>>> If you haven't received a shipping confirmation email, please check >>>> your spam or junk folders. For immediate assistance, we recommend >>>> contacting our live support team through the Halo Dog Park. You can join a >>>> session via the Halo App under Settings > Halo Dog Park > Halo Support > >>>> Join Session. >>>> >>>> Alternatively, you can reach out to our support team via email at >>>> support@halocollar.com or by phone at (214) 238-9788. We're here to >>>> help and ensure you receive your new collar promptly! >>>> The Halo Collar Virtual Assistant >>>> >>>> On Tuesday, September 16, 2025, 5:21 PM "Meadow Cathers" >>> meadowanncathers@gmail.com> wrote: >>>> >>>> Goodafternoon again, >>>> I received an email on the 13th with my warranty request and collar >>>> serial number. This is my fourth time reaching out in regards to this >>>> situation. >>>> I need that collar to ship. My Halo App removed my dogs old collar and >>>> I can not use it. Who can I contact in regards to that. Ridiculous this >>>> happened on last week and I have not received any information, very unhappy >>>> with the services you have provided. I don't understand why I haven't >>>> received any shipping information and why this issue wasn't taken seriously >>>> or expedited. I am in need of the collar, my dog can not go without it. If >>>> I don't receive the correct information that will help me actually get my >>>> new collar, I will be looking for another option at this point. >>>> Thank you >>>> Meadow Cathers >>>> >>>> >>>> >>> >> >

**STATUS CHANGE** | Customer (WQNAjq3R...) | 2025-09-16 23:55:25 UTC | Status: OPEN

## Conversation: unpks2zIRF-GFsj-bjw-CA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:24:17 UTC to 2025-09-16 17:36:01 UTC

**PHONE\_CALL** | Customer (gqUfSCgM...) | 2025-09-16 17:24:17 UTC

**EMAIL | Agent (t75aKvM6...) | 2025-09-16 17:32:59 UTC**

**From:** support@halocollar.com

**To:** scvan05@gmail.com

**Subject:** Halo Support Follow Up

Hello Susanna, Thank you for calling Halo Support today. This is Ronald. It was truly a pleasure speaking with you and learning more about you and your pups. Below you will find the shipping label for returning your collars. You can place both in the same package. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 17:35:52 UTC**

First and Last Name: Susanna Van Norman Email: scvan05@gmail.com Collar SN: Collar  
FW: Resources: AP Answer Recap/TS: CX trying to return collars due to size of dogs  
Getting error with email Email on order was misspelled Next Steps: Processed return for  
CX Emailed shipping label to CX

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 17:36:00 UTC

Added: -rDYn0fXSg2NQk6Xw6PZDA

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 17:36:01 UTC | Status: CLOSED

## Conversation: bwQa9g9LQJ-dBS8OrL-13g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:26:25 UTC to 2025-09-16 17:30:52 UTC

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 17:26:25 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 17:29:25 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 17:29:30 UTC

Live Team Notes Serial Numbers: 24h3182305rt FW: v.02.08.11 Issue/ Need: cx needs to cancel the plan. They are not using the collar anymore. Troubleshooting & Actions Taken: Helped cx to cancel the current plan per the cx request. Cx no longer uses the collar. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 17:30:49 UTC

**From:** support@halocollar.com

**To:** katrina.klokkevold@yahoo.com

**Subject:** Halo Collar Subscription Update

Hello Katrina, Thanks for reaching out to Halo Support! My name is Aaron. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 17:30:52 UTC | Status: CLOSED



## Conversation: LjS6GNbKQFerYisM0DLfhA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:26:35 UTC to 2025-09-16 17:26:53 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:26:35 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:26:35 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:26:53 UTC

**From:** support@halocollar.com

**To:** teresarosefoster1934@gmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:26:53 UTC | Status: CLOSED

## Conversation: Zq\_K-sGjRiWESYBjNbN\_Sg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:27:03 UTC to 2025-09-16 17:31:07 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 17:27:03 UTC

Added: w4-N2LKvQhW0agGKylANbg, WprjYFTuRsSIVmqirbejqg, oa5e98htSpOozRqx9wftLg

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 17:27:05 UTC

Live Team Notes Serial Numbers: 23h2141173rt FW: v.02.08.11 Issue/ Need: Cx got notification of critical issue ; mailing address link isn't working Troubleshooting & Actions Taken: mailing link doesn't work due to cx being 467 days pass warranty window; offer HC doesn't want to opt in halo care due to having she opted in a year ago for the same issue Told cx that that would be the the best course of action to retrieving a replacement Assisted cx in opting in HC Also told cx how to replace afterwards with HC Sent follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (B63iEj1y...) | 2025-09-16 17:31:05 UTC

**From:** support@halocollar.com

**To:** urbanshawn@hotmail.com

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

Hello Shawn, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! We appreciate you opting into the Halo Care Device Protection Program. With this coverage, you'll be able to receive a replacement collar for your pup. If you'd like step-by-step instructions on how to complete the replacement process, please click the link below. [How to Purchase Replacement Collars using Halo Care](#) If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 17:31:07 UTC | Status: CLOSED

## Conversation: 4FEQMhVbSIOMi84OwWuzw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 17:27:08 UTC to 2025-09-16 18:25:14 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:27:08 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:27:14 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:27:45 UTC

**From:** support@halocollar.com

**To:** jfontana85@aol.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:27:46 UTC | Status: CLOSED

### EMAIL | Customer (0zevxmMj...) | 2025-09-16 18:14:43 UTC

**From:** jfontana85@aol.com

**To:** support@halocollar.com

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

Yes I would like to speak with someone who knows the next steps. Sent from the all new AOL app for iOS On Tuesday, September 16, 2025, 10:27 AM, Halo Collar wrote: Hello Joe, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Customer (0zevxmMj...) | 2025-09-16 18:14:43 UTC | Status: OPEN

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:25:13 UTC

**From:** support@halocollar.com

**To:** jfontana85@aol.com

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

Hello Joe, Thank you for your quick response. Please use the scheduling link to schedule a call with a member of our team for a date and time that works the best for you. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:14 PM "jfontana85@aol.com" wrote: > Yes I would like to speak with someone who knows the next steps. > > > Sent from the all new AOL app for iOS > > > On Tuesday, September 16, 2025, 10:27 AM, Halo Collar wrote: >

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:25:14 UTC | Status: CLOSED

## Conversation: x8j1x8KNSDKXJAIWcCEkAg

Messages: 12 | Customers: 1 | Duration: 2025-09-16 17:27:50 UTC to 2025-09-16 18:00:57 UTC

**PHONE\_CALL** | Customer (GJaGa3QE...) | 2025-09-16 17:27:50 UTC

**EMAIL | Agent (wIA9Uacl...) | 2025-09-16 17:30:34 UTC**

**From:** support@halocollar.com

**To:** haynesfarms1990@yahoo.com

**Subject:** Sully's Collar

Hello Stephanie, Please reply to this email with a picture of Sully's collar. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Customer (GJaGa3QE...) | 2025-09-16 17:39:37 UTC**

**From:** haynesfarms1990@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Sully's Collar

Stephanie Haynes 235 County Road 409 Section, Alabama 35771 Sent from my iPhone On Sep 16, 2025, at 12:30 PM, Halo Collar wrote: Hello Stephanie, Please reply to this email with a picture of Sully's collar. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**PHONE\_CALL** | Agent (wIA9Uacl...) | 2025-09-16 17:50:18 UTC

**AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 17:54:40 UTC**

Live Team Notes Serial Numbers: 25h4282276rt FW: 3.00.05 Issue/ Need: The collar was off the dog and lost some parts of the collar Troubleshooting & Actions Taken: Cx said they lost the part that holds the collar Adv to send pic, cx said it will take them a minute and asked for a call back in 10 mins, cx may need strap adjustment kit Adv will callback in 10 mins and to reply to the email with their shipping address Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, gladly notes Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 17:55:32 UTC**

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Stephanie Haynes Email: haynesfarms1990@yahoo.com Phone number: +12566385440 Collar SN: 25h4282276rt Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 235 County Road 409 City: Section State: Alabama Postal code:35771 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! 1x strap adjustment kit for H4 For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

**EMAIL | Agent (wIA9Uacl...) | 2025-09-16 17:55:55 UTC**

**From:** support@halocollar.com

**To:** haynesfarms1990@yahoo.com

**Subject:** Halo Support Accessories Order

Hello Stephanie, My name is Psyche, and I'll be assisting you. I've gone ahead and submitted the request to have your strap adjustment kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 1:39 PM "Byron Haynes" wrote: > Stephanie Haynes 235 County Road 409 Section, Alabama 35771 > > Sent from my iPhone > On Sep 16, 2025, at 12:30 PM, Halo Collar wrote: > > Hello Stephanie, > > Please reply to this email with a picture of Sully's collar. > With pawsitivity, > Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 17:55:59 UTC

Added: -LmskJFZShWIOOnMJuMqlA

**STATUS CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 17:56:01 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 17:56:28 UTC | Status: OPEN

**AGENT NOTE** | Agent (DRL3eEs5...) | 2025-09-16 18:00:55 UTC

Accessory Order Number-1660405

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 18:00:57 UTC | Status: CLOSED

## Conversation: AyMFFReGTWIrISxs1uIQ2g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:28:02 UTC to 2025-09-16 17:28:59 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:28:02 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:28:02 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:28:59 UTC

**From:** support@halocollar.com

**To:** nb12scott@gmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:28:59 UTC | Status: CLOSED

## Conversation: o2Zw0H3IRU2P4tFtlgBa8g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:28:15 UTC to 2025-09-16 18:05:06 UTC

### EMAIL | Customer (ITLbVXLj...) | 2025-09-16 17:28:15 UTC

**From:** jmiddleton@scrtc.com

**To:** support@halocollar.com

**Subject:** Halo Collar

We had purchased two halo collars at the same time last year and one of our collars has no issues at all. The other is having charging issues. This morning I took them both off charge and one was at 21 hours and the second was at 1.5 hours. Are you aware of a solution for this or is there an avenue for repairs. Joe Middleton, DNP, MSN, APRN, NP-C, CEN, CC/NRP, FACPE 1774 Spillman Road (x-apple-data-detectors://1/0) Cave City, Kentucky 42127 (x-apple-data-detectors://1/0) jmiddleton@scrtc.com (mailto:jmiddleton@scrtc.com) 270-537-5451

### EMAIL | Agent (JcamaQTb...) | 2025-09-16 17:47:12 UTC

**From:** support@halocollar.com

**To:** jmiddleton@scrtc.com

**Subject:** Re: Halo Collar

Hello Joe, Thank you for reaching out about the battery performance of your Halo Collar. My name is MeLissa, and I'll be assisting you. To get started, please follow the steps below to reset and evaluate the battery: Fully discharge the collar- Use the collar until the battery is completely drained and the device powers off. Leave it powered off for at least 5 hours- This rest period helps reset the battery behavior. Charge the collar fully- Plug it in and allow it to reach 100% without interruption. Monitor over the next 48 hours- Use the collar as usual and keep an eye on the battery life. If the issue persists after completing these steps, please reply to this email. We'll send your case to our Collar Evaluation Team to determine next steps. We're here to help! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:28 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 5:28 PM "Joe Middleton, DNP" wrote: > > We had purchased two halo collars at the same time last year and one of our collars has no issues at all. The other is having charging issues. This morning I took them both off charge and one was at 21 hours and the second was at 1.5 hours. Are you aware of a solution for this or is there an avenue for repairs. > > Joe Middleton, DNP, MSN, APRN, NP-C, CEN, CC/NRP, FACPE 1774 Spillman Road (x-apple-data-detectors://1/0) Cave City, Kentucky 42127 (x-apple-data-detectors://1/0) jmiddleton@scrtc.com (mailto:jmiddleton@scrtc.com) 270-537-5451

### AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 18:04:52 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Joe Middleton, DNP Email: jmiddleton@scrtc.com Phone Number: Collar SN: 24h3271961rt, 24h3271051rt Collar FW: v.03.00.05 Collar Purchased From: IPD Resources: Gladly AP KB T1 Recap/TS: The cx has two Halo 3s After a full night of charging, 1 collar is at 21 hours of battery life while the other collar is at 1.5 hours of battery life 24h3271051rt - Kouver's collar Battery level - 90% Last Heard - 1m ago 24h3271961rt - Ellie Mae's collar Battery level - 0% Last Heard -



1h 3m ago Sent follow-up email w/ Troubleshooting- Battery Life Next Steps: Wait for cx to reply to email

**TOPIC CHANGE** | Agent (JcamaQTb...) | 2025-09-16 18:05:05 UTC

Added: SMYZ9ncRSlyKFeGsLX1pew

**STATUS CHANGE** | Agent (JcamaQTb...) | 2025-09-16 18:05:06 UTC | Status: CLOSED

## Conversation: yuuN97kKSZGtk1j3zN-qKA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 17:29:07 UTC to 2025-09-16 17:53:57 UTC

**Customer (awZo9LHa...)** | 2025-09-16 17:29:07 UTC | halocollar.com

Hi. My dog is listed as unsafe and shows outside of her boundary, but she's in my kitchen.

**System/AI** | 2025-09-16 17:29:42 UTC | halocollar.com

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

**PHONE CALL** | Customer (ADIAu452...) | 2025-09-16 17:30:23 UTC

**EMAIL | Agent (YC\_UAXeV...)** | 2025-09-16 17:53:42 UTC

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

**To:** [ddorman@windstream.net](mailto:ddorman@windstream.net)

**Subject:** Halo Support Follow Up

Hello Dan, Thank you for calling Halo Support today. This is Heather O. It was truly a pleasure speaking with you and learning more about you and your pup. Here is what we discussed: Steps to Perform a Hard Reset Plug the collar into the charger Place it on a flat surface with the charging cable facing up Press and hold the power button for 60 seconds Do not release early You may feel 3 vibrations and see a red flashing battery light, but continue holding for the full 60 seconds Release the button and wait 15–20 seconds The collar should restart automatically: The battery light will turn solid green briefly, then start flashing green The Paw LED will flash once when the collar turns back on What to Expect After a Hard Reset This will erase all GPS location data saved on the collar You will need to reinitialize GPS after completing the reset Orientation diagram How to take and send the screen recording if it happens again We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (YC\_UAXeV...)** | 2025-09-16 17:53:46 UTC

Live Team Notes Serial Numbers: 25h4273387rt FW:v.03.00.05 Issue/ Need: unsafe, showing different location, but in the house Jarett Troubleshooting & Actions Taken: check GPS, says antenna not correct, cx had to take it around yesterday to get it to work. Collar orientation correct with cx having in the hand. Low GPS 440 Stepped off porch and it now updated 2000 No GPS detected in house, so it is going to low. Cx can do a HR and then reinitialize GPS Cx needs to know the orientation Screen recording if it happens again Resources Used (provide details): (KB articles, Slack posts, internal docs.): ap

**TOPIC CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 17:53:56 UTC

Added: DWX7EuMeSkumrbZ8T4AUPQ

**STATUS CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 17:53:57 UTC | Status: CLOSED

## Conversation: feUXbLMyShupUkPbeUXJqw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:29:44 UTC to 2025-09-16 17:30:16 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:29:44 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:29:45 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:30:16 UTC

**From:** support@halocollar.com

**To:** buildingbodiesfc@aol.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:30:16 UTC | Status: CLOSED

## Conversation: fyVmGk-gSMWzzb8S6aXAqQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 17:29:49 UTC to 2025-09-16 17:30:33 UTC

**Customer (JLpPMarN...)** | 2025-09-16 17:29:49 UTC | halocollar.com

My collar is not working as it should, can't get GPS to work properly and it will shock my dog inside the fence line

**System/AI** | 2025-09-16 17:30:33 UTC | halocollar.com

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

## Conversation: vXar\_pg6TBi5ldKxCtkATA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:30:32 UTC to 2025-09-16 17:31:43 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:30:32 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:30:32 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:31:43 UTC

**From:** support@halocollar.com

**To:** baisleysexpress@hotmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:31:43 UTC | Status: CLOSED

Conversation: qdVOxvf0SGuPkdwEwdmLNg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 17:30:46 UTC to 2025-09-16 19:32:09 UTC

EMAIL | Customer (FZxbsyWy...) | 2025-09-16 17:30:46 UTC

**From:** carlynolsson@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Your receipt from Halo Collar #2920-4659

[illegible]

> > > > Halo Collar > > > >

Receipt from Halo Collar > \$14.99 > Paid August 21, 2025 > > > [image: invoice illustration] > Download invoice > > Download receipt > > > Receipt number 2920-4659 > > Invoice number 8BCBA485-0026 > > Payment method [image: American Express] - 2016 > > > > Receipt #2920-4659 > > > Aug 21 – Sep 21, 2025 > > > > Silver Subscription Plan > > > Qty 1 > > > First 1 > > > Qty 1 > \$0.00 > > > Flat fee for first 1 > > > Qty 0 > \$14.99 > > > Halo Care Subscription Plan > > > Qty 0 > \$0.00 > > > Sales Tax calculated by AvaTax > > > Qty 1 > \$0.00 > > > > > Total > \$14.99 > > > > > Amount paid > \$14.99 > > > > Questions? Visit our support site , > contact us at support@halocollar.com, or call us at +1 214-712-2270 > . > > > > > Powered by [image: stripe logo] > | > Learn more about Stripe Billing > > > >

**STATUS CHANGE** | Unknown | 2025-09-16 19:32:09 UTC | Status: CLOSED

## Conversation: oYQVMqj7ScqSbD5rW1yhzA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:30:53 UTC to 2025-09-16 17:47:32 UTC

### AGENT NOTE | Agent (CCEwld9i...) | 2025-09-16 17:30:53 UTC

Live Team Notes Serial Numbers: 25h4175778rt FW: v.03.00.05 Issue/ Need: Customer called frustrated about being on his 4th warranty collar within 9 months of purchase. Customer requested that the replacement collar be shipped overnight. Agent advised customer that overnight shipping cannot be promised but will escalate the request. Troubleshooting & Actions Taken: Tier one Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (CCEwld9i...) | 2025-09-16 17:30:57 UTC

**From:** support@halocollar.com

**To:** justinfrey333@gmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Justin, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (CCEwld9i...) | 2025-09-16 17:47:11 UTC

**From:** support@halocollar.com

**To:** justinfrey333@gmail.com

**Subject:** Update on Your Warranty Collar Replacement

Hello Justin, Thank you for reaching out. I wanted to let you know that unfortunately, we are not able to expedite or overnight your replacement collar at this time. Please rest assured that we will notify you by email as soon as your collar (Serial Number: 25h4175778rt) ships out, so you'll have the tracking details right away. We sincerely apologize for the inconvenience this may cause and truly understand your frustration. Your experience matters to us, and we appreciate your patience as we work to get your replacement to you as quickly as possible through our standard process. Thank you for being part of the Halo Pack. With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:30 PM support@halocollar.com wrote: > Hello Justin, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions

or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Adella > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (CCEwld9i...) | 2025-09-16 17:47:31 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, WprjYFTuRsSIVmqirbejqg, dG-ljZuyRaaSTewLvto6tw

**STATUS CHANGE** | Agent (CCEwld9i...) | 2025-09-16 17:47:32 UTC | Status: CLOSED



## Conversation: KKm-qn9NT\_KB-Ta9FOkxzQ

Messages: 11 | Customers: 1 | Duration: 2025-09-16 17:31:07 UTC to 2025-09-16 21:55:06 UTC

**PHONE\_CALL** | Customer (0wVmmFb3...) | 2025-09-16 17:31:07 UTC

### AGENT NOTE | Agent (WCBmyO3-...) | 2025-09-16 17:41:18 UTC

Account Info Customer First and Last Name: Mark Woods Customer Email: mwcllc426@gmail.com Collar Serial Number: 25h4283703rt Firmware Build: Previous tickets related to the issue?: Notes Issue/Question/Request(s) recap Cx needs to cancel their plan because their dog took the collar off and ran away. Cx plans to get another dog to use the collar for. Applicable Articles/Resources Next Steps (Was it solved or are you following up with additional steps, if so what steps?)

**TOPIC CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 17:41:24 UTC

Added: Of8t8viJQcq6OAbjGHi0iQ

### AGENT NOTE | Agent (WCBmyO3-...) | 2025-09-16 17:44:34 UTC

IRT Escalation Customer's Name: Mark Woods Customer's Email: mwcllc426@gmail.com Customer's Phone Number: Customer's Preferred Contact Method: Serial Number (for Collar worn at the time of the incident): 25h4283703rt Incident Details General Overview & Details (What happened? Please be as detailed as possible.): Cx's dog removed the collar on his own and ran away. Cx is okay about it and they plan to get another dog. This is just an alert that the dog removed the collar on his own. Time of Incident: Date of Incident: Dog's Condition (Injured? Lost? Deceased?): Please reference this article for more information. [<https://support.halocollar.com/hc/en-us/articles/18003018961303-AGENT-ONLY-Lost-and-Injured-Dog-Escalation-Steps?source=search>]

**TOPIC CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 17:44:49 UTC

Added: GpLOFctNRx2TOFNGSnsmlA

### AGENT NOTE | Agent (KshEi1Yy...) | 2025-09-16 18:07:17 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) The cx reached out to let us know that their dog went missing. Recap (When/Where/What the customer wants) The cx would like to cancel their plan temporarily. Their dog removed the collar and then ran away. Their dog is currently missing, but this happened due to the dog removing his collar The cx plans to get another dog to use the collar on. Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Have CET determine if collar is safe to continue use. Cancel plan for the cx. Optional Additional Info:

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 19:13:02 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (iBPLP4RB...) | 2025-09-16 19:24:57 UTC | Status: OPEN

### AGENT NOTE | Agent (iBPLP4RB...) | 2025-09-16 19:24:59 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Serial Number: 25h4283703rt Recap (When/Where/What the customer wants) Cx's dog removed the collar on his own and ran away. Cx is okay about it and they plan to get another dog. This is just an alert that the dog removed the collar on his own. Is This Resolved/Follow-Up Required? Y If Follow Up Is Required (What/When) IRT will follow up with the customer. Optional Additional Info: Workbook reports no critical issues in the last 30 days. Note that AP reports the collar was last heard on 8-30-25 when its battery showed 0% charge. Diagnostic data reports no hardware errors in the last 30 days. Telemetry data report no wi-fi connection. The customer should connect the collar to a wi-fi network for better GPS accuracy.

### EMAIL | Agent (KshEi1Yy...) | 2025-09-16 21:55:06 UTC

**From:** support@halocollar.com

**To:** mwcllc426@gmail.com

**Subject:** Halo Management

Hi Mark, My name is Marissa and I'm with Halo's Management Team. We're so sad to hear that Bruno has gone missing. We take situations like this very seriously, so we had our Collar Evaluation Team look into the collar. Everything looks technically sound, so it should be okay to use once he returns or for another dog, as you suggested. Please let us know if you have any other questions or concerns, in the meantime. We are here to support you. Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 21:55:06 UTC | Status: CLOSED

## Conversation: 8h1sxlVZRqe9D8AxpH0ukg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 17:31:33 UTC to 2025-09-16 17:47:58 UTC

**Customer (BOWQTj1M...)** | 2025-09-16 17:31:33 UTC | halocollar.com

I need to talk to a customer service representative

**System/AI** | 2025-09-16 17:31:45 UTC | halocollar.com

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

**PHONE\_CALL** | Customer (w-cfDq88...) | 2025-09-16 17:32:58 UTC

**TOPIC CHANGE** | Agent (TXZmSwwr...) | 2025-09-16 17:47:31 UTC

Added: 2ne7xWQcT7SR-eLsslslsQ

**EMAIL | Agent (TXZmSwwr...)** | 2025-09-16 17:47:37 UTC

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

**To:** [kimallen254@gmail.com](mailto:kimallen254@gmail.com)

**Subject:** Halo Support: Collar Inquiry

Hello Kim, Thanks for giving us a call at Halo Support today, it was a pleasure speaking with you. We hope we were able to get everything taken care of for you today. We apologize for any inconvenience caused. If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! Thank you for choosing Halo! ■ With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (TXZmSwwr...)** | 2025-09-16 17:47:56 UTC

First and Last Name: Kim Allen Email: [kimallen254@gmail.com](mailto:kimallen254@gmail.com) Phone: +15082541605 Serial number: 25h4210583rt Firmware Build: v.03.00.05 Purchased From: Halo 1607057 Recap/TS: Customer advised the hand is grayed out at times on the app Resources: AP Next Steps: Customer advised it does not appear to be a connectivity issue Provided collar fitment information Advised customer to delete and reinstall the app Customer advised that they are new to the collar and have not completed the training and are just starting to use the contact tips in the collar Advised customer to please watch the training videos Customer is going to visit dog park for visual assistance if they continue to experience further issues.

**STATUS CHANGE** | Agent (TXZmSwwr...) | 2025-09-16 17:47:58 UTC | Status: CLOSED

## Conversation: On1pD6o4SEmp3-qHBAqd2A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:32:00 UTC to 2025-09-16 17:35:16 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:32:00 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:32:01 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:35:15 UTC

**From:** support@halocollar.com

**To:** melinda@m2exteriors.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:35:16 UTC | Status: CLOSED

## Conversation: cLLzwFkyRNKDhbR2Aj-pOA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:32:57 UTC to 2025-09-16 17:34:22 UTC

**Customer (MY-uagXx...) | 2025-09-16 17:32:57 UTC | halocollar.com**

Hello. We really want to LOVE this collar but have had nothing but issues sense purchasing. It has been replaced twice already and now it won't charge

**System/AI | 2025-09-16 17:33:36 UTC | halocollar.com**

I'm sorry to hear about the issues with your Halo Collar. If your collar isn't charging, try using a different USB-C cable and charging block, and make sure the charging port is clean. If these steps don't work, a warranty replacement might be necessary. For warranty replacements, check your email for a shipping confirmation to ensure the process is underway. If you need further assistance, our customer support team can guide you through the warranty process. Please let us know if you need any more help!

**Customer (MY-uagXx...) | 2025-09-16 17:34:06 UTC | halocollar.com**

Yes, I would love to speak to a customer service rep

**System/AI | 2025-09-16 17:34:22 UTC | halocollar.com**

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

## Conversation: Kpbm6efRSWSTFvhmoqJPGw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:33:03 UTC to 2025-09-16 17:34:32 UTC

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 17:33:03 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, Y5uQSdvuR02mJxp8qkYyqQ

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 17:33:03 UTC

Live Team Notes Bryan Kaseman Serial Numbers: 23h3402292rt / 23h3471827rt FW: 03.00.05 Issue/ Need: cx says he spoke to someone a week ago was asking for a MAG adaptor was sent incorrect one Troubleshooting & Actions Taken: Adv cx I would send him a MAG for his H3 Cx aware of shipping timeline Order #1660399 Resources Used (provide details): (KB articles, Slack posts, internal docs.): WOOCOM Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (qY4E785E...) | 2025-09-16 17:34:28 UTC

**From:** support@halocollar.com

**To:** bkcoast381@yahoo.com

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

Hello Bryan, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I'm happy to let you know that your order for H3 MAG adaptor / cable and block has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 3-5 business days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status Your order # 1660399 Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 17:34:32 UTC | Status: CLOSED

## Conversation: O3iHrisrTP-LNwTyhxszmA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 17:35:12 UTC to 2025-09-16 18:03:57 UTC

PHONE\_CALL | Customer (mT2zMMlq...) | 2025-09-16 17:35:12 UTC

EMAIL | Agent (JcamaQTb...) | 2025-09-16 17:51:54 UTC

**From:** support@halocollar.com

**To:** ydefrenchi@yahoo.com

**Subject:** Halo Support Follow-Up

Hello Candyce, Thank you for calling Halo Support today. This is MeLissa. It was truly a pleasure speaking with you and learning more about you and your pup. As of right now, 9/16/2025, the collar you called in about is still linked to the other account I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

EMAIL | Agent (JcamaQTb...) | 2025-09-16 17:55:02 UTC

**From:** support@halocollar.com

**To:** ydefrenchi@yahoo.com

**Subject:** Re: Halo Support Follow-Up

Hello Candyce, Thank you for calling Halo Support today. This is MeLissa. It was truly a pleasure speaking with you and learning more about you and your pup. What is Halo Care? Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost - or for any other reason, such as wanting a new device or upgrading your older model to a newer model! The redemption price for the Halo Care plan depends on your membership plan. \* Bronze - \$199 Silver - \$174 Gold - \$149 You can enroll your collar(s) in Halo Care on the My Account screen when you are logged in to halocollar.com. Note: you can enroll in Halo Care at any time and redeem a reduced price replacement collar immediately. However, this subscription cannot be canceled for 60 days after enrollment. Halo Care is billed monthly at \$9.99 per collar Annual billing is available. If the Halo Care plan is canceled, remaining time will be used as a credited amount towards your next membership renewal. Save an additional \$25 on Halo Care or Halo Protection redemptions if you are a silver member. Save an additional \$50 on Halo Care or Halo Protection redemptions if you are a gold member. If you have multiple collars, you must enroll each one in Halo Care individually See Complete Halo Care Terms & Conditions Why Halo Care? The Halo lifestyle is about living life unleashed--and out in the world, anything can happen! This means you and your pup can get the most out of your Halo, with the confidence that you can easily get an affordable replacement if anything happens to your collar. Am I protected if I don't choose Halo Care? Yes! All Halo Pack members with an active plan are eligible for the Halo Protection, which requires no monthly/annual payment. Halo Protection offers collar replacements for \$449, or \$399 for Halo Pack members who signed up for a Gold Plan when selecting a plan or have maintained a Gold Plan for 3 months or longer. Click here to learn more about the Halo Protection. See Complete Halo Protection Terms & Conditions. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:51 PM support@halocollar.com wrote: > Hello Candyce, > > Thank you for calling Halo Support today. This is MeLissa. It

was truly a pleasure speaking with you and learning more about you and your pup. > > As of right now, 9/16/2025, the collar you called in about is still linked to the other account > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > > With pawsitivity, > MeLissa > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 18:03:39 UTC**

First and Last Name: Candyce Schumacher Email: ydefrenchi@yahoo.com Phone Number: 19072033698 Collar SN: 24h3193880rt Collar FW: v.02.08.11 Collar Purchased From: 2-hand Resources: Gladly AP Resources Recap/TS: SN 24h3193880rt The cx purchased a collar 2-hand, but the collar is still linked to another account Sent follow-up email Next Steps: Manager Request Notes Customer Information Serial Number: 24h3193880rt Firmware Version: v.02.08.11 Order Number: AM-FBA184C0P8F5 Why is this being escalated? (What happened?) The customer purchased a Halo 3 collar 2nd-hand, but the collar is still linked to the original owner's account. The customer has tried to reach out to the original owner with no response The previous agent sent the email to the original owner, and no response has been received What is the customer requesting? To remove the collar from the other account, so she can link it to her account What has already been done with the customer? (Previous steps taken?) We have tried to reach the original owner by email, with no response Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) Phone number: 19072033698 Email address: ydefrenchi@yahoo.com Please do not promise a time frame for a response.

**TOPIC CHANGE | Agent (JcamaQTb...) | 2025-09-16 18:03:52 UTC**

Added: fSHdT5HqQ4m1qIO2EW1uzg

**STATUS CHANGE | Agent (JcamaQTb...) | 2025-09-16 18:03:57 UTC | Status: CLOSED**



## Conversation: XyxX7Ta0Rsevf1\_agnJT0A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:35:30 UTC to 2025-09-16 17:36:30 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:35:30 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:35:30 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:36:29 UTC

**From:** support@halocollar.com

**To:** etompkins28@gmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:36:30 UTC | Status: CLOSED

## Conversation: quhykPvBSpOb3S60ewdi9A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:36:24 UTC to 2025-09-16 17:38:39 UTC

**Customer (nR8Y8Pjl...)** | 2025-09-16 17:36:24 UTC | halocollar.com

I have questions

**Customer (nR8Y8Pjl...)** | 2025-09-16 17:36:35 UTC | halocollar.com

is there a no i can call

**Customer (nR8Y8Pjl...)** | 2025-09-16 17:36:41 UTC | halocollar.com

call

**System/AI** | 2025-09-16 17:37:48 UTC | halocollar.com

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

**Customer (nR8Y8Pjl...)** | 2025-09-16 17:38:39 UTC | halocollar.com

Thank you

## Conversation: -t4nXTqxTWmoVHQoW\_V4Xw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:36:42 UTC to 2025-09-16 17:38:53 UTC

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:36:42 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:36:47 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:36:52 UTC

**From:** support@halocollar.com

**To:** stamper.7777@gmail.com

**Subject:** Re: Halo Collar- Your Thoughts Matter!

Hello Michael, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 6:22 PM "Michael Stamper" wrote: > Ok, lets talk > > ----- Original Message ----- > From "Halo Collar" > To stamper.7777@gmail.com > Date 9/15/2025 11:30:37 AM > Subject Halo Collar- Your Thoughts Matter! > > > Hello Michael, > > > My name is Bree, and I want to thank you for sharing your feedback. I > > read your comments, and I completely understand how important this is > > for you and your dog's safety. > > > I'd love the chance to help. If you reply to this email, we can work > > together to sort this out. You can also schedule a time > > to speak with > > our Halo Concierge team. > > > I'm here when you're ready. Your dog's safety always comes first. > > > > Best Regards, > > Bree > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend■

### EMAIL | Customer (TMWNBldr...) | 2025-09-16 17:37:57 UTC

**From:** stamper.7777@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar- Your Thoughts Matter!

Ok. Let's talk Get Outlook for iOS \_\_\_\_\_ From: support@halocollar.com on behalf of Halo Collar Sent: Tuesday, September 16, 2025 1:36:52 PM To: stamper.7777@gmail.com Subject: Re: Halo Collar- Your Thoughts Matter! Hello Michael, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 6:22 PM "Michael Stamper" wrote: Ok, lets talk ----- Original Message ----- From "Halo Collar" > To stamper.7777@gmail.com Date 9/15/2025 11:30:37 AM Subject Halo Collar- Your Thoughts Matter! Hello Michael, My name is Bree, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo

Concierge team. I'm here when you're ready. Your dog's safety always comes first. Best  
Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best  
friend■

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:38:53 UTC | Status: CLOSED

## Conversation: qWLspnAORs2pDQJKGPWOGQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:37:04 UTC to 2025-09-16 17:40:53 UTC

**TOPIC CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 17:37:04 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (\_mb2l5Ls...) | 2025-09-16 17:40:47 UTC

Live Team Notes Serial Numbers: 24h4391851rt, 25h4141912rt FW: v.03.00.05 Issue/Need: Both collars had diagreq Troubleshooting & Actions Taken: Helped cx confirm address Explained wr process Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 17:40:48 UTC

Added: zHerDDHSRyKoaFtPZdCcew, oa5e98htSpOozRqx9wftLg

### EMAIL | Agent (\_mb2l5Ls...) | 2025-09-16 17:40:51 UTC

**From:** support@halocollar.com

**To:** theborens@aol.com

**Subject:** Halo Support Warranty Request Submitted

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

**STATUS CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 17:40:53 UTC | Status: CLOSED

## Conversation: djTVe71MSA-PMdn50hXsCg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:38:26 UTC to 2025-09-16 17:38:47 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:38:26 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:38:27 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:38:46 UTC

**From:** support@halocollar.com

**To:** shasta@cpapnow.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:38:47 UTC | Status: CLOSED

## Conversation: 79jrZYScQpOe4NWcfwN1qw

*Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:39:18 UTC to 2025-09-16 17:50:45 UTC*

*PHONE\_CALL | Customer (jVP8KuU1...) | 2025-09-16 17:39:18 UTC*

### **AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 17:50:22 UTC**

First and Last Name: Email: Phone Number: 13204446202 Collar SN: Collar FW: Collar  
Purchased From: Resources: Recap/TS: The cx wants to know how the plans work. Next  
Steps: Advise the cx on how the plan works. Submit as resolved.

*TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 17:50:37 UTC*

*Added: NCR2eulFTRyzoCpXePNHpw*

*STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 17:50:45 UTC | Status: CLOSED*

## Conversation: 8TXgarnzTvGCUDBSjlX49Q

Messages: 6 | Customers: 1 | Duration: 2025-09-16 17:39:51 UTC to 2025-09-16 17:54:17 UTC

**PHONE\_CALL** | Customer (inKeVmlf...) | 2025-09-16 17:39:51 UTC

### **AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 17:48:41 UTC**

Live Team Notes Serial Numbers: n/a FW: n/a Issue/ Need: Cx placed order but mistyped the email address on the order Troubleshooting & Actions Taken: typo email is concast.net [http://concast.net] Cx didnt' get the confirmation email for their order Checked with RES, order number is 1660296 Escalate to billing to correct ttheir order email address and send invoice Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, order status, slack Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 17:50:08 UTC**

Billing Team Escalation Notes Affected Serial Number: n/a FW: n/a Order ID: 1660296 RMA Ticket #: Subscription Start Date: n/a Reason for Escalation: Cx mistyped their email address on the collar order Requested Action: Cx wants the invoice and confirmation email sent to their correct address They typed @concast.net instead of @comcast.net

### **EMAIL | Agent (wIA9Uacl...) | 2025-09-16 17:54:10 UTC**

**From:** support@halocollar.com

**To:** gmglasser@comcast.net

**Subject:** Halo Support: Your Request is Under Review

Hello Gail, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. Your order number is 1660296. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 17:54:14 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**STATUS CHANGE** | Agent (wIA9Uacl...) | 2025-09-16 17:54:17 UTC | Status: CLOSED



## Conversation: 0kONW4-2TxCeDVPGL8nluw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:40:31 UTC to 2025-09-16 17:45:07 UTC

### AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 17:40:31 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx unable to update card to enroll in plan Recap (When/Where/What the customer wants) Reviewed AP and cx is now active in sub plan-start date 9/15 Reviewed stripe and cx is active in sub plan and payment went through on 9/15 Appears cx changed their card and was able to successfully enroll in plan No action needed Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Confirming to cx that payment was received and plan has been activated 9/15 Optional Additional Info:

### EMAIL | Agent (K5Oem0q0...) | 2025-09-16 17:44:55 UTC

**From:** support@halocollar.com

**To:** afl.sherie@yahoo.com

**Subject:** Halo Collar Subscription Update

Hello Sherie, Thanks for reaching out to Halo Support! ■■■My name is ■Jessica with the Billing Team. I'm reaching out with an update on your subscription: I have reviewed your account and see that your subscription plan and payment were successfully completed on 9/15 and you are now enrolled in a Bronze Subscription plan. Please let us know if you have any other questions, we're always here for you and your pup! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 3:17 PM support@halocollar.com wrote: > Hello Sherie, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Ryan > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 17:45:04 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 17:45:07 UTC | Status: CLOSED

## Conversation: polo7I\_PSWGY4rRM4gyNwA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 17:40:38 UTC to 2025-09-16 18:17:29 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 17:40:38 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yUdj74HoRguBsTQ2B0ZktA

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 17:44:40 UTC

**EMAIL | Agent (vayOmd0l...) | 2025-09-16 17:45:41 UTC**

**From:** support@halocollar.com

**To:** mille2c7@mail.uc.edu

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

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

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 17:51:29 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 18:02:43 UTC

Added: JtcxbEt4TE6JoleFX4UU8Q

**EMAIL | Agent (vayOmd0l...) | 2025-09-16 18:03:39 UTC**

**From:** support@halocollar.com

**To:** mille2c7@mail.uc.edu

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

Hello Cheryl, Thank you for calling Halo Support today. This is Hannah. It was truly a pleasure speaking with you and learning more about you and your pup. What are Halo Beacons? Will Halo Work When I Don't Have Cellular or Wi-Fi Coverage (i.e. While Camping or Hiking in a Remote Location)? How to Test the Collar's Accuracy by Hand How to Issue or Manage Prevention and Encouragement Feedback We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join a Session to speak with the next available agent On Tuesday, September 16, 2025, 12:45 PM support@halocollar.com wrote: > Hello Cheryl, > > We hope you and your pup are having a great day. My name is Hannah. > I'm so sorry I missed you when I first called. > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > Looking forward to speaking with you soon! > > With pawsitivity, > Hannah > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (vayOmd0l...) | 2025-09-16 18:17:28 UTC**

Live Team Notes Serial Numbers: 25h4321498rt FW: 03.00.05 Issue/ Need: Cx stated, "The collar isn't connecting to the satellite when she is outside at night. Happening during the daytime also. This is a new collar, and we are trying to get it set up the best for the dog." Cx reports the new collar isn't "connecting to the satellite" (GPS) at night and during

the day. Pet is able to cross the fence boundary. Cx also has difficulty sending manual feedback. Troubleshooting & Actions Taken: Called; no answer — left voicemail. Called again; reached Cx (driving, not at home). Educated that Halo Fences use GPS and function without Wi-Fi/cellular coverage. Recommended Cx hand-test the fence upon returning home to validate boundary alerts. Reviewed Halo Beacons: purpose, placement, and typical range; discussed how phone proximity can affect behavior. Advised on best practices for issuing manual feedback (to review steps via KB). Resources Used: AP Next Steps: Send KB articles to Cx: • What are Halo Beacons? • Will Halo Work When I Don't Have Cellular or Wi-Fi Coverage (i.e., While Camping or Hiking in a Remote Location)? • How to Test the Collar's Accuracy by Hand • How to Issue or Manage Prevention and Encouragement Feedback Please complete all steps in the Tier 1 Troubleshooting Guide [ <https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 18:17:29 UTC | Status: CLOSED

## Conversation: 6q14fHB8S4--C\_F1iVcCWw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:41:42 UTC to 2025-09-16 17:42:09 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:41:42 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:41:42 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 17:42:08 UTC

**From:** support@halocollar.com

**To:** cubbiebear4@gmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:42:09 UTC | Status: CLOSED

## Conversation: \_ke1Hg7RQq21AEKMCfqEyQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:42:23 UTC to 2025-09-16 18:01:17 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 17:42:23 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 17:42:23 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:01:15 UTC

**From:** support@halocollar.com

**To:** amdean1211@gmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:01:17 UTC | Status: CLOSED

## Conversation: J7UAobySQQ6leXBCQdXhaA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 17:43:08 UTC to 2025-09-16 21:49:45 UTC

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 17:43:08 UTC

Live Team Notes Serial Numbers: 25h4130050rt FW: v.03.00.05 Issue/ Need: Address verification for Warranty Troubleshooting & Actions Taken: Resent email with address verification link CX completed while on phone Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (ne4kLbEh...) | 2025-09-16 17:43:55 UTC

**From:** support@halocollar.com

**To:** deepr@bellsouth.net

**Subject:** Halo Support Warranty Request Submitted

Hello Raymond, Thank you for visiting us in the Dog Park today, my name is Chance —it was great connecting with you and supporting your Halo journey. We were able to get the address verification completed, please allow for 3-4 business days for the replacement collar to arrive. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 17:44:03 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 17:44:05 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 21:49:08 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (b\_XA60eU...) | 2025-09-16 21:49:15 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### EMAIL | Agent (b\_XA60eU...) | 2025-09-16 21:49:22 UTC

**From:** support@halocollar.com

**To:** deepr@bellsouth.net

**Subject:** Re: Halo Support Warranty Request Submitted

Hello Raymond, I hope you're doing well. My name is Thomas, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure

every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. On Tuesday, September 16, 2025, 1:43 PM support@halocollar.com wrote: > Hello Raymond, > > Thank you for visiting us in the Dog Park today, my name is Chance —it was great connecting with you and supporting your Halo journey. > > We were able to get the address verification completed, please allow for 3-4 business days for the replacement collar to arrive. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > > We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. > > Here's what to expect: > Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. > > Once your replacement collar arrives: > The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. > > We understand this may be inconvenient, and we truly appreciate your patience. > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Chance > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (b\_XA60eU...) | 2025-09-16 21:49:26 UTC**

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

**STATUS CHANGE | Agent (b\_XA60eU...) | 2025-09-16 21:49:45 UTC | Status: CLOSED**

## Conversation: FrEOd9rfQOmSSRT3k-vZag

Messages: 13 | Customers: 1 | Duration: 2025-09-16 17:46:00 UTC to 2025-09-16 19:51:30 UTC

**Customer (rPdEISfq...)** | 2025-09-16 17:46:00 UTC | halocollar.com

my second collar won't connect to the app

**System/AI** | 2025-09-16 17:46:46 UTC | halocollar.com

Hey there! To connect your second collar to the Halo app, make sure Bluetooth is on and the collar is charged and powered up. In the app, go to Settings > + Add New Collar and follow the instructions. Keep your phone within 50 feet of the collar, and ensure Bluetooth and location permissions are enabled. If you run into issues, check that your membership plan supports multiple collars and update the app to the latest version. Let me know if you need more help!

**Customer (rPdEISfq...)** | 2025-09-16 17:47:26 UTC | halocollar.com

that's what I've tried

**System/AI** | 2025-09-16 17:48:08 UTC | halocollar.com

Let's make sure your collar's firmware is up to date and try power cycling the device by turning it off and back on. Also, please check that your app is the latest version. If you're still having trouble, try using a different phone or tablet for pairing. Additionally, verify that your membership plan supports more than one collar, as this could affect connectivity. Feel free to reach out if you need more help!

**Customer (rPdEISfq...)** | 2025-09-16 17:48:19 UTC | halocollar.com

I can have 2 collars on 1 account correct?

**Customer (rPdEISfq...)** | 2025-09-16 17:48:39 UTC | halocollar.com

how do I turn it off? I just received them today and just downloaded the app

**System/AI** | 2025-09-16 17:49:00 UTC | halocollar.com

Yes, you can link up to 10 Halo Collars to a single account, regardless of your membership plan level. Each additional collar on the same plan will receive a discounted membership price. Regarding turning off the collar, the Halo Collar doesn't fully power off but enters Low Power Mode when not in use. To conserve battery, charge it regularly, and if needed, let it enter Sleep Mode when idle. If you need more help, feel free to ask!

**Customer (rPdEISfq...)** | 2025-09-16 17:49:39 UTC | halocollar.com

you just said to part cycle it

**Customer (rPdEISfq...)** | 2025-09-16 17:49:44 UTC | halocollar.com

power\*

**System/AI** | 2025-09-16 17:50:22 UTC | halocollar.com

Hey there! Sorry for any confusion! To power cycle the Halo Collar, just plug it into the charger and press and hold the power button until it vibrates (about 5-7 seconds). Then, press the power button again to turn it back on. This refreshes the collar without turning it off completely. Let me know if you need more help!

**Customer (rPdEISfq...)** | 2025-09-16 17:50:36 UTC | halocollar.com

thank you!

**System/AI** | 2025-09-16 17:51:23 UTC | halocollar.com

You're welcome! If you have any more questions or need further assistance, feel free to reach out. Enjoy using your Halo Collars! ■

**STATUS CHANGE** | Unknown | 2025-09-16 19:51:30 UTC | Status: CLOSED



## Conversation: oGf2st2UTfqZL1FU8I\_i9w

Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:46:04 UTC to 2025-09-16 19:47:28 UTC

**Customer (r3bn3Po0...)** | 2025-09-16 17:46:04 UTC | halocollar.com

Would you recommend this collar for a puppy?

**System/AI** | 2025-09-16 17:46:49 UTC | halocollar.com

The Halo Collar is great for puppies! We recommend starting when they're at least 5-6 months old and weigh 10 pounds or more. This ensures the collar fits properly as they grow. The adjustable strap will help keep it comfortable as your puppy grows. If you have any more questions about the Halo Collar, feel free to ask!

**STATUS CHANGE** | Unknown | 2025-09-16 19:47:28 UTC | Status: CLOSED

## Conversation: xAWNf5o6SmeTbg6jgjKBbA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:47:14 UTC to 2025-09-16 17:47:27 UTC

### AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 17:47:14 UTC

Live Team Notes Serial Numbers:24h4473307rt FW: Issue/ Need: Collar not charging  
Troubleshooting & Actions Taken: Cx has completed TSing previously New cords Two  
adapters Different block Cx tried cord on phone, did not work Cx tried different cord, it  
charged Ordered charging kit to prevent further charging issues 1660401 Resources Used  
(provide details): (KB articles, Slack posts, internal docs.): AP T1 SOP Please complete all  
steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>]  
before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (YYRYgGjy...) | 2025-09-16 17:47:19 UTC

**From:** support@halocollar.com

**To:** anahibrian002@gmail.com

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

Hello Anay, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend  
Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 17:47:25 UTC

Added: 76jKdDJqQKG1X52gm4kjGg, 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 17:47:27 UTC | Status: CLOSED

## Conversation: 3yBfcgk7RLuDUZPLV98Gxw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 17:47:14 UTC to 2025-09-16 22:06:14 UTC

**Customer (yoqMz2Ob...)** | 2025-09-16 17:47:14 UTC | halocollar.com

I am trying to return my halo collar

**System/AI** | 2025-09-16 17:47:50 UTC | halocollar.com

To return your Halo Collar, make sure it was purchased directly from [www.halocollar.com](https://www.halocollar.com) and is not damaged. You'll need a Return Merchandise Authorization (RMA) and must postmark the return within 90 days of receiving the collar. Start the return process by clicking [here](#) and selecting "Submit a Return for Refund." Follow the instructions to complete your return. Please note, a \$25 return fee applies, and original shipping costs are non-refundable. For more details, check out the full return policy.

**Customer (yoqMz2Ob...)** | 2025-09-16 17:48:11 UTC | halocollar.com

I selected return but all that does is ask if I have additional collars (which I don't)

**System/AI** | 2025-09-16 17:48:39 UTC | halocollar.com

Hi there! When you start a return, the system might ask about additional collars to understand your request better. Here's what you need to do: Go to the returns and replacements page. Click on "Submit a Return for Refund." Enter your order number and purchase email. Select your Halo Collar for return and follow the prompts. If you still have trouble, feel free to reach out to our Live Support for more help. ■

**STATUS CHANGE** | Unknown | 2025-09-16 19:49:29 UTC | Status: CLOSED

**Customer (yoqMz2Ob...)** | 2025-09-16 22:05:37 UTC | halocollar.com

when will I hear from Halo on the return I submitted earlier today

**STATUS CHANGE** | Customer (yoqMz2Ob...) | 2025-09-16 22:05:37 UTC | Status: OPEN

**System/AI** | 2025-09-16 22:06:14 UTC | halocollar.com

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

## Conversation: A9d4bf-TSHyJbKn2QABFiQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:47:32 UTC to 2025-09-16 17:55:39 UTC

**PHONE\_CALL** | Customer (DsuG9UKn...) | 2025-09-16 17:47:32 UTC

### AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 17:55:21 UTC

First and Last Name: Carrie Dequaine Email: deqnest@gmail.com Collar SN: 25h4286637rt, 25h4288482rt Collar FW: v.03.00.05 Resources: AP Answers Recap/TS: WISM Refund \$50 GC sent on 09/13/2025 Next Steps: Walked CX through finding GC in email and processing on Tremendous website

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 17:55:27 UTC

Added: IDABD6XfSDadjp6utMv7LA

### EMAIL | Agent (t75aKvM6...) | 2025-09-16 17:55:36 UTC

**From:** support@halocollar.com

**To:** deqnest@gmail.com

**Subject:** Halo Support Follow Up

Hello Carrie, Thank you for calling Halo Support today. This is Ronald. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 17:55:39 UTC | Status: CLOSED

## Conversation: -OSIF9SbTf-JcDHCGSJcnw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:49:14 UTC to 2025-09-16 19:50:29 UTC

**Customer (CXurwl4Q...)** | 2025-09-16 17:49:14 UTC | halocollar.com

I have not received tracking info for our replacement collars yet. When will they arrive?

**System/AI** | 2025-09-16 17:49:53 UTC | halocollar.com

Hi there! Replacement collars usually arrive within 3–5 business days after they're shipped. You'll get an email with tracking info as soon as they go out. Please make sure you've confirmed your shipping address through the email we sent you. You can also check your order status anytime using your order number and email on the Order Status Dashboard. If you haven't seen the email, it might be in your spam or junk folders. If you need more help, feel free to reach out to our support team. ■

**STATUS CHANGE** | Unknown | 2025-09-16 19:50:29 UTC | Status: CLOSED

## Conversation: ul-c-4k1Q2C\_7G-LWm8\_2Q

Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:49:21 UTC to 2025-09-16 17:53:32 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 17:49:21 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx returned one collar & would like to be refunded partially for their annual plan Recap (When/Where/What the customer wants) AP; shows cx changed plan to max amount of 1 collars Stripe; cx plan was prorated \$69.98 for the next billing cycle Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info: Cx may push back for a refund instead of credit

### EMAIL | Agent (M0svworG...) | 2025-09-16 17:53:21 UTC

**From:** support@halocollar.com

**To:** caredavis@hotmail.com

**Subject:** Your Halo Membership

Hello Carrie, My name is Katherine and I'm with the Halo Billing Team. Thank you for reaching out regarding your recent Halo Plan membership update. I have looked over the details and can see that you have recently updated your plan to be a maximum of 1 collar on the account. As a result, you now have a credit of \$69.98 that will automatically be applied to your next billing cycle. Please let us know if you have any further questions, we are happy to help! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Sunday, September 14, 2025, 11:41 AM support@halocollar.com wrote: > Hello Carrie, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Ashia > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 17:53:32 UTC | Status: CLOSED

## Conversation: aQAth5ctQI2UQwJ\_p3WSEA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 17:49:28 UTC to 2025-09-16 18:00:51 UTC

**PHONE\_CALL** | Agent (xJ3NOJLY...) | 2025-09-16 17:49:28 UTC

**PHONE\_CALL** | Agent (xJ3NOJLY...) | 2025-09-16 17:50:01 UTC

### **AGENT NOTE** | Agent (xJ3NOJLY...) | 2025-09-16 17:59:53 UTC

Live Team Notes Serial Numbers: 25h4150320rt Issue/ Need: Cx was recently assisted with a warranty due to battery issues. This is her second battery failure and she is curious if there is a reason why Troubleshooting & Actions Taken: I confirmed the cx is using the Halo charger Cx is charging nightly The dog does not swim or get the collar wet often, but I did advise to make sure it is dry before charging if it does get wet. Since this is her second replacement due to battery issues, I'm sending a complimentary replacement charger Resources Used (provide details): (KB articles, Slack posts, internal docs.): WooCommerce Order 1660404 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **AGENT NOTE** | Agent (xJ3NOJLY...) | 2025-09-16 18:00:07 UTC

Accessory Order Number- 1660404

### **EMAIL** | Agent (xJ3NOJLY...) | 2025-09-16 18:00:26 UTC

**From:** support@halocollar.com

**To:** cdulty@yahoo.com

**Subject:** Halo Support Accessories Order

Hello Cheryl, My name is Courtney, and I'll be assisting you. I've gone ahead and submitted the request to have your replacement Halo 4 charger and charging adaptor shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Courtney Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (xJ3NOJLY...) | 2025-09-16 18:00:45 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, N\_yHDZizTI2I1otDSOr9Q

**STATUS CHANGE** | Agent (xJ3NOJLY...) | 2025-09-16 18:00:51 UTC | Status: CLOSED

## Conversation: -Vxuw5KzTMe38R8rnkRnPg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:51:00 UTC to 2025-09-16 19:54:31 UTC

**Customer (gpUduwQi...)** | 2025-09-16 17:51:00 UTC | halocollar.com

Can I create a "perimeter" around me that the dog can travel? I often take my pup to the woods and would like her to roam free a certain amount

**System/AI** | 2025-09-16 17:51:53 UTC | halocollar.com

Absolutely! You can create a virtual perimeter with the Halo Collar, allowing your dog to roam freely within a designated area. The Halo Fence feature is customizable, so you can set boundaries that fit your needs. When you head to the woods, you can set up a temporary fence using the Halo app to keep your pup safe within the zone. Just remember to test the fence by walking the boundary to ensure it's working correctly. For more details, check out Halo Support.

**Customer (gpUduwQi...)** | 2025-09-16 17:52:58 UTC | halocollar.com

Can I make my phone the "center" and have a set distance around my phone, that follows me as I move? I am hiking and on the move, not stationaty

**System/AI** | 2025-09-16 17:53:37 UTC | halocollar.com

Hi there! Currently, the Halo Collar doesn't support creating a dynamic perimeter that moves with you. The virtual fences are set in specific locations and don't move as you do. For hiking or on-the-go activities, you might consider setting up temporary fences at different stops along your route. This way, you can ensure your dog stays within a safe zone when you pause during your hike.

**STATUS CHANGE** | Unknown | 2025-09-16 19:54:31 UTC | Status: CLOSED



## Conversation: o8Wcyo1LRy6hFid1GYKvNA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 17:54:44 UTC to 2025-09-16 18:48:11 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 17:54:44 UTC

Added: WprjYFTuRsSIVmqirbejqg

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 17:59:08 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx needs to WR the collar 24h3365437rt, but purchase details are missing Recap (When/Where/What the customer wants) Collar first added to the account 7/3/2025 Cx states they purchased the collar from Amazon Checked Amazon spreadsheet - collar did not come up Checked sigma - nothing came up Is This Resolved/Follow-Up Required? FU - requesting screenshots of the order If Follow Up Is Required (What/When) Add missing details & submit WR for 24h3365437rt Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 18:01:13 UTC

**From:** support@halocollar.com

**To:** mattellis22@gmail.com

**Subject:** Halo Warranty Request - Purchase Details Needed

Hello Matthew, Thank you for reaching out to Halo Customer Support regarding the warranty replacement of Remy's collar (24h3365437rt). Before we move forward, could you please provide us with a screenshot of your original Amazon purchase information? If you could include the 13-digit order number, that would be great! We appreciate your patience and look forward to hearing from you so we can resolve this! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 18:01:27 UTC | Status: CLOSED

### EMAIL | Customer (aRcU2l\_c...) | 2025-09-16 18:48:11 UTC

**From:** mattellis22@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Warranty Request - Purchase Details Needed

I thought I registered the caller. Not sure why that is necessary but here it is. When will the replacement be shipped? On Tue, Sep 16, 2025, 1:01 PM Halo Collar wrote: > Hello Matthew, > > Thank you for reaching out to Halo Customer Support regarding the warranty > replacement of Remy's collar (24h3365437rt). > > Before we move forward, could you please provide us with a screenshot of > your original Amazon purchase information? If you could include the > 13-digit order number, that would be great! > > We appreciate your patience and look forward to hearing from you so we can > resolve this! > > Best Regards, > Katherine > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

**STATUS CHANGE** | Customer (aRcU2l\_c...) | 2025-09-16 18:48:11 UTC | Status: OPEN

## Conversation: 8a4OiqWuSJeT\_x5R0OsXFA

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 17:56:23 UTC to 2025-09-16 17:59:51 UTC*

*PHONE\_CALL | Customer (JUD\_yqjC...) | 2025-09-16 17:56:23 UTC*

### **AGENT NOTE | Agent (WCBmyO3-...) | 2025-09-16 17:58:58 UTC**

Account Info Customer First and Last Name: Customer Email: Collar Serial Number:  
Firmware Build: Previous tickets related to the issue?: Notes Issue/Question/Request(s)  
recap Cx got an email that he's getting 2 Halo 5 collars when he ordered the Halo 4 and  
was worried it's a scam. Applicable Articles/Resources Next Steps (Was it solved or are  
you following up with additional steps, if so what steps?) Let cx know he is getting the Halo  
5 even though he ordered the Halo 4.

***STATUS CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 17:59:51 UTC | Status: CLOSED*

## Conversation: xbEldKpdTxysiCMugFsliw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 17:56:25 UTC to 2025-09-16 18:12:53 UTC

PHONE\_CALL | Customer (B08WiByX...) | 2025-09-16 17:56:25 UTC

### AGENT NOTE | Agent (WoybUALE...) | 2025-09-16 18:08:59 UTC

Live Team Notes Serial Numbers: 25h4230276rt FW: v.03.00.05 Issue/ Need: cx needs a H4 Strap Adjustment Kit sent o her for loast rivets and screws on her H4 Collar- Mike Troubleshooting & Actions Taken: ARF - H4 Strap adjustment Kit Quantity ONE Completed Resources Used (provide details): (KB articles, Slack posts, internal docs.):ARF - H4 Strap adjustment Kit Quantity ONE Completed, AP, Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Michelle Bayne Email: lucasbayne@gmail.com Phone number:+12076493592 Collar SN: 25h4230276rt Collar Model: version4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 415 East Side Trail, City: Oakland State: Maine Postal code: 04963 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 version4 Strap Adjustment Kit Quantity ONE For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (WoybUALE...) | 2025-09-16 18:09:20 UTC

**From:** support@halocollar.com

**To:** mlvbayne@yahoo.com

**Subject:** Halo Support Accessories Order

Hello Michelle, My name is Michelle, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo 4 Strap Adjustment Kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Michelle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (WoybUALE...) | 2025-09-16 18:09:23 UTC

Added: -LmskJFZShWIO0nMJuMqlA

STATUS CHANGE | Agent (WoybUALE...) | 2025-09-16 18:09:32 UTC | Status: CLOSED

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 18:12:02 UTC | Status: OPEN

### EMAIL | Agent (sR--y62-...) | 2025-09-16 18:12:52 UTC

**From:** support@halocollar.com

**To:** mlvbayne@yahoo.com

**Subject:** Re: Halo Support Accessories Order

Hello Michelle, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a strap adjustment kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status

If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:09 PM support@halocollar.com wrote: > Hello Michelle, > > My name is Michelle, and I'll be assisting you. > > I've gone ahead and submitted the request to have your Halo 4 Strap Adjustment Kit shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Michelle > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 18:12:53 UTC | Status: CLOSED

## Conversation: 29jKz0A2TR6Lbj0mGuSivA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 17:56:26 UTC to 2025-09-16 19:57:34 UTC

**Customer (x-BQ9qBL...)** | 2025-09-16 17:56:26 UTC | halocollar.com

my boyfriend and i both pay for halo subscriptions and we now live together and need to merge our accounts into one

**System/AI** | 2025-09-16 17:56:47 UTC | halocollar.com

Hi there! To merge your Halo accounts, you'll need to cancel the membership on one account and use the other for both collars. Just log into the account you want to keep and add your collars in the Halo app under that account. You can share access by using the same login details on multiple devices, but please note that separate user profiles are not supported. Make sure all users complete User Training for safe handling. If you have any more questions, feel free to ask!

**Customer (x-BQ9qBL...)** | 2025-09-16 17:57:01 UTC | halocollar.com

thanks!

**System/AI** | 2025-09-16 17:57:19 UTC | halocollar.com

You're welcome! If you have any other questions or need further assistance, feel free to reach out. Enjoy using your Halo collars together! ■

**STATUS CHANGE** | Unknown | 2025-09-16 19:57:34 UTC | Status: CLOSED

## Conversation: T\_ANUG00TayrEBzn9jNAaA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 17:58:52 UTC to 2025-09-16 17:59:28 UTC

**Customer (VXHED8ul...)** | 2025-09-16 17:58:52 UTC | halocollar.com

my collar has encountered a critical error

**System/AI** | 2025-09-16 17:59:28 UTC | halocollar.com

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

## Conversation: UB8GvnKjQGwMcyfukmk4DA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 17:59:27 UTC to 2025-09-16 17:59:47 UTC

### AGENT NOTE | Agent (KiK-0-RR...) | 2025-09-16 17:59:27 UTC

Live Team Notes Serial Numbers: 24h3340968rt FW: v.02.08.11 Issue/ Need: Customer had reported her collar would not charge. Troubleshooting & Actions Taken: Customer had tested the port, cables, and case. Customer had let the collar charge before performing a hard reset. The collar was declared a dead unit and a warranty was sent out. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (KiK-0-RR...) | 2025-09-16 17:59:32 UTC

**From:** support@halocollar.com

**To:** 1989olivers@gmail.com

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

Hello Julie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ryan Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KiK-0-RR...) | 2025-09-16 17:59:43 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, f5K70j-7T1qdE8RdQP8GZg, oa5e98htSpOozRqx9wftLg, 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (KiK-0-RR...) | 2025-09-16 17:59:47 UTC | Status: CLOSED

## Conversation: gms5YwAyQWmf1dNgCqHWng

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:02:04 UTC to 2025-09-16 18:02:44 UTC

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 18:02:04 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, -LmskJFZShWIO0nMJuMqIA,  
zHerDDHSRyKoaFtPZdCcew

### AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 18:02:05 UTC

Live Team Notes Serial Numbers: 25h4174328rt - Big B FW: v.03.00.05 Issue/ Need: Issue: DIAGREQ Troubleshooting & Actions Taken: The collar has been submitted for a warranty replacement. Warranty ID: AW-20250909-44807 Requested access code Confirmed shipping details for the customer. Advised not to use the collar until the replacement arrives. Explained what to expect in the WR process. The customer requested end clamps Advised the customer I'll submit an accessories order for this item. Confirmed shipping address and phone number. Informed tracking number and order confirmation will be emailed once shipped. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin WooCom Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (CgaCndlh...) | 2025-09-16 18:02:31 UTC

**From:** support@halocollar.com

**To:** j111kelm@yahoo.com

**Subject:** Halo Support Accessories Order #1660406

Hello Jonathan, My name is Alexis, and I'll be assisting you. I've gone ahead and submitted the request to have your H4 Strap End Tips and Clamp shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With 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

### EMAIL | Agent (CgaCndlh...) | 2025-09-16 18:02:43 UTC

**From:** support@halocollar.com

**To:** j111kelm@yahoo.com

**Subject:** Halo Support Warranty Request Submitted for Big B

Hello Jonathan, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer



support. We are here to help! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:02 PM support@halocollar.com wrote: > Hello Jonathan, > > My name is Alexis, and I'll be assisting you. > > I've gone ahead and submitted the request to have your H4 Strap End Tips and Clamp shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Alexis > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 18:02:44 UTC | Status: CLOSED

## Conversation: UBCzRpqYRTKPCUha6dQy0g

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:02:08 UTC to 2025-09-16 20:10:35 UTC

PHONE\_CALL | Customer (UfaT7wO3...) | 2025-09-16 18:02:08 UTC

EMAIL | Agent (TXZmSWWr...) | 2025-09-16 18:07:02 UTC

**From:** support@halocollar.com

**To:** fiberglassxb@gmail.com

**Subject:** Halo Support: Collar Inquiry

Hello Charles, We're sorry your pup is having trouble with their Halo Collar. We know that can be stressful. We've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should. If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend. Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 18:07:46 UTC

First and Last Name: Nate Ratcliffe Email: fiberglassxb@gmail.com Phone: 12063360783  
Serial number: 24h3242473rt Firmware Build: v.03.00.05 Purchased From: Amazon  
AM-FBA1869Q8W0B Recap/TS: Customer advised collar still isn't charging after completing TS steps and being sent new charging kit Resources: AP Next Steps: Escalating to CET per TS guide Collar Evaluation Notes: Issue Details Collar with Issue's SN: 24h3242473rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Not charging Date & Time of Occurrence: Customer said it started about 5 days ago Is the Issue Reproducible? (Yes/No – If Yes, include steps): Additional notes about the issue: Customer advised collar still isn't charging after completing charging TS steps and being sent new charging kit Troubleshooting Summary Tier 1 TSing Steps Completed: (Y/N) & Outcome of Troubleshooting: Customer advised collar still isn't charging after completing charging TS steps and being sent new charging kit Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) Screenshots: (Yes/No) System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) App Logs (App issues): (Yes/No)

TOPIC CHANGE | Agent (TXZmSWWr...) | 2025-09-16 18:07:52 UTC

Added: jwlJ3FbQTW2nPIHkhIkBIA

STATUS CHANGE | Agent (TXZmSWWr...) | 2025-09-16 18:07:54 UTC | Status: CLOSED

STATUS CHANGE | Agent (iBPLP4RB...) | 2025-09-16 18:29:45 UTC | Status: OPEN

AGENT NOTE | Agent (iBPLP4RB...) | 2025-09-16 20:07:18 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Serial Numbers: 24h3242473rt Recap (When/Where/What the customer wants) Collar no longer charging x said the collar is plugged in all night and flashing red after reset Remove Case Test Charger & Cable - cx tested the charging cables himself Inspect Charging Port Hard Reset Cx said he has the mag charger for his collar Adv collar has 1 year warranty and it's beyond the warranty window Cx disagreed taht collar only has a year warranty for an expensive price Is This Resolved/Follow-Up Required? Y If Follow Up Is Required (What/When) Sen customer stating that no hardware u=issues were found, but the collar can be replaced using Halo Care. Optional Additional Info: AP reports the collar was last heard on 9-11-25 when its battery showed 0% remaining. Diagnostic data reports no hardware errors the last 30 days. DCIN dated 9-9-25 reports the collar charged to 100%. Battery\_health date 9-10 reports 90% battery health. I find no hardware issues with the collar.

EMAIL | Agent (iBPLP4RB...) | 2025-09-16 20:10:34 UTC

**From:** support@halocollar.com

**To:** fiberglassxb@gmail.com

**Subject:** Re: Halo Support: Collar Inquiry

Hi Charles, My name is John with the Halo Support Team. After a thorough review, we've found no hardware issue with your collar that require replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, John Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:07 PM support@halocollar.com wrote: > Hello Charles, > > We're sorry your pup is having trouble with their Halo Collar. We know that can be stressful. We've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > What happens next: • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. > We'll be in touch as soon as possible! > > With Pawsitivity, > Peggy > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*STATUS CHANGE | Agent (iBPLP4RB...) | 2025-09-16 20:10:35 UTC | Status: CLOSED*

## Conversation: gX-Q-CIPSImhW4iLvKNnIQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:02:39 UTC to 2025-09-16 18:05:33 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 18:02:39 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**AGENT NOTE** | Agent (M0svworG...) | 2025-09-16 18:04:59 UTC

New shipping label needed: AW-20250823-41442 Tracking: 791942616401

**EMAIL** | Agent (M0svworG...) | 2025-09-16 18:05:27 UTC

**From:** support@halocollar.com

**To:** sdover823@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Stacey, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 18:05:33 UTC | Status: CLOSED

## Conversation: B1\_CETaMQiy2RIQuRunJ7Q

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:03:53 UTC to 2025-09-16 20:04:39 UTC

**Customer (dRLx9Zuu...)** | 2025-09-16 18:03:53 UTC | halocollar.com

Hi, I have two halo collars and my most recent halo collar for my dog. Moses is always giving me connectivity problems.

**System/AI** | 2025-09-16 18:04:17 UTC | halocollar.com

I'm sorry to hear about the connectivity issues with Moses' Halo collar. To improve connectivity, make sure the collar is connected to a 2.4 GHz Wi-Fi network, as it doesn't support 5 GHz-only networks. Try moving the collar closer to the router during setup, and ensure the Halo app has Bluetooth and location permissions on your phone. If problems persist, restart your router and toggle Bluetooth and Wi-Fi off and on in your phone settings. Updating the Halo app to the latest version can also help resolve connectivity issues. Let me know if you need further assistance!

**STATUS CHANGE** | Unknown | 2025-09-16 20:04:39 UTC | Status: CLOSED

## Conversation: NE5MO2F8RQ6KmFs07dphhg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:04:45 UTC to 2025-09-16 18:05:37 UTC

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 18:04:45 UTC

Live Team Notes Chris Stuckey Serial Numbers: 24h3501318rt FW: Issue/ Need: cx ordered replacement looking for status on delivery Troubleshooting & Actions Taken: Looking at CS Tracking sheet no tracking info available Adv cx 3-5 business days for delivery Cx understands shipping timeline AW-20250912-45476. Resources Used (provide details): (KB articles, Slack posts, internal docs.): CS Tracking Sheet Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 18:04:45 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0InRc2UDUrYWXc\_JQ

### EMAIL | Agent (qY4E785E...) | 2025-09-16 18:05:35 UTC

**From:** support@halocollar.com

**To:** cstuckey56@gmail.com

**Subject:** Halo Collar Shipping Details

Hello Chris, Thanks so much for reaching out. My name is Eddie, and I'll be assisting you. I know how exciting it is to get started with Halo! Here's what to expect with your order: Collars typically ship within 3-5 business days of your order. You'll receive an email with tracking details as soon as your collar has shipped. It's normal for tracking updates to pause for more than 24 hours while your package is in transit, especially during long-distance travel. If your order includes multiple items, they may arrive in separate shipments. For more info: Your order # is AW-20250912-45476. View My Order Shipping FAQs If you have any questions or need help along the way, reply to this email. We're always happy to assist! With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 18:05:37 UTC | Status: CLOSED

## Conversation: tZi6r-MiTU-nuKJBha4NVg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:06:53 UTC to 2025-09-16 18:06:59 UTC

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 18:06:53 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, knxFA9d\_QvCvKSD3FB0LTQ

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 18:06:53 UTC

Live Team Notes Serial Numbers:25h4306193rt FW:03.00.05 Issue/ Need: Cx wanted to know if she can assign one beacon to a certain pup rather than having to turn beacon setting off for one pup Troubleshooting & Actions Taken: advised Cx once the beacon setting is turned on that is for all beacons you can change the type of feedback each beacon give but the beacon feedback will go off on both collars if the setting is on for both Resources Used (provide details): (KB articles, Slack posts, internal docs.): halo app Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (JuW94Dok...) | 2025-09-16 18:06:58 UTC

**From:** support@halocollar.com

**To:** bealk@sbcglobal.net

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

Hello Karin, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (JuW94Dok...) | 2025-09-16 18:06:59 UTC | Status: CLOSED

## Conversation: SbaMMDZeQbyVSZ93ZSkeMQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:07:41 UTC to 2025-09-16 18:13:06 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 18:07:41 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 18:09:56 UTC

Added: sA92a77ZSqCw\_qEmERPzg

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 18:10:41 UTC

Live Team Notes Serial Numbers: 22h2492320rt FW: v.02.08.11 Issue/ Need: Contact tips broken within collar Battery last 10-12hrs Troubleshooting & Actions Taken: Broken contact tips within the collar Cx is 613 days pass from warranty window; opted for HC Assisted cx in break down of HC and confirmed payment Sent follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (B63iEj1y...) | 2025-09-16 18:13:05 UTC

**From:** support@halocollar.com

**To:** brianplantz@gmail.com

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

Hello Brian, It's Gabby from Halo Support and thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! We appreciate you opting into the Halo Care Device Protection Program. With this coverage, you'll be able to receive a replacement collar for your pup. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 18:13:06 UTC | Status: CLOSED



## Conversation: SWplAd8bRIKwfVeXWfgH\_g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:07:59 UTC to 2025-09-16 18:14:23 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:07:59 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:08:00 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:14:22 UTC

**From:** support@halocollar.com

**To:** kao1973usmc@gmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:14:23 UTC | Status: CLOSED

## Conversation: ZbFY0o-STjCmPv5rVEFkgQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:08:00 UTC to 2025-09-16 18:12:55 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 18:08:00 UTC

New shipping label needed AW-20250904-43886 Tracking: 791942627270

### EMAIL | Agent (M0svworG...) | 2025-09-16 18:09:09 UTC

**From:** support@halocollar.com

**To:** firehousefarmsco@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Cynthia, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 18:12:51 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 18:12:55 UTC | Status: CLOSED

## Conversation: 94-dk9hwSlqBn7fht7JFlw

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:08:06 UTC to 2025-09-16 20:18:43 UTC

**EMAIL | Customer (W6-IZCYg...) | 2025-09-16 18:08:06 UTC**

**From:** afedorchak724@icloud.com

**To:** support@halocollar.com

**Subject:** Re: Your receipt from Halo Collar #2534-5378

Could you please reimburse me. I forgot to cancel my subscription. We have not used our dogs collar for months now ever since we somehow lost the other one. Sent from my iPhone On Sep 15, 2025, at 1:49 PM, Halo Collar wrote: ■ Your receipt from Halo Collar #2534-5378 Your receipt from Halo Collar #2534-5378 (<http://www.halocollar.com>) Halo Collar Receipt from Halo Collar \$10.59 Paid September 15, 2025 ([https://59.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct\\_1Fa63gCo6bFb1KQt%2Flive\\_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9UM244WW1HZINwQjJKa3VMSkRlSjg3QUQxT3Q4TldELDE0ODQ5OTM0NQ0200WwgL3T4r%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/eVDkPMWLy7kV2pS0SNvObm8TkhkJis86JYefvqnc=422](https://59.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct_1Fa63gCo6bFb1KQt%2Flive_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9UM244WW1HZINwQjJKa3VMSkRlSjg3QUQxT3Q4TldELDE0ODQ5OTM0NQ0200WwgL3T4r%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/eVDkPMWLy7kV2pS0SNvObm8TkhkJis86JYefvqnc=422)) Download invoice ([https://59.email.stripe.com/CL0/https:%2F%2Fdashboard.stripe.com%2Freceipts%2Finvoices%2FCAcQARoXChVhY2N0XzFGYTYzZ0NvNmJGYjFLUXQokaOhxgYyBhmrgMPmDzovFoE8P-logh41XWO2xH-SI95jEaH6R\\_3mwjxVc0878sYDDchojl1FGAYXk882uno%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/TSqdLkLy-z4MkiXSdspejPbypFhSUTuJf3wo2ucBLgc=422](https://59.email.stripe.com/CL0/https:%2F%2Fdashboard.stripe.com%2Freceipts%2Finvoices%2FCAcQARoXChVhY2N0XzFGYTYzZ0NvNmJGYjFLUXQokaOhxgYyBhmrgMPmDzovFoE8P-logh41XWO2xH-SI95jEaH6R_3mwjxVc0878sYDDchojl1FGAYXk882uno%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/TSqdLkLy-z4MkiXSdspejPbypFhSUTuJf3wo2ucBLgc=422)) Download receipt Receipt number 2534-5378 Invoice number BE622525-0021 Payment method - 2956 Receipt #2534-5378 Sep 15 – Oct 15, 2025 Halo Care Subscription Plan Qty 0 \$0.00 Basic Subscription Plan Qty 1 First 1 Qty 1 \$0.00 Flat fee for first 1 Qty 0 \$9.99 Sales Tax calculated by AvaTax Qty 1 \$0.60 Total \$10.59 Amount paid \$10.59 Questions? Visit our support site, contact us at (<https://support.halocollar.com>) support@halocollar.com, or call us at (mailto:support@halocollar.com) +1 214-712-2270. (tel:12147122270) Powered by | ([https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/wYVVkSoRRxzfglrfwHRND6sgYvcqjxakq\\_AcMji4wo=422](https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/wYVVkSoRRxzfglrfwHRND6sgYvcqjxakq_AcMji4wo=422)) Learn more about Stripe Billing (<https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com%2Fbilling/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/uhVWINVEnVZTumWGXYgkg8oVQEi28p9UPADx0vcrNo=422>)

**TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 18:13:51 UTC**

Added: OfTt8viJQcq6OAbjGHI0iQ, BV6q0qW9QZKAbEVdca7vNQ

**AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 18:13:53 UTC**

Billing Team Escalation Notes Affected Serial Number: 24h3131533rt FW: v.02.06.05 Order ID: 1396215 RMA Ticket #: Subscription Start Date: Feb 12, 2025 Reason for Escalation: Cx wants their sub cancelled and demanding a refund because they forgot to cancel their sub. Requested Action: Cancel sub for cx.

**EMAIL | Agent (poWIULpl...) | 2025-09-16 18:14:08 UTC**

**From:** support@halocollar.com

**To:** afedorchak724@icloud.com

**Subject:** Halo Support: Your Request is Under Review

Hello Amber, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Kenny Halo

Customer Support Halo Collar | Here for you and your best friend ■ Need more help?  
■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our  
Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next  
available agent On Tuesday, September 16, 2025, 2:09 PM support@halocollar.com  
wrote: > Thank you for reaching out! I've shared your inquiry with our customer support  
team, and they will be in touch with you within the next 24 hours to assist you further. For a  
quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App:  
Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap  
Join Session → Allow any requested permissions. You can also join us via web using this  
link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday,  
September 16, 2025, 6:08 PM "Amber Fedorchak" wrote: > > > Could you please  
reimburse me. I forgot to cancel my subscription. We have not used our dogs collar for  
months now ever since we somehow lost the other one. > > > Sent from my iPhone > >  
On Sep 15, 2025, at 1:49 PM, Halo Collar wrote: > > > ■ Your receipt from Halo Collar  
#2534-5378 > > > > Your receipt from Halo Collar #2534-5378 > > > > >  
(<http://www.halocollar.com>) > > > > > > Halo Collar > > > > > > > > > > > >  
> > Receipt from Halo Collar > > \$10.59 > > Paid September 15, 2025 > > > > > > > ([https://59.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct\\_1Fa63gCo6bFb1KQt%2Ffive\\_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9UM244WW1HZINwQjJKa3VMSkRlSjg3QUQxT3Q4TldELDE0ODQ5OTM0NQ0200WwgL3T4r%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/eVDkPMWLyer7kV2pS0SNvObm8TkKhJis86JYefvvqnc=422](https://59.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct_1Fa63gCo6bFb1KQt%2Ffive_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9UM244WW1HZINwQjJKa3VMSkRlSjg3QUQxT3Q4TldELDE0ODQ5OTM0NQ0200WwgL3T4r%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/eVDkPMWLyer7kV2pS0SNvObm8TkKhJis86JYefvvqnc=422)) Download invoice ([https://59.email.stripe.com/CL0/https:%2F%2Fdashboard.stripe.com%2Freceipts%2Finvoices%2FCAcQARoXChVhY2N0XzFGYTYzZ0NvNmJGYjFLUXQokaOhxgYyBhmrgMPmDzovFoE8P-logh41XWO2xH-SI95jEaH6R\\_3mwjxVc0878sYDDchojl1FGAYXk882uno%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/TSqdlkLy-z4MkiXSdspejPbypFhSUTuJf3wo2ucBLgc=422](https://59.email.stripe.com/CL0/https:%2F%2Fdashboard.stripe.com%2Freceipts%2Finvoices%2FCAcQARoXChVhY2N0XzFGYTYzZ0NvNmJGYjFLUXQokaOhxgYyBhmrgMPmDzovFoE8P-logh41XWO2xH-SI95jEaH6R_3mwjxVc0878sYDDchojl1FGAYXk882uno%2Fpdf%3Fs=em/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/TSqdlkLy-z4MkiXSdspejPbypFhSUTuJf3wo2ucBLgc=422)) Download receipt > > > > > Receipt number 2534-5378  
> > > Invoice number BE622525-0021 > > > Payment method - 2956 > > > > > > >  
> > > > > > > > > > Receipt #2534-5378 > > > > > Sep 15 – Oct 15, 2025 > > > >  
> > > Halo Care Subscription Plan > > > > > Qty 0 > > \$0.00 > > > > > Basic  
Subscription Plan > > > > > Qty 1 > > > > > First 1 > > > > > Qty 1 > > \$0.00 > > >  
> > Flat fee for first 1 > > > > > Qty 0 > > \$9.99 > > > > > Sales Tax calculated by  
AvaTax > > > > > Qty 1 > > \$0.60 > > > > > > > > > > Total > > \$10.59 > > > > >  
> > > > Amount paid > > \$10.59 > > > > > > > > > > Questions? Visit our support site,  
contact us at (<https://support.halocollar.com>) support@halocollar.com, or call us at  
(mailto:support@halocollar.com) +1 214-712-2270. (tel:12147122270) > > > > > > >  
> > Powered by | ([https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/wYVVkSoRRxzfglrwfHRND6sgYvcqjxakq\\_AcMjzi4wo=422](https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/wYVVkSoRRxzfglrwfHRND6sgYvcqjxakq_AcMjzi4wo=422)) Learn more about Stripe Billing (<https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com%2Fbilling/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/uhVWINVEnVZTumWGXMYgkg8oVQEI28p9UPADx0vcrNo=422>) > > > > > > >

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 18:14:12 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 20:17:28 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx looking to cancel monthly sub plan as they forgot to cancel, cx also requesting refund Recap (When/Where/What the customer wants) Per AP collar was last heard 05/2025 Sub start 2/2025 Monthly sub active until 10/2025 Canceling sub immediately and refund last charge of \$10.59 Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Sending cancel/refund sub email to cx Optional Additional Info:

**EMAIL | Agent (K5Oem0q0...) | 2025-09-16 20:18:36 UTC**

**From:** support@halocollar.com

**To:** afedorchak724@icloud.com

**Subject:** Halo Collar Subscription Update

[illegible]

ling/1/010101994e7ebb1a-0d1e2538-4529-4a26-81b5-73fe01441c80-000000/uhVWINVE  
nVZTumWGXYgkg8oVQEI28p9UPADx0vcrNo=422) > > > > > > > > >

**TOPIC CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 20:18:42 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 20:18:43 UTC | Status: CLOSED

## Conversation: qav5DdzPS\_2LEEs-bctwyQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:08:11 UTC to 2025-09-16 18:09:24 UTC

### AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 18:08:11 UTC

Live Team Notes Serial Numbers: 25h4291242rt FW: 03.00.05 Issue/ Need: Cx wife bought two HC's, Molly's collar was not updating last heard when husband checked it yesterday, was showing it hadn't updated in two days Troubleshooting & Actions Taken: -Checked AP for last heard status of collar: checked in a few seconds ago and battery percentage showing at 93% -Advised cx to uninstall/reinstall app if showing outdated info again Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (LZsYfs6M...) | 2025-09-16 18:08:24 UTC

**From:** support@halocollar.com

**To:** eryk36@hotmail.com

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

Hello Eryk, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taijon Halo Customer Support Halo Collar | Here for you and your best friend  
Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 18:08:43 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 18:09:16 UTC

Added: wOOHNF34TjWK3GOxS4wVjQ

**STATUS CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 18:09:24 UTC | Status: CLOSED

## Conversation: 0lhDtEQtT12ZNdkMkbnjtg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:08:11 UTC to 2025-09-16 18:08:30 UTC

### AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 18:08:11 UTC

Live Team Notes Serial Numbers:25h4021775rt FW:v.03.00.05 Issue/ Need: Charging Issue Cx called in bc collar ins't charging. Did charging TS Checked source Removed case Tested on other devices Checked for debris Hard reset Nothing Sending charging kit (ON:1660407 ) Troubleshooting & Actions Taken: Processed order 1660407 Charging Ts Resources Used (provide details): (KB articles, Slack posts, internal docs.):AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (Xia3KyCm...) | 2025-09-16 18:08:18 UTC

**From:** support@halocollar.com

**To:** swann.john@gmail.com

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

Hello John, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rodrigo Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 18:08:28 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 18:08:30 UTC | Status: CLOSED



## Conversation: wc28ASm6SmGRRAHGx5uila

Messages: 10 | Customers: 1 | Duration: 2025-09-16 18:09:18 UTC to 2025-09-16 20:53:30 UTC

PHONE\_CALL | Customer (OhcqGhxB...) | 2025-09-16 18:09:18 UTC

EMAIL | Agent (DBqblO4n...) | 2025-09-16 18:26:59 UTC

**From:** support@halocollar.com

**To:** hobsservicecenter@gmail.com

**Subject:** Halo Collar Subscription Cancellation Information

Hello Mike, Thank you for reaching out to Halo Collar Support. It was my pleasure to speak with you. I understand the frustration you must be experiencing with being charged for a service you are not using. I can help with that. I was able to pull your account using the information you gave me. I found that you do have an active annual Silver subscription for two collars that started on 8/17/2024. So let's first cancel your subscription. Here are the steps. Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" Important Information: Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed In the meantime, I will escalate your request to be refunded for the last charge incurred. Our Billing team will follow up with you as quickly as possible. Let us know if you need any help along the way — we're always here for you and your pup! With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 18:27:46 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Mike Habeck Email: [hobsservicecenter@gmail.com](mailto:hobsservicecenter@gmail.com) Phone Number: 17154939493 Collar SN: Collar FW: Collar Purchased From: Resources: gladly, a/p Recap/TS: cx states he was charged for a subcript he did not authorize. I was not able to pull acct while cx was on the line and advised cx to call back with serial number. I was able to pull acct after call ended. cx has annual silver subcrip. cx states he never used collars and wants a refund of charges. collars are not linked to acct. Sending email w/ steps to cancel subcrip. Esc to RMA to request refund of latest charge. Next Steps: Snding email w/ steps to cancel subscription Snding Billing team esc p/r.

AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 18:31:31 UTC

Billing Team Escalation Notes Affected Serial Number: unk FW: Order ID: unk RMA Ticket #: Subscription Start Date: Aug 17, 2024 Reason for Escalation: Cx was charged for annual Silver subcript. Cx states he did not auth charge and never used the the 2 collars he purchased. A/P doesn't show collars ever being added to the acct. Sent steps to cancel subcript Requested Action: Please refund last annual subcript charge.

EMAIL | Agent (DBqblO4n...) | 2025-09-16 18:31:52 UTC

**From:** support@halocollar.com

**To:** hobsservicecenter@gmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Mike, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us

as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:26 PM support@halocollar.com wrote: > Hello Mike, > > Thank you for reaching out to Halo Collar Support. It was my pleasure to speak with you. I understand the frustration you must be experiencing with being charged for a service you are not using. I can help with that. > > I was able to pull your account using the information you gave me. I found that you do have an active annual Silver subscription for two collars that started on 8/17/2024. > > So let's first cancel your subscription. Here are the steps. > Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" > Important Information: > Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed > > In the meantime, I will escalate your request to be refunded for the last charge incurred. Our Billing team will follow up with you as quickly as possible. > > Let us know if you need any help along the way — we're always here for you and your pup! > > > With pawsitivity, > Aljerome > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (DBqblO4n...) | 2025-09-16 18:32:02 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 20:48:54 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants to cancel and refund annual sub plan Recap (When/Where/What the customer wants) Per AP no collars on account Cx is enrolled in annual plan start 8/17/24 Cx original order found in Sigma, collar purchased 8/17/24 Cancelling sub in stripe and refunded prorated charge Prorated amount \$203.65 of \$203.78 Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Sending email to cx that sub was cancelled and refunded Optional Additional Info:

**TOPIC CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 20:49:01 UTC

Added: Ofтт8viJQcq6OAbjGHi0iQ, BV6q0qW9QZKAbEVdca7vNQ, bDcJwjoMTjefz13hM6gAA

**EMAIL | Agent (K5Oem0q0...) | 2025-09-16 20:53:13 UTC**

**From:** support@halocollar.com

**To:** hobsservicecenter@gmail.com

**Subject:** Halo Collar Subscription Update

Hello Mike, Thanks for reaching out to Halo Support! My name is Jessica. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:31 PM support@halocollar.com wrote: > Hello Mike, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're

checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > > With pawsitivity, > Aljerome > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 2:26 PM support@halocollar.com wrote: > > > Hello Mike, > > > Thank you for reaching out to Halo Collar Support. It was my pleasure to speak with you. I understand the frustration you must be experiencing with being charged for a service you are not using. I can help with that. > > > I was able to pull your account using the information you gave me. I found that you do have an active annual Silver subscription for two collars that started on 8/17/2024. > > > So let's first cancel your subscription. Here are the steps. > > Log in at www.halocollar.com Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" > > Important Information: > > Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed > > > In the meantime, I will escalate your request to be refunded for the last charge incurred. Our Billing team will follow up with you as quickly as possible. > > > Let us know if you need any help along the way — we're always here for you and your pup! > > > > > With pawsitivity, > > Aljerome > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 20:53:30 UTC | Status: CLOSED

## Conversation: f6jLcxsDSwqzTi-99b4eBw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:09:39 UTC to 2025-09-16 18:18:19 UTC

**PHONE\_CALL** | Customer (WNBjNhy4...) | 2025-09-16 18:09:39 UTC

### AGENT NOTE | Agent (KLKzjzy9...) | 2025-09-16 18:17:43 UTC

Live Team Notes Serial Numbers: 25h3250161rt, 25h3250532rt FW: 02.08.11 Issue/Need: Status on Tracking # 791930501961 Troubleshooting & Actions Taken: Shows received by us on 9/15/2025 and Signed for by: AFDCTWO Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Gladly Fedex.com [<http://Fedex.com>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (KLKzjzy9...) | 2025-09-16 18:17:45 UTC

**From:** support@halocollar.com

**To:** calinmcgonagle@gmail.com

**Subject:** Halo Support Follow Up

Hello Calin, Thank you for calling Halo Support today. This is Gale. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Gale Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 18:18:18 UTC

Added: rxefklGaTXGCpjC7oGEfPg

**STATUS CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 18:18:19 UTC | Status: CLOSED

## Conversation: Uq7F3k5OQgG\_DrebgVOSXQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:10:31 UTC to 2025-09-16 18:20:24 UTC

### AGENT NOTE | Agent (GG24uY2b...) | 2025-09-16 18:10:31 UTC

Live Team Notes Serial Numbers: 24h4483970rt FW: 03.00.05 Issue/ Need: Stuck pet pin Troubleshooting & Actions Taken: Had cx share screen Cx performed hand test, ensuring collar orientation was correct - did not fix issue Confirmed stuck pet pin with Nik Submitted warranty claim for cx Cx confirmed shipping address on call Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Slack messages with Nik [https://halocollarworkspace.slack.com/archives/D09EAC5RUAW/p1758045035317109] Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (GG24uY2b...) | 2025-09-16 18:18:46 UTC

**From:** support@halocollar.com

**To:** prewitt928@yahoo.com

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

Hello Kirsten, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! It looks like your shipping address didn't quite confirm in our system, here is a direct link to confirm your shipping address: [Confirm Shipping Address Here](#) Please make sure to confirm the shipping address. Once it is confirmed, we will get your order shipped out to you as quickly as possible. Please reach back out if you need any additional assistance! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Acacia Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (GG24uY2b...) | 2025-09-16 18:20:21 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, WprjYFTuRsSIVmqirbejqg, majmLeKgRJekuZZECNBxAQ

**STATUS CHANGE** | Agent (GG24uY2b...) | 2025-09-16 18:20:24 UTC | Status: CLOSED

## Conversation: sJzbwo0RPKU50OPQeS65Q

Messages: 8 | Customers: 1 | Duration: 2025-09-16 18:12:46 UTC to 2025-09-16 18:36:48 UTC

**Customer (5O16D5yR...)** | 2025-09-16 18:12:46 UTC | halocollar.com

My collar is not properly alerting or recognizing my fence

**System/AI** | 2025-09-16 18:13:36 UTC | halocollar.com

Hi there! To help with your Halo Collar not alerting or recognizing your fence, try these steps: Make sure the GPS is properly initialized by taking the collar outside to an open area, away from buildings or trees. Keep it still until the GPS light blinks green (for Halo 4) or blue (for older models). Check that your virtual fence is correctly set up in the Halo app. Ensure fences are not overlapping, as this can cause recognition issues. If the problem continues, try re-editing your fence layout in the app and perform a hand test to ensure feedback is triggering correctly. Let me know if you need further assistance!

**Customer (5O16D5yR...)** | 2025-09-16 18:15:10 UTC | halocollar.com

I have already done all of that.

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

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

**AGENT NOTE | Agent (vi\_2Fjmb...)** | 2025-09-16 18:34:58 UTC

Live Team Notes Serial Numbers: 25h4307317rt FW: v. 03.00.05 Applied Issue/ Need: Recently bought a H4 and got the fence set up on the yard etc but the collar does not seem to be alerting her consistently Sometimes goes straight to Zapping Other times she is able to walk on the other side of the fence even when the fence is ON, which is the biggest concern she has Troubleshooting & Actions Taken: Checked the fence on AP and talked to her about the two the warnings there The pict of the fence shows the line going through a structure which is a cart port that is between their driveway and the road, it seems to be very close to the road though Asked how much space does she have between the cart port and the road but she is not sure Advised probably leaving the cart port outside the fence, as long as she has at least 20 feet away from both the house and the cart port They also have water in the fence, she said they have a big pond on the back, and the area they wanted to leave inside was very shallow to allow the dog to play there Advised that if it was a pool that was completely inside of the fence it would be ok but since there is only one part of the pond in the fence and the line crosses through it, that would cause inconsistencies Also advised to let the collar dry very well before putting it on the charger to avoid damages to the battery or internal components Offered her if she wanted to make the changes on her end and let us try the collar outside while share screening but she declined saying she will do it on her own as they don't have the best signal she also asked if that could be one of the reasons the collar is not working fine advised it could, but let us first address the fence issues to then extend to other options Sent the latest update and explained to her to put it on the charger, initialize it and that it will take 2 days to calibrate fine again Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Porta Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (vi\_2Fjmb...)** | 2025-09-16 18:35:56 UTC

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

**To:** [aquari.baby07@gmail.com](mailto:aquari.baby07@gmail.com)

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

Hello Danielle, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! How to Edit an Existing Fence Is There a Minimum or Maximum Halo Fence Size? Can I Create Fences over the Water? How Much Space Do I Need Between My House and My Fence Boundary? Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 18:36:10 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, g5apmYsrTuGLWnaVZyD4ng

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 18:36:48 UTC | Status: CLOSED



## Conversation: I3ISMCwtS\_6SSYEsQP3Hrg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:15:25 UTC to 2025-09-16 18:29:50 UTC

**PHONE\_CALL** | Customer (kNf4jdCy...) | 2025-09-16 18:15:25 UTC

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 18:16:00 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 18:16:10 UTC**

No answer

**PHONE\_CALL** | Customer (kNf4jdCy...) | 2025-09-16 18:17:12 UTC

**TOPIC CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 18:20:56 UTC

Added: bDcJwjoMTjeffz13hM6gAA | Removed: E\_3WUdWpR2CLXta3n6vNgw

**EMAIL | Agent (TXZmSWWr...) | 2025-09-16 18:29:32 UTC**

**From:** support@halocollar.com

**To:** rachel.deguzman.1@gmail.com

**Subject:** Halo Support: Account Inquiry

Hello Rachel, Thanks for giving us a call at Halo Support today, it was a pleasure speaking with you. We hope we were able to get everything taken care of for you today. We apologize for any inconvenience caused. If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! Thank you for choosing Halo! 🐾 With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧support@halocollar.com | 📍Halo Help Center 🗣️Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 18:29:46 UTC

Added: Of8t8viJQcq6OAbjGHI0iQ | Removed: bDcJwjoMTjeffz13hM6gAA

**AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 18:29:47 UTC**

First and Last Name: Rachel DeGuzman Email: rachel.deguzman.1@gmail.com Phone: 13853022682 Serial number: 22h2451979rt Firmware Build:v.02.04.08 Purchased From: Halo 957641 Recap/TS: Customer advised they thought they canceled their subscription and were just billed Resources: AP Next Steps: Assisted customer with accessing their account Subscription was not cancelled Cancelled subscription for customer

**STATUS CHANGE** | Agent (TXZmSWWr...) | 2025-09-16 18:29:50 UTC | Status: CLOSED



## Conversation: pu-9B-ScSiKJ\_nXbsxhv-w

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 18:16:18 UTC to 2025-09-16 18:16:22 UTC*

**PHONE\_CALL** | Customer (t7G0uG6Z...) | 2025-09-16 18:16:18 UTC

**STATUS CHANGE** | Unknown | 2025-09-16 18:16:22 UTC | Status: CLOSED

## Conversation: JJGT9YSWSeOU\_8AnFISUCQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:17:10 UTC to 2025-09-16 18:25:34 UTC

**PHONE\_CALL** | Customer (a6caq2oh...) | 2025-09-16 18:17:10 UTC

### AGENT NOTE | Agent (WoybUALE...) | 2025-09-16 18:25:18 UTC

Live Team Notes Serial Numbers: 23h3326134rt FW: v.02.08.11 Issue/ Need: cx wants to cancel Pack Plan Membership Sub Troubleshooting & Actions Taken: attempted to cancel Pack Plan Sub using AP Request Access Code but there is no credit card on file//ESCALATE BILLING TEAM - PACK PLAN MEMBERSHIP SUB CANCELLATION Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, Gladly, My Account Dashboard, ESC BILLING Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. Billing Team Escalation Notes Affected Serial Number: 23h3326134rt FW: v.02.08.11 Order ID: 1284637 RMA Ticket #: NA Subscription Start Date: Mar 12, 2024 12:44 PM Reason for Escalation: cx wants to cancel pack plan membership sub but no credit card is one file Requested Action: Please cancel pack plan membership subscription on behalf of cx and advise cx that cancellation was successful for her records, thank you!

### EMAIL | Agent (WoybUALE...) | 2025-09-16 18:25:23 UTC

**From:** support@halocollar.com

**To:** cathielarmie@gmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Cathie, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Michelle Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 📺 Halo Help Center 🗣️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (WoybUALE...) | 2025-09-16 18:25:34 UTC

Added: Ofтт8viJQcq6OAbjGHi0iQ, jHyQ0PKARAKhHUZ\_rEmu6w

## Conversation: ZnD9\_Q1DTAqVhCoa3eE7tA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:17:34 UTC to 2025-09-16 18:20:06 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:17:34 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:17:35 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:20:05 UTC

**From:** support@halocollar.com

**To:** skaufmann@avoncsd.org

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:20:06 UTC | Status: CLOSED

## Conversation: DzW2-EknTy6ssmfyN52etA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:18:12 UTC to 2025-09-16 20:18:58 UTC

**Customer (6NRtaLGi...)** | 2025-09-16 18:18:12 UTC | [halocollar.com](https://halocollar.com)

I need to start a return

**System/AI** | 2025-09-16 18:18:46 UTC | [halocollar.com](https://halocollar.com)

Hi there! To start a return for your Halo Collar, please visit this link and click on "Submit a Return for Refund." Follow the instructions to enter your order number and purchase email address. Please make sure the collar is undamaged and was purchased directly from our website. Returns must be postmarked within 90 days of receiving your collar, and a \$25 return fee applies. You'll receive a pre-paid shipping label via email. If you need any more help, our Live Support team is here for you!

**STATUS CHANGE** | *Unknown* | 2025-09-16 20:18:58 UTC | Status: *CLOSED*

## Conversation: PxP3jbypQdaSnsOoKjAiLg

Messages: 19 | Customers: 1 | Duration: 2025-09-16 18:18:20 UTC to 2025-09-16 20:12:45 UTC

### AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 18:18:20 UTC

Live Team Notes Serial Numbers: 22h2192581rt FW: v.03.00.05 Issue/ Need: cx advised that her collar is flashing Troubleshooting & Actions Taken: Advised cx that the collar is currently pending deactivation due to halo care replacement request Cx advised that collar had a malfunction prior to her submitting the halo care request Advised cx that in that case we would do a warranty request but cx wanted to upgrade the collar to the 4 Advised cx the request has already been submitted for Jax and if she would like to upgrade sally's collar she can do the same process online Resources Used (provide details): (KB articles, Slack posts, internal docs.): How to Purchase Replacement Collars using Halo Care or Halo Protection [[https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk](https://support.halocollar.com/hc/en-us/search/click?data=BAh7DjoHaWRsKwiXF5XUohE6D2FjY291bnRfaWRpA5xBkzoJdHlwZUkiDGFydGljbGUGOGZFVdoldXJsSSIBhmh0dHBzOi8vc3VwcG9ydC5oYWxvY29sbGFyLmNvbS9oYy9lbi11cy9hcnRpY2xlcy8xOTM5MTA0ODkxNDgzOS1lb3ctdG8tUHVyY2hhc2UtUmVwbGFjZW1lbnQtQ29sbGFycy11c2luZy1lYWxvLUNhcmUtb3ltSGFsby1Qcm90ZWNoaW9uBjSIvDoOc2VhcmNoX2lkSSlpNmY5ZGJkZjEtNGNiYi00ZmRhLWE3NGUtN2JmMTQ2MjY3Zml3BjSIrjoJcmFua2kJOgtsb2NhbGVJlglplbi11cwY7CFQ6CnF1ZXJ5SSlOaGFsbyBjYXJlBjSIvDoScmVzdWx0c19jb3VudGkBOw%3D%3D--cddb8d287779caf45767d4115c5e3e366cc5e7ff] Please complete all steps in the Tier 1 Troubleshooting Guide [<a href=)] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (37v57Mh0...) | 2025-09-16 18:18:34 UTC

**From:** support@halocollar.com  
**To:** standardracing@gmail.com  
**Subject:** Halo Collar: Thank you!

Hello Rhonda, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Khadijah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (37v57Mh0...) | 2025-09-16 18:19:15 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (37v57Mh0...) | 2025-09-16 18:19:17 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, zHerDDHSRyKoaFtPZdCcew

### Customer (UCwQkS6w...) | 2025-09-16 18:26:37 UTC | halocollar.com

my collar has a critical error and says it needs to be replaced. what are my next steps

**STATUS CHANGE** | Customer (UCwQkS6w...) | 2025-09-16 18:26:37 UTC | Status: OPEN

### System/AI | 2025-09-16 18:27:14 UTC | halocollar.com

Hi there! If your collar has a critical error and needs replacement, please check your email for a shipping address confirmation. Once you confirm your address, the replacement process will be completed. If you haven't received a confirmation email, make sure to check your spam or junk folders. If it's still not there, feel free to contact our live support for assistance with the replacement. Also, ensure your Halo account email is up-to-date to avoid any delays in communication. Let us know if there's anything else you need help

with!

**Customer (UCwQkS6w...)** | 2025-09-16 18:36:32 UTC | [halocollar.com](https://halocollar.com)

I have checked my email, it logged me into my account. now what

**System/AI** | 2025-09-16 18:36:58 UTC | [halocollar.com](https://halocollar.com)

Great! Now that you're logged in, please confirm your shipping address in the email. This step is crucial to initiate the replacement process. If you need further assistance, feel free to reach out to our live support team. They'll make sure everything is on track for your collar replacement. Let us know if you need more information or help with anything else!

**Customer (UCwQkS6w...)** | 2025-09-16 18:38:01 UTC | [halocollar.com](https://halocollar.com)

it doesn't ask for a confirm further assistance please

**Customer (UCwQkS6w...)** | 2025-09-16 18:38:12 UTC | [halocollar.com](https://halocollar.com)

further assistance plz

**System/AI** | 2025-09-16 18:39:31 UTC | [halocollar.com](https://halocollar.com)

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

**AGENT NOTE | Agent (ne4kLbEh...)** | 2025-09-16 19:00:11 UTC

Live Team Notes Serial Numbers: 22h2192581rt FW: v.03.00.05 Issue/ Need: Warranty process Troubleshooting & Actions Taken: Reached out to CS as the option to send warranty email was not there Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**Agent (1LZgqfXS...)** | 2025-09-16 19:29:33 UTC | [halocollar.com](https://halocollar.com)

Thank you for reaching out to us regarding Jax's collar. After reviewing your request, we found that the collar is currently outside of the warranty period. However, we'd be happy to help with a replacement to ensure Jax is back up and running as soon as possible. I have sent an email with replacement options available to you.

**EMAIL | Agent (1LZgqfXS...)** | 2025-09-16 19:31:59 UTC

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

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

**Subject:** Halo Support: Halo Collar out of Warranty

Hi Rhonda, My name is Sunella with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy [here](#). Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 🏠 Halo Help Center 🗨️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a

week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:18 PM support@halocollar.com wrote: > Hello Rhonda, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Khadijah > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 19:32:26 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 20:12:40 UTC | Status: OPEN

**EMAIL | Agent (ne4kLbEh...) | 2025-09-16 20:12:42 UTC**

**From:** support@halocollar.com

**To:** standardracing@gmail.com

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

Hello Rhonda, Thank you so much for joining me in the Dog Park today, my name is Chance! It was a pleasure connecting with you and supporting you on your Halo journey! Got word back that the collar is out of warranty and now would be a good time to take advantage of the Halo Care. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 20:12:45 UTC | Status: CLOSED

## Conversation: a5DE3G70R7OmdplidiBgWw

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:18:26 UTC to 2025-09-16 19:37:56 UTC

**EMAIL | Customer (4WU0orJ7...) | 2025-09-16 18:18:26 UTC**

**From:** ann.mattson@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Warranty Request Submitted

Can you give me any tracking info for the warranty collar that was sent out? I haven't received any other correspondence since this email on Friday. On Fri, Sep 12, 2025 at 12:55 PM Halo Collar wrote: > Hello Ann, > > Thank you for visiting us in the Dog Park today, my name is Chance, — it > was great connecting with you and supporting your Halo journey. > > \*Please discontinue using your current collar immediately, as it will be > deactivated due to a technical issue.\* > > We understand the importance of your Halo Collar in keeping your pup > safe. This step is being taken to prioritize your dog's well-being. > > \*Here's what to expect:\* > > - Why it's being deactivated: A technical issue was identified that > could affect how the collar works. > - Why this matters: Using a collar with a known issue could result in > unreliable tracking or feedback. Deactivation helps prevent a false sense > of safety. > - Your new collar will ship as soon as possible. You'll receive > tracking details once it's on the way. > > \*Once your replacement collar arrives:\* > > - The package should include your pre-paid return shipping label as > well as instructions on what to send back to us. > - You will \*ONLY\* be sending back the Halo Unit, and keep all of > the accessories that came with your collar originally. (Strap, Case, > Charging Equipment, Contact Tips, Etc.) > - You can return your defective collar in the same packaging the > replacement came in. > - If your package is missing the return shipping label, please contact > support so we can send you a new one. > > > We understand this may be inconvenient, and we truly appreciate your > patience. > Please do not hesitate to\* contact our customer support\* > . > We are here to help! > > With pawsitivity, > Chance > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

**EMAIL | Agent (DRL3eEs5...) | 2025-09-16 18:22:00 UTC**

**From:** support@halocollar.com

**To:** ann.mattson@gmail.com

**Subject:** Re: Halo Support Warranty Request Submitted

Hello Ann, My name is Robinson, and I'm happy to assist you! Here is the latest information on your replacement request. As soon as your order ships, you'll receive an email with your tracking details, allowing you to monitor the delivery. You track your order here: Halo Collar Order Tracking If you have any more questions, please don't hesitate to let us know. Thank you for being part of the Halo Family! Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:18 PM "Ann Mattson" wrote: > Can you give me any tracking info for the warranty collar that was sent > out? I haven't received any other correspondence since this email on > Friday. > > On Fri, Sep 12, 2025 at 12:55 PM Halo Collar wrote: > > > Hello Ann, > > > Thank you for visiting us in the Dog Park today, my name is Chance, — it > > > was great connecting with you and supporting your Halo journey. > > > \*Please discontinue using your current collar immediately, as it will be > > > deactivated due to a technical issue.\* > > > > We understand the importance of your Halo Collar in keeping your pup > > > safe. This step is being taken to prioritize your dog's well-being. > > > > \*Here's what to expect:\* > > > > - Why it's being deactivated: A technical issue was identified that > > > could affect how the collar works. > > > - Why this matters: Using a collar with a known issue could result in > > > unreliable tracking or feedback. Deactivation helps prevent a false sense > > > of safety. > > > - Your new collar will ship as soon as possible. You'll receive > > > tracking details once it's on the way. > > > > > \*Once your replacement collar arrives:\* > > > > > - The package should include your pre-paid return shipping label as > > > well as instructions on what to send back to us. > > > - You will \*ONLY\* be sending back



the Halo Unit, and keep all of > > the accessories that came with your collar originally. (Strap, Case, > > Charging Equipment, Contact Tips, Etc.) > > - You can return your defective collar in the same packaging the > > replacement came in. > > - If your package is missing the return shipping label, please contact > > support so we can send you a new one. > > > > > We understand this may be inconvenient, and we truly appreciate your > > patience. > > Please do not hesitate to\* contact our customer support\* > > . > > We are here to help! > > > > With pawsitivity, > > Chance > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > >

**TOPIC CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 18:22:34 UTC

Added: yuytZ0InRc2UDUrYWXc\_JQ

**AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 18:22:35 UTC**

Live Team Notes Serial Numbers:24h3292573rt FW: Issue/ Need: WISMO - replacement Troubleshooting & Actions Taken: sent replacement tracking macro; hasn't shipped yet, confirmed Friday Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 18:22:36 UTC | Status: CLOSED

**EMAIL | Customer (4WU0orJ7...) | 2025-09-16 19:02:00 UTC**

**From:** ann.mattson@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Warranty Request Submitted

They will send an email for a replacement collar shipment? They said I should receive the new shipment within 3 days as they had to disconnect my collar on Friday. Can you tell me when the collar will ship? On Tue, Sep 16, 2025 at 1:21 PM Halo Collar wrote: > Hello Ann, > > My name is Robinson, and I'm happy to assist you! > Here is the latest information on your replacement request. > > - As soon as your order ships, you'll receive an email with your > tracking details, allowing you to monitor the delivery. > - You track your order here:\* Halo Collar Order Tracking\* > > > If you have any more questions, please don't hesitate to let us know. > Thank you for being part of the Halo Family! > > Best Regards, > Robinson > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 2:18 PM "Ann Mattson" ann.mattson@gmail.com> wrote: > > Can you give me any tracking info for the warranty collar that was sent > out? I haven't received any other correspondence since this email on > Friday. > > On Fri, Sep 12, 2025 at 12:55 PM Halo Collar > wrote: > > > Hello Ann, > > > Thank you for visiting us in the Dog Park today, my name is Chance, — it > > was great connecting with you and supporting your Halo journey. > > > \*Please discontinue using your current collar immediately, as it will be > > deactivated due to a technical issue.\* > > > We understand the importance of your Halo Collar in keeping your pup > > safe. This step is being taken to prioritize your dog's well-being. > > > \*Here's what to expect:\* > > > - Why it's being deactivated: A technical issue was identified that > > could affect how the collar works. > > - Why this matters: Using a collar with a known issue could result in > > unreliable tracking or feedback. Deactivation helps prevent a false sense > > of safety. > > - Your new collar will ship as soon as possible. You'll receive > > tracking details once it's on the way. > > > > \*Once your replacement collar arrives:\* > > > - The package should include your pre-paid return shipping label as > > well as instructions on what to send back to us. > > - You will \*ONLY\* be sending back the Halo Unit, and keep all of > > the accessories that came with your collar originally. (Strap, Case, > > Charging Equipment, Contact Tips, Etc.) > > - You can return your defective collar in the same packaging the > > replacement came in. > > - If your package is missing the return shipping label, please > > contact support so we can send you a new one. > > > > We understand this may be inconvenient, and we truly appreciate your > > patience. > > Please do not

hesitate to\* contact our customer support\* >> . >> We are here to help! >> >> With pawsitivity, >> Chance >> Halo Customer Support >> \*Halo Collar\* | Here for you and your best friend■ >> >> \*Need more help?\* >> ■\*support@halocollar.com\* | ■\*Halo Help >> Center\* >> >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >> >> >> - 9:00 am - 8:00 pm EST \*7 days a week\* >> >> \*Join Session\* to speak with the next available agent >> >> >>

*STATUS CHANGE | Customer (4WU0orJ7...) | 2025-09-16 19:02:00 UTC | Status: OPEN*

**EMAIL | Agent (DRL3eEs5...) | 2025-09-16 19:37:56 UTC**

**From:** support@halocollar.com

**To:** ann.mattson@gmail.com

**Subject:** Re: Halo Support Warranty Request Submitted

Hi Ann, Thank you for reaching back out. It seems that the replacement hasn't shipped out yet, but it's expected to ship out to night or latest tomorrow morning. This was due to the weekend, which can cause delays in shipment. If you do not see a tracking email by latest Thursday morning, please feel free to reach back out to us ASAP. Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 3:02 PM "Ann Mattson" wrote: > They will send an email for a replacement collar shipment? They said I > should receive the new shipment within 3 days as they had to disconnect my > collar on Friday. Can you tell me when the collar will ship? > > On Tue, Sep 16, 2025 at 1:21 PM Halo Collar wrote: > > > Hello Ann, > > > My name is Robinson, and I'm happy to assist you! > > Here is the latest information on your replacement request. > > > > - As soon as your order ships, you'll receive an email with your > > tracking details, allowing you to monitor the delivery. > > > - You track your order here:\* Halo Collar Order Tracking\* > > > > > If you have any more questions, please don't hesitate to let us know. > > Thank you for being part of the Halo Family! > > > > Best Regards, > > Robinson > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > On Tuesday, September 16, 2025, 2:18 PM "Ann Mattson" > ann.mattson@gmail.com> wrote: > > > > Can you give me any tracking info for the warranty collar that was sent > > out? I haven't received any other correspondence since this email on > > Friday. > > > > On Fri, Sep 12, 2025 at 12:55 PM Halo Collar > > wrote: > > > > Hello Ann, > > > > Thank you for visiting us in the Dog Park today, my name is Chance, — it > > was great connecting with you and supporting your Halo journey. > > > > \*Please discontinue using your current collar immediately, as it will be > > deactivated due to a technical issue.\* > > > > We understand the importance of your Halo Collar in keeping your pup > > safe. This step is being taken to prioritize your dog's well-being. > > > > \*Here's what to expect:\* > > > > - Why it's being deactivated: A technical issue was identified that > > could affect how the collar works. > > > - Why this matters: Using a collar with a known issue could result in > > unreliable tracking or feedback. Deactivation helps prevent a false sense > > of safety. > > > - Your new collar will ship as soon as possible. You'll receive > > tracking details once it's on the way. > > > > > \*Once your replacement collar arrives:\* > > > > > - The package should include your pre-paid return shipping label as > > well as instructions on what to send back to us. > > > - You will \*ONLY\* be sending back the Halo Unit, and keep all of > > the accessories that came with your collar originally. (Strap, Case, > > Charging Equipment, Contact Tips, Etc.) > > > - You can return your defective collar in the same packaging the > > replacement came in. > > > - If your package is missing the return shipping label, please > > contact support so we can send you a new one. > > > > > We understand this may be inconvenient, and we truly appreciate your > > patience. > > Please do not hesitate to\* contact our customer support\* > > . > > We are here to help! > > > > With pawsitivity, > > Chance > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > \*Need more help?\* > > > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > > > \*Join Session\* to speak with the next available agent > > > > > > >

*STATUS CHANGE | Agent (DRL3eEs5...) | 2025-09-16 19:37:56 UTC | Status: CLOSED*

## Conversation: A\_WhNHW0S36n1xRGd1psbQ

*Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:21:05 UTC to 2025-09-16 18:28:18 UTC*

*PHONE\_CALL | Customer (FEM1cFoG...) | 2025-09-16 18:21:05 UTC*

### **AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 18:28:07 UTC**

First and Last Name: Email: Phone Number: 18013304124 Collar SN: Collar FW: Collar  
Purchased From: Resources: Gladly Recap/TS: Pre-purchase questions Next Steps:

*TOPIC CHANGE | Agent (JcamaQTb...) | 2025-09-16 18:28:16 UTC*

*Added: NCR2eulFTRyzoCpXePNHpw*

*STATUS CHANGE | Agent (JcamaQTb...) | 2025-09-16 18:28:18 UTC | Status: CLOSED*

## Conversation: j8mLcHCrQE-tPgyTc4-uyQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:21:13 UTC to 2025-09-16 18:32:17 UTC

**PHONE\_CALL** | Customer (JiNIMvLW...) | 2025-09-16 18:21:13 UTC

**EMAIL** | Agent (kx0B3Ww9...) | 2025-09-16 18:29:14 UTC

**From:** support@halocollar.com

**To:** judysbs@msn.com

**Subject:** Halo Support Follow Up

Hello Judy, Thank you for calling Halo Support today. This is Joy. It was truly a pleasure speaking with you and learning more about you and your pup. As discussed, I have provided articles on your replacement options. What is Halo Protection? What is Halo Care? If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (kx0B3Ww9...) | 2025-09-16 18:32:04 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Judy Schliesman Email: judysbs@msn.com Phone Number: +15159880630 Collar SN: 23h3482281rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Recap/TS: Cx has a collar that won't charge. Cx was sent a charging kit On AP, there is a diag error, but cx is oow Offered to let cx know her options but she cut me off midway to say they would consider other options. Offered to send the options via email, and she was okay with that. Next Steps: Sending email to cx

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 18:32:11 UTC

Added: 6jk7DobMRw2g1ATE6kOMjw

**STATUS CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 18:32:17 UTC | Status: CLOSED

## Conversation: CzKT5JViqY2WsXng6-7cWg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:21:40 UTC to 2025-09-16 18:49:28 UTC

**Customer (8rN5PqcG...)** | 2025-09-16 18:21:40 UTC | halocollar.com

Our dog has died and we will no longer need our Halo collar. Can you check my account to determine if we can transfer the collar to a different user?

**System/AI** | 2025-09-16 18:21:53 UTC | halocollar.com

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

**EMAIL | Customer (8rN5PqcG...)** | 2025-09-16 18:24:31 UTC

**From:** kathy81580@gmail.com

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

**Subject:** Dog died

Our dog has died and we no longer need our Halo collar. Are all collars able to be transferred/sold to a different user? If so, what is the best process? Thank you. Kathy Christensen

**EMAIL | Customer (8rN5PqcG...)** | 2025-09-16 18:28:08 UTC

**From:** kathy81580@gmail.com

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

**Subject:** Re: Dog died

Thank you! Kathy Christensen On Tue, Sep 16, 2025 at 1:25 PM Halo Collar wrote: > We're sorry to hear about your loss. Yes, you can transfer or sell your > Halo collar to another user. To do this, you'll need to remove the collar > from your account first. Here's how: > > 1. Open the Halo App. > 2. Tap on Settings (bottom-right corner). > 3. Select 'My Collars' and choose the collar you want to remove. > 4. Expand the collar card and tap 'Delete Collar' at the bottom. > 5. Confirm the deletion. > > Once removed, the new user can add the collar to their account. If you > need further assistance, feel free to ask! > The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 6:24 PM "Kathy Christensen" kathy81580@gmail.com> wrote: > > Our dog has died and we no longer need our Halo collar. Are all collars > able to be transferred/sold to a different user? If so, what is the best > process? Thank you. > > Kathy Christensen > >

**EMAIL | Customer (8rN5PqcG...)** | 2025-09-16 18:30:34 UTC

**From:** kathy81580@gmail.com

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

**Subject:** Re: Dog died

Can you provide the steps to delete my Halo account? Sent from my iPhone On Sep 16, 2025, at 1:28 PM, Halo Collar wrote: You're welcome, Kathy! If you have any more questions or need further assistance, feel free to reach out. Have a great day! On Tuesday, September 16, 2025, 6:28 PM "Kathy Christensen" wrote: Thank you! Kathy Christensen On Tue, Sep 16, 2025 at 1:25 PM Halo Collar wrote: (<mailto:support@halocollar.com>) We're sorry to hear about your loss. Yes, you can transfer or sell your Halo collar to another user. To do this, you'll need to remove the collar from your account first. Here's how: \* Open the Halo App. \* Tap on Settings (bottom-right corner). \* Select 'My Collars' and choose the collar you want to remove. \* Expand the collar card and tap 'Delete Collar' at the bottom. \* Confirm the deletion. Once removed, the new user can add the collar to their account. If you need further assistance, feel free to ask! The Halo Collar Virtual Assistant On Tuesday, September 16, 2025, 6:24 PM "Kathy Christensen" wrote: (<mailto:kathy81580@gmail.com>) Our dog has died and we no longer

need our Halo collar. Are all collars able to be transferred/sold to a different user? If so, what is the best process? Thank you. Kathy Christensen

**EMAIL | Customer (8rN5PqcG...) | 2025-09-16 18:36:55 UTC**

**From:** kathy81580@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Dog died

I have attached a screenshot of my account. I do not see "delete account" as an option. Kathy Christensen On Tue, Sep 16, 2025 at 1:31 PM Halo Collar wrote: > To delete your Halo account, please follow these steps: > > 1. > > \*Cancel Your Membership\*: Before deleting your account, ensure you > cancel your Halo Membership. This is important because once your account is > deleted, you won't be able to log back in to cancel the membership. > 2. > > \*Log into the Halo App\*: Open the Halo App on your device. > 3. > > \*Go to Settings\*: Navigate to the Settings section within the app. > 4. > > \*Access Account Information\*: Tap on 'Account' to view your account > details. > 5. > > \*Delete Account\*: Select 'Delete Account' to permanently remove your > account from the Halo system. > > If you need further assistance, feel free to ask! > > On Tuesday, September 16, 2025, 6:30 PM "Kathy" > wrote: > > Can you provide the steps to delete my Halo account? > Sent from my iPhone > > On Sep 16, 2025, at 1:28 PM, Halo Collar wrote: > > ■ > > You're welcome, Kathy! If you have any more questions or need further > assistance, feel free to reach out. Have a great day! > > On Tuesday, September 16, 2025, 6:28 PM "Kathy Christensen" kathy81580@gmail.com> wrote: > > Thank you! > > Kathy Christensen > > On Tue, Sep 16, 2025 at 1:25 PM Halo Collar > wrote: > > We're sorry to hear about your loss. Yes, you can transfer or sell your >> Halo collar to another user. To do this, you'll need to remove the collar >> from your account first. Here's how: >> >> 1. Open the Halo App. >> 2. Tap on Settings (bottom-right corner). >> 3. Select 'My Collars' and choose the collar you want to remove. >> 4. Expand the collar card and tap 'Delete Collar' at the bottom. >> 5. Confirm the deletion. >> >> Once removed, the new user can add the collar to their account. If you >> need further assistance, feel free to ask! >> The Halo Collar Virtual Assistant >> >> On Tuesday, September 16, 2025, 6:24 PM "Kathy Christensen" > kathy81580@gmail.com> wrote: >> >> Our dog has died and we no longer need our Halo collar. Are all collars >> able to be transferred/sold to a different user? If so, what is the best >> process? Thank you. >> >> Kathy Christensen >> >> >> >>

**TOPIC CHANGE | Agent (UNfbdmGc...) | 2025-09-16 18:46:01 UTC**

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**EMAIL | Agent (poWIULpl...) | 2025-09-16 18:49:18 UTC**

**From:** support@halocollar.com

**To:** kathy81580@gmail.com

**Subject:** Delete an Account

Hello Kathy, We can imagine how difficult it is to lose a beloved pet. Deleting Your Account Log into the Halo AppTap SettingsTap My AccountTap Delete AccountThis will permanently remove your account from the Halo systemThis is the only way to remove your account permanently Need help? Please contact Halo Collar Customer Service, and we'll be happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:37 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 6:36 PM "Kathy Christensen" wrote: > > > I have attached a screenshot of my account. I do not see "delete account" > > > as an option. > > > > > Kathy Christensen > > > > > On Tue, Sep 16, 2025 at 1:31 PM

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 18:49:28 UTC | Status: CLOSED

**STATUS CHANGE** / Agent (poWIULpl...) / 2025-09-16 18:49:28 UTC / Status: CLOSED



## Conversation: qVP66nImS52JZGbA3rPYpQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:22:30 UTC to 2025-09-16 18:23:15 UTC

### AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 18:22:30 UTC

Live Team Notes Serial Numbers: FW: Issue/ Need: Questions about remote beacon Troubleshooting & Actions Taken: Explained they will get the set FB Can not assign beacons to specific dogs Resources Used (provide details): (KB articles, Slack posts, internal docs.): App AP Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (YYRYgGjy...) | 2025-09-16 18:22:37 UTC

**From:** support@halocollar.com

**To:** bealk@sbcglobal.net

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

Hello Karin, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 18:23:03 UTC

Ability to assign beacons to specific pet

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 18:23:13 UTC

Added: 9J6\_cepqS5yGgLK5NOsVww, 5PPI2RS4TSeSg5z-6z7TAQ, knxFA9d\_QvCvKSD3FB0LTQ

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 18:23:15 UTC | Status: CLOSED



## Conversation: 2KMvZ4acSHO-MyD7MOYWAg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:24:26 UTC to 2025-09-16 18:24:40 UTC

**STATUS CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 18:24:26 UTC | Status: OPEN

**AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 18:24:28 UTC**

Disputing refund for 2 collars

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 18:24:40 UTC

Added: IE0X\_KncQl6vMmRGK1vGrA

## Conversation: k21ZJCW4TIG-itYojV5i8g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:25:41 UTC to 2025-09-16 18:26:59 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:25:41 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:25:41 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:26:57 UTC

**From:** support@halocollar.com

**To:** deb-hargis@outlook.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:26:59 UTC | Status: CLOSED

## Conversation: f4njS3EyTOGUOZQUFyhs0g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:26:04 UTC to 2025-09-16 18:31:53 UTC

**PHONE\_CALL** | Customer (R5E5Av0q...) | 2025-09-16 18:26:04 UTC

### **AGENT NOTE | Agent (KLKzjzy9...) | 2025-09-16 18:31:43 UTC**

Live Team Notes Serial Numbers: NA FW: Issue/ Need: Bought through amazon, never used wants to return Troubleshooting & Actions Taken: Advised she would need to contact amazon or the seller due to it being 2 months since purchase Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **EMAIL | Agent (KLKzjzy9...) | 2025-09-16 18:31:45 UTC**

**From:** support@halocollar.com

**To:** emilyjprice5@gmail.com

**Subject:** Halo Support Follow Up

Hello Emily, Thank you for calling Halo Support today. This is Gale. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Gale Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 18:31:52 UTC

Added: rxefklGaTXGCpjC7oGEfPg

**STATUS CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 18:31:53 UTC | Status: CLOSED

## Conversation: S8zNEntUS6WTKrF4bPiLbg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:26:06 UTC to 2025-09-16 19:20:23 UTC

**TOPIC CHANGE** | Agent (\_mb2I5Ls...) | 2025-09-16 18:26:06 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (\_mb2I5Ls...) | 2025-09-16 18:32:59 UTC

Added: saLO9gP2TMeodivhS46y8Q

### AGENT NOTE | Agent (\_mb2I5Ls...) | 2025-09-16 18:33:01 UTC

Live Team Notes Serial Numbers: 25h4175778rt FW: v.03.00.05 Issue/ Need: Cx is very frustrated about being on his fourth warranty so far this year and wants his collar to be expedited or overnighted Troubleshooting & Actions Taken: Told cx that was not possible but he said that the last time this happened to him the team was able to get it to him in less than two days Since cx was upset I went ahead and told him I could get this escalated to management so he can talk to them and he said he would like that very much Collected his phone info and he said any time would be a great time to call him Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (\_mb2I5Ls...) | 2025-09-16 18:33:03 UTC

Added: yuytZ0InRc2UDUrYWXc\_JQ

### EMAIL | Agent (\_mb2I5Ls...) | 2025-09-16 18:33:21 UTC

**From:** support@halocollar.com

**To:** justinfrey333@gmail.com

**Subject:** Halo Collar Your Request Has Been Escalated

Hello Justin, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Jazmine Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (\_mb2I5Ls...) | 2025-09-16 18:35:25 UTC

Manager Request Notes Customer Information Serial Number: 25h4175778rt Firmware Version: v.03.00.05 Order Number: AW-20250509-15756 Why is this being escalated? (What happened?) Cx is very frustrated about being on his fourth warranty What is the customer requesting? Cx wants his collar to be expedited or overnighted Told cx that was not possible but he said that the last time this happened to him the team was able to get it to him in less than two days Since cx was upset I went ahead and told him I could get this escalated to management so he can talk to them and he said he would like that very much What has already been done with the customer? (Previous steps taken?) He spoke to an agent about an hour ago and was already told that we would not be able to overnight his collar and they sent him an email telling him once we received shipping info we would send him an update Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) Phone Phone number: 913-547-4432 Email address: justinfrey333@gmail.com Please do not promise a time frame for a response.

### EMAIL | Agent (KshEi1Yy...) | 2025-09-16 19:19:25 UTC

**From:** support@halocollar.com

**To:** justinfrey333@gmail.com

**Subject:** Re: Halo Collar Your Request Has Been Escalated

Hi Justin, My name is Marissa and I'm with Halo's Management Team. I know it hasn't been easy dealing with multiple replacements, and I completely understand how important it is for you to get Hendrix's collar as quickly as possible. While we aren't able to overnight ship, your replacement will go out with FedEx 2-Day so it should be in your hands soon. In the meantime, I'd like to ease a bit of the frustration by refunding part of your membership costs. I went ahead and sent over that reimbursement via gift card, and it should arrive in your email here shortly. I'd also love the chance to connect with you directly if you'd like to talk things through—I've included my call schedule below, and you're welcome to choose a time that works best for you. Marissa's Call Schedule I look forward to hearing back from you! Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 1:33 PM support@halocollar.com wrote: > Hello Justin, > > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. > We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > > If you need anything in the meantime, we're right here and happy to help. > > With pawsitivity, > Jazmine > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (KshEi1Yy...) | 2025-09-16 19:20:21 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) The cx is on their 4th REP and they want it overnighted. Recap (When/Where/What the customer wants) The cx is on their 4th replacement The cx is asking to have it overnighted. Is This Resolved/Follow-Up Required? Informed the cx we cannot overnight the collar. Sent \$25 mem credit for inconvenience. Sent call schedule in case they'd like to discuss things further. If Follow Up Is Required (What/When) N/A Optional Additional Info:

**STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 19:20:23 UTC | Status: CLOSED**

## Conversation: Z2u\_iexiSoSh7vcuPq\_kvq

Messages: 7 | Customers: 1 | Duration: 2025-09-16 18:26:45 UTC to 2025-09-16 18:34:32 UTC

PHONE\_CALL | Customer (6remNIKU...) | 2025-09-16 18:26:45 UTC

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 18:30:44 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Thomas Harsh Email: tomharsh@hotmail.com Phone number: 14258905842 Collar SN: 24h3201253rt Collar Model: H3 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 207 Birch Banks Rd City: Sagle State: ID Postal code: 83860 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H3 Contact Tips (3.5mm) For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (poWIULpl...) | 2025-09-16 18:31:22 UTC

**From:** support@halocollar.com

**To:** tomharsh@hotmail.com

**Subject:** Halo Support Accessories Order

Hello Thomas, My name is Kenny, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo Collar 3 Contact Tips (3.5mm) shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 18:32:12 UTC

Added: -LmskJFZShWIOOnMJuMqlA

### EMAIL | Agent (poWIULpl...) | 2025-09-16 18:32:53 UTC

**From:** support@halocollar.com

**To:** tomharsh@hotmail.com

**Subject:** Follow Up

Hello Thomas, We hope you and your pup are doing great today! My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: leave a review! Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:31 PM support@halocollar.com wrote: > Hello Thomas, > > My name is Kenny, and I'll be assisting you. > > I've gone ahead and submitted the request to have your Halo Collar 3 Contact Tips (3.5mm) shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete

satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**EMAIL | Agent (sR--y62-...) | 2025-09-16 18:34:31 UTC**

**From:** support@halocollar.com

**To:** tomharsh@hotmail.com

**Subject:** Re: Follow Up

Hello Thomas, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for contact tips has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:32 PM support@halocollar.com wrote: > Hello Thomas, > > We hope you and your pup are doing great today! > My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. > > We're so glad we could help — and we'd be truly grateful if you'd share your feedback. > Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. > > Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! > If you're up for it, you can leave a quick review here: leave a review! > > Thank you again for being part of the Halo Pack. We're lucky to have you! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 2:31 PM support@halocollar.com wrote: > > > Hello Thomas, > > > My name is Kenny, and I'll be assisting you. > > > I've gone ahead and submitted the request to have your Halo Collar 3 Contact Tips (3.5mm) shipped. > > > Here's an update: > > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > > With pawsitivity, > > Kenny > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 18:34:32 UTC | Status: CLOSED**



## Conversation: YZi3jZPzTJmOwqgsITSq4g

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:27:16 UTC to 2025-09-16 21:01:23 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:27:16 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:27:17 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:36:49 UTC

**From:** support@halocollar.com

**To:** saltlick2003@gmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:36:50 UTC | Status: CLOSED

### EMAIL | Customer (s6u78-aA...) | 2025-09-16 21:01:23 UTC

**From:** saltlick2003@gmail.com

**To:** support@halocollar.com

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

Here is the email we got on Sept. 8th but as of today, still no collar replacement or tracking #. Hi LANCE, Your replacement Halo Collar is on its way! - Warranty Request: AW-20250909-44745 - Collar Serial: 25h4114997rt - Shipping To: JILL MORROW 901 Coopers Hawk Ln Timberville, VA 22853-2940 Please return your original collar using the instructions that will arrive with your new collar. Questions? Contact us in the Halo Dog Park , referencing Request #AW-20250909-44745. \*— The Halo Team\* On Tue, Sep 16, 2025 at 2:36 PM Halo Collar wrote: > Hello LANCE, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar > Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar > hasn't gone as expected. Thank you for taking the time to share your > feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, > and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us > — whichever is > easier for you. I'm here and ready to help however I can. > > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, > Bree > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > -- Lance & Jill Morrow

**STATUS CHANGE** | Customer (s6u78-aA...) | 2025-09-16 21:01:23 UTC | Status: OPEN



## Conversation: tod4bo1KQgKx7FkBWWc5cg

Messages: 11 | Customers: 1 | Duration: 2025-09-16 18:27:18 UTC to 2025-09-16 23:31:07 UTC

### EMAIL | Customer (m-RDKkIS...) | 2025-09-16 18:27:18 UTC

**From:** chrisversteeg1985@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Battery Issue

This did not help. The battery is still going from fully charged to 0% in less than 8 hours, while not even in use. Please help fix this situation. On Fri, Sep 12, 2025, 5:28 PM Halo Collar wrote: > Hi Chris, > > We're sorry to hear about the issues with your Halo 3 collar. To address > the charging problem, please try these steps to recalibrate the battery: > - Charge the collar fully, then discharge it completely until it powers > off. > - Let it rest powered off for at least 5 hours. > - Fully charge it again without interruption. Please let us know if you > need further assistance or a return label. > > Thank you! > The Halo Collar Virtual Assistant > > On Saturday, September 13, 2025, 12:27 AM "Christopher Versteeg" chrisversteeg1985@gmail.com> wrote: > > Hi there, > > You recently sent me a replacement Halo 3 for a Halo 1 that was not > functioning properly. The Halo 3 that we received as a replacement is not > holding a charge. We charged it overnight and for more than 12 hours and it > dies within 8 hrs. I need to send the Halo 1 back next week. Should I send > both of them so you can send me one with a fully functioning battery? > > Thank you, > > Chris > >

**STATUS CHANGE** | Unknown | 2025-09-16 20:29:01 UTC | Status: CLOSED

### Customer (m-RDKkIS...) | 2025-09-16 23:04:23 UTC | halocollar.com

my collar is not holding a charge

**STATUS CHANGE** | Customer (m-RDKkIS...) | 2025-09-16 23:04:23 UTC | Status: OPEN

### System/AI | 2025-09-16 23:04:54 UTC | halocollar.com

Hi there! If your Halo Collar isn't holding a charge, try these steps: Plug the collar into the charger and hold the power button for 15 seconds, then release. Remove it from the charger, let it fully discharge until it powers off, and rest it for at least 5 hours. Fully charge the collar uninterrupted to 100%. Keep an eye on the battery life for 48 hours. If the issue persists, please contact our support team for further assistance. Also, make sure your charging port is clean and dry before charging to prevent any issues.

### Customer (m-RDKkIS...) | 2025-09-16 23:05:07 UTC | halocollar.com

I already tried this

### System/AI | 2025-09-16 23:05:49 UTC | halocollar.com

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

### EMAIL | Agent (vayOmd0I...) | 2025-09-16 23:30:50 UTC

**From:** support@halocollar.com

**To:** chrisversteeg1985@gmail.com

**Subject:** Re: Halo Battery Issue

Hello Meagan, Thanks for reaching out to the Halo Collar Virtual Assistant! We noticed you may need a bit more technical support to get everything working smoothly. We'd love to help you get the most out of your Halo experience! You have two great options: Visit the Dog Park – Face-to-face conversation with a live agent via Zoom. Our agents are available from 8 AM to 9 PM EST, 7 days a week. You can access the Dog Park through

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 23:31:07 UTC | Status: CLOSED

## Conversation: 9LJwRkfZReOeJVxdMHxxfg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:28:47 UTC to 2025-09-16 18:36:29 UTC

**PHONE\_CALL** | Customer (oO0ofX9y...) | 2025-09-16 18:28:47 UTC

**EMAIL | Agent (JcamaQTb...) | 2025-09-16 18:36:11 UTC**

**From:** support@halocollar.com

**To:** macweymouth@gmail.com

**Subject:** Halo Support Follow Up

Hello Mac, Thank you for calling Halo Support today. This is MeLissa. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 18:36:13 UTC**

First and Last Name: Mac Weymouth Email: macweymouth@gmail.com Phone Number: 19088099435 Collar SN: 25h4309951rt Collar FW: v.03.00.05 Collar Purchased From: Direct to Consumer Resources: Gladly Ap Halo Website Recap/TS: The cx wants to know what size strap she needs to order to replace the Halo 4 strap she has now. I directed the cx to the Halo website and let her know that the Halo 4 strap does not have a size Sent follow-up email Next Steps: n/a

**TOPIC CHANGE** | Agent (JcamaQTb...) | 2025-09-16 18:36:27 UTC

Added: yvre24KRS7mrSSqthtE0RA

**STATUS CHANGE** | Agent (JcamaQTb...) | 2025-09-16 18:36:29 UTC | Status: CLOSED

Conversation: VxFLTOThTdqgcjMHWzYp\_A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:29:06 UTC to 2025-09-16 18:30:46 UTC

**EMAIL | Customer (JoZIZupA...) | 2025-09-16 18:29:06 UTC**

**From:** dakotamoon98@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support: Your Request is Under Review

Thank you so much! On Mon, Sep 15, 2025, 10:00 AM Halo Collar wrote: > Hello Robin, >  
> > Thanks for reaching out to Halo Support! My name is Marissa. > > \*I'm reaching out with  
an update on your subscription:\* > > - I've gone ahead and canceled your subscription and  
issued a > pro-rated refund. > - 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, > Marissa > Halo Senior Customer  
Support > \*Halo Collar\* | Here for you and your best friend■ > > On Monday, September  
15, 2025, 7:59 AM support@halocollar.com wrote: > > Hello Robin, > > Thank you for  
reaching out to the Halo Support Team, and for giving us the > chance to help. > > Your  
request has been sent to our Billing Team, and they're actively > investigating the issue to  
ensure we resolve it as quickly and accurately > as possible. > > \*Here's what you can  
expect:\* > > - Our team is reviewing the details of your request and any related > activity.  
> - We're checking systems to get a complete picture. > - You'll hear back from us as soon  
as we have an update or resolution > to share. > > \*In the meantime:\* > > - Please know  
we're prioritizing this for you. > - We truly appreciate your patience while we dig in and  
work on a > solution. > - Our goal, always, is to keep tails wagging and give you peace of  
> mind. > > > If you have any questions or if anything changes on your end, feel free to >  
reply to this message. We're here, and we're ready to help every step of > the way. > >  
With pawsitivity, > Kenny > Halo Customer Support > \*Halo Collar\* | Here for you and your  
best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\*  
> > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST  
\*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Sunday,  
September 14, 2025, 10:16 PM "Robin Johnson" dakotamoon98@gmail.com> wrote: > >  
Refund? This says it will be cancelled August 2026. The collar was > returned and service  
never used. > > On Sat, Sep 13, 2025 at 1:59 PM The Halo Team  
thehaloteam@app.halocollar.com> wrote: > > > We're sorry to see you go! > > ■■■■■■  
■■■■■■ > > ■■■■■■ > > ■■■■■■ > > ■■■■■■ > > ■■■■■■ > > ■■■■■■ > > ■■■■■■  
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■■■■■■ > > [image: Halo®] > > > Robin Johnson Bronze > > Member since 2025 > > > Hi  
Robin, > > > > > Your access to the Halo app and Halo Care is now disabled, and your  
dogs > > are no longer covered by their Halo Collars. > > > > > What was the main  
reason you canceled your Halo Pack Membership? > > [image: GPS Accuracy issues] > >  
> > [image: Too expensive] > > > [image: Dog doesn't respond to collar] > > > [image:  
Found an alternative (please specify which one)] > > > [image: Technical issues (please  
elaborate)] > > > [image: My dog is no longer with me] > > > [image: Battery life] > > >  
[image: Other (please specify)] > > > > > You can also delete your account and data  
through the My Account page. > > You can easily rejoin the pack at anytime by visiting the  
My Account page. > > Please note if you renew your subscription in the future and enroll in  
Halo > > Care, a 60-day wait period will apply before you can replace your collar(s). > > >  
\*— 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 > > > . > > > > >

EMAIL | Agent (chgMWdgT...) | 2025-09-16 18:30:28 UTC

**TOPIC CHANGE** / Agent (chgMWdqT...) / 2025-09-16 18:30:44 UTC

Added: w4-N2LKvQhW0agGKyIANbg, P!OeudXYRhqGCLwE5ykYeQ

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 18:30:46 UTC | Status: CLOSED

## Conversation: C8CU-WFWT36fnutLzOEveQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:29:17 UTC to 2025-09-16 18:53:43 UTC

PHONE\_CALL | Customer (k9R\_oeO7...) | 2025-09-16 18:29:17 UTC

EMAIL | Agent (kx0B3Ww9...) | 2025-09-16 18:51:40 UTC

**From:** support@halocollar.com

**To:** swimmer391@hotmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Jill, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 18:51:56 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Jill Davila Email: swimmer391@hotmail.com Phone Number: +12704593320 Collar SN: 25h4307894rt Collar FW: Collar Purchased From: Halo Resources: AP Recap/TS: Cx says she called before placing an order for a collar. She said she had told the agent how big her dog was before the purchase, but the collar then arrived, and it was too big she then reached out and was told she should not have purchased it and that it would be dangerous to her dog. Her dog is a maltipoo and weighs 8lbs so she returned the collar, now she is calling to ask why she was not refunded completely. She is demanding a full refund saying it was our fault. She wants to know when the rest of her refund will come through Let cx know I am unable to provide that but will escalate to billing per slack Next Steps: Sending email to cx Escalating to billing

AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 18:52:16 UTC

Full Name: Jill Davila Email Address: swimmer391@hotmail.com Serial Number: 25h4307894rt Order ID: RMA Ticket #: K6TU80RS What is the inquiry about? cx says she called before placing an order for a collar. She said she had told the agent how big her dog was, 8lbs, before the purchase, but the collar then arrived, and it was too big She then reached out and was told she should not have purchased and that it would be dangerous to her dog. So she returned, and now she is asking why she was not refunded completely. She is demanding a full refund, saying it was our fault that the first agent should have told her it was not right for her dog. Let cx know I would escalate to the team in charge Requested Action Cx wants a full refund on her return.

TOPIC CHANGE | Agent (kx0B3Ww9...) | 2025-09-16 18:53:39 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

STATUS CHANGE | Agent (kx0B3Ww9...) | 2025-09-16 18:53:43 UTC | Status: CLOSED

## Conversation: F0J42yZNSDml7YZBFjmUxw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:29:26 UTC to 2025-09-16 20:30:01 UTC

**Customer (UsJWQoHv...)** | 2025-09-16 18:29:26 UTC | halocollar.com

Create a fence

**System/AI** | 2025-09-16 18:30:00 UTC | halocollar.com

Hey there! To create a fence with your Halo Collar, just open the Halo App and tap 'My Map' in the bottom-left corner. Slide up the 'Find & Manage Pets' card, tap 'Add Fence', and place the marker on your property. You can enter your home address in the search bar and tap 'Create Fence'. The app will automatically generate a unique fence around your property based on public property lines and safety guidelines. For more detailed guidance, feel free to check out this link.

**STATUS CHANGE** | Unknown | 2025-09-16 20:30:01 UTC | Status: CLOSED



## Conversation: PUWfOz6sTOGwG1WIB4o6rA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 18:30:13 UTC to 2025-09-16 18:38:26 UTC

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 18:30:13 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 18:30:19 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 18:31:00 UTC

**From:** support@halocollar.com

**To:** wright.stallings@gmail.com

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

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

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 18:36:11 UTC

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 18:36:57 UTC

**From:** support@halocollar.com

**To:** wright.stallings@gmail.com

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

Hello Wright, Thank you for contacting Halo Collar Support through a call request. My name is Hannah, and I'm sorry that I missed you at our scheduled time. Please feel free to contact our live support during business hours, as listed below, if you have any other questions or need further help. Dog Park (live video support) available hours: 9:00 am - 8 pm EST (7 days a week) Phone support (+1 (214) 238-9788) available hours: 8:00 am - 6:00 pm EST (M-F) 10:00 am - 4:00 pm EST (Sat-Sun) If you need any additional information on our customer support How to Contact Customer Support Help Desk Thank you for being part of our Halo Pack! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 1:31 PM support@halocollar.com wrote: > Hello Wright, > > We hope you and your pup are having a great day. My name is Hannah. > I'm so sorry I missed you when I first called. > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > Looking forward to speaking with you soon! > > With pawsitivity, > Hannah > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE** | Agent (vayOmd0l...) | 2025-09-16 18:38:23 UTC

Serial Numbers: 22h2431077rt FW: 03.00.05 Issue/ Need: Cx stated, "Was supposed to hear back from Halo with an email after speaking with a lady Thursday night. Have not seen an email yet about possible warranty coverage." Troubleshooting & Actions Taken: Called cx once, no answer Called cx again, no answer, left VM Resources Used: AP Next Steps: Follow up with General – Scheduled Call Follow Up – No Answer macro

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 18:38:25 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 18:38:26 UTC | Status: CLOSED

## Conversation: dwPCzic1SYm4Pq3yj7X8pw

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 18:30:51 UTC to 2025-09-16 18:31:15 UTC*

**STATUS CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 18:30:51 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 18:31:15 UTC

Added: jjmywZ3VSKKjVyuw1USzJQ

## Conversation: I9\_sS4kNTu-La6s6\_kvRyg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:32:30 UTC to 2025-09-16 18:57:59 UTC

**PHONE\_CALL** | Customer (p7aP2NyT...) | 2025-09-16 18:32:30 UTC

### **AGENT NOTE | Agent (KLKzjzy9...) | 2025-09-16 18:57:52 UTC**

Live Team Notes Serial Numbers: NA FW: Issue/ Need: pre-purchase questions for purchasing a collar Troubleshooting & Actions Taken: Explained the GPS< LTE and Bluetooth, fences and beacons to the cx Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Gladly Halocollar.com [<http://Halocollar.com>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 18:57:58 UTC

Added: NCR2eulFTRyzoCpXePNHpw

**STATUS CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 18:57:59 UTC | Status: CLOSED

## Conversation: JsflDu7BSf6sasJyVgsMig

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:32:41 UTC to 2025-09-16 18:38:10 UTC

### EMAIL | Customer (Ovsu244t...) | 2025-09-16 18:32:41 UTC

**From:** jcrowder409@yahoo.com

**To:** info@halocollar.com

**Subject:** Re: Final notice: Need updated Halo Collar billing information

It should be updated now James Crowder On Aug 27, 2025, at 12:04 AM, Katie Wilson wrote: ■ Hey James, We just tried to process the \$14.99 subscription payment for the fourth time, but unfortunately it failed once again. If the next charge fails, your account will be cancelled automatically. You can update your billing information here. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3D8622c82c-248e-4e1e-97cc-475937bdf4a1%26at%3D4/e08F/sanGAQ/AQ/11d4e1b5-08c3-4c4d-8fcf-4a695f904cd4/1/ab\\_NbJpbUQ](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3D8622c82c-248e-4e1e-97cc-475937bdf4a1%26at%3D4/e08F/sanGAQ/AQ/11d4e1b5-08c3-4c4d-8fcf-4a695f904cd4/1/ab_NbJpbUQ)) Let us know if you have any questions, — Katie Wilson Customer Success

### EMAIL | Agent (DRL3eEs5...) | 2025-09-16 18:38:02 UTC

**From:** support@halocollar.com

**To:** jcrowder409@yahoo.com

**Subject:** Re: Final notice: Need updated Halo Collar billing information

Hi James, Thank you for letting us know! I was able to verify it's updated, and no further interaction is needed. Please let us know if you have any other questions; have a great day! Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:32 PM "J (null)" wrote: > It should be updated now > > James Crowder > On Aug 27, 2025, at 12:04 AM, Katie Wilson wrote: > > ■ > > Hey James, > We just tried to process the \$14.99 subscription payment for the fourth time, but unfortunately it failed once again. > If the next charge fails, your account will be cancelled automatically. You can update your billing information here. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3D8622c82c-248e-4e1e-97cc-475937bdf4a1%26at%3D4/e08F/sanGAQ/AQ/11d4e1b5-08c3-4c4d-8fcf-4a695f904cd4/1/ab\\_NbJpbUQ](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3D8622c82c-248e-4e1e-97cc-475937bdf4a1%26at%3D4/e08F/sanGAQ/AQ/11d4e1b5-08c3-4c4d-8fcf-4a695f904cd4/1/ab_NbJpbUQ)) > Let us know if you have any questions, > — > Katie Wilson > Customer Success

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 18:38:10 UTC | Status: CLOSED

## Conversation: ntDP8u-FSqWObDBYr5mgvA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:34:04 UTC to 2025-09-16 21:32:09 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 18:34:04 UTC

Added: jN7nMmX-TGW78SajheFiSw, 3ca1rzwMR0yvknfMyljr\_g,  
mj\_RH99OSYKd8pMTh-TZ2g

**EMAIL** | Agent (WBbod4uN...) | 2025-09-16 18:34:09 UTC

**From:** support@halocollar.com

**To:** sarahcwright@outlook.com

**Subject:** Halo Support

Hello Sarah, It was great speaking with you today! I am so happy I can help look into getting you a working collar. As discussed, I have reached out for assistance with your request and will follow up with you once I have an update. As well, I have included my personal call link below. Please feel free to hold on to my link and reach out if you have any questions or issues during this time and after. Jessica L's call link I look forward to following up with you and helping further! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (WBbod4uN...) | 2025-09-16 21:32:09 UTC

Live Team Notes Serial Numbers: 24h3300047rt FW: 01.25.03 Issue/ Need: Cx scheduled call for assistance with canceling their sub Troubleshooting & Actions Taken: While speaking with cx I found that they had not used their collar since they got it Cx tried to work with us back in December of 2024 but there was a misunderstanding and cx was not fully helped Cx has needed a warranty replacement but the last agent did not finish helping with this Cx also discussed that they were upset that the H4 came out a month or so after but they were told they could not upgrade Looking into some dates, it looks like they should have been able to exchange their collar At this point, cx originally just wanted to cancel their sub as they have not used their collar However, I was able to offer a warranty replacement and offered to personally help with their warranty and setup Sent my personal call link Cx also wanted to know if we could upgrade their collar during this process Reaching out for assistance with this option Finally, cx wants to know if we can refund their last annual payment as they did not use their collar any last year After our call I found a note that they were sent a \$50 giftcard for membership credit Reaching out for further assistance with this option Will follow up with cx once I have more info Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

## Conversation: Dz2lScnYR5iTxlztTzRG1g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:34:21 UTC to 2025-09-16 18:48:42 UTC

PHONE\_CALL | Agent (xJ3NOJLY...) | 2025-09-16 18:34:21 UTC

### AGENT NOTE | Agent (xJ3NOJLY...) | 2025-09-16 18:42:31 UTC

Live Team Notes Serial Numbers: 25h4193444rt FW: v.03.00.05 Issue/ Need: The pet pin is stuck and the dog is not receiving feedback. Cx has tried some TS on her own with information from the help center, but she hasn't had any luck Troubleshooting & Actions Taken: The cx does not have the collar with her to perform any troubleshooting I explained GPS level settings to her and advised I would send her instructions on how to take a look at those She will take a look at that email and then give us a call when she has the collar in hand Offered further assistance and mentioned survey Resources Used (provide details): (KB articles, Slack posts, internal docs.): How to Adjust My Collar's GPS Signal Level Settings [<https://support.halocollar.com/hc/en-us/search/click?data=BAh7DjoHaWRsKwgXWdD%2FBQQ6D2FjY291bnRfaWRpA5xBkzoJdHlwZUKiDGFydGljbGUGOGZfVDoldXJsSSJ3aHR0cHM6Ly9zdXBwb3J0LmhhbG9jb2xsYXluY29tL2hjL2VuLXVzL2FydGljbGVzLzQ0MjM4MTMxOTE5NTktSG93LXRvLUFkanVzdC1NeS1Db2xsYXl0cy1HUFMtU2lnbmFsLUxldmVsLVNldHRpbmdzBjSlVDoOc2VhcmNoX2lkSSlpMzY5MDIkYTMTZjc5YS00YjUyLWtG3NjltNWlyNzc4NDljY2JmBjSlRjoJcmFua2kGOgtsb2NhbGVJlplbi11cwY7CFQ6CnF1ZXJ5SSIOZ3BzIGxldmVsBjSlVDoScmVzdWx0c19jb3VudGIF--0426adb342f6f8b9cc306de41f68865bbd642d16>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (xJ3NOJLY...) | 2025-09-16 18:48:01 UTC

**From:** support@halocollar.com

**To:** bradleylouw89@gmail.com

**Subject:** Halo Collar: Power Cycle & GPS Level Settings for Stuck Pet Pin

Hello Alexandra and Bradley, Before adjusting the GPS level settings on your collar, you'll want to try a power cycle if you haven't already. Please see those instructions below. If that doesn't work, I have included a link below with information on adjusting your GPS level settings. We are happy to walk through this with you on a call when you have the collar with you. If your pet pin is stuck on the map but showing an active connection status, attempting a power cycle resolves this issue. Important Information: Do NOT move the collar or remove the charger during this process. To perform a power cycle on your Halo Collar: Plug the collar in with the charging port facing upward. Hold the power button for 5 -7 seconds (you should feel a vibration). Release the power button after you feel the vibration. The battery light will turn solid red. When the battery LED turns off, the battery is fully discharged. Wait for the battery light to appear as a flashing or solid green. Press the power button for 1 to 2 seconds and then release. The battery light will turn solid green when the collar turns on. Remove the collar from the charger. How to Adjust My Collar's GPS Signal Level Settings We look forward to assisting you further. Until then, have a great day! With pawsitivity, Courtney Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (xJ3NOJLY...) | 2025-09-16 18:48:40 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, majmLeKgRJekuZZECNBxAQ

STATUS CHANGE | Agent (xJ3NOJLY...) | 2025-09-16 18:48:42 UTC | Status: CLOSED

## Conversation: OUp8aZMfQdWPqTzl38BY3A

Messages: 2 | Customers: 1 | Duration: 2025-09-16 18:35:04 UTC to 2025-09-16 18:35:21 UTC

**Customer (eUiP0E4P...) | 2025-09-16 18:35:04 UTC | halocollar.com**

Hey our collar will not charge, we were sent a replacement charging kit and instructed to reach back out if it still does not work with the new charging kit

**System/AI | 2025-09-16 18:35:21 UTC | halocollar.com**

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



## Conversation: yxg16m0sQJC9XWTdWx6wyA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:35:36 UTC to 2025-09-16 18:50:55 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 18:35:36 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx is gold-level member & having issues with utilizing HC Cx states it's charging them \$199 for HC instead of \$154 Recap (When/Where/What the customer wants) History; cx was previously told to TS issue with live support AP & Stripe; show cx has been gold level member since 9/18/2024 Cx has a new invoice coming up 9/18/25 Not sure why the gold level is not being reflected at checkout Is This Resolved/Follow-Up Required? FU - offering \$50 GC reimbursement once cx places order with HC If Follow Up Is Required (What/When) Send cx \$50 GC once HC order confirmed/received Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 18:50:51 UTC

**From:** support@halocollar.com

**To:** laurigoss@embarqmail.com

**Subject:** Your Halo Collar Upgrade

Hello Lauri, Thank you for reaching out to Halo Customer Support regarding your Halo Care upgrade. We appreciate your patience as we review your information. I have looked into your account details and can confirm that you have had a Gold Level Annual Plan with Halo Care since September 18th, 2024. I am unsure why the discounted price is not reflected for you at checkout. Could you please reply to this email with a screenshot of what you are seeing at checkout? I would like to forward this information to the proper team to investigate why it's not reflecting and prevent any future issues. Additionally, we would be happy to offer you a \$50 gift card to reimburse you for the remaining credit not being discounted on your order. This gift card is sent directly to your email from Tremendous and can be used anywhere that accepts Visa or it can be directly deposited into your bank account. Please let us know if this is something you would be interested in, and we would be happy to send that out to you once you place your Halo Care order, if it continues to not honor your gold level membership at checkout. We sincerely appreciate your patience and look forward to hearing from you! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend 🐾 On Monday, September 15, 2025, 8:47 AM support@halocollar.com wrote: > Hello Lauri, > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Adella > Halo Customer Support > Halo Collar | Here for you and your best friend 🐾 > > Need more help? > 🐾 support@halocollar.com | 🐾 Halo Help Center > 🐾 Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 18:50:55 UTC | Status: CLOSED

## Conversation: 3r\_gpZHsRL6fTeAEkWfAIA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:38:04 UTC to 2025-09-16 18:56:41 UTC

**PHONE\_CALL** | Customer (cljXyrre...) | 2025-09-16 18:38:04 UTC

### EMAIL | Agent (poWIULpl...) | 2025-09-16 18:40:28 UTC

**From:** support@halocollar.com

**To:** danielbdbw@tds.net

**Subject:** Photos

Hello Dan, Send photos to us by replying to this email. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 18:41:50 UTC

Added: 4NylcZCDQ\_-IGn\_argWI\_w

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 18:52:33 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Dan Woodruff Email: danielbdbw@tds.net Phone number: 16077254651 Collar SN: 25h4070834rt Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 30 Houghtaling Rd City: Port Crane State: NY Postal code: 13833 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Strap Kit - Graphite For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (poWIULpl...) | 2025-09-16 18:52:50 UTC

**From:** support@halocollar.com

**To:** danielbdbw@tds.net

**Subject:** Halo Support Accessories Order

Hello Dan, My name is Kenny, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo Collar 4 Strap Kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:40 PM support@halocollar.com wrote: > Hello Dan, > > Send photos to us by replying to this email. > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 18:52:54 UTC

Added: -LmskJFZShWIOOnMJuMqlA

### EMAIL | Agent (poWIULpl...) | 2025-09-16 18:54:36 UTC

**From:** support@halocollar.com

**To:** danielbdbw@tds.net

**Subject:** Follow Up

Hello Dan, We hope you and your pup are doing great today! My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:52 PM

[support@halocollar.com](mailto:support@halocollar.com) wrote: > Hello Dan, > > My name is Kenny, and I'll be assisting you. > > I've gone ahead and submitted the request to have your Halo Collar 4 Strap Kit shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 2:40 PM

[support@halocollar.com](mailto:support@halocollar.com) wrote: > > > Hello Dan, > > > Send photos to us by replying to this email. > > > With pawsitivity, > > Kenny > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center > > ■ Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 18:56:40 UTC**

Accessory Order Number-1660430

*STATUS CHANGE | Agent (DRL3eEs5...) | 2025-09-16 18:56:41 UTC | Status: CLOSED*

## Conversation: 3h2rSchDQ0SoZnipeP6JEA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:38:25 UTC to 2025-09-16 18:38:27 UTC

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 18:38:25 UTC | Status: OPEN

**EMAIL | Agent (KshEi1Yy...) | 2025-09-16 18:38:26 UTC**

**From:** support@halocollar.com

**To:** aggielepley1@gmail.com

**Subject:** Halo Management: Your Collar Has Shipped

Hi Kathy, This is Marissa with a follow up on your replacement order, as promised. It looks like it did ship yesterday, and it's on track to be delivered tomorrow. Here's the tracking information so that you can keep an eye on it: 393218694779 We really appreciate your patience throughout this process, and I'm here if you need anything moving forward. I hope you have an amazing rest of your day! Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 18:38:27 UTC | Status: CLOSED

## Conversation: q3YctkJGR\_KI1lcQdJw-ow

Messages: 15 | Customers: 1 | Duration: 2025-09-16 18:38:52 UTC to 2025-09-16 20:04:45 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 18:38:52 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, SMYZ9ncRSlyKFeGsLX1pew

**EMAIL | Agent (WBbod4uN...) | 2025-09-16 18:38:54 UTC**

**From:** support@halocollar.com

**To:** jenninterp2013@gmail.com

**Subject:** Halo Collar Next Steps Investigation

Hello Jennifer, Thank you so much for joining me in the Dog Park today, and I apologize for the delay in sending a follow-up! It was a pleasure connecting with you and supporting you on your Halo journey! I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 19:14:44 UTC**

Live Team Notes Serial Numbers: 24h3181725rt FW: 02.08.11 Issue/ Need: Cx has 2 collars but only one is having major battery life issues Troubleshooting & Actions Taken: Collar is not lasting all day and dying much faster than the other collar Collar 24h3181725rt is only lasting about 4-5 hours at a time Cx is having to charge it 1-2 times during the day and then overnight Cx has tried several different TS with agents Has let collar fully die and then charge Has tried power cycle Cx has 2 collars and have tried both chargers At this time workbook shows it should be getting about 13 hours but is still dying after about 4-5 hours Due to past TS and still having issues, I am esc to eval team Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Workbook Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 19:22:38 UTC**

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 24h3181725rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Battery Life Date & Time of Occurrence: The last few weeks but this morning it died after just a few hours of use Is the Issue Reproducible? (Yes/No – If Yes, include steps): Yes, has been happening the last few weeks Additional notes about the issue: Order info is missing in admin but reaching out for this in slack Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] Steps Completed:(Y/N) & Outcome of Troubleshooting: Cx has completed TS and it is still not staying charged Has let collar fully die and then charge Has tried power cycle Cx has 2 collars and have tried both chargers At this time workbook shows it should be getting about 13 hours but is still dying after about 4-5 hours 13 hours is still too low for an H3 Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) No Screenshots: (Yes/No) No System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) No App Logs (App issues): (Yes/No) No

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 19:23:00 UTC

Added: C601BWVnSViGn9DDMDr6WQ

**AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 19:49:41 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Zack's (24h3181725rt) Recap (When/Where/What the customer wants) Battery life Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) Sending cx wr confirmation macro Optional Additional Info: Unit has an expected battery life of 13.4 hrs Unit has a sim not inserted err on 9/13 Unit is struggling to connect to the sim card and LTE connection Actual batter life is 11 hrs this is well below the acceptable levels for an H3 Unit is within wr and needs to be replaced

**EMAIL | Agent (Rh0xdCH1...) | 2025-09-16 19:50:33 UTC**

**From:** support@halocollar.com

**To:** jenninterp2013@gmail.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hello Jennifer, My name is Quinn, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing battery life issues with Zack's Halo Collar (24h3181725rt). Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call. You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Quinn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:38 PM support@halocollar.com wrote: > Hello Jennifer, > > Thank you so much for joining me in the Dog Park today, and I apologize for the delay in sending a follow-up! It was a pleasure connecting with you and supporting you on your Halo journey! > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Jessica > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*STATUS CHANGE | Agent (Rh0xdCH1...) | 2025-09-16 19:50:36 UTC | Status: CLOSED*

**EMAIL | Customer (Wodjxhyr...) | 2025-09-16 19:51:42 UTC**

**From:** jenninterp2013@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Next Steps Investigation

Thank you, I will call them now. On Tue, Sep 16, 2025 at 3:50 PM Halo Collar wrote: > Hello Jennifer, > > My name is Quinn, and I'm with the Collar Evaluation Technical Team. > I understand you are experiencing battery life issues with Zack's Halo > Collar (24h3181725rt). > > Our backend data check indicated hardware problems. Based on our findings, > I would like to offer a replacement. > > \*To proceed with the replacement, follow these steps:\* > > 1. Please click\* this link\* > to speak with a Dog > Park agent > 2. All hardware issues will be recorded in our system, so you don't > need to worry about



providing detailed explanations. > 3. The agent will require your verbal authorization for the > replacement and confirm details with you. > 4. Cameras aren't required for this call > 5. You can also join the Dog Park through the\* Halo App.\* > > 6. Here are the instructions: > 1. Tap Settings > 2. Tap Halo Dog Park > 3. Tap Halo Support > 4. Tap Join Session > 5. Allow any permissions requested > 6. You will be connected with an agent > > We're committed to making this right for you and ensuring your pup stays > safe and protected. > Please note that when the replacement is issued, your current collar will > be deactivated for safety reasons. > > \*This is a requirement and can't be bypassed.\* > If you have any questions in the meantime, please don't hesitate to reach > out. We're here to help. > > With pawsitivity, > Quinn > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Tuesday, September 16, 2025, 2:38 PM support@halocollar.com wrote: > > Hello Jennifer, > > Thank you so much for joining me in the Dog Park today, and I apologize > for the delay in sending a follow-up! It was a pleasure connecting with you > and supporting you on your Halo journey! > > I've just escalated your case to our Collar Technical Evaluation Team. > They'll investigate the details and email you as soon as they finish their > review. > > \*What happens next:\* > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Jessica > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > >

**STATUS CHANGE** | Customer (Wodjxhyr...) | 2025-09-16 19:51:42 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 20:03:18 UTC

Removed: SMYZ9ncRSlyKFeGsLX1pew, C601BWVnSViGn9DDMDr6WQ

**AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 20:04:35 UTC**

Live Team Notes Serial Numbers:24h3181725rt FW: Issue/ Need: WR offered Troubleshooting & Actions Taken: Confirmed offer in Gladly Added shipment info Submitted WR Address confirmed Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (YYRYgGjy...) | 2025-09-16 20:04:40 UTC**

**From:** support@halocollar.com

**To:** jennterp2013@gmail.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hello Jennifer, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please

contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:51 PM "Jennifer Terpstra" wrote: > Thank you, I will call them now. > > On Tue, Sep 16, 2025 at 3:50 PM Halo Collar wrote: > > > Hello Jennifer, > > > My name is Quinn, and I'm with the Collar Evaluation Technical Team. > > I understand you are experiencing battery life issues with Zack's Halo > > Collar (24h3181725rt). > > > Our backend data check indicated hardware problems. Based on our findings, > > I would like to offer a replacement. > > > \*To proceed with the replacement, follow these steps:\* > > > 1. Please click\* this link\* > > to speak with a Dog > > Park agent > > 2. All hardware issues will be recorded in our system, so you don't > > need to worry about providing detailed explanations. > > 3. The agent will require your verbal authorization for the > > replacement and confirm details with you. > > 4. Cameras aren't required for this call > > 5. You can also join the Dog Park through the\* Halo App.\* > > > 6. Here are the instructions: > > 1. Tap Settings > > 2. Tap Halo Dog Park > > 3. Tap Halo Support > > 4. Tap Join Session > > 5. Allow any permissions requested > > 6. You will be connected with an agent > > > We're committed to making this right for you and ensuring your pup stays > > safe and protected. > > Please note that when the replacement is issued, your current collar will > > be deactivated for safety reasons. > > > \*This is a requirement and can't be bypassed.\* > > If you have any questions in the meantime, please don't hesitate to reach > > out. We're here to help. > > > With pawsitivity, > > Quinn > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > \*Need more help?\* > > ■support@halocollar.com\* | ■Halo Help Center\* > > > ■Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > > On Tuesday, September 16, 2025, 2:38 PM support@halocollar.com wrote: > > > Hello Jennifer, > > > Thank you so much for joining me in the Dog Park today, and I apologize > > for the delay in sending a follow-up! It was a pleasure connecting with you > > and supporting you on your Halo journey! > > > I've just escalated your case to our Collar Technical Evaluation Team. > > They'll investigate the details and email you as soon as they finish their > > review. > > > \*What happens next:\* > > • Our specialists deep dive into our system > > • They'll email you with their findings and clear next steps > > • We'll stay with you until everything's working the way it should > > > If you have any questions in the meantime, just hit reply. > > We're here for you and your pup every step of the way. > > > We'll be in touch as soon as possible! > > > With pawsitivity, > > Jessica > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > \*Need more help?\* > > ■support@halocollar.com\* | ■Halo Help Center\* > > > ■Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > > >

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 20:04:45 UTC

Added: N\_yHDZizTI2Il1otDSOr9Q

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 20:04:45 UTC | Status: CLOSED



## Conversation: S6ihL3vZSK-xSgisNs-boA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 18:39:09 UTC to 2025-09-16 18:39:11 UTC

**TOPIC CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 18:39:09 UTC

Added: Vc4PMz7yTqecSVPaJlmbZQ

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 18:39:11 UTC | Status: CLOSED

## Conversation: y3CSznAOR\_GDgw6K6lQmBA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:39:45 UTC to 2025-09-16 21:37:55 UTC

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:39:45 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:39:45 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:40:08 UTC

**From:** support@halocollar.com

**To:** meredithlambert72@gmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:40:08 UTC | Status: CLOSED

### EMAIL | Customer (NhgHbO\_c...) | 2025-09-16 21:37:55 UTC

**From:** meredithlambert72@gmail.com

**To:** support@halocollar.com

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

I'd rather just return the call thank you for your offer. They're on any times left even in September to talk. Please give me an RMA number so I can mail On Tue, Sep 16, 2025 at 2:40 PM Halo Collar wrote: > Hello Meredith, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar > Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar > hasn't gone as expected. Thank you for taking the time to share your > feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, > and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us > — whichever is > easier for you. I'm here and ready to help however I can. > > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, > Bree > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

**STATUS CHANGE** | Customer (NhgHbO\_c...) | 2025-09-16 21:37:55 UTC | Status: OPEN

## Conversation: HJUM2g0tSOaJA\_vcvZxzQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:40:22 UTC to 2025-09-16 19:40:55 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:40:22 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:40:23 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:40:43 UTC

**From:** support@halocollar.com

**To:** carolyncoxbarnes@gmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:40:44 UTC | Status: CLOSED

### EMAIL | Customer (flsdbLnE...) | 2025-09-16 19:40:55 UTC

**From:** carolyncoxbarnes@gmail.com

**To:** support@halocollar.com

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

I have enjoyed the halo collar and it works well for us. I find the app a little tricky, but I have figured it out. My only concern is that I am now on my third replacement collar after the original purchased one. They keep having glitches, and you guys keep alerting me, which is great, but it concerns me that at some point, I'm not going to be able to get a replacement collar again. They seem to all end up having issues. This is our fourth one that's supposed to be being sent. Sent from my iPhone. Please excuse all typos. Carolyn Barnes [O] 770-530-0674 On Sep 16, 2025, at 2:40 PM, Halo Collar wrote: Hello Carolyn, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) Thanks again for your time, and I hope we'll talk soon. Best Regards , Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Customer (flsdbLnE...) | 2025-09-16 19:40:55 UTC | Status: OPEN

## Conversation: z\_IEGDpQQ0G6Imi6tFmHHg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:40:58 UTC to 2025-09-16 18:41:18 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:40:58 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:40:58 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:41:17 UTC

**From:** support@halocollar.com

**To:** ktfishpaw@yahoo.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:41:18 UTC | Status: CLOSED

## Conversation: v3BeODcSRsuHzfWvqFB81w

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:41:37 UTC to 2025-09-16 18:54:09 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:41:37 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:41:38 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:41:56 UTC

**From:** support@halocollar.com

**To:** courtneyirene15@gmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:41:57 UTC | Status: CLOSED

### EMAIL | Customer (QDGJBKde...) | 2025-09-16 18:54:09 UTC

**From:** courtneyirene15@gmail.com

**To:** support@halocollar.com

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

I was already told twice that there wasn't anything that could be done for my current collar because it is outside of the warranty window. I have spent around \$1,000 on halo products/subscriptions and then when I had a glitch in the app and reached out for support I was told I needed to replace my collar that is less than 1 and 1/2 old. So there was no support that I received, just got told to buy a new collar. On Tue, Sep 16, 2025 at 1:41 PM Halo Collar wrote: > Hello Courtney, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar > Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar > hasn't gone as expected. Thank you for taking the time to share your > feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, > and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us > — whichever is > easier for you. I'm here and ready to help however I can. > > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, > Bree > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

**STATUS CHANGE** | Customer (QDGJBKde...) | 2025-09-16 18:54:09 UTC | Status: OPEN

## Conversation: rAQotpdRQeyCDLwwjHvhNQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:42:15 UTC to 2025-09-16 18:42:40 UTC

**TOPIC CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:42:15 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

### AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 18:42:17 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: Bad CSAT Outreach  
Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call. Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: No

### EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:42:39 UTC

**From:** support@halocollar.com

**To:** noz34me@gmail.com

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

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

**STATUS CHANGE** | Agent (oXI3CnvV...) | 2025-09-16 18:42:40 UTC | Status: CLOSED

## Conversation: 2x4Bbl8-TiGfi3xx6Za5oA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:42:18 UTC to 2025-09-16 19:06:03 UTC

**PHONE\_CALL** | Customer (7jevn6pj...) | 2025-09-16 18:42:18 UTC

**EMAIL | Agent (JcamaQTb...) | 2025-09-16 19:05:39 UTC**

**From:** support@halocollar.com

**To:** cgfd13@gmail.com

**Subject:** Halo Support Follow Up

Hello Karen & Cody, Thank you for calling Halo Support today. This is MeLissa. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 19:05:55 UTC**

First and Last Name: Karen Vial Email: cgfd13@gmail.com Phone Number: 16083017997 Collar SN: 25h4221875rt Collar FW: v.03.00.05 Collar Purchased From: Amazon Resources: Gladly AP Recap/TS: The cx purchased a Halo Collar from Amazon, but they can no longer use it and want to return the collar. The return window for Amazon has already passed Advised the cx to reach out to the seller through Amazon to ask if they can extend it within a certain time frame. Sent follow-up email Next Steps: n/a

**TOPIC CHANGE** | Agent (JcamaQTb...) | 2025-09-16 19:06:01 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ

**STATUS CHANGE** | Agent (JcamaQTb...) | 2025-09-16 19:06:03 UTC | Status: CLOSED

## Conversation: IkblCTlhQJCXtJP67eYteg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:43:31 UTC to 2025-09-16 20:46:24 UTC

**Customer (dxNnx8IH...)** | 2025-09-16 18:43:31 UTC | halocollar.com

I recently received a replacement collar for our dog Hera due to a defetive battery. The new collar is not registering on the app appropriately.

**System/AI** | 2025-09-16 18:44:17 UTC | halocollar.com

Hi there! To get your new collar working with the app, please make sure the collar is charged, Bluetooth is on, and the collar is within 50 feet of your phone. Next, open the Halo App and follow the steps to pair the collar via Bluetooth. Also, check that the app has all the necessary permissions and is updated to the latest version. If you're still having trouble, try resetting the collar by pressing the power button and following any additional troubleshooting steps in the app. If the issue continues, feel free to reach out to support for further assistance.

**Customer (dxNnx8IH...)** | 2025-09-16 18:45:09 UTC | halocollar.com

OK. I'll try that this evening when she is out with her collar next.

**System/AI** | 2025-09-16 18:45:36 UTC | halocollar.com

Great! Give that a try, and hopefully, everything will work smoothly. If you encounter any issues, don't hesitate to reach out. Have a wonderful evening with Hera and her Halo Collar!

**STATUS CHANGE** | Unknown | 2025-09-16 20:46:24 UTC | Status: CLOSED



## Conversation: SvqZrI2VSAeQlcfFLv70yQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:46:32 UTC to 2025-09-16 18:51:44 UTC

### AGENT NOTE | Agent (60bX287\_...) | 2025-09-16 18:46:32 UTC

Live Team Notes Serial Numbers: 25h4195531rt FW: 03.00.05 Issue/ Need: GPS inaccuracy/ delay Troubleshooting & Actions Taken: Submitted FW update for cx collar Had cx provide screen share of boundaries Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, T1 troubleshooting guide, slack [https://halocollarworkspace.slack.com/archives/D09FG6VJ3FF/p1758047729431769] Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (60bX287\_...) | 2025-09-16 18:48:24 UTC

**From:** support@halocollar.com

**To:** jodiesharkey@me.com

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

Hello Jodie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! If the issue persists after the firmware update, please reach back out to us. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Joshua Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (60bX287\_...) | 2025-09-16 18:50:07 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (60bX287\_...) | 2025-09-16 18:51:42 UTC

Added: ZKYz4UsHRG6\_\_sFoccYIEA

**STATUS CHANGE** | Agent (60bX287\_...) | 2025-09-16 18:51:44 UTC | Status: CLOSED

## Conversation: DAYshDkjRHOk0dIYSekNKKQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:47:11 UTC to 2025-09-16 19:49:23 UTC

PHONE\_CALL | Customer (Hy2meJK5...) | 2025-09-16 18:47:11 UTC

### AGENT NOTE | Agent (WoybUALE...) | 2025-09-16 19:00:46 UTC

Live Team Notes Serial Numbers: 25h4091083rt FW: v.03.00.05 Issue/ Need: cx has been attempting to get an accessory order delivered that was delivered to a wrong address (Order ID: 1648647) cx has reached out several times for support with escalation to WISMO but cs has not heard back Order placed August 25 Troubleshooting & Actions Taken: ESCALATING TO MANAGER REQUEST FOR CX CONTACT AND SUPPORT Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. Manager Request Notes Customer Information Serial Number: 25h4091083rt Firmware Version: v.03.00.05 Order Number: 1648647 Why is this being escalated? (What happened?)cx has been attempting to get an accessory order delivered that was delivered to a wrong address (Order ID: 1648647) cx has reached out several times for support with escalation to WISMO but cs has not heard back Order placed August 25 What is the customer requesting? Cx would like to speak someone who can actually help her get her charger she ordered, she is very frustrated and needs help What has already been done with the customer? (Previous steps taken?) cx has reached out several times to support with escalation to WISMO, but cx never heard back and is upset but trying to be patient Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) PHONE CALL PLEASE LEAVE VOICEMAIL IF CX IS UNAVAILABLE Phone number: +13045660321 Email address: jeannie.davis@abc.edu Please do not promise a time frame for a response.

### EMAIL | Agent (WoybUALE...) | 2025-09-16 19:01:27 UTC

**From:** support@halocollar.com

**To:** jeannie.davis@abc.edu

**Subject:** Halo Collar, Your Request Has Been Escalated

Hello Jeannie, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Michelle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (WoybUALE...) | 2025-09-16 19:01:49 UTC

Added: y5p26f9RQxiykowWrcyu6Q

TOPIC CHANGE | Agent (vayOmd0l...) | 2025-09-16 19:49:19 UTC

Added: J6SkFGXlQuSCNs7po8eoOQ

### EMAIL | Agent (vayOmd0l...) | 2025-09-16 19:49:23 UTC

**From:** support@halocollar.com

**To:** jeannie.davis@abc.edu

**Subject:** Halo Support: Shipping Address Needed for Your Replacement Adapter

Hello Jeannie, My name is Hannah with the Halo Customer Support Team. First, I want to sincerely apologize for all the back and forth you've experienced regarding your replacement charging adapter. I know it's been frustrating, and I truly appreciate your patience while we work to get this resolved for you. We're ready to ship your replacement adapter for your Halo 4 collar. However, FedEx has a hard time delivering to P.O. boxes, so we'll need a physical street address to ensure successful delivery. Could you please reply with the best physical address to use? Once we have that information, we'll get your adapter shipped out right away and share the tracking details with you. I'll personally monitor this case to make sure everything moves smoothly from here and that you don't have to follow up again. Thank you again for bearing with us through all of this. We'll make sure you and your pup are taken care of as quickly as possible. With pawsitivity, Hannah  
Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?  
■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

## Conversation: owtUkoVuReKKcz8jCiWKqA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:47:14 UTC to 2025-09-16 18:54:54 UTC

**PHONE\_CALL** | Agent (WBbod4uN...) | 2025-09-16 18:47:14 UTC

**PHONE\_CALL** | Agent (WBbod4uN...) | 2025-09-16 18:53:09 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 18:53:21 UTC

Added: jN7nMmX-TGW78SajheFiSw, WprjYFTuRsSIVmqirbejqg

### AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 18:54:37 UTC

Live Team Notes Serial Numbers: NA FW: NA Issue/ Need: Cx scheduled a call for 2:45 pm est Troubleshooting & Actions Taken: Cx did not answer either call attempt Call request states "I received a notice of a critical error on our collar." It looks like warranty may have been handled yesterday Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rLOASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (WBbod4uN...) | 2025-09-16 18:54:53 UTC

**From:** support@halocollar.com

**To:** jdkdr2@bellsouth.net

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

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

**STATUS CHANGE** | Agent (WBbod4uN...) | 2025-09-16 18:54:54 UTC | Status: CLOSED

## Conversation: moSFF8EuSPmChQV5SV4cEg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 18:48:14 UTC to 2025-09-16 18:48:19 UTC

**Customer (58e6EWI0...) | 2025-09-16 18:48:14 UTC | halocollar.com**

There is a ridiculous amount of wear on our collar / case for 6 months of use. This is a \$900 Cad investment for us and unfortunately the collar portion is already due for replacement

**Customer (58e6EWI0...) | 2025-09-16 18:48:15 UTC | halocollar.com**

**System/AI | 2025-09-16 18:48:19 UTC | halocollar.com**

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

## Conversation: 6ff2R343SC-esmuyU\_TQ8w

Messages: 2 | Customers: 1 | Duration: 2025-09-16 18:48:39 UTC to 2025-09-16 18:49:13 UTC

**Customer (hhT1XBL5...)** | 2025-09-16 18:48:39 UTC | halocollar.com

how can I reset my password

**System/AI** | 2025-09-16 18:49:13 UTC | halocollar.com

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

## Conversation: -FSuXVjKRva4DN1g8wMaEg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 18:50:42 UTC to 2025-09-16 18:51:26 UTC

**Customer (ohgqKJIS...)** | 2025-09-16 18:50:42 UTC | [halocollar.com](https://halocollar.com)

The bolts unscrewed on my dogs collar and fell out. Where it latches

**System/AI** | 2025-09-16 18:51:26 UTC | [halocollar.com](https://halocollar.com)

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

## Conversation: fEtzO1sXS6-wbKC08q-ydQ

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:51:03 UTC to 2025-09-16 19:33:12 UTC

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 18:51:03 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 18:51:05 UTC

Live Team Notes Serial Numbers: Not added back. FW: NA Issue/ Need: Cx needed help with removing the collar so that they could give the gift it to someone else. Cx needs to cancel the plan. They have no dog. Troubleshooting & Actions Taken: Confirmed the collar was removed from the account. Cx still needs the plan cancelled. Push to billing for cancellation. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?t=ab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 18:53:27 UTC

Billing Team Escalation Notes Kathy Christensen kathy81580@gmail.com 20h1451533rt Subscription Start Date: 12/20/22 Reason for Escalation: Cx no longer uses the collar, and they need the Silver plan cancelled. Requested Action: Cancel the Silver plan. No billing info, so it's greyed out.

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 18:53:35 UTC

**From:** support@halocollar.com

**To:** kathy81580@gmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Kathy, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 18:53:45 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

### AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 19:29:52 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx is looking to cancel sub as dog has passed away Recap (When/Where/What the customer wants) Per AP no collar is linked to the account Cx is enrolled in monthly sub plan start 12/2023 Per stripe sub is still active Cancelling sub immediately in stripe Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Sending email to cx that sub has been cancelled Optional Additional Info:

### EMAIL | Agent (K5Oem0q0...) | 2025-09-16 19:33:08 UTC

**From:** support@halocollar.com

**To:** kathy81580@gmail.com

**Subject:** Halo Collar Subscription Update



Hello Kathy, Thanks for reaching out to Halo Support! My name is Jessica. We are very sorry to hear of the passing of Hank and we send our condolences. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up, we're always here to help! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:53 PM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Hello Kathy, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Aaron > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 19:33:12 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 19:33:12 UTC

Added: OfTt8viJQcq6OAbjGHi0iQ

## Conversation: 9YaK6B94S0ahyHOXAt-KTw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:51:28 UTC to 2025-09-16 19:03:27 UTC

**PHONE\_CALL** | Customer (He-kPTyd...) | 2025-09-16 18:51:28 UTC

**EMAIL** | Agent (kx0B3Ww9...) | 2025-09-16 19:03:11 UTC

**From:** support@halocollar.com

**To:** moreroundsplease@gmail.com

**Subject:** Halo Support Follow Up

Hello Bryan, Thank you for calling Halo Support today. This is Joy. It was truly a pleasure speaking with you. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (kx0B3Ww9...) | 2025-09-16 19:03:18 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Bryan Dunlavy Email: moreroundsplease@gmail.com Phone Number: +17207612002 Collar SN: 24h4415096rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP order status Recap/TS: cx got a diag error for one of his collars put in his address but says he did not receive any follow up email with tracking. Cx confirmed address 2 days ago. Let cx know the timeline of 3-5 business days. Let cx know to keep an eye out in his inbox and spam folder for the tracking info. Next Steps: Sending email to cx

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 19:03:24 UTC

Added: yuytZ0lnRc2UDUrYWXc\_JQ

**STATUS CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 19:03:27 UTC | Status: CLOSED

## Conversation: ach1EWKxQ4yDMc-0Z6eRzQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:51:31 UTC to 2025-09-16 19:03:38 UTC

### EMAIL | Customer (-G7B8SKN...) | 2025-09-16 18:51:31 UTC

**From:** moriahbethrowley@gmail.com

**To:** support@halocollar.com

**Subject:** #1375270

Hello, What order number do I use for the defect collar? I did get replacement, but I can't use that until I return old one right?

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 18:59:33 UTC

Added: GQRgRiz7SFeGBYuLHnqrzg

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 18:59:34 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx asking for an order number for defective collar (?) Cx has received replacement collar from AW-20250908-44676 Recap (When/Where/What the customer wants) Advising cx they can use the replacement immediately Advising they should have received a prepaid label to return defective collar Advising to keep case, strap, contact tips, etc Is This Resolved/Follow-Up Required? Resolved unless cx needs a new label sent If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

### EMAIL | Agent (sR--y62-...) | 2025-09-16 19:03:37 UTC

**From:** support@halocollar.com

**To:** moriahbethrowley@gmail.com

**Subject:** Re: #1375270

Hello Moriah, Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. I'm sorry for any confusion. You can start using your replacement collar immediately after you've added it to your account. You should have received a prepaid label in the packaging with the replacement collar. You will just need to return the unit itself (keep any case, strap, contact tips, charger, etc). If you did not receive the prepaid label just let us know and we can have one emailed to you. If you have any further questions or concerns, please do not hesitate to contact us. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:51 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 6:51 PM "Moriah Rowley" wrote: > > Hello, > > What order number do I use for the defect collar? > > I did get replacement, but I can't use that until I return old one right? > >

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 19:03:38 UTC | Status: CLOSED

## Conversation: mAF5fTnQSBihhZUJ3n1Akw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:54:07 UTC to 2025-09-16 19:25:04 UTC

### EMAIL | Customer (dkXmC5Oc...) | 2025-09-16 18:54:07 UTC

**From:** wanda.spinks@hotmail.com

**To:** support@halocollar.com

**Subject:** Fell apart

Hi. We love and are enjoying our halo collar. But the two little screws that go at the clasp of the collar fell out. I heard something hit the floor when I was putting it on her today and it the screw. I noticed the other one was gone as well. It's the little metal ones that comes in two pieces and interlock together. So now I have one and the other one is missing. How do I replace these? Thanks. Wanda Gilles Sent from my iPhone

### EMAIL | Agent (chgMWdgT...) | 2025-09-16 19:05:29 UTC

**From:** support@halocollar.com

**To:** wanda.spinks@hotmail.com

**Subject:** Re: Fell apart

Hello Wanda, This is Brandon with Halo Support. I hope you're having a great day. I'd be happy to send you a set of those screws. Are you still at this address 246 Bailey Addition Road? As soon as I have confirmed your address, I will get a set sent out to you. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:54 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 6:54 PM "Wanda Spinks" wrote: > > > Hi. We love and are enjoying our halo collar. But the two little screws that go at the clasp of the collar fell out. I heard something hit the floor when I was putting it on her today and it the screw. I noticed the other one was gone as well. It's the little metal ones that comes in two pieces and interlock together. So now I have one and the other one is missing. How do I replace these? > > Thanks. Wanda Gilles > > > > > Sent from my iPhone

### AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 19:24:37 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Rivets fell out of H4 strap Recap (When/Where/What the customer wants) Offered to send strap adj. kit Waiting for CX to confirm their address is the same as in August Is This Resolved/Follow-Up Required? Follow up If Follow Up Is Required (What/When) Place Acc order for strap adj kit once cx confirms their address Optional Additional Info:

**TOPIC CHANGE** | Agent (chgMWdgT...) | 2025-09-16 19:24:50 UTC

Added: w4-N2LKvQhW0agGKyIAnbg, -LmskJFZShWIO0nMJuMqlA

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 19:25:04 UTC | Status: CLOSED

## Conversation: 6B\_AC2xPTLeIHE5oekO4ka

Messages: 7 | Customers: 1 | Duration: 2025-09-16 18:54:08 UTC to 2025-09-16 21:03:12 UTC

PHONE\_CALL | Customer (3vL5SF24...) | 2025-09-16 18:54:08 UTC

EMAIL | Agent (gJyogQbb...) | 2025-09-16 19:22:44 UTC

**From:** support@halocollar.com

**To:** jkgengler4@gmail.com

**Subject:** Halo Collar Sending Log and Diagnostic Files

Hello Kim, My name is Wisha, and I'm happy to assist you. Here is information on how to send System Logs or Diagnostic Files to Customer Support during troubleshooting. You'll need the following: Your Halo Collar A USB-C charging cable (the one that came with your collar or another USB-C cable) A PC or Mac computer

**Step-by-Step Instructions:**

- Make sure the collar is turned ON
- Press the power button once
- The Logo light will start blinking
- Recreate or observe the issue (if possible)
- Try to reproduce the behavior by hand testing the collar
- Create a new diagnostic file: Press the power button again (a short press)
- This saves the log to the collar's internal storage
- Connect the collar to your computer using the USB-C cable
- Turn the collar OFF to enter low power mode
- Press and hold the power button for 5 seconds
- The collar will vibrate three times
- Release the button when vibration ends
- Open File Explorer (Windows) or Finder (Mac) on your computer
- Your computer may show a notification that a new device was connected
- If the collar does not appear, try a Hard Reset: Hold the power button for 60 seconds, then try connecting again
- Once connected, the collar will appear as a USB drive
- On a PC: likely listed as D: or E:
- On a Mac: likely listed as "noname"
- Open the USB drive
- You should see folders named: log, logs, config, FWs, geediags
- From here, follow any instructions from Customer Support on which files or folders to send.

**How to Send Log and Diag Files to Customer Support:**

- Open the collar's USB drive on your computer
- Locate and copy the "log" folder
- Paste or attach this folder to your email reply to Customer Support
- These files are usually small, so you should be able to send the full folder
- If needed, just attach the most recent log files
- Next, locate and attach the "diags" folder
- This folder contains several .json files
- Attach it to the same email along with the log folder/files

**Where to Send the Files:**

- If you already have an open support ticket, reply to that email
- If not, send a new email to: support@halocollar.com

**Important Notes:**

- If you're submitting files for more than one collar, send them in separate emails
- Include the serial number of each collar in the email
- Files do not indicate which collar they came from
- Once files are attached and sent: Safely eject the collar from your computer
- Press the ON button to turn the collar back on and resume use

If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend

■ Need more help? ■ support@halocollar.com | ■ Halo Help Center

■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week

Join Session to speak with the next available agent

AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 19:24:54 UTC

Live Team Notes

Serial Numbers: 23h3453816rt

FW: v.02.08.11

Issue/ Need: cx is not able to connect to wifi

Troubleshooting & Actions Taken: cx has 2.4GHz network, it just spins in circle and wont connect to the wifi, unable to connect, the phone is on the same wifi, the router has been reset. Tried in the same room as router. Checked the phone connectio

The firmware has been pushed to update. tried getting the system logs through the app, also sent the email and cx said they dont have the computer to follow those instructions

escalatin to CET. ■ Router brand/model T Mobile/TMO-G4AR ■ ISP T Mobile

Resources Used (provide details): (KB articles, Slack posts, internal docs.): ap, kb

Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4y k] before escalating. Incomplete escalations will be returned for follow-up with the customer.connect

AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 19:27:00 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 23h3453816rt

Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Wifi

Date & Time of Occurrence: since

Feburary as they switched to Tmobile Is the Issue Reproducible? (Yes/No – If Yes, include steps):yes Additional notes about the issue: cx has done the ts guide for wifi and still not able to connect Troubleshooting Summary Tier 1 TSing [https://docs.google.com/docume nt/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h. 9e6r2wrw4yk] Steps Completed:(Y/N) & Outcome of Troubleshooting:Yes, not able to connect to the wifi Required Attachments (Check if Included) App Logs (App issues): (Yes/No)y

**EMAIL | Agent (gJyogQbb...) | 2025-09-16 19:29:06 UTC**

**From:** support@halocollar.com

**To:** jkgengler4@gmail.com

**Subject:** Halo Collar Next Steps Investigation

Hello Kim, My name is Wisha, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:22 PM

support@halocollar.com wrote: > Hello Kim, > > > My name is Wisha, and I'm happy to assist you. > > Here is information on how to send System Logs or Diagnostic Files to Customer Support during troubleshooting. > > You'll need the following: > Your Halo CollarA USB-C charging cable (the one that came with your collar or another USB-C cable)A PC or Mac computer > Step-by-Step Instructions: > Make sure the collar is turned ONPress the power button onceThe Logo light will start blinkingRecreate or observe the issue (if possible)Try to reproduce the behavior by hand testing the collar > Create a new diagnostic file: > Press the power button again (a short press)This saves the log to the collar's internal storageConnect the collar to your computer using the USB-C cableTurn the collar OFF to enter low power modePress and hold the power button for 5 secondsThe collar will vibrate three timesRelease the button when vibration endsOpen File Explorer (Windows) or Finder (Mac) on your computerYour computer may show a notification that a new device was connectedIf the collar does not appear, try a Hard Reset:Hold the power button for 60 seconds, then try connecting againOnce connected, the collar will appear as a USB driveOn a PC: likely listed as D: or E:On a Mac: likely listed as "noname"Open the USB driveYou should see folders named:loglogsconfigFWsgeediagsFrom here, follow any instructions from Customer Support on which files or folders to send. > > How to Send Log and Diag Files to Customer Support:Open the collar's USB drive on your computerLocate and copy the "log" folderPaste or attach this folder to your email reply to Customer SupportThese files are usually small, so you should be able to send the full folderIf needed, just attach the most recent log filesNext, locate and attach the "diags" folderThis folder contains several .json filesAttach it to the same email along with the log folder/filesWhere to Send the Files:If you already have an open support ticket, reply to that emailIf not, send a new email to: support@halocollar.comImportant Notes:If you're submitting files for more than one collar, send them in separate emailsInclude the serial number of each collar in the emailFiles do not indicate which collar they came fromOnce files are attached and sent:Safely eject the collar from your computerPress the ON button to turn the collar back on and resume uself you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! > > With pawsitivity, > Wisha > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE | Agent (gJyogQbb...) | 2025-09-16 19:29:50 UTC**

Added: MrUs0OtWR ey12B9IX1kW\_Q

**AGENT NOTE | Agent (-LDMikjl...) | 2025-09-16 21:03:12 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) 23h3453816rt - Buddy WiFi connectivity Recap (When/Where/What the customer wants) cx has done the ts guide for wifi and still not able to connect Is This Resolved/Follow-Up Required? If Follow Up Is Required (What/When) Optional Additional Info: Azure Wifi status shows collar is connected to wifi with good signal strength WB diagnostic data details reports 255 WIFI pin fails almost daily for last 30 days WB telemetry shows no WIFI connection since june Pulling system logs

## Conversation: XQP2mCncQGy0vrd-TFHp9Q

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:54:44 UTC to 2025-09-16 19:04:09 UTC

**PHONE\_CALL** | Customer (DkGAFxLv...) | 2025-09-16 18:54:44 UTC

**EMAIL | Agent (JcamaQTb...) | 2025-09-16 19:02:31 UTC**

**From:** support@halocollar.com

**To:** irish7385@aol.com

**Subject:** Halo Collar Shipping Label Update

Hello Tricia, Thanks for reaching out! My name is MeLissa, and I'm happy to help get this sorted for you! I've just submitted a request for a new shipping label to be sent to your email. These typically arrive within 1–2 business days, so keep an eye on your inbox. A few quick tips: The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. If you have any other questions, please let us know! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 19:03:57 UTC**

First and Last Name: Tricia Kilgore Email: irish7385@aol.com Phone Number: 12602290386 Collar SN: 25h4124150rt Collar FW: v.03.00.05 Collar Purchased From: Direct to Consumer Resources: Gladly AP Recap/TS: Cx needs a return label Esc to RMA Label Request Sent follow-up email w/ Shipping - Expired Label Next Steps: n/a Label Request Notes RMA Number from Admin Portal- AW-988962 Reason for Request- The customer did not receive the Return Label Accessory or Collar- Collar Customer's Shipping Address- 1489 E 500 S-57 Churubusco, IN 46723 If the Shipping Address or the RMA Number is missing, we will not be able to send the label and the conversation will be sent back to you to complete

**TOPIC CHANGE** | Agent (JcamaQTb...) | 2025-09-16 19:04:06 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**STATUS CHANGE** | Agent (JcamaQTb...) | 2025-09-16 19:04:09 UTC | Status: CLOSED



## Conversation: sMyrqX7gSzKMSVH21j7mqw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:56:01 UTC to 2025-09-16 18:59:33 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 18:56:01 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, g5apmYsrTuGLWnaVZyD4ng,  
2ne7xWQcT7SR-eLsslslsQ

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 18:56:03 UTC

Live Team Notes Serial Numbers: 25h4302459rt FW: v.02.06.05 Issue/ Need: Cx just got collar; wants to set up fence now Troubleshooting & Actions Taken: Advised cx how to add fence via Halo app Cx cannot add a fence due to collar needing 2-3 days for GPS provisioning Told cx to try to add her fence after three days Sent follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (B63iEj1y...) | 2025-09-16 18:59:32 UTC

**From:** support@halocollar.com

**To:** tiffanyshasserre@hotmail.com

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

Hello Tiffany, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Thank you for becoming part of the Halo community! You should have your collar in hand and ready to use. As it's brand new, please allow 2–3 days for GPS provisioning and for the data to fully download. Once that's complete, you can move forward with setting up your pup's fence. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 18:59:33 UTC | Status: CLOSED

## Conversation: xkHb6wSGSHexd7bv6l6h3Q

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:56:07 UTC to 2025-09-16 18:56:42 UTC

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 18:56:07 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 18:56:08 UTC

Live Team Notes Serial Numbers: 24h3044270rt - Oly FW: 02.08.11 Issue/ Need: Issue: DIAGREQ Troubleshooting & Actions Taken: Warranty Window Expired. 107 days passed since collar activation. Informed OOW replacement is done through HC or HPP. HC Silver: \$179 + \$9.99/month per collar. Resources Used (provide details): (KB articles, Slack posts, internal docs.): N/A Please complete all steps in the Tier 1 Troubleshooting Guide [ <https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (CgaCndlh...) | 2025-09-16 18:56:29 UTC

**From:** support@halocollar.com

**To:** hartz.laura8@gmail.com

**Subject:** Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Laura, Thank you for reaching out. My name is Alexis. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order Important Notes Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 18:56:41 UTC

Added: 6jk7DobMRw2g1ATE6kOMjw

**STATUS CHANGE** | Agent (CgaCndlh...) | 2025-09-16 18:56:42 UTC | Status: CLOSED

## Conversation: LuMCHn8FS-aZ8i5SOlqNkw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:57:16 UTC to 2025-09-16 18:57:26 UTC

### AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 18:57:16 UTC

Live Team Notes Serial Numbers:24h4491112rt FW:v.03.00.05 Issue/ Need: Not Charging  
Cx called in bc collar isn't charging. Cx didnt have collar with them so unable to TS  
Advised to call back when hes home from work to TS Troubleshooting & Actions Taken:  
NA Resources Used (provide details): (KB articles, Slack posts, internal docs.):AP Please  
complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (Xia3KyCm...) | 2025-09-16 18:57:19 UTC

**From:** support@halocollar.com

**To:** heyblossoms@yahoo.com

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

Hello Michael, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rodrigo Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 18:57:23 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (Xia3KyCm...) | 2025-09-16 18:57:26 UTC | Status: CLOSED

## Conversation: cGd5xIPVSbuT8ilWCrdJkQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 18:57:29 UTC to 2025-09-16 18:59:16 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 18:57:29 UTC

New shipping label needed AW-20250726-35589 Tracking: 791942796489

### EMAIL | Agent (M0svworG...) | 2025-09-16 18:58:55 UTC

**From:** support@halocollar.com

**To:** velowib@gmail.com

**Subject:** Halo Collar Shipping Label

Hello William, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 18:59:10 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 18:59:16 UTC | Status: CLOSED

## Conversation: gvtkQ8ibTueQohboOzR81w

Messages: 9 | Customers: 1 | Duration: 2025-09-16 18:58:41 UTC to 2025-09-16 19:42:40 UTC

### EMAIL | Customer (L2XH7VY0...) | 2025-09-16 18:58:41 UTC

**From:** nix21@myyahoo.com

**To:** info@halocollar.com

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

Hi, I have since sold the Halo collar and would like to cancel my membership. Thank you. Alisha Nix Cell: 304-685-4337 On Sep 16, 2025, at 2:42 PM, Katie Wilson wrote: ■ Hey Alisha, Katie Wilson from Halo Collar here. It looks like your subscription payment of \$152.90 didn't go through. Please update your information here and we'll give it another try. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3De5daeee5-da37-44d9-a2af-175735386b96%26at%3D1/e08F/Yx3HAQ/AQ/e9d5d194-c0c0-46c8-abe7-7fbf9a1bb854/1/59Lwvp0oYu](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3De5daeee5-da37-44d9-a2af-175735386b96%26at%3D1/e08F/Yx3HAQ/AQ/e9d5d194-c0c0-46c8-abe7-7fbf9a1bb854/1/59Lwvp0oYu)) Let us know if you have any questions. — Katie Wilson  
Customer Success

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 19:12:04 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 19:12:04 UTC

Billing Team Escalation Notes Affected Serial Number: 24h3301409rt FW: Order ID: RMA Ticket #: Subscription Start Date: Sept 16, 2024 Reason for Escalation: Cx wants their sub cancelled as they don't own the collar anymore. Cx has an outstanding balance.  
Requested Action: Cancel sub for cx

### EMAIL | Agent (poWIULpl...) | 2025-09-16 19:12:13 UTC

**From:** support@halocollar.com

**To:** nix21@myyahoo.com

**Subject:** Halo Support: Your Request is Under Review

Hello Alisha, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Kenny Halo  
Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:58 PM "Alisha Nix" wrote: > Hi, I have since sold the Halo collar and would like to cancel my membership. Thank you. > > Alisha Nix > Cell: 304-685-4337 > On Sep 16, 2025, at 2:42 PM, Katie Wilson wrote: > > ■ > > Hey Alisha, > Katie Wilson from Halo Collar here. It looks like your subscription payment of \$152.90 didn't go through. Please update your information here and we'll give it another try. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3De5daee5-da37-44d9-a2af-175735386b96%26at%3D1/e08F/Yx3HAQ/AQ/e9d5d194-c0c0-46c8-abe7-7fbf9a1bb854/1/59Lwvp0oYu](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3De5daee5-da37-44d9-a2af-175735386b96%26at%3D1/e08F/Yx3HAQ/AQ/e9d5d194-c0c0-46c8-abe7-7fbf9a1bb854/1/59Lwvp0oYu)) > Let us know if you have any questions. > — > Katie Wilson > Customer Success

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 19:12:21 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

### AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 19:40:11 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx sold their collar and wants to cancel sub Recap (When/Where/What the customer wants) Per AP no collars attached to account Cx is enrolled in annual silver sub plan started 9/16/2024 Cx had failed payment on 9/16 Cancelling sub plan for cx immediately in stripe Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Sending email to cx on cancel of plan Optional Additional Info:

**EMAIL | Agent (K5Oem0q0...) | 2025-09-16 19:42:33 UTC**

**From:** support@halocollar.com

**To:** nix21@myyahoo.com

**Subject:** Halo Collar Subscription Update

Hello Alisha, Thanks for reaching out to Halo Support! My name is Jessica. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up, we're always here for you and your pup! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:12 PM support@halocollar.com wrote: > Hello Alisha, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 2:58 PM "Alisha Nix" wrote: > > > Hi, I have since sold the Halo collar and would like to cancel my membership. Thank you. > > > > Alisha Nix > > Cell: 304-685-4337 > > On Sep 16, 2025, at 2:42 PM, Katie Wilson wrote: > > > > ■ > > > > Hey Alisha, > > Katie Wilson from Halo Collar here. It looks like your subscription payment of \$152.90 didn't go through. Please update your information here and we'll give it another try. ([https://track.pstmrk.it/3s/www.halocollar.com/%2F%3F\\_\\_pw\\_iic%3De5daeee5-da37-44d9-a2af-175735386b96%26at%3D1/e08F/Yx3HAQ/AQ/e9d5d194-c0c0-46c8-abe7-7fbf9a1bb854/1/59Lwvp0oYu](https://track.pstmrk.it/3s/www.halocollar.com/%2F%3F__pw_iic%3De5daeee5-da37-44d9-a2af-175735386b96%26at%3D1/e08F/Yx3HAQ/AQ/e9d5d194-c0c0-46c8-abe7-7fbf9a1bb854/1/59Lwvp0oYu)) > > Let us know if you have any questions. > > — > > Katie Wilson > > Customer Success >

**TOPIC CHANGE | Agent (K5Oem0q0...) | 2025-09-16 19:42:39 UTC**

Added: bDcJwjoMTjeffz13hM6gAA

**STATUS CHANGE | Agent (K5Oem0q0...) | 2025-09-16 19:42:40 UTC | Status: CLOSED**

## Conversation: b\_eGpVbMS3GqMfL0xBvNCw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 18:58:57 UTC to 2025-09-16 19:10:48 UTC

**PHONE\_CALL** | Customer (S8swkr3k...) | 2025-09-16 18:58:57 UTC

### EMAIL | Agent (poWIULpl...) | 2025-09-16 19:06:19 UTC

**From:** support@halocollar.com

**To:** samjotom@gmail.com

**Subject:** Return Label

Hello Samantha, Your return label is attached as a PDF. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 19:06:24 UTC

Added: rxefklGaTXGCpjC7oGEfPg

### EMAIL | Agent (poWIULpl...) | 2025-09-16 19:07:31 UTC

**From:** support@halocollar.com

**To:** samjotom@gmail.com

**Subject:** Follow Up

Hello Samantha, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:06 PM support@halocollar.com wrote: > Hello Samantha, > > You return label is attached as a PDF. > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 19:10:44 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Samantha Hoekstra Email: samjotom@gmail.com Phone Number: +19375721783 Collar SN: Collar FW: Collar Purchased From: Halo Resources: Gladly, AP, Returns Centre Recap/TS: Cx has been trying to return their collars since Aug 29. But never received a return label. A PRO had started cx's return via Returns Centre but did not email cx their return label. Cx has been trying for weeks to get a return label with other PROs. Email cx their return label, downloaded from Returns Centres since their return was already approved. Next Steps: Resolved.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 19:10:48 UTC | Status: CLOSED



## Conversation: uSVHeyGxRe-U7OYonJWD6g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 18:59:58 UTC to 2025-09-16 19:21:12 UTC

**PHONE\_CALL** | Customer (7vNBD8op...) | 2025-09-16 18:59:58 UTC

### **AGENT NOTE | Agent (KLKzjzy9...) | 2025-09-16 19:20:58 UTC**

Live Team Notes Serial Numbers: 25h4304999rt FW: 03.00.05 Issue/ Need: Incorrect feedback in the house Troubleshooting & Actions Taken: Followed TS steps: My dog receives prevention feedback while in the house Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **EMAIL | Agent (KLKzjzy9...) | 2025-09-16 19:21:00 UTC**

**From:** support@halocollar.com

**To:** tkjeffers@yahoo.com

**Subject:** Halo Support Follow Up

Hello Joe, Thank you for calling Halo Support today. This is Gale. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Gale Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 19:21:10 UTC

Added: E4J13GBrQGCUEzqHyCu0GA

**STATUS CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 19:21:12 UTC | Status: CLOSED



## Conversation: 9bqyg7fxTvGKk-TufqEDlg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 19:00:02 UTC to 2025-09-16 19:09:14 UTC

**TOPIC CHANGE** | Agent (SLwL4c1f...) | 2025-09-16 19:00:02 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (SLwL4c1f...) | 2025-09-16 19:00:49 UTC

Added: -LmskJFZShWIO0nMJuMqlA

### AGENT NOTE | Agent (SLwL4c1f...) | 2025-09-16 19:01:09 UTC

Live Team Notes Serial Numbers:25h4150079th FW:v.03.01.02 Issue/ Need: Screws fell out Collar is missing 3 of the screws Troubleshooting & Actions Taken: Made sure the collar was still safe and effective to use and they said yes Will send out OTC accessory replacement Customer indicated that they need to update mailing address in their profile, I will send those steps in the follow up email Replacement sent Order #1660428 Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Woocommerce Sku and inventory list [[https://docs.google.com/spreadsheets/d/1Vmasywhjs\\_f63S2kDtLgKkuCDhgwymvdumilMBGFOfY/edit?gid=1259955709#gid=1259955709](https://docs.google.com/spreadsheets/d/1Vmasywhjs_f63S2kDtLgKkuCDhgwymvdumilMBGFOfY/edit?gid=1259955709#gid=1259955709)] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (SLwL4c1f...) | 2025-09-16 19:09:11 UTC

**From:** support@halocollar.com

**To:** deezondo@gmail.com

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

Hello Danielle, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I have sent out those replacement parts for Kyras's collar! Here is that Order #: 1660428. Please allow 2-3 days for those parts to be shipped to you. We spoke about updating your billing and mailing address and I wanted to be sure you were able to complete those steps. Please refer to these helpful steps on how to accomplish that! [How Do I Edit My Billing Information?](#) Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Makaely Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? [support@halocollar.com](mailto:support@halocollar.com) | [Halo Help Center](#) Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (SLwL4c1f...) | 2025-09-16 19:09:14 UTC | Status: CLOSED

## Conversation: QbXbqtl\_RiWgAZdh6u8t-g

Messages: 2 | Customers: 1 | Duration: 2025-09-16 19:00:29 UTC to 2025-09-16 19:00:39 UTC

EMAIL | Agent (M0svworG...) | 2025-09-16 19:00:29 UTC

**From:** support@halocollar.com

**To:** cbuck520@gmail.com

**Subject:** Halo Collar Shipping Address Confirmation Needed

Hello Chris, You are welcome! We want you to know how much we appreciate you being part of the Halo family. If we can support you in any way in the future, please don't hesitate to reach out. Wishing you and Benny all the best on your adventures together. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Monday, September 15, 2025, 10:58 AM "Chris Buck" wrote: > Thank you > > Chris Buck: > 716-578-4925 - Phone/Text > cbuck520@gmail.com - Email > > On Mon, Sep 15, 2025, 12:48 PM Halo Collar wrote: > > > Hello Chris, > > > Thanks for your quick response! > > I submitted your warranty request, and we are preparing your replacement > > collar. > > > Your warranty number is AW-20250915-45985 > > > \*What to expect next:\* > > > - You'll\* receive an email shortly\* with a link to review and confirm > > (or update) your address. > > - Please open the email on your mobile device and ensure the Halo App > > is installed to access the link successfully. > > - Once your address is confirmed, we'll move forward with shipping > > your replacement. > > - \*Your address must be confirmed before we can proceed with the > > shipping process. \* > > > > > \*Please discontinue using your current collar immediately, as it will be > > deactivated due to a technical issue.\* > > > > > Thank you for being part of our Halo Pack! > > > > > Best Regards, > > Katherine > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > > On Monday, September 15, 2025, 6:52 AM "Chris Buck" > > wrote: > > > > Hi, yes Benny has still been using the collar, but I will stop using it, > > How soon before the replacement is sent though, > > > > Chris Buck: > > 716-578-4925 - Phone/Text > > cbuck520@gmail.com - Email > > > > On Mon, Sep 15, 2025, 8:49 AM Halo Collar wrote: > > > > Hello Chris, > > > > Thanks so much for your patience while we added those missing purchase > > details! > > > > I have also sent you a \$15 Tremendous Gift Card to cover some of your > > unused plan time, so please keep an eye out for it in your inbox! > > > > I'm happy to submit your replacement request. > > > > We want to make sure everything is handled as smoothly as possible for > > you. > > > > > Before we can move forward, we just need a quick confirmation: > > > > - Is Benny currently using the collar? > > > > - For your pup's safety, we can't proceed until we know the collar is > > no longer in use. > > > > - \*Once the request is submitted, the collar will be deactivated and > > will no longer function.\* > > > > > \*Once we receive your confirmation:\* > > > > > - We'll send you an email to verify your shipping address. > > > > - After you confirm, your replacement will be processed and shipped > > as soon as possible. > > > > > \*Please note that you will receive an email confirmation when the order > > ships. Please keep your eyes out for it! \* > > > > If you have any questions in the meantime, just let me know. We're here > > to help! > > > > > > > Best Regards, > > > > Katherine > > > > Halo Senior Customer Support > > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > On Monday, September 15, 2025, 3:53 AM "Chris Buck" > > wrote: > > > > Hi, > > How much longer is this going to take? Its been 2 months, and my puppy is > > getting confused, how can we expedite this? > > > > > > > Chris Buck: > > > > 716-578-4925 - Phone/Text > > > > cbuck520@gmail.com - Email > > > > > On Fri, Sep 12, 2025, 6:36 PM Chris Buck wrote: > > > > > > Hi yes > > > > > > > Order # 114-0176759-3309035 > > > > > > > Chris Buck: > > > > > > 716-578-4925 - Phone/Text > > > > > > > cbuck520@gmail.com - Email > > > > > > > > On Fri, Sep 12, 2025, 5:08 PM Halo Collar > > > > > > wrote: > > > > > > > > > > Hello Chris, > > > > > > > > > > Thank you so much for providing the screenshot of your Amazon purchase. > > > > > > > > > > Could you please also include the Amazon order number? > > > > > > > > > > > > > > > We appreciate your patience and understanding as we work to resolve > > > > > > > > > > this! > > > > > > > > > > We would also be happy to provide a \$15 Tremendous gift card for any > > > > > > > > > > plan time that you have not been able to use the collar. This card works > > > > > > > > > > like a Visa and can used almost anywhere or deposited directly into your > > > > > > > > > > bank account. > > > > > > > > > > > > > > > Best Regards, > > > > > > > > > > Katherine > > > > > > > > > > Halo Senior Customer Support > > > > > > > > > > \*Halo Collar\* | Here for you and your best friend > > > > > > > > > >

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:00:39 UTC | Status: CLOSED

## Conversation: Bi5EH0zrQcSMPeC4eGRWEg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:01:11 UTC to 2025-09-16 19:01:30 UTC

### AGENT NOTE | Agent (KiK-0-RR...) | 2025-09-16 19:01:11 UTC

Live Team Notes Serial Numbers: 25h4130280rt FW: v.03.00.05 Issue/ Need: Customer had wanted to know when his replacement collar would come Troubleshooting & Actions Taken: I had given him the status of the replacement and gave him a latest day based on our 3-5 business day timeframe Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (KiK-0-RR...) | 2025-09-16 19:01:18 UTC

**From:** support@halocollar.com

**To:** mrgreen98ski@gmail.com

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

Hello Martin, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ryan Halo Customer Support Halo Collar | Here for you and your best friend  
Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KiK-0-RR...) | 2025-09-16 19:01:28 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0lnRc2UDUrYWXc\_JQ

**STATUS CHANGE** | Agent (KiK-0-RR...) | 2025-09-16 19:01:30 UTC | Status: CLOSED

## Conversation: VLMYfOz3TmWAFcK6NnELlg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 19:02:02 UTC to 2025-09-16 21:27:07 UTC

PHONE\_CALL | Customer (iPmFQSPt...) | 2025-09-16 19:02:02 UTC

### AGENT NOTE | Agent (WoybUALE...) | 2025-09-16 19:13:13 UTC

Live Team Notes Serial Numbers: 25h4120959rt FW:v.03.00.05 Issue/ Need: cx was expecting a call from a manager about a return outside of the Return Window but has not heard back and I do not see notes about a management escalation Troubleshooting & Actions Taken: ESCALATE - Manager Request \_ Return Outside Return Window Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. Manager Request Notes Customer Information Serial Number: 25h4120959rt Firmware Version: v.03.00.05 Order Number: 1586661 Why is this being escalated? (What happened?) cx was expecting a call from a manager about a return outside of the Return Window but has not heard back and I do not see notes about a management escalation and cx is still wanting to return her collar for a refund outside the return window What is the customer requesting? To speak to amanger about her return and refund request as she is outside of the return window but feels she should be refunded for her purchase What has already been done with the customer? (Previous steps taken?) Cx was escalated to billing team but didn;t hear back there is a note to help return if eligible Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) PHONE CALL Phone number: +15853109982 Email address: alm398@pitt.edu Please do not promise a time frame for a response.

### EMAIL | Agent (WoybUALE...) | 2025-09-16 19:13:29 UTC

**From:** support@halocollar.com

**To:** alm398@pitt.edu

**Subject:** Halo Collar Your Request Has Been Escalated

Hello Alicia, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Michelle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (WoybUALE...) | 2025-09-16 19:13:36 UTC

Added: y5p26f9RQxiygowWrcyu6Q

STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 21:27:07 UTC | Status: CLOSED

## Conversation: 4oah\_4ZXQB6viVqFwhfjyw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 19:02:26 UTC to 2025-09-16 19:07:21 UTC

### EMAIL | Customer (VsZvVc-I...) | 2025-09-16 19:02:26 UTC

**From:** c4r3kids@aol.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Follow Up

I received our halo 4 and it works great. Do we need to send the old Collar back? Thank you Carla Bethke Sent from AOL on Android On Wed, Jul 16, 2025 at 5:27 AM, Halo Collar wrote: Hello Carla, I hope you and your pup are doing well! My name is Sandra, and I wanted to follow up on our recent conversation with your support team. Our goal is to make sure: - All of your questions were fully answered - Any concerns you had were completely resolved If there's anything still outstanding or if something new has come up, we're here and happy to help. Just reply to this message and we'll take it from there. Thank you for being part of the Halo family. We truly appreciate your trust and are always here to support you and your pup. With pawsitivity, Sandra Halo Director of Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 19:06:27 UTC

Added: GQRgRiz7SFeGBYuLHnqrzg

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 19:06:28 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx asking about returning a defective collar that has already been replaced Recap (When/Where/What the customer wants) Advising that collar needs to be returned Is This Resolved/Follow-Up Required? resolved If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

### EMAIL | Agent (sR--y62-...) | 2025-09-16 19:07:20 UTC

**From:** support@halocollar.com

**To:** c4r3kids@aol.com

**Subject:** Re: Halo Collar Follow Up

Hello Carla, Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. I'm sorry for any confusion. You can start using your replacement collar immediately after you've added it to your account. You should have received a prepaid label in the packaging with the replacement collar. You will just need to return the unit itself (keep any case, strap, contact tips, charger, etc) using that label. If you did not receive the prepaid label, or it has expired, just let us know and we can have a new one emailed to you. If you have any further questions or concerns, please do not hesitate to contact us. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 3:02 PM "Carla Bethke" wrote: > I received our halo 4 and it works great. Do we need to send the old Collar back? > Thank you Carla Bethke > > Sent from AOL on Android > > On Wed, Jul 16, 2025 at 5:27 AM, Halo Collar wrote: Hello Carla, > I hope you and your pup are doing well! My name is Sandra, and I wanted to follow up on our recent conversation with your support team. > Our goal is to make sure: > - All of your questions were fully answered > - Any concerns you had were completely resolved > If there's anything still outstanding or if something new has come up, we're here and happy to help. Just reply to this message and we'll take it from there. > Thank you for being part of the Halo family. We truly appreciate your trust and are always here to support you and your pup. > With pawsitivity, Sandra > Halo Director of Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > ■ >

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 19:07:21 UTC | Status: CLOSED

## Conversation: a3DdPeaOToK5xFWsnqZTkA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:03:48 UTC to 2025-09-16 21:04:31 UTC

**Customer (tnql0cvO...)** | 2025-09-16 19:03:48 UTC | halocollar.com

How do I connect my halo collar to WiFi ?

**System/AI** | 2025-09-16 19:04:24 UTC | halocollar.com

To connect your Halo Collar to WiFi, open the Halo App, go to Settings > My Collars, and select your pet's collar. Tap Wi-Fi to scan for networks, choose your 2.4 GHz Wi-Fi network, and enter the password to confirm. Make sure your phone is on the same network during setup. The collar supports only 2.4 GHz or merged dual-band networks and cannot connect to 5 GHz-only or hidden networks. For optimal performance, keep your collar firmware updated and check Wi-Fi diagnostics in the app if issues arise.

**STATUS CHANGE** | Unknown | 2025-09-16 21:04:31 UTC | Status: CLOSED



## Conversation: lw7ulrhZQfOy5vhUUL0MYg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 19:03:52 UTC to 2025-09-16 21:06:31 UTC

**Customer (gCHBPtPQ...)** | 2025-09-16 19:03:52 UTC | halocollar.com

I just ordered a Halo collar for my pet, does that come with training beacon?

**System/AI** | 2025-09-16 19:04:31 UTC | halocollar.com

The Halo Collar doesn't include a training beacon in the package. However, you can purchase Zone Beacons separately from the Accessories Page on our website. Zone Beacons enhance the Halo system by creating custom safe zones or restricted areas for your dog, but they aren't required for the collar to function. You can fully utilize the Halo Collar's features without a beacon.

**Customer (gCHBPtPQ...)** | 2025-09-16 19:05:07 UTC | halocollar.com

So I can use the zone beacon as a training beacon to start?

**System/AI** | 2025-09-16 19:05:34 UTC | halocollar.com

Absolutely! You can use a Zone Beacon just like a training beacon. It helps create custom safe or restricted areas and provides boundary cues for training purposes. This feature enhances training sessions by marking specific zones for your dog to avoid, supporting training both indoors and outdoors. While it's effective, it's optional and not necessary to start using the Halo Collar.

**Customer (gCHBPtPQ...)** | 2025-09-16 19:05:45 UTC | halocollar.com

Awesome! Thank you!

**System/AI** | 2025-09-16 19:06:05 UTC | halocollar.com

You're welcome, Matt! If you have any more questions or need further assistance, feel free to reach out. Enjoy using your Halo Collar with your pet! ■■

**STATUS CHANGE** | Unknown | 2025-09-16 21:06:31 UTC | Status: CLOSED

## Conversation: epfknLmjTimmBEyQK9tJCQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:04:34 UTC to 2025-09-16 19:07:14 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 19:04:34 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - refund update Recap (When/Where/What the customer wants) RMA 2SVKSJKJ for order 1649971 - is showing resolved in AS & cx refunded \$587.43 on 9/11 ARN: 24011345255100102956725 Cx still has collar linked to account that was purchased through Amazon Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 19:07:05 UTC

**From:** support@halocollar.com

**To:** jshall2003@icloud.com

**Subject:** Halo Collar Refund Processed

Hello Jackson, We've processed your refund for the \$587.43 to your original payment method in accordance with our Return Policy on 9/11/25. Your refund ARN number is 24011345255100102956725 if you need to contact your bank directly regarding the funds. As outlined in the policy, the following amounts were withheld: \$25 for return shipping and restockingThe original shipping cost (plus sales tax, where applicable) You can find full details here: Return Policy Details Please allow 7–10 business days for the refund to reflect on your account, depending on your bank's processing time. If you have any questions or need further assistance, reply to this email. We're happy to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 12:13 PM support@halocollar.com wrote: > Hello Jackson, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Taylor > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:07:14 UTC | Status: CLOSED

## Conversation: E6OqSK2PTXOCyTDQX7OKxA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:04:58 UTC to 2025-09-16 21:05:31 UTC

**Customer (GXdJ822v...)** | 2025-09-16 19:04:58 UTC | [halocollar.com](https://halocollar.com)

I fit the collar to my dog. I need the rest of the training to learn how to use the collar and set up fences, etc.

**System/AI** | 2025-09-16 19:05:29 UTC | [halocollar.com](https://halocollar.com)

Hi there! To complete your Halo Collar training and set up fences, use the Halo App's in-app training feature. Start by accessing the "Learn" tab in the app, where you'll find step-by-step lessons and videos. These lessons will guide you through properly fitting the collar, setting up the whistle feature, training your dog to respond to cues, and creating virtual fences. Remember, consistent daily practice is key to effective training. For detailed guidance, check the Halo Training Overview.

**STATUS CHANGE** | Unknown | 2025-09-16 21:05:31 UTC | Status: CLOSED

## Conversation: maURGxliS26MGG3jtRy\_ow

Messages: 5 | Customers: 1 | Duration: 2025-09-16 19:05:24 UTC to 2025-09-16 19:12:44 UTC

### EMAIL | Customer (GmWoG-nj...) | 2025-09-16 19:05:24 UTC

**From:** bakonurs@icloud.com

**To:** support@halocollar.com

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

Sent from my iPhone

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 19:09:13 UTC

Live Team Notes Serial Numbers: FW: Issue/ Need: The customer has sent empty app logs No account found under email address: bakonurs@icloud.com Troubleshooting & Actions Taken: Sent an email to the customer Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly

### EMAIL | Agent (sR--y62-...) | 2025-09-16 19:12:34 UTC

**From:** support@halocollar.com

**To:** bakonurs@icloud.com

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

Hello Gail, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 3:05 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 7:05 PM "Gail Buchholz" wrote: > > > > Sent from my iPhone

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 19:12:44 UTC

Added: P1OeudXYRhqGCLwE5ykYeQ

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 19:12:44 UTC | Status: CLOSED

## Conversation: nYz7yftiSP-kSFWaoBD0Lg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:10:08 UTC to 2025-09-16 19:11:55 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 19:10:08 UTC

New shipping label: AW-20250726-35486 Tracking: 791942837699

### EMAIL | Agent (M0svworG...) | 2025-09-16 19:11:46 UTC

**From:** support@halocollar.com

**To:** sagepierson@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Sage, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Monday, September 15, 2025, 12:35 PM support@halocollar.com wrote: > Hello Sage, > > It was great speaking with you today! I am happy I could help get Bella's replacement collar added to your app. > > As discussed, please try to refuse the delivery for the order that should be arriving today. If you are unable to, please let me know and I would be happy to help further. I've also submitted a request for a new shipping label to be sent to your email. These typically arrive within 1–2 business days, so keep an eye on your inbox. > > If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. > > Thank you for being part of our pack! > > With pawsitivity, > Jessica > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:11:55 UTC | Status: CLOSED

## Conversation: cVgFTtS5SjmMk6i6JLIgaw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:10:51 UTC to 2025-09-16 19:12:48 UTC

### AGENT NOTE | Agent (KshEi1Yy...) | 2025-09-16 19:10:51 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) The cx purchased a collar second hand that still linked to OG acc. Recap (When/Where/What the customer wants) The cx is asking us to remove a collar they purchased second hand from the OG customer's acc. We have tried reaching out to the OG cx with no response. Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Inform the cx we cannot remove the collar from their acc. Optional Additional Info:

### EMAIL | Agent (KshEi1Yy...) | 2025-09-16 19:12:38 UTC

**From:** support@halocollar.com

**To:** ydefrenchi@yahoo.com

**Subject:** Halo Management

Hi Candyce, My name is Marissa and I'm with Halo's Management Team. Thank you for reaching out to us. Unfortunately, for safety reasons, we are not able to remove the collar from the original owner's account without their consent. We have reached out to them, and as soon as we hear back and have their consent, we can remove the collar. We sincerely apologize for the inconvenience. Please let me know if you have any additional questions or concerns. Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**TOPIC CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 19:12:45 UTC

Added: Vc4PMz7yTqecSVPaJlmbZQ

**STATUS CHANGE** | Agent (KshEi1Yy...) | 2025-09-16 19:12:48 UTC | Status: CLOSED

## Conversation: AmVIAYGYSTC5zxi1kUDu7Q

Messages: 1 | Customers: 1 | Duration: 2025-09-16 19:11:01 UTC to 2025-09-16 19:11:01 UTC

EMAIL | Customer (dbNVeGQ8...) | 2025-09-16 19:11:01 UTC

**From:** erikmpeterson1@gmail.com

**To:** info@halocollar.com

**Subject:** Re: Urgent: malfunction detected

Now both of the collars I've purchased have needed to be replaced. Not complaining since they get replaced for free, but is this a common issue? The collars stay dry and they don't even wear them everyday. On Tue, Sep 16, 2025 at 2:04 PM The Halo Team wrote: > You're eligible for a free warranty replacement Halo Collar > [image: Halo®] > > Erik Peterson Bronze > Member since 2025 > > Hi Erik, > > > We've detected a critical issue with your Halo Collar (Serial Number: > 25h4123074rt) and would like to send you a \*free replacement\* collar. > > > \*For your dog's safety, please do not use the collar.\* > > > Under our warranty program, you are eligible for a free replacement. \*Please > confirm your shipping address \*to receive your new collar as quickly as > possible. > \*Confirm Shipping Address\* > > \*Confirm Shipping Address\* > > > Once your address is confirmed, we will ship your replacement collar. You > will receive further instructions on how to return your original collar > with the replacement. > > > All warranty replacements are subject to our Warranty Policy > > . > > > If you have any questions or concerns, please contact our Customer Support > team in the Halo Dog Park > > . > > \*— The Halo Team\* > > > \*Note: Halo will never ask you for your password. If you suspect fraud > please contact us directly for assistance. \* > [image: Facebook] > > [image: Instagram] > > [image: TikTok] > > [image: YouTube] > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite > 340 | Woodcliff Lake, NJ 07677 > > > No longer want to receive these emails? Unsubscribe > > . >

## Conversation: 3SSG6JHIRd-nQEsVPQWHAQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 19:13:38 UTC to 2025-09-16 19:28:43 UTC

**PHONE\_CALL** | Customer (5aC007oM...) | 2025-09-16 19:13:38 UTC

**EMAIL | Agent (kx0B3Ww9...) | 2025-09-16 19:27:36 UTC**

**From:** support@halocollar.com

**To:** kellydaugettphotos@gmail.com

**Subject:** Halo Support: Your Request is Under Review

Hello Kelly, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 19:27:44 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Kelly Daugett Email: kellydaugettphotos@gmail.com Phone Number: +18506988363 Collar SN: 25h4193570rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP cs order tracking Recap/TS: Cx had a warranty that was submitted on the 8th of September Cx was told it will take 3-5 business days, it has been over that and cx has still not received it. Reaching out to RMA Next Steps: Sending email to cx

**AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 19:28:09 UTC**

Full Name: Kelly Daugett Email Address: kellydaugettphotos@gmail.com Serial Number: 25h4193570rt Order ID: RMA Ticket #: AW-20250908-44691 What is the inquiry about? Cx had a warranty that was submitted on the 8th of September Cx was told it would take 3-5 business days; it has been over that, and cx has still not received it. The history page on AP shows the collar was removed on the 8th, and cx confirmed this was the day it was submitted. However, the warranty has been on RMA created in NetSuite status for 4 days only Requested Action Kindly look into the cx warranty AW-20250908-44691 if there is an issue

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 19:28:16 UTC

Added: U-i1ECnGRuuQs6yo6MyFzw

**STATUS CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 19:28:43 UTC | Status: CLOSED



## Conversation: GIOAr0VnRVGawXa8gQQkbA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 19:15:49 UTC to 2025-09-16 19:29:30 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 19:15:49 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 19:18:41 UTC

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 19:27:07 UTC

**From:** support@halocollar.com

**To:** keepingtab@gmail.com

**Subject:** Halo Support Follow Up

Hello Raelene, Thank you for calling Halo Support today. This is Hannah. It was truly a pleasure speaking with you and learning more about you and your pup. Here is some additional information about what we spoke about. The Internet connection is how the collar communicates with the app. If you are in an area with low cellular service, you may notice delays in receiving notifications and live tracking updates in the app. However, the collar will continue to function using GPS technology to keep your dog safely within the boundary. See more in this article. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (vayOmd0l...) | 2025-09-16 19:29:25 UTC

Serial Numbers: 24h4471308rt FW: 03.00.05 Issue/ Need: Cx stated, "Snoop got out, but the collar was unable to be located, even though there was plenty of charge left on the collar. Does it only do WiFi or Bluetooth? How do I turn on the GPS? Why won't it show up? This collar is really pricey, but Snoop has a tendency to run, and he just moved in with us. I knew that if he got out, I'd be in a bad position to find him. So now I'm in that position, crying my eyes out, hoping he doesn't get hit by a car, and I'm having major anxiety issues. This was supposed to stop all that from happening. I'm really frustrated and will probably spend most of the night out looking for the dog, hoping he can be found. Did I waste my money???" Cx asked how the collar tracks their dog Troubleshooting & Actions Taken: Educated that the collar is designed to keep pets inside the fence, not as a full-time tracking device Explained it can track location within a certain distance, but weak LTE/Wi-Fi signal limits accurate updates to the app Resources Used: AP Next Steps: Follow up with Cx to confirm understanding and provide supporting KB articles if needed

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 19:29:30 UTC

Added: yUdj74HoRguBsTQ2B0ZktA

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 19:29:30 UTC | Status: CLOSED

## Conversation: hRDjLe8aQc-D2KzK67LTHw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 19:16:43 UTC to 2025-09-16 19:40:28 UTC

PHONE\_CALL | Agent (xJ3NOJLY...) | 2025-09-16 19:16:43 UTC

### AGENT NOTE | Agent (xJ3NOJLY...) | 2025-09-16 19:33:32 UTC

Live Team Notes Serial Numbers: 25h4192071rt FW: v.03.00.05 Issue/ Need: Cx is not using her collar and wants to return it, but she is out of the return window by 17 days  
Troubleshooting & Actions Taken: Cx would like to return the collar She is 17 days out of window I advised that the window is closed and we are unable to reopen it. I did send her a \$50 gift card to cover the membership costs she has paid already as she's been paying without having used the collar She's returning because her home is in the woods and the GPS is not reliable with the amount of tree coverage she has I assisted her in cancelling her account I also unlinked the collar in her app so that it can be reused by someone else I advised selling the collar as it's a new H4 Advised I will send this up to our billing team to see if we can get a reimbursement for the membership from now until April 2026, as she paid for the annual bronze membership Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP for OTPC x2 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (xJ3NOJLY...) | 2025-09-16 19:34:02 UTC

**From:** support@halocollar.com

**To:** mlokker@charter.net

**Subject:** Halo Support: Your Request is Under Review

Hello Mary, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Courtney Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (xJ3NOJLY...) | 2025-09-16 19:35:39 UTC

**From:** support@halocollar.com

**To:** mlokker@charter.net

**Subject:** Re: Halo Support: Your Request is Under Review

Hello Mary, I also wanted to provide you with this screenshot of your account. As you can see it has been cancelled. If at any point you were to want to use the collar again, you can log on to the website and choose "Restore Plan". Our billing team will be in touch, but please let me know if I can assist with anything in the meantime. Have a great day! With pawsitivity, Courtney Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:34 PM support@halocollar.com wrote: > Hello Mary, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the

details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Courtney > Halo Customer Support > Halo Collar | Here for you and your best friend! > > Need more help? > [support@halocollar.com](mailto:support@halocollar.com) | [Halo Help Center](#) > [Speak to a live agent face-to-face at our Dog Park](#) > 9:00 am - 8:00 pm EST 7 days a week > [Join Session](#) to speak with the next available agent

**AGENT NOTE | Agent (xJ3NOJLY...) | 2025-09-16 19:39:21 UTC**

Billing Team Escalation Notes Affected Serial Number: 25h4192071rt FW: 03.00.05 Order ID: 1603803 RMA Ticket #: Subscription Start Date: May 21, 2025 Reason for Escalation: Cx has not used the collar. She's cancelled her account and unlinked the collar in the app. She's going to try selling the collar. She signed up for a bronze annual plan. I did send a \$50 GC to cover the months that have already passed since she signed up, but can we reimburse her for the rest of the annual amount? Requested Action: I did send a \$50 gc to cover the months that have already passed since she signed up, but can we reimburse her for the rest of the annual amount?

**TOPIC CHANGE | Agent (xJ3NOJLY...) | 2025-09-16 19:40:28 UTC**

Added: 5PPI2RS4TSeSg5z-6z7TAQ, li15gFsBROyE57fDr6LWlw, jjmywZ3VSKKjVyuw1USzJQ

## Conversation: oerBWjJtRT2vpf2ru2RmyA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:17:27 UTC to 2025-09-16 19:19:32 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 19:17:27 UTC

New Shipping Label AW-20250902-43531 Tracking: 791942857690

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 19:17:34 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

### EMAIL | Agent (M0svworG...) | 2025-09-16 19:18:30 UTC

**From:** support@halocollar.com

**To:** wasillabar@yahoo.com

**Subject:** Halo Collar Shipping Label

Hello Tari, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:19:32 UTC | Status: CLOSED

## Conversation: bj5pv-CdQLCSnsHroAciag

Messages: 5 | Customers: 1 | Duration: 2025-09-16 19:18:00 UTC to 2025-09-16 21:20:42 UTC

**Customer (T2fuuAdr...) | 2025-09-16 19:18:00 UTC | halocollar.com**

how to tell when the collar is completely charged

**System/AI | 2025-09-16 19:18:29 UTC | halocollar.com**

You can tell when your Halo Collar is fully charged by looking at the indicator light. A solid green light means it's completely charged. To charge the collar, use the provided USB-C charging cable and a compatible USB-C wall charger. It usually takes about 2 to 2.5 hours to fully charge. Make sure the charging port is clean and dry before charging for the best connection.

**Customer (T2fuuAdr...) | 2025-09-16 19:20:01 UTC | halocollar.com**

If my dog is not responding to the audible fence warning what should o do

**System/AI | 2025-09-16 19:20:31 UTC | halocollar.com**

Hey there! If your dog isn't responding to the audible fence warning, you can adjust the feedback settings in the Halo App. Start by testing the sound feedback at the lowest level in a quiet room and gradually increase it until your dog consistently responds. Make sure the collar is fitted correctly and the feedback settings are appropriate for your dog's sensitivity. Regular training and positive reinforcement can also help improve your dog's response to the warnings. If issues persist, revisiting the Halo training program might be beneficial.

**STATUS CHANGE | Unknown | 2025-09-16 21:20:42 UTC | Status: CLOSED**

## Conversation: toN1i4wIQFSdls5-HGZfoA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 19:18:41 UTC to 2025-09-16 19:40:51 UTC

**Customer (SoDLkbd...) | 2025-09-16 19:18:41 UTC | halocollar.com**

Has my replace collar shipped?

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

Hi there! You can track the shipping status of your replacement collar using your order number and email on the Order Status Dashboard. Once it's shipped, delivery usually takes 3–5 business days. If you haven't received a shipping confirmation email, please check your inbox, spam, or junk folders. If you still have questions or need further assistance, feel free to reach out to our live support team for help.

**Customer (SoDLkbd...) | 2025-09-16 19:19:51 UTC | halocollar.com**

I can't get into my email...can I get my shipping status here

**System/AI | 2025-09-16 19:20:35 UTC | halocollar.com**

Hi there! To check your shipping status, please use the Order Status Dashboard with your order number and email. If you run into any issues or need more help, feel free to contact our live support team. They're ready to assist you with your order status!

*PHONE\_CALL | Customer (oB2aGJa1...) | 2025-09-16 19:32:16 UTC*

*TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 19:40:48 UTC*

*Added: oa5e98htSpOozRqx9wftLg, zHerDDHSRyKoaFtPZdCcew*

**AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 19:40:49 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Sara Burkel Email: aburkel1978@gmail.com Phone Number: Collar SN: 24h4493117rt Collar FW: v.03.00.05 Collar Purchased From: Scheels Resources: Gladly, AP Recap/TS: Cx's collar reported a critical issue. Cx is unable to confirm address until cx recovers password for their email. Cx will attempt to recover password for their email. Next Steps: Resolved.

*STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 19:40:51 UTC | Status: CLOSED*

## Conversation: cY58t5DaTueJ0hfyOgsmvA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:19:57 UTC to 2025-09-16 19:22:53 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 19:19:57 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**AGENT NOTE** | Agent (M0svworG...) | 2025-09-16 19:21:45 UTC

New shipping label: AW-20250810-38763 Tracking: 791942871628

**EMAIL** | Agent (M0svworG...) | 2025-09-16 19:22:45 UTC

**From:** support@halocollar.com

**To:** ssnow1120@outlook.com

**Subject:** Halo Collar Shipping Label

Hello Shannon, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:22:53 UTC | Status: CLOSED

## Conversation: iZal-Pq2RfK9yn0Eexv6xA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 19:20:27 UTC to 2025-09-16 23:22:38 UTC

### EMAIL | Customer (sFWDv7r4...) | 2025-09-16 19:20:27 UTC

**From:** kimmyscell@icloud.com  
**To:** support@halocollar.com  
**Subject:** [Not Virus Scanned] Log Submission  
Sent from my iPhone

### EMAIL | Customer (sFWDv7r4...) | 2025-09-16 19:21:51 UTC

**From:** kimmyscell@icloud.com  
**To:** support@halocollar.com  
**Subject:** [Not Virus Scanned] Log Submission  
Sent from my iPhone

### EMAIL | Agent (poWIULpl...) | 2025-09-16 19:22:20 UTC

**From:** support@halocollar.com  
**To:** kimmyscell@icloud.com  
**Subject:** Halo Collar App Logs Received

Hello Kim, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. Also, please confirm the email address that is associated with the account, as this email address is not associated with any account. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:20 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 7:20 PM "Kim Gengler" wrote: > > > > Sent from my iPhone

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 19:41:10 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Kim Gengler Email: kimmyscell@icloud.com Phone Number: Collar SN: Collar FW: Collar Purchased From: Resources: Gladly, AP Recap/TS: Cx sent empty logs. Cx 's emial not associated with any account. Email cx "Halo Collar App Logs Received" and to confirm email associated with the account. Next Steps: Wait for cx to F/U.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 19:41:11 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (sFWDv7r4...) | 2025-09-16 23:22:38 UTC | Status: OPEN



**EMAIL | Customer (sFWDv7r4...) | 2025-09-16 23:22:38 UTC**

**From:** kimmyscell@icloud.com

**To:** support@halocollar.com

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

Sent from my iPhone

## Conversation: FNh-UH5pT6euT3yHHuLJEQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:24:15 UTC to 2025-09-16 19:24:37 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 19:24:15 UTC

Live Team Notes Serial Numbers: 23h3360696rt FW: v.02.08.11 Issue/ Need: Got notification collar has malfunction Troubleshooting & Actions Taken: Adv collar needs to be replaced but its OOW Cx already has HC on her account- adv to use this option as it is cheaper Adv on pricing and how to replace Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (VM047vR9...) | 2025-09-16 19:24:24 UTC

**From:** support@halocollar.com

**To:** elainetoombs0822@gmail.com

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

Hello Elaine, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 19:24:36 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, zHerDDHSRyKoaFtPZdCcew, 6jk7DobMRw2g1ATE6kOMjw

**STATUS CHANGE** | Agent (VM047vR9...) | 2025-09-16 19:24:37 UTC | Status: CLOSED

## Conversation: JXv0ChEXTzGZ2iXPnMF4Cw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:27:29 UTC to 2025-09-16 21:28:57 UTC

**Customer (oTW528T9...)** | 2025-09-16 19:27:29 UTC | [halocollar.com](https://halocollar.com)

Moose's collar hasn't picked up gps in a few weeks. Is there any way to repair this issue?

**System/AI** | 2025-09-16 19:28:15 UTC | [halocollar.com](https://halocollar.com)

Hi there! To fix the GPS issue with Moose's collar, try reinitializing the GPS. Take the collar outside to an open area with a clear view of the sky, away from buildings and trees. Keep it still until the GPS light changes to green (Halo 4) or blue (Halo 3/older). This indicates the GPS is active. Make sure the collar is charged and connected to Wi-Fi for the best performance. Keeping the firmware updated can also improve GPS accuracy. If the problem continues, feel free to reach out to our support team for more help.

**STATUS CHANGE** | *Unknown* | 2025-09-16 21:28:57 UTC | Status: *CLOSED*

## Conversation: GRZMCITsTQmHDR6L97tQvA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 19:27:52 UTC to 2025-09-16 19:38:09 UTC

### Customer (I3vTHDTf...) | 2025-09-16 19:27:52 UTC | halocollar.com

Flashes collar continues to lose Wi-Fi connection. I have followed all instructions from the dog park and still he lose. It loses connection. My Wi-Fi is fine working appropriately. What do you suggest?

### System/AI | 2025-09-16 19:28:21 UTC | halocollar.com

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

### AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 19:34:05 UTC

Live Team Notes Serial Numbers: 25h4113414rt FW: 03.00.05 Issue/ Need: Cx looks to need assistance with a collar that is not connecting to the cx's WiFi network. Cx states that the WiFi is working properly Troubleshooting & Actions Taken: -Cx reached out via chat will update cx with next steps Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### Agent (LZsYfs6M...) | 2025-09-16 19:34:32 UTC | halocollar.com

Good afternoon Annie,

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 19:36:21 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 19:36:46 UTC

Live Team Notes Annie Malone Serial Numbers: 25h4113414rt FW: 03.00.05 Issue/ Need: cx states her collar is not keeping WIFI connection keeps drop been going on for about month Troubleshooting & Actions Taken: Asking cx if she can share screen cx states she is uncomfortable sharing her screen Asked cx if she can take a screenshot of her halo app if she was okay doing that cx say yes Call dropped Resources Used (provide details): (KB articles, Slack posts, internal docs.): T1 TS Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 19:36:46 UTC

Added: OeTzDXf5Qt2378nYRu\_ilw, E\_3WUdWpR2CLXta3n6vNgw

### EMAIL | Agent (qY4E785E...) | 2025-09-16 19:38:02 UTC

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

**To:** [anniemay123@comcast.net](mailto:anniemay123@comcast.net)

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

Hello Annie, My name is Eddie, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of

the way. How to Confirm if I Have 2.4 GHz WiFi and See Where It Covers Within My Home With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 19:38:09 UTC | Status: CLOSED

## Conversation: 7XzzTTzBQZqFq-F8RSYGZg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 19:28:43 UTC to 2025-09-16 20:24:13 UTC

Customer (iUQDDx1...) | 2025-09-16 19:28:43 UTC | halocollar.com

warranty

System/AI | 2025-09-16 19:29:29 UTC | halocollar.com

Hi there! Halo Collars come with a 1-year non-transferable warranty from the initial activation date, covering defects in parts or workmanship. We'll repair or replace the collar at no charge. To start a warranty replacement, just reach out to our customer support for guidance. If you get a diagnostic error, check your email for a shipping confirmation. For more details on the warranty process, including what's covered and how to confirm your shipping address, please visit our Order Status Dashboard.

AGENT NOTE | Agent (vi\_2Fjmb...) | 2025-09-16 20:21:49 UTC

Live Team Notes Serial Numbers: 24h3311686rt Lucy's (AW-20250612-24375 - added Jun 24, 2025 6:09 PM) SN 23h3402234rt Koda (order 1332806 - added Jan 11, 2024 7:22 PM) SN 23h2060583rt - Toby's FW: v. 02.08.11 Applied Issue/ Need: 1. Got a warranty replacement on Lucy's collar not too long ago and ever since then, they have had horrible connection problems They called before, tried TS and several things, but nothing has worked The collar is not giving any feedback 2. Koda's collar they have not been using it. They called a while ago, had mysterious issues, and they did some TS but the collar does not work for a long time It would only stay charged for like 6 hrs. 3. How much warranty is left on Toby's collar? Troubleshooting & Actions Taken: 1. SN 24h3311686rt - Lucy's Warranty Window: Will be expired on Jun 24, 2026 6:09 PM AP shows Battery level 80% Last heard a few seconds ago Asked her to share the screen She did not have the option to share the screen nor to minimize, although she said that she was on the App, it was redirected to the website to find the link to connect with us Asked her to send me a picture of the feedback settings She said that she has already tried checking the feedback settings, they work when she test them on the collar but not when the collar is on the dog outside on the fence line Also she said that the collar won't send her updates to the phone, so she has to remove the collar from the dog and then put it back for it to update Asked if is possible the collar is loosening up on his neck She has already tightened it up If she is beside the dog the collar will connect but if not, it won't The collar is right now inside the house with her so no options to send a screenshot of the Pet Card showing it disconnected now No option to share the screen Sent the latest FW software 03.01.02 PRODBETA and asked her to leave it on the charger for 20-30 min and then take it outside to initialize it Advised that it will take a couple of days to recalibrate so call us on the third day if the issues persist, calls us from the App so can screen share and record Also I did not find any calls the collar for this dog after it was replaced 2. SN 23h3402234rt Koda (order 1332806 - added Jan 11, 2024 7:22 PM) Warranty Window Expired. 248 days passed since collar activation. It looks as though there was a critical issue on this collar by the looks of AP (screenshot) Asked her to go to Settings Koda's >CollarDiagnostics >Scan Result 11 weeks ago so there was no critical issues AP shows Battery level 4% Last Heard Jun 29, 2025 2:36 PM Asked on Slack to confirm if they can see on WB any DIAGREQs Quinn confirmed there is nothing reported on 3 the last three months Asked the cx to connect the collar to the charger with the cable facing up and lying flat on a surface The Cover was ON so I asked her to remove it Removed the cover and the light went off Few seconds later the charging light came back ON The Pet Card shows it's charging Waited 5 min Asked her to check again on the Pet Card, still showing 0% AP shows Battery level 0% Last Heard a few seconds ago She said that they already tried the magnetic adaptors, a bunch of different halo cords, since they have 3 collars, they tried switching them on the charging port is clean, the connectors, pins on the port are all fine too Hard reset Vibration LED is still blinking green as if it's charging Waited 1 min AP shows Battery level 0% Last Heard 3m ago Shows it's at 3% on Settings Asked her to let it charge to 100%, then use it as normal and let it die to 0%, wait 5 hrs before charging it again and monitor it for the next two days She said that they already tried all that last time they did the TS Advised then the collar needs to be replaced, as it is OOW talked about Halo Care upgrade again, paying \$174 3. SN 23h2060583rt - Toby's There is no purchase details on AP Asked if they purchased it on the same order, although it seems the other

two collars had different order numbers, and they were added about the same time Searched on the spreadsheet and did not find info She had to go so will look for the order info to provide it next time she calls Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Collars Missing Purchase Details on AP spreadsheet Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 20:22:59 UTC**

**From:** support@halocollar.com

**To:** mndctts@gmail.com

**Subject:** Halo Collar Out Of Warranty - Koda's

Hi Amanda, My name is Monica with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 20:23:36 UTC**

**From:** support@halocollar.com

**To:** mndctts@gmail.com

**Subject:** Halo Collar Firmware Update - Lucy's

Hello Amanda, Thanks so much for reaching out to the Halo Support Team. My name is Monica, and I will be glad to help with the GPS concerns you mentioned. To help improve your collar's performance, we've queued a new firmware update v. 03.01.02 for your device. Here's what to do next: Plug your collar into its chargerMake sure it's connected to Wi-FiKeep it on the charger while the update is applied This will enable the update to install successfully and help resolve the issue you're experiencing. If you continue to experience issues after the update or have any other questions, please don't hesitate to reach out. We're here to help and are happy to keep working with you toward a resolution. With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:22 PM support@halocollar.com wrote: > Hi Amanda, > > My name is Monica with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. > > Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: > > Replacement Options: > Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and

Gold) at zero monthly or annual cost. > > Here are the steps on How to Upgrade to the Latest Halo Model. > > Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. > > You can review our warranty policy here. > > Please let us know if you have any additional questions! > We're here to help! > > If you have any questions, please do not hesitate to reach out, and we'll be happy to help! > > With pawsitivity, > > Monica > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 20:24:07 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yUdj74HoRguBsTQ2B0ZktA, tWVb8I74TQWoFOK-wNWbdw, SMYZ9ncRSlyKFeGsLX1pew, 6jk7DobMRw2g1ATE6kOMjw

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 20:24:13 UTC | Status: CLOSED



## Conversation: VRe1GL0iTmmK\_SzNZeTsdg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:29:01 UTC to 2025-09-16 19:30:44 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 19:29:01 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**AGENT NOTE** | Agent (M0svworG...) | 2025-09-16 19:29:35 UTC

New shipping label: Tracking: 791942897661 AW-20250810-38776

**EMAIL** | Agent (M0svworG...) | 2025-09-16 19:30:39 UTC

**From:** support@halocollar.com

**To:** liz.cecchini@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Elizabeth, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:30:44 UTC | Status: CLOSED

## Conversation: imT56TqdS7aElZe5PQbG9w

Messages: 11 | Customers: 1 | Duration: 2025-09-16 19:29:29 UTC to 2025-09-16 20:38:54 UTC

**PHONE\_CALL** | Customer (lthymPKi...) | 2025-09-16 19:29:29 UTC

### AGENT NOTE | Agent (3RoJgjXU...) | 2025-09-16 19:43:29 UTC

Live Team Notes Serial Numbers:25h4193729rt FW:03.00.05 Issue/ Need:Cx called due to the collar not shocking anymore. Cx stated they have went through all the necessary troubleshooting for it. Troubleshooting & Actions Taken: Tested the static and cx isnt feeling it. Submit to engineering Resources Used (provide details): (KB articles, Slack posts, internal docs.):Gladly, Admin Please complete all steps in the Tier 1 Troubleshooting Guide before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (3RoJgjXU...) | 2025-09-16 19:57:58 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN:25h4193729rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Static, Lagging Pet Pin, Date & Time of Occurrence:Aug 16, 2025 for Static, 9/16/25 2:30 pm/3:30 pm Est Lagging Pet Pin Is the Issue Reproducible? (Yes/No – If Yes, include steps):Yes, had cx turn fence back on and test the static on collar. For the pet pin, had cx gently shake the collar to see if it would start moving and it didnt. Additional notes about the issue: Troubleshooting Summary Tier 1 TSing Steps Completed:(Y/N) & Outcome of Troubleshooting: Required Attachments (Check if Included) Screen Recording with narration: (Yes/No)No Screenshots: (Yes/No)Yes System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No)No App Logs (App issues): (Yes/No)No

### EMAIL | Agent (3RoJgjXU...) | 2025-09-16 19:59:41 UTC

**From:** support@halocollar.com  
**To:** ramseyhancock02@gmail.com  
**Subject:** Screenshot

Hello Ramsey, I hope this email finds you well. Can you please send us the screenshot of the app and the pet pin? You can reply back to this email with the picture. With pawsitivity, Delta Halo Customer Support Halo Collar | Here for you and your best friend Need more help? support@halocollar.com | Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Customer (lthymPKi...) | 2025-09-16 20:00:59 UTC

**From:** ramseyhancock02@gmail.com  
**To:** support@halocollar.com  
**Subject:** Re: Screenshot

On Tue, Sep 16, 2025 at 3:59 PM Halo Collar wrote: > Hello Ramsey, > I hope this email finds you well. Can you please send us the screenshot of > the app and the pet pin? You can reply back to this email with the picture. > > With pawsitivity, > Delta > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend > \*Need more help?\* > \*support@halocollar.com\* | Halo Help Center > \*Speak to a live agent face-to-face at our Dog Park\* > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

### AGENT NOTE | Agent (3RoJgjXU...) | 2025-09-16 20:06:55 UTC

Tried a hr on collar to see if it will move, but pet pin is still stuck.

### EMAIL | Agent (3RoJgjXU...) | 2025-09-16 20:08:55 UTC

**From:** support@halocollar.com  
**To:** ramseyhancock02@gmail.com

**Subject:** Collar Static and Pet Pin Concern

Hello Ramsey, My name is Delta, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Delta Halo Customer Support Halo Collar | Here for you and your best friend Need more help? support@halocollar.com | Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:00 PM "Ramsey Hancock" wrote: > On Tue, Sep 16, 2025 at 3:59 PM Halo Collar wrote: > > > Hello Ramsey, > > I hope this email finds you well. Can you please send us the screenshot of > > the app and the pet pin? You can reply back to this email with the picture. > > > With pawsitivity, > > Delta > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend > > \*Need more help?\* > > \*support@halocollar.com\* | Halo Help Center > > \*Speak to a live agent face-to-face at our Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > >

**TOPIC CHANGE** | Agent (3RoJgjXU...) | 2025-09-16 20:09:09 UTC

Added: jwlJ3FbQTW2nPIHkhIkBIA

**TOPIC CHANGE** | Agent (3RoJgjXU...) | 2025-09-16 20:09:42 UTC

Added: Z3qy\_B6uR8CPWZWZA-uJWg

**AGENT NOTE | Agent (iBPLP4RB...) | 2025-09-16 20:37:52 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Collar with Issue's SN:25h4193729rt Recap (When/Where/What the customer wants) Static, Lagging Pet Pin had cx turn fence back on and test the static on collar. For the pet pin, had cx gently shake the collar to see if it would start moving and it didnt. Is This Resolved/Follow-Up Required? N If Follow Up Is Required (What/When) Optional Additional Info: Screenshot was submitted, not a screen recording as required per Tier 1 TS Guide. Issues reported to have occurred today, so I need to check collar logs and Workbook diagnostic data once it is generated tonight. The collar is not connected to a wi-fi network, which will impact GPS accuracy.

**STATUS CHANGE** | Agent (iBPLP4RB...) | 2025-09-16 20:38:54 UTC | Status: CLOSED

## Conversation: wNs-SER4QVuiizVtBM0k-A

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:30:51 UTC to 2025-09-16 21:31:59 UTC

**Customer (H9y\_xMAj...)** | 2025-09-16 19:30:51 UTC | halocollar.com

collar is not charging

**System/AI** | 2025-09-16 19:31:26 UTC | halocollar.com

I'm sorry to hear your collar isn't charging. Let's try a few steps to fix it: Check Power Source: Make sure you're using the provided USB-C cable and charging block, not a computer. Inspect Charging Port: Clean the gold charging pins with a Q-tip and rubbing alcohol. Let it dry completely. Hard Reset: Keep the collar plugged in for 5 minutes, then hold the power button for 15 seconds. If the issue persists, please contact Halo live support for further assistance. Let me know if you need anything else!

**STATUS CHANGE** | Unknown | 2025-09-16 21:31:59 UTC | Status: CLOSED

## Conversation: GtPJlddxTVyCbHK8wChepg

Messages: 19 | Customers: 1 | Duration: 2025-09-16 19:31:20 UTC to 2025-09-16 21:18:09 UTC

*PHONE\_CALL | Agent (WBbod4uN...) | 2025-09-16 19:31:20 UTC*

**EMAIL | Agent (WBbod4uN...) | 2025-09-16 19:32:23 UTC**

**From:** support@halocollar.com

**To:** grandrapidsnanny@icloud.com

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

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

*PHONE\_CALL | Agent (WBbod4uN...) | 2025-09-16 19:36:22 UTC*

*PHONE\_CALL | Agent (WBbod4uN...) | 2025-09-16 19:40:44 UTC*

*TOPIC CHANGE | Agent (WBbod4uN...) | 2025-09-16 19:42:25 UTC*

*Added: jN7nMmX-TGW78SajheFiSw*

**EMAIL | Agent (WBbod4uN...) | 2025-09-16 19:42:27 UTC**

**From:** support@halocollar.com

**To:** grandrapidsnanny@icloud.com

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

Hello Jessica, Thank you for contacting Halo Collar Support through a call request. My name is Jessica, and I'm sorry that I missed you at our scheduled time. I tried to call back 2 times after my first voicemail but was unable to connect. Please feel free to contact our live support during business hours, as listed below, if you have any other questions or need further help. Dog Park (live video support) available hours: 9:00 am - 8 pm EST (7 days a week) Phone support (+1 (214) 238-9788) available hours: 8:00 am - 6:00 pm EST (M-F) 10:00 am - 4:00 pm EST (Sat-Sun) If you need any additional information on our customer support How to Contact Customer Support Help Desk Thank you for being part of our Halo Pack! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:32 PM support@halocollar.com wrote: > Hello Jessica, > > We hope you and your pup are having a great day. My name is Jessica. > I'm so sorry I missed you when I first called. > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > Looking forward to speaking with you soon! > > With pawsitivity, > Jessica > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 19:44:06 UTC**

Live Team Notes Serial Numbers: NA FW: NA Issue/ Need: Cx scheduled a call for 3:30 pm est Troubleshooting & Actions Taken: Cx did not answer either call attempt Call request states "Halo collar 3 magnetic vcharge case" Second and third calls ended right

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

**STATUS CHANGE** | Agent (WBbod4uN...) | 2025-09-16 19:44:08 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (RkmNERoW...) | 2025-09-16 20:47:26 UTC | Status: OPEN

**PHONE\_CALL** | Customer (RkmNERoW...) | 2025-09-16 20:47:26 UTC

**AGENT NOTE | Agent (XFHTycPM...) | 2025-09-16 21:05:33 UTC**

First and Last Name: Jessica Sherman Email: grandrapidsnanny@icloud.com Phone Number:517-410-6507 Collar SN:24h3172895rt Collar FW: v.02.08.11 Collar Purchased From:Halo Resources: AP, RES Recap/TS: Had a scheduled call and missed the call as she was busy with work. Have Halo 3 collar with magnetic charge. Second time the prongs are gone. Had to pay \$20 for shipping to get the prongs. Needs to get the protective case. It did not last that long and is all ripped up. This is the 2nd time getting the contact tips. She also replaced the strap and cover case once. It seems like we do not have the cover case in stock and H3 case might not be available in stock as per RES. Next Steps: Cx also needs the rivet screws for the strap.

**AGENT NOTE | Agent (XFHTycPM...) | 2025-09-16 21:08:55 UTC**

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name:Jessica Sherman Email:grandrapidsnanny@icloud.com Phone number:517-410-6507 Collar SN:24h3172895rt Collar Model:H3 Magnetic Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 4208 Haralson Court SE City: Grand Rapids State: Michigan Postal code:49546 Country:USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! Carabiner Kit For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

**EMAIL | Agent (XFHTycPM...) | 2025-09-16 21:09:06 UTC**

**From:** support@halocollar.com

**To:** grandrapidsnanny@icloud.com

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

Hello Jessica, My name is Mustafa, and I'll be assisting you. I've gone ahead and submitted the request to have your Carabiner Kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Mustafa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 2:42 PM support@halocollar.com wrote: > Hello Jessica, > > Thank you for contacting Halo Collar Support through a call request. > My name is Jessica, and I'm sorry that I missed you at our scheduled time. I tried to call back 2 times after my first voicemail but was unable to connect. > > Please feel free to contact our live support during business hours, as listed below, if you have any other questions or need further help. > > Dog Park (live video support) available hours: > 9:00 am - 8 pm EST (7 days a week) > Phone support (+1 (214) 238-9788) available hours: > 8:00 am - 6:00 pm EST (M-F) 10:00 am - 4:00 pm EST (Sat-Sun) > If you need any additional information on our customer support > How to Contact Customer Support Help Desk > Thank you for being part of our Halo Pack! > > With pawsitivity, > Jessica > Halo Customer Support > Halo Collar | Here for you and your

best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 3:32 PM support@halocollar.com wrote: > > > Hello Jessica, > > > We hope you and your pup are having a great day. My name is Jessica. > > I'm so sorry I missed you when I first called. > > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > > Looking forward to speaking with you soon! > > > With pawsitivity, > > Jessica > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**TOPIC CHANGE** | Agent (XFHTycPM...) | 2025-09-16 21:09:09 UTC

Removed: jN7nMmX-TGW78SajheFiSw

**TOPIC CHANGE** | Agent (XFHTycPM...) | 2025-09-16 21:09:11 UTC

Added: -LmskJFZShWIO0nMJuMqlA

**STATUS CHANGE** | Agent (XFHTycPM...) | 2025-09-16 21:09:36 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 21:17:09 UTC | Status: OPEN

**AGENT NOTE** | Agent (chgMWdgT...) | 2025-09-16 21:17:11 UTC

Accessory Order Number-1660498 Carabiner Kit

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 21:18:09 UTC | Status: CLOSED



## Conversation: u2oVDXUVRN6-ilUIGcwyrQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 19:34:05 UTC to 2025-09-16 19:34:13 UTC

EMAIL | Agent (M0svworG...) | 2025-09-16 19:34:05 UTC

**From:** support@halocollar.com

**To:** stephryanspence@gmail.com

**Subject:** Your Halo Collar Return Request

Hello Stephanie, Thank you for reaching back out and providing that update. Yes, you can send us back your faulty collar (25h4193812rt) with the warranty label included in your RMA box for AW-20250730-36542. If you are in need of a new label, please let us know, and we will send you another one! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 2:35 PM "Stephanie Spence" wrote: > We have been able to receive the refund from Amazon. Also, would you like the original faulty collar sent back? I have the return label and instructions ready to go. I will send the replacement back to Amazon > On Sep 15, 2025, at 1:11 PM, Stephanie Spence wrote: > I assumed since it was purchased through the halo store on Amazon that the warranty and guarantee would still apply through the Halo company. I also have a return box for the product since it was faulty, and that is addressed to be sent directly back to Halo. There is no "return" option on Amazon since it's most likely past the return date. The product was labeled to have hardware malfunctions, which we didn't find out immediately. If you would still like me to reach out to Amazon I will do so, however they will probably just send me back to you guys. > On Sep 15, 2025, at 10:02 AM, Halo Collar wrote: > > Hello Stephanie, > > Thank you for reaching back out regarding the return of your Halo Collar. > > I have looked over the account details, and it looks like you originally purchased the collar through Amazon. We recommend reaching out directly to Amazon regarding returning your collar for a refund. > > Please let us know if you have any further questions. We are happy to help! > > Best Regards , > Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Friday, September 12, 2025, 1:13 PM "Stephanie Spence" wrote: Do we receive a refund for our purchase of our collar as well? > > Sent from my iPhone > On Sep 9, 2025, at 1:08 PM, Halo Collar wrote: > > Hello Stephanie, > > Thanks for reaching out to Halo Support! My name is Jessica with the Billing Team. > I'm reaching out with an update on your subscription: > \* I've gone ahead and canceled your subscription and refunded your most recent charge. > \* You should see the refund in your account within 5–10 business days. > \* No further payments will be taken. > > If anything else comes up, we're always here for you and your pup! > With pawsitivity, > Jessica Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 8, 2025, 12:27 PM support@halocollar.com wrote: > Hello Stephanie, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > Here's what you can expect: > \* Our team is reviewing the details of your request and any related activity. > \* We're checking systems to get a complete picture. > \* You'll hear back from us as soon as we have an update or resolution to share. In the meantime: > \* Please know we're prioritizing this for you. > \* We truly appreciate your patience while we dig in and work on a solution. > \* Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > With pawsitivity, > Adella Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Agent (M0svworG...) | 2025-09-16 19:34:13 UTC | Status: CLOSED



## Conversation: kg0oqzrSQk2YQOapgj2NZw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 19:34:31 UTC to 2025-09-16 20:16:05 UTC

**PHONE\_CALL** | Customer (Zwb5f-9...) | 2025-09-16 19:34:31 UTC

**PHONE\_CALL** | Customer (Zwb5f-9...) | 2025-09-16 19:37:03 UTC

### AGENT NOTE | Agent (AMYuZ1d7...) | 2025-09-16 19:38:05 UTC

Live Team Notes Serial Numbers: 25h4191502rt FW: v.03.01.02 PRODBETA Issue/ Need: Issue with collar Troubleshooting & Actions Taken: Customer called in saying that they were having an issue with their WR collar. Customer was in the middle of explaining the issue when the call disconnected. They have called back and are speaking with another agent. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (AMYuZ1d7...) | 2025-09-16 19:38:13 UTC

Added: wOOHNF34TjWK3GOxS4wVjQ

### AGENT NOTE | Agent (KLKzjzy9...) | 2025-09-16 20:15:52 UTC

Live Team Notes Serial Numbers: 25h4191502rt FW: 03.01.02 Issue/ Need: No feedback at fence on the new replacement Troubleshooting & Actions Taken: TS steps: Fence Feedback not working. had cx take collar outside and test and we got it to work. Explained that the first 48 hours it will get more accurate the more its used Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (KLKzjzy9...) | 2025-09-16 20:15:54 UTC

**From:** support@halocollar.com

**To:** bob.blach@gmail.com

**Subject:** Halo Support Follow Up

Hello Bob, Thank you for calling Halo Support today. This is Gale. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Gale Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 20:16:05 UTC

Added: yUdj74HoRguBsTQ2B0ZktA | Removed: wOOHNF34TjWK3GOxS4wVjQ

**STATUS CHANGE** | Agent (KLKzjzy9...) | 2025-09-16 20:16:05 UTC | Status: CLOSED

## Conversation: Tw1qjs8AQWWUIFlgt6KpVw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:34:54 UTC to 2025-09-16 19:37:21 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 19:34:54 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**AGENT NOTE** | Agent (M0svworG...) | 2025-09-16 19:36:26 UTC

New Shipping Label AW-20250911-45332 Tracking: 791942926238

**EMAIL** | Agent (M0svworG...) | 2025-09-16 19:37:13 UTC

**From:** support@halocollar.com

**To:** pgyocum@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Patricia, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:37:21 UTC | Status: CLOSED

## Conversation: IPSNKzHfRcuFug7P2TQtkw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 19:35:04 UTC to 2025-09-16 19:38:50 UTC

**Customer (oZhUfiMp...) | 2025-09-16 19:35:04 UTC | halocollar.com**

I am not able to connect to my WiFi at home as it is not 2.4

**System/AI | 2025-09-16 19:35:37 UTC | halocollar.com**

Hi there! To connect your Halo Collar to Wi-Fi, make sure you're using a 2.4 GHz network. Open the Halo app, go to Settings > My Collars, select your pet's collar, and tap Wi-Fi to scan networks. Choose your 2.4 GHz network, enter the password, and confirm. If you run into any issues, ensure your phone is on the same network, try moving closer to the router, and restart it if needed. Also, check that the Halo app is updated and has the necessary permissions. If problems continue, try using a different device or check the Wi-Fi diagnostics in the app.

**Customer (oZhUfiMp...) | 2025-09-16 19:36:30 UTC | halocollar.com**

I cannot get a 2.4. Can I return my collars

**System/AI | 2025-09-16 19:36:58 UTC | halocollar.com**

Hi there! You can return your Halo Collars if they were purchased directly from our website and are undamaged. Just make sure to postmark the return within 90 days of receiving your collars. To get started, you'll need a Return Merchandise Authorization (RMA). Please note, there's a \$25 return fee, and original shipping costs are non-refundable. Visit our returns page to begin the process. If you need any help, our live support team is ready to assist you!

**Customer (oZhUfiMp...) | 2025-09-16 19:38:01 UTC | halocollar.com**

It has been more than 90 days. I have benn trying to get them to work

**System/AI | 2025-09-16 19:38:50 UTC | halocollar.com**

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

## Conversation: GvvVqpEIQ\_qYjngMXiB9sw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 19:35:07 UTC to 2025-09-16 20:22:30 UTC

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 19:35:07 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 4NylcZCDQ\_-IGn\_argWL\_w

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 19:35:09 UTC

Live Team Notes Serial Numbers: 25h4151444rt FW: 02.07.05 Issue/ Need: Cx calls stating pup has got in the pool after playing with collar now no LED lights on charger Troubleshooting & Actions Taken: Assisted Cx in drying out collar and then trying hard reset Still no LED lights after hard reset and still not heard from since July 7th 2025 Advised Cx I would send to CET for further details Resources Used (provide details): (KB articles, Slack posts, internal docs.): T1 Troubleshooting Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (JuW94Dok...) | 2025-09-16 19:35:15 UTC

**From:** support@halocollar.com

**To:** darrin.cleveland@gmail.com

**Subject:** Halo Collar Next Steps Investigation

Hello Darrin, My name is Kaitlyn, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 19:36:49 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 25h4151444rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Dead Unit Date & Time of Occurrence: July 7th 2025 Is the Issue Reproducible? (Yes/No – If Yes, include steps): yes doing hard reset still no LED lights still not heard from Additional notes about the issue: Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] Steps Completed:(Y/N) & Outcome of Troubleshooting: yes doing hard reset still no LED lights still not heard from, dried completely Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) Screenshots: (Yes/No) System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) App Logs (App issues): (Yes/No)

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 19:36:55 UTC

Added: jwJ3FbQTW2nPIHkhIkBIA

### AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 20:19:27 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Nestle's (25h4151444rt) Recap (When/Where/What the customer wants) Dead unit Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) Unit needs to be replaced through HC/HPP Optional Additional Info: Unit has received physical damage through a puncture wound on the speaker of the collar Unit was also submersed in a pool for an extended period of time The unit fails to be covered under our warranty policy  
<https://support.halocollar.com/hc/en-us/articles/25975356036887-Warranty-Policy-Details>  
<https://support.halocollar.com/hc/en-us/articles/25975356036887-Warranty-Policy-Details>

] Following up with cx to suggest HC/HPP

**EMAIL | Agent (Rh0xdCH1...) | 2025-09-16 20:22:27 UTC**

**From:** support@halocollar.com

**To:** darrin.cleveland@gmail.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hi Darrin, My name is Quinn with the Collar Evaluation Technical Team. Thank you for your patience while we completed the evaluation of your Halo Collar. After a thorough review, we've determined that your collar requires replacement. Due to the physical damage to Nestle's Halo Collar is is out of our warranty policy. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Quinn Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 3:35 PM support@halocollar.com wrote: > Hello Darrin, > > My name is Kaitlyn, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Kaitlyn > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE | Agent (Rh0xdCH1...) | 2025-09-16 20:22:30 UTC | Status: CLOSED**

## Conversation: KXFAXaq1Sji2B53tmM-rYA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 19:36:18 UTC to 2025-09-16 20:12:41 UTC

PHONE\_CALL | Customer (QkWezTUN...) | 2025-09-16 19:36:18 UTC

EMAIL | Agent (hY11vVd1...) | 2025-09-16 20:12:18 UTC

**From:** support@halocollar.com

**To:** hannaht15@hotmail.com

**Subject:** Halo Support Follow Up

Hello Hannah, Thank you for calling Halo Support today. This is [RES]Jamie. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack!

**Objective Explain the meaning of the Logo, GPS, and Battery lights on between the different generations of the Halo collar.**

**GPS Light** The GPS light, which is the teardrop-shaped indicator located under the Power button, may indicate any of the following and will help you understand the GPS status of the collar:

- Halo 4 High GPS signal strength -> GPS Light behavior: Blinks Green\*
- Low GPS signal strength -> GPS Light behavior: Blinks Red\*
- Needs GPS initialization -> GPS Light behavior: Blinks Red
- Loading A-GPS data -> GPS Light behavior: Stays On - Red \*\*

While the Halo 4 does not have an LED indicating medium GPS signal strength, this information can be viewed within the Halo App. \*NOTE: While your dog/collar is not moving, the GPS Light will not blink

**SAFETY NOTE:** When GPS level is medium, the collar will NOT provide Prevention Feedback to your dog - even when outdoors. It will instead send a Return Whistle if it detects your dog crossing the Halo Fence. If this occurs in key areas of your yard, these levels can be adjusted via this process.

Halo 1, 2, 2+, 3 High GPS signal strength -> GPS Light behavior: Blinks Blue\*

Medium GPS signal strength -> GPS Light behavior: Blinks Pink\*

Low GPS signal strength -> GPS Light behavior: OFF\*

Needs GPS initialization -> GPS Light behavior: Blinks Red

Loading A-GPS data -> GPS Light behavior: Stays On - Pink

\*NOTE: While your dog/collar is not moving, the GPS Light will not blink

**SAFETY NOTE:** When GPS level is medium (blinking pink), the collar will NOT provide Prevention Feedback to your dog - even when outdoors. It will instead send a Return Whistle if it detects your dog crossing the Halo Fence. If this occurs in key areas of your yard, these levels can be adjusted via this process.

**Battery/Charge Light (ALL Halo Generations)** The Battery/Charge Light provides a low battery warning (yellow or red blinks) when the collar is unplugged and a charging indicator (green blink while charging; solid 'on' once fully charged) when the collar is plugged in for charging. See [How do I charge the Halo Collar?](#)

**Additional Battery/Charge Light behavior:** During the collar boot-up, Battery/Charge Light is solid green (usually 2-3 seconds). During the collar power-down, Battery/Charge Light is solid red (up to 5 seconds). Please Note: Where the Battery light is located depends on the Generation of the Halo Collar.

- Halo 4- The battery light is located below the power button.\* Click [HERE](#) for an overview of where everything is located on the Halo Collar
- Halo 1, 2, 2+, 3- The battery light is located above the power button. \* Click [HERE](#) for an overview of where everything is located on the Halo Collar 3 and older.

**Firmware (ALL Halo Generations)** During a Collar Update ("firmware upgrade"), while Applying new Firmware, the Battery/Charge Light will blink Red sporadically.

**SAFETY NOTE:** Do not unplug your collar from the charger when the Battery Light is blinking red. Wait for at least 15 seconds with the light blinking or solid Green before unplugging it.

**CHECKING THE STATUS AT ANY TIME:** To see the Halo Logo color or GPS or battery status at any time, simply press on the collar's ON button for 1-2 seconds. The LED's will all blink in the appropriate colors described above.

**Halo Logo Light (ONLY for the Halo 1, 2, 2+, 3)** The Halo Logo light is the large, paw-shaped light on the front of your Halo Collar. Bluetooth connection status will be indicated by whether the Logo light blinks or not.

- Collar is connected to the Halo app via Bluetooth -> Logo light will blink in your pet's selected color every 4 seconds
- Collar is not connected to Halo app via Bluetooth -> Logo light will remain OFF
- Issue with Collar function -> Logo will blink red and white. Please reference the Halo App or contact our virtual Dog Park if you see this.

**Additional Notes** The lights will behave differently during the indoor/outdoor configuration process. For more information on light

activity during this process, please see the article 'How to Adjust GPS Signal Sensitivity' If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! With pawsitivity, [RES] Jamie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (hY11vVd1...) | 2025-09-16 20:12:36 UTC**

Live Team Notes Serial Numbers: 25h3111609rt FW: v.02.08.11 Issue/ Need: CX is having an issue with getting the collar to connect to the app Cx blinking red during the FW update Started as soon as the Troubleshooting & Actions Taken: CX has a working collar, purchased 2 Updating FW The customer does not have Wifi The customer did a hard reset Tracking data and the Satellite are not updating CX Paw print was mostly Red with one toe white Critical LTE issue Warranty ID: AW-20250916-46194 Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP KB look at the tier 1 TS guide GPS, What does the LED light mean Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE | Agent (hY11vVd1...) | 2025-09-16 20:12:36 UTC**

Added: jA7bmx2vRtKLkLkJqniCkQ

**STATUS CHANGE | Agent (hY11vVd1...) | 2025-09-16 20:12:41 UTC | Status: CLOSED**

## Conversation: \_Rubm9YNSH-74IJLWEkrlw

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 19:36:48 UTC to 2025-09-16 19:36:59 UTC*

**Customer (J9dSS5So...) | 2025-09-16 19:36:48 UTC | halocollar.com**

I paid \$600 for this and it cannot locate my dog when it allowed him out of the fence

**System/AI | 2025-09-16 19:36:59 UTC | halocollar.com**

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



## Conversation: I7tUwcGvS7SGvn37wgQj7g

Messages: 1 | Customers: 1 | Duration: 2025-09-16 19:38:31 UTC to 2025-09-16 19:38:31 UTC

EMAIL | Customer (0hnxcYBT...) | 2025-09-16 19:38:31 UTC

**From:** mfdevries66@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Next Steps Investigation

I have purchased 2 collars from you and both shortly after the warranty ends they both quit working. I'm super frustrated with your product and customer care. I put a lot of money into purchasing them. This is the best you can do is make me spend more money? I feel scammed. Mandi DeVries On Sep 13, 2025, at 1:56 PM, Halo Collar wrote: Hi Mandi, My name is Les with the Collar Evaluation Technical Team. Thank you for your patience while we completed the evaluation of Miley's Halo Collar. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model.

(<https://support.halocollar.com/hc/en-us/articles/4407672236055-What-is-Halo-Care>) Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost.

(<https://support.halocollar.com/hc/en-us/articles/5729323187991-What-is-Halo-Protection>) Here are the steps on How to Upgrade to the Latest Halo Model. (<https://support.halocollar.com/hc/en-us/articles/16928320022167-How-to-Upgrade-to-a-Halo-Collar-3>) Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here.

(<https://www.halocollar.com/unified-terms-and-conditions/#LimitedWarranty>) Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 12:39 PM support@halocollar.com wrote: Hello Mandi, My name is Kaitlyn, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

## Conversation: rp4t0lQuReaBzw3hmjlU0w

Messages: 8 | Customers: 1 | Duration: 2025-09-16 19:39:59 UTC to 2025-09-16 19:56:05 UTC

**PHONE\_CALL** | Customer (VB4qDRN0...) | 2025-09-16 19:39:59 UTC

**EMAIL** | Agent (kx0B3Ww9...) | 2025-09-16 19:54:28 UTC

**From:** support@halocollar.com

**To:** rodeoqueen236@gmail.com

**Subject:** Halo Support Accessories Order

Hello Sara, Thank you for calling Halo Support today. This is Joy. It was truly a pleasure speaking with you. I've gone ahead and submitted the request to have your contact tips kit shipped. I've also submitted a request for a new shipping label to be sent to your email. These typically arrive within 1–2 business days, so keep an eye on your inbox. A few quick tips: The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. If you have any other questions, please let us know! With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (kx0B3Ww9...) | 2025-09-16 19:54:41 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Sara Kerr Email: rodeoqueen236@gmail.com Phone Number: +13309318395 Collar SN: 25h4290931rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP ARF Recap/TS: The contact tips on Rico's collar fell off cx needs replacements. Putting in ARF for the contact tips Cx also needs a label to return a warrantied collar 25h4153543rt Next Steps: Sending email to cx ARF Label request

**AGENT NOTE** | Agent (kx0B3Ww9...) | 2025-09-16 19:55:20 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Sarah Kerr Email: rodeoqueen236@gmail.com Phone number: +13309318395 Collar SN: 25h4290931rt Collar Model: Halo 4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 3637 Old Forge Rd City: Rootstown State: OH Postal code: 44272 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Contact Tips (3.5mm) For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 19:55:29 UTC

Added: -LmskJFZShWIO0nMJuMqlA

**AGENT NOTE** | Agent (kx0B3Ww9...) | 2025-09-16 19:55:43 UTC

Label Request Notes RMA Number from Admin Portal- AW-20250820-40768 Reason for Request- Missing label Accessory or Collar- Collar Customer's Shipping Address- 3637 Old Forge Rd Rootstown, OH 44272, USA If the Shipping Address or the RMA Number is missing, we will not be able to send the label and the conversation will be sent back to you to complete

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 19:55:54 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**STATUS CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 19:56:05 UTC | Status: CLOSED

## Conversation: vNILkDNhTsK6J6wQWSKVjQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:42:17 UTC to 2025-09-16 19:50:55 UTC

### AGENT NOTE | Agent (WnnJ5spb...) | 2025-09-16 19:42:17 UTC

Live Team Notes Serial Numbers: 24h3280035rt /24h3150537rt FW: v.02.08.11  
v.02.08.11 Issue/ Need: Careyann01@yahoo.com -wife's email in AP Firm ware out of date Case showing out of stock on line Dog got sprayed with skunk Troubleshooting & Actions Taken: Looking into the collar out of stock status Customer is trying to order prongs as well - they are in stock ; customer able to complete his order. Issued current firmware on both collars Sending OTC case Order #1660446 Confirmed shipping address and phone # Carey Steele 10491 North County RD 25 West Farmersburg, IN 47850 812-243-4891 [tel:8122434891] Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap / halocollar .com / woocommerce Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (WnnJ5spb...) | 2025-09-16 19:49:04 UTC

**From:** support@halocollar.com

**To:** btro1627@icloud.com

**Subject:** Halo Collar: New Case Order

Hello Michael, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am glad we were able to get the cases for you as a one time courtesy. I hope your wife likes the new color for your girls. Hopefully your pups have learned their lesson about messing with skunks. Here is your order# for your new colors. Order #1660446 This will be delivered to Carey Steele 10491 North County RD 25 West Farmersburg, IN 47850 812-243-4891 You should be getting an email once it ships out with your tracking information for both orders. They should arrive in 3-5 business days. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pups many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (WnnJ5spb...) | 2025-09-16 19:49:19 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, -LmskJFZShWIO0nMJuMqlA

**STATUS CHANGE** | Agent (WnnJ5spb...) | 2025-09-16 19:50:55 UTC | Status: CLOSED

## Conversation: c0jJPCQQQ5awh7i6pJqeTw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:44:58 UTC to 2025-09-16 19:45:05 UTC

**TOPIC CHANGE** | Agent (\_mb2I5Ls...) | 2025-09-16 19:44:58 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, OeTzDXf5Qt2378nYRu\_ilw

### AGENT NOTE | Agent (\_mb2I5Ls...) | 2025-09-16 19:44:59 UTC

Live Team Notes Serial Numbers: 25h4113414rt FW: v.03.00.05 Issue/ Need: Collar is not connecting to wifi Troubleshooting & Actions Taken: Asked cx if her network is 2.4 GHz and if she has spoken to her internet provider yet and she said she isn't 100% sure if it is She has not spoken to her provider yet but said she would get in contact with Xfinity after speaking to us now Told cx to give us a call back or email us with any info she gets from her provider Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (\_mb2I5Ls...) | 2025-09-16 19:45:04 UTC

**From:** support@halocollar.com

**To:** anniemay123@comcast.net

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

Hello Annie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jazmine Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (\_mb2I5Ls...) | 2025-09-16 19:45:05 UTC | Status: CLOSED

## Conversation: LI2KnmFxRLqwgLHyG1I-Sw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 19:45:08 UTC to 2025-09-16 21:47:12 UTC

**Customer (XEr2\_hvA...)** | 2025-09-16 19:45:08 UTC | halocollar.com

I cant find my order number to return my collar

**System/AI** | 2025-09-16 19:45:31 UTC | halocollar.com

Hi there! You can find your order number in the order confirmation email you received after placing the order. Please check your inbox, spam, or junk folder for an email from Halo that includes your order details. If you still can't find it, make sure there are no extra spaces when entering the number as shown in your confirmation email. If you need more help, feel free to contact our support team. We're here to assist you!

**Customer (XEr2\_hvA...)** | 2025-09-16 19:46:09 UTC | halocollar.com

Contact support team

**System/AI** | 2025-09-16 19:46:45 UTC | halocollar.com

Hi there! You can easily reach our support team through our online services. Check out the Halo Collar Contact Page on our website for various contact options, including live chat support. You can also connect with our support team via the "Help" section in the Halo App if you're logged in. We're here to help and look forward to assisting you further!

**STATUS CHANGE** | Unknown | 2025-09-16 21:47:12 UTC | Status: CLOSED

## Conversation: Zl8T6oMzSjq0ZwazSpbe7w

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:45:18 UTC to 2025-09-16 19:45:35 UTC

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 19:45:18 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, pSPIU158T0udHRqLgew-7Q

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 19:45:20 UTC

Live Team Notes Serial Numbers: 25h4264422rt FW: 03.00.05 Issue/ Need: Cx calls reporting diagnostic error Troubleshooting & Actions Taken: assisted Cx in confirming shipping, this is the 5th replacement in 1 year Cx loves the product but is tired of having to do this Resources Used (provide details): (KB articles, Slack posts, internal docs.): admin portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (JuW94Dok...) | 2025-09-16 19:45:34 UTC

**From:** support@halocollar.com

**To:** scottywbrown22@gmail.com

**Subject:** Halo Support Warranty Request Submitted

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

**STATUS CHANGE** | Agent (JuW94Dok...) | 2025-09-16 19:45:35 UTC | Status: CLOSED

## Conversation: o-CPkF58TLKVAGKxH4ZJMg

Messages: 1 | Customers: 1 | Duration: 2025-09-16 19:45:25 UTC to 2025-09-16 19:45:25 UTC

### AGENT NOTE | Agent (GG24uY2b...) | 2025-09-16 19:45:25 UTC

Live Team Notes Serial Numbers: FW: Issue/ Need: Cx needed help ordering Pro Case and contact tips Troubleshooting & Actions Taken: Had cx share screen to confirm what they were looking at Cx showed a pro case that was out of stock Checked Halo website for cases that were in stock - ivory only in stock Halo having website issue with out of stock cases Escalate to manager about issue with website Applied manual FW updates to collars while we waited Placed one time courtesy order for sunburst Pro Case in Woo for cx convenience Confirmed shipping address and phone number Address Phone CSA order # Informed cx of their order number Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Halo website Woo Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.



## Conversation: D37uyezrSKCCHxV1UePXKA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:46:24 UTC to 2025-09-16 19:48:35 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 19:46:24 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx returned one of their collars from their order & still has not received a refund Cx is concerned about the refund due to the CC being canceled as the original order was placed on it. Recap (When/Where/What the customer wants) AP; 25h4131621rt was checked in as INM & never attached to cx account RMA Z9FCJIVP was expired which is why the refund never went through Pushed return through in AS; cx refunded \$575.46 Letting cx know the funds will still go back to their account as long as the account isn't closed Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 19:48:24 UTC

**From:** support@halocollar.com

**To:** jodi.mylo@gmail.com

**Subject:** Halo Collar Refund Update

Hello Jodi, We hope you and your pup are doing well today! My name is Katherine, and I'm here to help. Thank you for your patience while we review your refund. I want to sincerely apologize for the delay. Here's what happened: There was a hiccup in our automated system due to the return RMA expiring in our systems. As a result, your refund didn't go through as expected. The good news, it's now been resolved: I've manually issued your refund to your original form of payment. You should see \$575.46 back in your account within 5–10 business days. It shouldn't matter if you have received a new credit card since placing the order, as long as the account is still open, the refund will return to the original account. We understand that delays like this can be frustrating, and we appreciate your understanding. If you have any other questions or if there's anything else we can assist you with, we're here and happy to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend 🐾 On Monday, September 15, 2025, 4:49 PM support@halocollar.com wrote: > Hello Jodi, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Alexis > Halo Customer Support > Halo Collar | Here for you and your best friend 🐾 > > Need more help? > 📧support@halocollar.com | 📍Halo Help Center > 🗣️Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:48:35 UTC | Status: CLOSED



## Conversation: TJe\_lwYxTDeta6kJs\_ar8g

Messages: 8 | Customers: 1 | Duration: 2025-09-16 19:46:39 UTC to 2025-09-16 20:23:45 UTC

**PHONE\_CALL** | Customer (aia1RL7l...) | 2025-09-16 19:46:39 UTC

### AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 19:59:53 UTC

Live Team Notes Serial Numbers: 25h4282785rt FW: v.03.00.05 Email: 15louisekrupkner@gmail.com Issue/ Need: Set up a new fence for the dog by walking the perimeter with the dog Troubleshooting & Actions Taken: Edit fence, cx wants circular fence, not angular lines Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, Kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (R0Luxcqv...) | 2025-09-16 20:02:40 UTC

**From:** support@halocollar.com

**To:** abam234@gmail.com, 15louisekrupkner@gmail.com

**Subject:** Halo Collar - Edit an Existing Fence

Hello Adam/Louise, To edit an existing Halo Fence: Click the "My Map" icon in the lower-left corner of the screen. You can either tap your fence on the My Map satellite image or go to your fence under "Find & Manage Fences. Select 'Edit Fence' To select a fence post to edit, tap it and it will turn blue. Hold your finger down on the post until you receive a slight vibration on your phone. Then, keeping your finger pressed, drag any fence posts to a desired location. Click "Save" when you are satisfied with the location of your fence posts. Please review the following graphics for our fence creation recommendations: Please ensure that there is a minimum distance of 15-20 feet (4.6-6.1 meters) both between the roads and your fence, and similarly between the fence and your house. This spacing provides your dog(s) with ample room to respond to the Halo Collar's Warning Feedback, which is activated when they are within 7-10 feet (2.1-3.0 meters) of the fence. This distance is essential not only for their safety near roads but also for ensuring effective and safe use of the collar around your house. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! With pawstivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 20:02:47 UTC

Added: g5apmYsrTuGLWnaVZyD4ng

**STATUS CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 20:02:59 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (aia1RL7l...) | 2025-09-16 20:04:23 UTC | Status: OPEN

### EMAIL | Agent (poWIULpl...) | 2025-09-16 20:21:41 UTC

**From:** support@halocollar.com

**To:** abam234@gmail.com

**Subject:** Halo Collar - Edit an Existing Fence

Hello Adam/Louise, To edit an existing Halo Fence: Click the "My Map" icon in the lower-left corner of the screen. You can either tap your fence on the My Map satellite image or go to your fence under "Find & Manage Fences. Select 'Edit Fence' To select a fence post to edit, tap it and it will turn blue. Hold your finger down on the post until you receive a slight vibration on your phone. Then, keeping your finger pressed, drag any fence posts to a desired location. Click "Save" when you are satisfied with the location of your fence posts. Please review the following graphics for our fence creation recommendations: Please ensure that there is a minimum distance of 15-20 feet (4.6-6.1 meters) both

between the roads and your fence, and similarly between the fence and your house. This spacing provides your dog(s) with ample room to respond to the Halo Collar's Warning Feedback, which is activated when they are within 7-10 feet (2.1-3.0 meters) of the fence. This distance is essential not only for their safety near roads but also for ensuring effective and safe use of the collar around your house. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! With pawsitivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:23:45 UTC | Status: CLOSED

## Conversation: xzb8WzUiSSidwKLpBKgTXA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 19:48:16 UTC to 2025-09-16 20:06:02 UTC

**Customer (fPt\_so4S...)** | 2025-09-16 19:48:16 UTC | halocollar.com

I am trying to find my order number to return the collar but I cant. Searched my emails etc. Can you please help

**System/AI** | 2025-09-16 19:48:43 UTC | halocollar.com

Hi Marcus, To find your order number, please check the order confirmation email sent to you right after your purchase. Be sure to look in your inbox, spam, or junk folder for an email from Halo with your order details. If you still can't find it, visit our Order Status Dashboard and enter your purchase email or shipping ZIP code to retrieve your order information. If you need more help, feel free to reach out again!

**Customer (fPt\_so4S...)** | 2025-09-16 19:48:48 UTC | halocollar.com

i have two different orders both which i like to return

**System/AI** | 2025-09-16 19:49:10 UTC | halocollar.com

To return both orders, please start by visiting our returns and replacements page. There, you can submit a return request for each order. You'll need your order numbers and purchase email to initiate the return process. After submitting, you'll receive a pre-paid shipping label to send back the collars. If the order numbers are the same, use the original order number for replacements. If you need further assistance or encounter any issues, feel free to reach out again!

*PHONE\_CALL | Customer (fPt\_so4S...) | 2025-09-16 19:51:29 UTC*

**EMAIL | Agent (WoybUALE...)** | 2025-09-16 20:02:16 UTC

**From:** support@halocollar.com

**To:** 1411doc@gmail.com

**Subject:** Halo Support Follow-Up

Hello Marcus, Thank you for calling Halo Support today. This is Michelle. It was truly a pleasure speaking with you and learning more about you and your pup. Thank you for allowing me to assist you with your return today. Your return labels are attached to this email for your convenience. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Michelle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (WoybUALE...)** | 2025-09-16 20:05:06 UTC

Live Team Notes Serial Numbers:25h4275068rt, 25h4276523rt, 25h4280025rt FW: v.03.00.05 Issue/ Need: cx wants to start the return process for his 3 collars Troubleshooting & Actions Taken: started return for cx on call and attached return labels to cx email for convenience Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, Gladly, Return Dashboard Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

*TOPIC CHANGE | Agent (WoybUALE...) | 2025-09-16 20:05:21 UTC*

*Added: li15gFsBR0yE57fDr6LWlw*

**STATUS CHANGE | Agent (WoybUALE...)** | 2025-09-16 20:06:02 UTC | Status: CLOSED

## Conversation: tJZDktecQRGxRJxj3-CXtw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:49:19 UTC to 2025-09-16 19:54:24 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 19:49:19 UTC

Added: WprjYFTuRsSIVmqirbejqg

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 19:53:24 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing- shipping delay for AW-20250908-44738 Recap (When/Where/What the customer wants) AP; shows replacement collar has shipped Tracking: 393217019358 [<https://www.fedex.com/fedextrack/?trknbr=393217019358&trkqual;=2460934000~393217019358~FX>]; ETA 9/17 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 19:54:18 UTC

**From:** support@halocollar.com

**To:** jessica\_daniel@hotmail.com

**Subject:** Halo Collar Order Tracking Information

Hello Jessica, My name is Katherine, and I'm here to assist you! We understand the importance of staying updated on your order, so we wanted to let you know that your Halo Replacement Collar is on its way and will arrive within the estimated delivery timeframe. You can track your shipment here: 393217019358 If you have any questions in the meantime, we're here and happy to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 19:54:24 UTC | Status: CLOSED

## Conversation: IJbfLI9dQQGMR24cQk9vsg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:50:28 UTC to 2025-09-16 19:50:52 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 19:50:28 UTC

Live Team Notes Serial Numbers: 24h4500846rt FW: v.03.00.05 Issue/ Need: DIAG issue Troubleshooting & Actions Taken: Resent shipping link- the one he got took him to Halo Account page Adv on time frame & disconnection of collar Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZE OZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (VM047vR9...) | 2025-09-16 19:50:42 UTC

**From:** support@halocollar.com

**To:** scmprofessor@gmail.com

**Subject:** Halo Support Warranty Request Submitted

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

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 19:50:52 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, zHerDDHSRyKoaFtPZdCcew, oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (VM047vR9...) | 2025-09-16 19:50:52 UTC | Status: CLOSED

## Conversation: bCiNqtZLRM6p-j\_sE1xmnw

Messages: 1 | Customers: 1 | Duration: 2025-09-16 19:51:06 UTC to 2025-09-16 19:51:06 UTC

**EMAIL | Customer (tMj00BDv...) | 2025-09-16 19:51:06 UTC**

**From:** dwb1972.sw@gmail.com

**To:** support@halocollar.com

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

I'm curious about what's going on with the collar Sent from my Galaxy ----- Original message -----From: Halo Collar Date: 9/14/25 5:31 PM (GMT-05:00) To: dwb1972.sw@gmail.com Subject: Halo Collar: Thank you! Hello Shon, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey!Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw.If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved.Wishing you and your pup many safe, happy adventures ahead!Please do not hesitate to contact our customer support. We are here to help!With pawsitivity, Ryan Halo Customer SupportHalo Collar | Here for you and your best friend■Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park9:00 am - 8:00 pm EST 7 days a weekJoin Session to speak with the next available agent

## Conversation: gj-u24tzQ4uqKclZZnpWfw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 19:51:11 UTC to 2025-09-16 19:53:21 UTC

**Customer (sWYj7zd2...)** | 2025-09-16 19:51:11 UTC | halocollar.com

My collar vibrates non-stop when not charging.

**System/AI** | 2025-09-16 19:51:35 UTC | halocollar.com

Hi there! If your Halo Collar vibrates non-stop when not charging, it might be due to a diagnostic issue or a firmware problem. Try a hard reset by plugging the collar into the charger, holding the power button for 15 seconds, and then releasing it. If the issue persists, let the battery fully discharge, rest the collar for 5 hours, and then recharge it fully. If these steps don't resolve the problem, please contact Halo live support for further assistance. They can help determine if a replacement is necessary.

**Customer (sWYj7zd2...)** | 2025-09-16 19:52:58 UTC | halocollar.com

Tried hard re-set and it didn't fix the problem. This has been a consistent problem with several collars.

**System/AI** | 2025-09-16 19:53:21 UTC | halocollar.com

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

## Conversation: fCvhpS8eS\_-Bam6gHbdn9A

Messages: 8 | Customers: 1 | Duration: 2025-09-16 19:52:30 UTC to 2025-09-16 20:06:56 UTC

**Customer (sCXOGyN5...)** | 2025-09-16 19:52:30 UTC | halocollar.com

When is my replacement collar coming?

**System/AI** | 2025-09-16 19:52:54 UTC | halocollar.com

Your replacement collar should arrive within 3–5 business days once it has been shipped. You'll get an email to confirm your shipping address, so please check your inbox, including spam and junk folders. To track the status, use your order number and email on the Order Status Dashboard. If you haven't received a confirmation email, please contact our live support for further assistance. Let me know if you need any more help!

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 20:02:24 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0InRc2UDUrYWXc\_JQ

**AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 20:02:24 UTC**

Live Team Notes Tricia Thiessen Serial Numbers: 25h4249564rt FW: Issue/ Need: cx looking for status on WR cx says its been a week now Troubleshooting & Actions Taken: Cx processed this order on 9/8 collar been over 5 days Adv cx I would ESC to this to RMA Cx will be looking for communication from RMA team Resources Used (provide details): (KB articles, Slack posts, internal docs.): CS Tracking sheet Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (qY4E785E...) | 2025-09-16 20:03:37 UTC**

**From:** support@halocollar.com

**To:** tjthiessen@outlook.com

**Subject:** Halo Support: Your Request is Under Review

Hello Tricia, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our RMA Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help?

■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 20:04:34 UTC

Added: G-jsEqQoTI27Ck4fDF2cA

**AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 20:06:54 UTC**

Billing Team Escalation Notes Affected Serial Number: 25h4249564rt FW: 03.00.05 Order ID: 1618248 RMA Ticket #: AW-20250908-44704 Subscription Start Date: 7/2/25 Reason for Escalation: cx had collar WR on 9/8 still has not gotten her collar Requested Action: can we look to see if anything happened to collar ?

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 20:06:56 UTC | Status: CLOSED



## Conversation: bCPaOJakRBG0GNBc2Nfrpg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 19:55:25 UTC to 2025-09-16 21:13:30 UTC

**Customer (d6e5vPFS...)** | 2025-09-16 19:55:25 UTC | halocollar.com

I have two Halo collars and continue to have trouble with one of them. It seems defective & I need to replace it with one that works

**System/AI** | 2025-09-16 19:56:00 UTC | halocollar.com

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

*PHONE\_CALL | Customer (MuwIT-TV...) | 2025-09-16 19:58:02 UTC*

**EMAIL | Agent (OVaCilev...)** | 2025-09-16 21:09:19 UTC

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

**To:** [verbeek1@verizon.net](mailto:verbeek1@verizon.net)

**Subject:** Halo Support Follow Up

Hello Kendra, Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pups Bear & Phoebe. I'm glad we were able to get a lot of great data during our call, but please keep a close eye on Bear's collar and let us know as soon as you see any symptoms return. Here's How to Capture and Share a Screen Recording If you run into an issue while using the Halo App, a screen recording can help our Customer Support team better understand and resolve the problem. What to Record If you're experiencing GPS issues, please record your screen while the My Map tab is open and your Pet Card is visible. While recording, test the collar along your fence line by following the steps in this article: [How to Hand Test The Collar Accuracy](#) How to Screen Record (iOS) Open the Control Center Swipe from the very top or bottom of your screen (depending on your iPhone model) to access the Control Center. Find the Screen Record Button Look for the circular icon (a solid dot inside a ring). If you don't see it, follow these instructions to add screen recording to your Control Center. Start the Recording Tap and hold the Screen Record icon. Turn the microphone ON (it should appear red). Tap Photos (if listed) to save the recording to your Camera Roll. Begin the Test Swipe the Control Center away and open the Halo App. Start your GPS test with the Pet Card open. You can switch to your Camera app during the recording to show where you or your dog are in real life vs. the app view. Stop the Recording Swipe to open the Control Center again and tap the record button to stop. You'll see a confirmation that your video has been saved. How to Screen Record (Android) Android 11 and Later: Follow these instructions to start a screen recording. Be sure to enable both Media Sounds and Microphone so we can hear what you're experiencing. Android 10 and Earlier: Download AZ Screen Recorder from the Google Play Store. Open the app and tap the camera icon. Grant microphone and file access. Start recording and walk through your issue in the Halo App. Use the microphone to describe what you're seeing/hearing in real time. Submitting Your Recording Once your video is recorded: Email attachment: Open your email app Reply to your support thread Attach the video from your Photos or Camera Roll. Then hit Send. If the file is too large: Upload it to your preferred cloud service and share the link: [How to share a file via iCloud](#) [How to share a file via Google Drive](#) [How to share a file via Dropbox](#) While recording, you can switch between apps, like Halo and your camera, to help us see the whole picture. Do you need additional help? Please contact Halo Collar Customer Service. We're happy to assist you! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 📺 Halo Help Center 🗣️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (OVaCilev...)** | 2025-09-16 21:12:22 UTC

First and Last Name: Kendra Ver Beek Email: verbeek1@verizon.net ,  
theverbeeks@verizon.net Collar SN: 25h4283974rt [Bear] Collar FW: v.03.00.05  
Resources: AP, Gladly, KB, T2guide Recap/TS: 1 of 2 HCs "seems defective" since w/in 1  
week of putting into service after purchase Every few days CX notices both pups will be in  
the yard together, but Bears won't connect to the App while Pheobe's will be connected  
(feedback can't be confirmed out of BT/WF/LTE range) Will leave fence, but get "zapped"  
afterwards Also mentioned collars slipping out of position Traveled this weekend with a  
different fence & CX could see HC moving all over the place on the map, but could see  
Bear sitting down on the porch right next to Pheobe Would also get safe-area feedback  
while just outside the home structure during this trip Then yesterday, found the Pet Pin  
way out on some random road Can't TS the trip location, so focused on the home-base  
Prepped to Hand Test & as CX was getting further away from the home, the HC connected  
to the app & was tracking Fence provided warning feedback to app before it started raining  
real heavy Once inside, the HC stayed connected w/ BT, tested WiFi by turning off BT and  
only getting ONE "bar" of the WiFi arcs despite standing right next to the router Compared  
w/ the 'sister' HC that had FULL bars/arcs for WiFi Reactivated phone BT & both HCs  
connected, but 'sister' HC is ALL blue, Bear's is only blue on the 1 bar/arc & the BT HCs  
are both connecting and seem to be operational, despite the WiFi signal level being lower  
on Bear's collar than Phoebe's by 1 or 2 "bars/arcs" CX will continue to monitor closely  
and ensure proper fitment/orientation Ensured CX was familiar with Screen Recording if  
needed to document the issue if it re-occurs Next Steps: Emailed follow-up w/ screen  
recording guidance CX will ensure proper fit/orientation while monitoring for re-occurrence  
of connectivity issues and/or Fence Feedback delays

**TOPIC CHANGE** | Agent (OVaCilev...) | 2025-09-16 21:12:43 UTC

Added: OeTzDXf5Qt2378nYRu\_ilw, yUdj74HoRguBsTQ2B0ZktA,  
ZKYz4UsHRG6\_\_sFoccYiEA, E4J13GBrQGCUEzqHyCu0GA

**STATUS CHANGE** | Agent (OVaCilev...) | 2025-09-16 21:13:30 UTC | Status: CLOSED

## Conversation: S9PrzFdqTdSGCicfkYLyPQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 19:57:56 UTC to 2025-09-16 19:57:59 UTC

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 19:57:56 UTC

Added: 5PPl2RS4TSeSg5z-6z7TAQ, OeTzDXf5Qt2378nYRu\_ilw

**STATUS CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 19:57:59 UTC | Status: CLOSED

## Conversation: rLswpMs\_TqukHqICsLoOcw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 19:58:21 UTC to 2025-09-16 21:59:29 UTC

**Customer (QZ4RG5S3...)** | 2025-09-16 19:58:21 UTC | [halocollar.com](https://halocollar.com)

How do I bump up the shock settings?

**System/AI** | 2025-09-16 19:58:50 UTC | [halocollar.com](https://halocollar.com)

To adjust the shock settings on your Halo Collar, open the Halo App and tap "My Map" at the bottom of the screen. Select your pet's icon to open the Pet Card, swipe up to expand it, and tap "Feedback Settings" at the bottom right. Under "Prevention Feedback," choose "Static" as the feedback type and adjust the intensity using the slider. Start low and increase as needed. Ensure you complete the Halo Training Program before making adjustments for safe use.

**STATUS CHANGE** | *Unknown* | 2025-09-16 21:59:29 UTC | Status: *CLOSED*

## Conversation: dkTvcdn\_SzSkNJCMWSgVcw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:00:35 UTC to 2025-09-16 20:06:42 UTC

### EMAIL | Customer (dDOnUFg7...) | 2025-09-16 20:00:35 UTC

**From:** kcampbell@plantpurenation.com

**To:** support@halocollar.com

**Subject:** Subscription cancellation

I would like our subscription canceled at this point in time. Thank you, Kim Campbell Kim Campbell Director of Recipe Development and Culinary Education  
www.plantpurenation.com kcampbell@plantpurenation.com 919-691-2277

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 20:01:47 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 20:06:15 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) cx not using collar at this time Recap (When/Where/What the customer wants) cx requesting to cancel membership plan Action Taken To Date (What has been completed) cancelled plan Customer Notified (Y/ N)? Y Is This Resolved/Follow-Up Required? n/a If Follow Up Is Required (What/When) advising of cancellation Optional Additional Info: n/a Alternate Refunds Team ONLY Note Used by: Live Agent and Alternate Refunds Team When to use: Only when processing an approved alternate refund. Must complete "Live" Note

### EMAIL | Agent (sR--y62-...) | 2025-09-16 20:06:42 UTC

**From:** support@halocollar.com

**To:** kcampbell@plantpurenation.com

**Subject:** Re: Subscription cancellation

Hello Kim, Thanks for reaching out to Halo Support! My name is Don. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 4:01 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:00 PM "Kim Campbell" wrote: > > > I would like our subscription canceled at this point in time. Thank you, > > Kim Campbell > > Kim Campbell > > Director of Recipe Development and Culinary Education > > www.plantpurenation.com > > kcampbell@plantpurenation.com > > 919-691-2277 > >

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 20:06:42 UTC | Status: CLOSED

## Conversation: ASW3xtJyTc2G8CcpVy9PGw

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 20:00:52 UTC to 2025-09-16 20:00:52 UTC*

**EMAIL | Customer (IWx4wdYw...) | 2025-09-16 20:00:52 UTC**

**From:** lindsayford108@gmail.com

**To:** support@halocollar.com

**Subject:** [HALO-APP] Login issue

Sent from my iPhone

## Conversation: btehX3ONQn6ooiz5VX2Aow

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:02:18 UTC to 2025-09-16 20:06:07 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 20:02:18 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - this person reached out because they received another cx's package Recap (When/Where/What the customer wants) AW-20250910-45064 is linked to arlettalynnglidden55@gmail.com Tracking: 393107553099 [https://www.fedex.com/fedextrack/?trknbr=393107553099&trkqual;=2460930000~393107553099~FX] Found SN's on the premier sheet (25h4325601rt) & deactivated the collars in case this cx does not return them to us with return label Created FedEx label for this person to send back collars Going to other cx's profile to reach out & put in a REP order for them Return tracking for AW-20250910-45064 Tracking: 791943002541 Is This Resolved/Follow-Up Required? Resolved - sending label If Follow Up Is Required (What/When) Optional Additional Info:

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 20:02:26 UTC

Added: WprjYFTuRsSIVmqirbejqg

### EMAIL | Agent (M0svworG...) | 2025-09-16 20:06:01 UTC

**From:** support@halocollar.com

**To:** jsolomon@dahlchase.com

**Subject:** Halo Collar Shipping Label

Hello James, Thank you so much for reaching out about the package you received by mistake. We appreciate you reaching out and letting us know and we greatly appreciate your willingness to work with us to get the collar back! I've attached a PDF return label to this email. Please use it to send back the collar you received by mistake The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 20:06:07 UTC | Status: CLOSED

## Conversation: OHavaX4ISpuPVYEK2DcgMw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 20:02:35 UTC to 2025-09-16 20:14:56 UTC

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 20:02:35 UTC

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 20:02:45 UTC

Added: 5PPI2RS4TSgSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 20:06:40 UTC

Added: pSPIU158T0udHRqLgew-7Q

### EMAIL | Agent (vayOmd0l...) | 2025-09-16 20:07:08 UTC

**From:** support@halocollar.com

**To:** somelody@aol.com

**Subject:** Halo Support Warranty Request Submitted

Hello Melody, Please use the link below to complete the warranty process: Confirm Shipping Address With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join a Session to speak with the next available agent

### EMAIL | Agent (vayOmd0l...) | 2025-09-16 20:11:37 UTC

**From:** support@halocollar.com

**To:** somelody@aol.com

**Subject:** Re: Halo Support Warranty Request Submitted

Hello Melody, My name is Hannah, and I want to thank you for your call. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join a Session to speak with the next available agent On Tuesday, September 16, 2025, 3:07 PM support@halocollar.com wrote: > Hello Melody, > > Please use the link below to complete the warranty process: > Confirm Shipping Address > > With pawsitivity, > Hannah > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join a Session to speak with the next available agent

### AGENT NOTE | Agent (vayOmd0l...) | 2025-09-16 20:14:50 UTC

Serial Numbers: 25h4144865rt FW: 03.00.05 Issue/ Need: Cx stated, "I got a critical motion issue detected. What concerns me is you guys just sent me this halo because the other one wasn't working so it feels like you sent me a faulty product." Troubleshooting & Actions Taken: WR AW-20250906-44244 Reassured cx that warranty restarts with next



replacement Cx reported using wall USB-C outlets Educated cx that collars can take a maximum of 20W Recommended cx check what wattage their outlets are running at  
Resources Used: AP Next Steps: Follow up with Phone/ Email- Follow Up Warranty

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 20:14:54 UTC

Added: oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 20:14:56 UTC | Status: CLOSED

## Conversation: CAyzNSPNSequvmmMMv2K7Q

Messages: 3 | Customers: 1 | Duration: 2025-09-16 20:03:14 UTC to 2025-09-16 20:04:32 UTC

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 20:03:14 UTC**

**From:** support@halocollar.com

**To:** tdloves2drive@gmail.com

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

Hello TD, Hello TD, My name is Brandon, and I'd like to recommend that you contact our Live Support team for further assistance. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park Via the Halo App: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Monday, September 15, 2025, 10:53 AM support@halocollar.com wrote: > Hello TD, > > My name is Jazmine, from the Halo Dog Park. I'm sorry we missed you today. > It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. > > If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. > > To join the Dog Park through the Halo App, just follow these quick steps: > Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session > Phone support (+1 (214) 238-9788) available hours: > 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. > > With 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 (chgMWdgT...) | 2025-09-16 20:04:29 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX states their collar isn't working or seems turned off Recap (When/Where/What the customer wants) Since this was from a day ago I sent DP info in and email Is This Resolved/Follow-Up Required? resolved If Follow Up Is Required (What/When) Optional Additional Info:

**STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 20:04:32 UTC | Status: CLOSED**

## Conversation: W1jOpFcdQBy-olHuwRvy3w

Messages: 13 | Customers: 1 | Duration: 2025-09-16 20:04:49 UTC to 2025-09-16 20:35:59 UTC

**Customer (Tn1zw-wu...) | 2025-09-16 20:04:49 UTC | halocollar.com**

In October 2024 you guys agreed to send me a Halo 4. I have the emails. Looking at my account info, it looks like I was sent a Halo 3.

**System/AI | 2025-09-16 20:05:11 UTC | halocollar.com**

Hi Julie! I'm sorry for any mix-up. Could you please share the order number or any details from your previous emails? This will help us review the records and get this sorted out for you quickly. We want to make sure you receive the correct product as promised!

**Customer (Tn1zw-wu...) | 2025-09-16 20:06:10 UTC | halocollar.com**

How do you want me to send you the emails?

**System/AI | 2025-09-16 20:06:37 UTC | halocollar.com**

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

**Customer (Tn1zw-wu...) | 2025-09-16 20:07:00 UTC | halocollar.com**

Your Warranty Request Number: AW-909803

**Customer (Tn1zw-wu...) | 2025-09-16 20:07:11 UTC | halocollar.com**

Does that number help?

**Customer (Tn1zw-wu...) | 2025-09-16 20:07:45 UTC | halocollar.com**

December 10, 2024

**Customer (Tn1zw-wu...) | 2025-09-16 20:09:13 UTC | halocollar.com**

Hello?

**Customer (Tn1zw-wu...) | 2025-09-16 20:11:00 UTC | halocollar.com**

In October 2024 you guys agreed to send me a Halo 4. I have the emails. Looking at my account info, it looks like I was sent a Halo 3.

**TOPIC CHANGE | Agent (JuW94Dok...) | 2025-09-16 20:35:45 UTC**

*Added: 5PPI2RS4TSeSg5z-6z7TAQ, WprjYFTuRsSIVmqirbejqg*

**AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 20:35:46 UTC**

Live Team Notes Serial Numbers: 24h3300057rt FW: 02.08.11 Issue/ Need: Cx calls stating she was supposed to be getting a halo 4 back in October 2024 but still got a halo 3 Cx is just now realizing Troubleshooting & Actions Taken: Advised in CS dept to see if I can move forward with upgrade or management Was advised I can move forward with WR for upgrade to halo 4 Submitted warranty and confirmed shipping address Resources Used (provide details): (KB articles, Slack posts, internal docs.): CS DEPT Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (JuW94Dok...) | 2025-09-16 20:35:57 UTC**

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

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

**Subject:** Halo Support Warranty Request Submitted

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

**STATUS CHANGE** | Agent (JuW94Dok...) | 2025-09-16 20:35:59 UTC | Status: CLOSED

## Conversation: VUqPzBtfRni6L27BurrbeA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 20:05:24 UTC to 2025-09-16 22:16:42 UTC

**Customer (zWW\_q41L...)** | 2025-09-16 20:05:24 UTC | halocollar.com

I just got a replacement collar and the new collar will not stay connected to WiFi. Never had this problem with our first collar

**System/AI** | 2025-09-16 20:05:51 UTC | halocollar.com

Hi there! Let's get your new collar connected to Wi-Fi. Make sure it's connected to a 2.4 GHz network, as it won't work with 5 GHz-only networks. Open the Halo App, go to Settings > My Collars, select your collar, and tap Wi-Fi to scan and connect. Ensure your phone is on the same network during setup, move the collar closer to the router, and restart your router if needed. Also, check that your app is updated, and Bluetooth and location permissions are enabled. If issues persist, try using a different device for setup. Let me know if you need more help!

**Customer (zWW\_q41L...)** | 2025-09-16 20:10:33 UTC | halocollar.com

The green light on the collar is not on

**System/AI** | 2025-09-16 20:11:28 UTC | halocollar.com

If the green light on your Halo Collar isn't on, try plugging it into the original Halo charging cable and make sure the charging port is clean and dry. Look for the blinking green battery light, which should appear when the collar is charging near a strong Wi-Fi or cell signal. If the light still doesn't come on, press and release the power button to turn it on. If the issue continues, please ensure the collar is charged for at least 2 hours and check all connections. Let me know if you need more help!

**Customer (zWW\_q41L...)** | 2025-09-16 20:14:52 UTC | halocollar.com

The collar battery shows 97% but when we unplug it the light no longer blinks

**System/AI** | 2025-09-16 20:15:47 UTC | halocollar.com

Hi there! If your collar shows 97% battery but the light doesn't blink when unplugged, let's try a few steps to fix it. First, make sure the collar is fully charged by connecting it to the USB-C cable and a compatible wall charger. If the collar still doesn't light up, perform a hard reset by holding the power button for 15 seconds while it's plugged in. Also, check the charging port for any debris and clean it gently with a Q-tip and rubbing alcohol. If the issue persists, please reach out to our live support for further assistance. We're here to help!

**STATUS CHANGE** | Unknown | 2025-09-16 22:16:42 UTC | Status: CLOSED

## Conversation: 3C1V11qhTWaf18vNmhaQuw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:06:56 UTC to 2025-09-16 20:15:38 UTC

**Customer (0Fsi6T\_\_\_...) | 2025-09-16 20:06:56 UTC | halocollar.com**

Can you please let me know when we'll receive the new collar? I'm not seeing any shipping/tracking data. Thanks! Warranty Request: AW-20250915-45895 Collar Serial: 24h4463930rt Shipping To: Tina Terrian 200 RIMROCK RD WIMBERLEY, TX 78676

**System/AI | 2025-09-16 20:07:34 UTC | halocollar.com**

To check the status of your warranty replacement collar, use your order number and email on the Order Status Dashboard. Delivery typically takes 3–5 business days once shipped. Ensure you've received an email to confirm your shipping address. If not, check your spam, junk, or promotions folders. If you still can't find it, please contact our live support team to resend the confirmation email. Feel free to reach out if you need further assistance!

**Customer (0Fsi6T\_\_\_...) | 2025-09-16 20:13:30 UTC | halocollar.com**

I was instructed to reach back out to you through this link to request that the replacement collar be expedited. Is that something you can help with?

**System/AI | 2025-09-16 20:13:49 UTC | halocollar.com**

I'm sorry, but we don't offer expedited or overnight shipping for warranty replacement collars. All replacements are shipped using our standard method, typically delivered within 3–5 business days. If you have any more questions or need further assistance with your Halo products, please feel free to reach out. We're here to help!

**Customer (0Fsi6T\_\_\_...) | 2025-09-16 20:15:38 UTC | halocollar.com**

The replacement notice was received on 9/14 but the system doesn't show that the replacement collar has been shipped. Do you know the estimate time until the replacement is shipped? We are in a pretty dangerous location for our dog to be "off-collar" for an extended period of time.

## Conversation: BsyAHFwWR86lrBYISFq6vA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 20:07:42 UTC to 2025-09-16 20:54:43 UTC

### EMAIL | Customer (o7RbzNpj...) | 2025-09-16 20:07:42 UTC

**From:** bakonurs@gmail.com

**To:** support@halocollar.com

**Subject:** No Subject

I accidentally turned the most important fence off and now I can't get it turned on. I keep touching it and it won't turn on. Where do I go to make adjustments for the fences? Gail

### EMAIL | Customer (o7RbzNpj...) | 2025-09-16 20:11:52 UTC

**From:** bakonurs@gmail.com

**To:** support@halocollar.com

**Subject:** Re:

But if I hit Change mode for your pet it indicated that the last fence is not on. On Tue, Sep 16, 2025 at 3:08 PM Halo Collar wrote: > To turn your Halo Collar fence back on, please follow these steps: > > 1. Open the Halo App on your device. > 2. Tap the "My Map" icon in the bottom left corner. > 3. Tap your pet's icon under "Find and Manage Pets." > 4. Swipe up on the Pet Card. > 5. Tap the "Fences" button. It should turn blue, indicating the fences > are now ON. > > Ensure the top right of the Pet Card says "Synchronized." If it says > "Synchronizing," the changes are still being sent to the collar. Let us > know if you need further assistance! > The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 8:07 PM "Gail Buchholz" bakonurs@gmail.com> wrote: > > I accidentally turned the most important fence off and now I can't get it > turned on. I keep touching it and it won't turn on. > > Where do I go to make adjustments for the fences? > > Gail > > >

### EMAIL | Customer (o7RbzNpj...) | 2025-09-16 20:13:41 UTC

**From:** bakonurs@gmail.com

**To:** support@halocollar.com

**Subject:** Re:

Its in the Change Mode for All Pets. It indicates that the last fence is off. Also where do you find how strong the message if for each fence. On Tue, Sep 16, 2025 at 3:11 PM Gail Buchholz wrote: > But if I hit Change mode for your pet it indicated that the last fence is > not on. > > > On Tue, Sep 16, 2025 at 3:08 PM Halo Collar > wrote: > > > To turn your Halo Collar fence back on, please follow these steps: > > > 1. Open the Halo App on your device. > > 2. Tap the "My Map" icon in the bottom left corner. > > 3. Tap your pet's icon under "Find and Manage Pets." > > 4. Swipe up on the Pet Card. > > 5. Tap the "Fences" button. It should turn blue, indicating the > > fences are now ON. > > > Ensure the top right of the Pet Card says "Synchronized." If it says > > "Synchronizing," the changes are still being sent to the collar. Let us > > know if you need further assistance! > > The Halo Collar Virtual Assistant > > > On Tuesday, September 16, 2025, 8:07 PM "Gail Buchholz" > bakonurs@gmail.com> wrote: > > > I accidentally turned the most important fence off and now I can't get it > > turned on. I keep touching it and it won't turn on. > > > Where do I go to make adjustments for the fences? > > > Gail > > > >

### EMAIL | Customer (o7RbzNpj...) | 2025-09-16 20:18:10 UTC

**From:** bakonurs@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Re:

I'm Lost What dropdown menu On Tue, Sep 16, 2025 at 3:14 PM Halo Collar wrote: > For adjusting the feedback strength: > > - Open the Halo App and tap 'My Map.' > - Select your pet and swipe up on the Pet Card. > - Tap 'Feedback Settings' at the bottom right. > - Adjust the feedback intensity for Warning, Boundary, and Emergency > Feedback using the dropdown menus. > > If you need further assistance, feel free to ask! > > On Tuesday,

September 16, 2025, 8:13 PM "Gail Buchholz" bakonurs@gmail.com> wrote: > > Its in the Change Mode for All Pets. It indicates that the last fence is > off. > > Also where do you find how strong the message if for each fence. > > On Tue, Sep 16, 2025 at 3:11 PM Gail Buchholz wrote: > >> But if I hit Change mode for your pet it indicated that the last fence is >> not on. >> >> On Tue, Sep 16, 2025 at 3:08 PM Halo Collar >> wrote: >> >> To turn your Halo Collar fence back on, please follow these steps: >> >> 1. Open the Halo App on your device. >> 2. Tap the "My Map" icon in the bottom left corner. >> 3. Tap your pet's icon under "Find and Manage Pets." >> 4. Swipe up on the Pet Card. >> 5. Tap the "Fences" button. It should turn blue, indicating the >> fences are now ON. >>> >>> Ensure the top right of the Pet Card says "Synchronized." If it says >>> "Synchronizing," the changes are still being sent to the collar. Let us >>> know if you need further assistance! >>> The Halo Collar Virtual Assistant >>> >>> On Tuesday, September 16, 2025, 8:07 PM "Gail Buchholz" >> bakonurs@gmail.com> wrote: >>> >>> I accidentally turned the most important fence off and now I can't get >>> it turned on. I keep touching it and it won't turn on. >>> >>> Where do I go to make adjustments for the fences? >>> >>> Gail >>> >>> >>> >

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:26:39 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 20:52:48 UTC**

Live Team Notes Serial Numbers: 25h3111238rt FW: v.03.01.02 Issue/ Need: CX wanted to know how to edit fence Troubleshooting & Actions Taken: Guided CX to area in app to edit the fences Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (ne4kLbEh...) | 2025-09-16 20:54:31 UTC**

**From:** support@halocollar.com

**To:** bakonurs@gmail.com

**Subject:** Re: Re:

Hello Gail, My name is Chance and we talked in the Dog Park today. Below is a link on how to edit fences that are already created. How to Edit an Existing Fence If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 1:18 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:18 PM "Gail Buchholz" wrote: > > > I'm Lost What dropdown menu > > > > On Tue, Sep 16, 2025 at 3:14 PM Halo Collar wrote: > > > > For adjusting the feedback strength: > > > > - Open the Halo App and tap 'My Map.' > > > - Select your pet and swipe up on the Pet Card. > > > - Tap 'Feedback Settings' at the bottom right. > > > - Adjust the feedback intensity for Warning, Boundary, and Emergency > > > Feedback using the dropdown menus. > > > > If you need further assistance, feel free to ask! > > > > On Tuesday, September 16, 2025, 8:13 PM "Gail Buchholz" > > bakonurs@gmail.com> wrote: > > > > Its in the Change Mode for All Pets. It indicates that the last fence is > > > off. > > > > Also where do you find how strong the message if for each fence. > > > > On Tue, Sep 16, 2025 at 3:11 PM Gail Buchholz wrote: > > > > > But if I hit Change mode for your pet it indicated that the last fence is > > > not on. > > > > > > > On Tue, Sep 16, 2025 at 3:08 PM Halo Collar > > > wrote: > > > > > To turn your Halo Collar fence back on, please follow these steps: > > > > > 1. Open the Halo App on your device. > > > 2. Tap the "My Map"



icon in the bottom left corner. > > >> 3. Tap your pet's icon under "Find and Manage Pets." > > >> 4. Swipe up on the Pet Card. > > >> 5. Tap the "Fences" button. It should turn blue, indicating the > > >> fences are now ON. > > >> > > >> Ensure the top right of the Pet Card says "Synchronized." If it says > > >> "Synchronizing," the changes are still being sent to the collar. Let us > > >> know if you need further assistance! > > >> The Halo Collar Virtual Assistant > > >> > > >> On Tuesday, September 16, 2025, 8:07 PM "Gail Buchholz" > >>> bakonurs@gmail.com> wrote: > > >> > > >> I accidentally turned the most important fence off and now I can't get > > >> it turned on. I keep touching it and it won't turn on. > > >> > > >> Where do I go to make adjustments for the fences? > > >> > > >> Gail > > >> > > >> > > >> > > >>

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 20:54:43 UTC

Added: g5apmYsrTuGLWnaVZyD4ng | Removed: 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 20:54:43 UTC | Status: CLOSED

## Conversation: \_F4KNeAOQDezQjUP\_ytQ-g

Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:07:46 UTC to 2025-09-16 22:08:33 UTC

EMAIL | Customer (Tuwc13de...) | 2025-09-16 20:07:46 UTC

**From:** vladislav.ivanovski@softeq.com

**To:** support@halocollar.com

**Subject:** Fwd: Azure: Activated Severity: 1 Sev1 serverload redis-dogpark-halo-prod anomalies

- \*What happened \*- serverload redis-dogpark-halo-prod exceeded the threshold for a short amount of time. - \*How it influences end-users\* - doesn't affect. - \*What are the next steps to fix the issue\* - has been resolved. - \*How much time approximately it would take to fix the issue\* - has been resolved. Kind Regards VLADISLAV IVANOVSKI DevOps Engineer [image: Softeq logo] INNOVATE. TRANSFORM. ENGINEER. SCALE. Consulting | Digital Strategy | Custom Development [image: Website] softeq.com [image: Mobile phone] Mobile: +48515726493 [image: Twitter name] [image: Main phone] Main: 281 552-5000 [image: LinkedIn profile] Connect via LinkedIn [image: address] HQ: 1155 Dairy Ashford Rd, Suite 125, Houston, TX 77079 [image: LinkedIn] [image: Facebook] [image: Twitter] [image: Youtube] ----- [REDACTED] -----  
[REDACTED]: 'Microsoft Azure' via team.halo.support [REDACTED]: [REDACTED], 16 [REDACTED]. 2025 [REDACTED]. [REDACTED] 22:02  
[REDACTED]: Azure: Activated Severity: 1 Sev1 serverload redis-dogpark-halo-prod anomalies  
[REDACTED]: Sev1 serverload redis-dogpark-halo-prod anomalies was triggered for redis-dogpark-halo-prod at September 16, 2025 20:01 UTC. [image: Microsoft Azure] Your Azure Monitor alert was triggered Azure monitor alert rule Sev1 serverload redis-dogpark-halo-prod anomalies was triggered for redis-dogpark-halo-prod at September 16, 2025 20:01 UTC. Rule ID /subscriptions/48cfe29e-ce4c-41f0-acb8-6c6ef906987f/resourceGroups/rg-halo-alerts/providers/Microsoft.Insights/metricAlerts/Sev1 serverload redis-dogpark-halo-prod anomalies View Rule > Resource ID /subscriptions/48cfe29e-ce4c-41f0-acb8-6c6ef906987f/resourceGroups/rg-dogpark-halo-prod/providers/Microsoft.Cache/Redis/redis-dogpark-halo-prod View Resource > Alert Activated Because: Metric name serverload Metric namespace Redis/redis-dogpark-halo-prod Dimensions microsoft.resourceId = /subscriptions/48cfe29e-ce4c-41f0-acb8-6c6ef906987f/resourceGroups/rg-dogpark-halo-prod/providers/Microsoft.Cache/Redis/redis-dogpark-halo-prod Time Aggregation Maximum Period Over the last 5 mins Value 51 Operator GreaterThan Threshold 50 Criterion Type StaticThresholdCriterion See in the Azure portal > Investigate > You're receiving this notification as a member of the he-prod-hp action group. Unsubscribe from emails directed to this group. [image: Facebook] [image: Twitter] [image: YouTube] [image: LinkedIn] Privacy Statement Microsoft Corporation, One Microsoft Way, [REDACTED] Redmond, WA 98052 [REDACTED] [image: Microsoft]

**STATUS CHANGE** | Unknown | 2025-09-16 22:08:33 UTC | Status: CLOSED

## Conversation: eao\_EdnvSYqJ0JGfmWz6lQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:08:08 UTC to 2025-09-16 20:08:23 UTC

**TOPIC CHANGE** | Agent (nhfFRvHb...) | 2025-09-16 20:08:08 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, OeTzDXf5Qt2378nYRu\_ilw

### AGENT NOTE | Agent (nhfFRvHb...) | 2025-09-16 20:08:08 UTC

Live Team Notes Serial Numbers: 25h4113414rt FW: 03.00.05 Issue/ Need: Wifi not connecting Troubleshooting & Actions Taken: Cx has contacted her internet provider and confirmed router is Cx was getting cable and collar to connect to her computer to system logs when the call dropped server error reported on zoom Unable to retrieve system logs Cx has rejoined the dog park Resources Used (provide details): (KB articles, Slack posts, internal docs.): Tier 1 TS Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (nhfFRvHb...) | 2025-09-16 20:08:22 UTC

**From:** support@halocollar.com

**To:** anniemay123@comcast.net

**Subject:** Halo Collar Live Support

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

**STATUS CHANGE** | Agent (nhfFRvHb...) | 2025-09-16 20:08:23 UTC | Status: CLOSED

## Conversation: ydLS-yaEQa20rGz1dkd7\_A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:09:29 UTC to 2025-09-16 20:14:05 UTC

### AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 20:09:29 UTC

Live Team Notes Serial Numbers: N/A FW: N/A Issue/ Need: Person wants to set up partnership with Halo Troubleshooting & Actions Taken: CX already knew about affiliate program Advised would send it to my sup. Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (ne4kLbEh...) | 2025-09-16 20:13:53 UTC

**From:** support@halocollar.com

**To:** doug.horiski@snugglepuppy.com

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

Hello Doug, Thank you so much for joining me in the Dog Park today, my name is Chance! It was a pleasure connecting with you and supporting you on your Halo journey! I was advised for you to send your proposal to the following email [affiliate@halocollar.com](mailto:affiliate@halocollar.com) Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 20:14:04 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, izbl69d5Q6CYNSAx5eu-KQ

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 20:14:05 UTC | Status: CLOSED

## Conversation: La3M1eeRTcyC\_NNowLXDpQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:11:27 UTC to 2025-09-16 23:46:58 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 20:11:27 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - another person reached out to the CS department to report a package that was delivered to the wrong address & it was for this cx Recap (When/Where/What the customer wants) AW-20250910-45064 is the order that was delivered to the wrong address Tracking: 393107553099 [https://www.fedex.com/fedextra ck/?trknbr=393107553099&trkqual;=2460930000~393107553099~FX] 25h4325601rt - went ahead and deactivated Reaching out to cx to confirm address so we can put in a REP order for them Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Put in rep order for AW-20250910-45064 Optional Additional Info:

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 20:11:33 UTC

Added: WprjYFTuRsSIVmqirbejqg

### EMAIL | Agent (M0svworG...) | 2025-09-16 20:14:35 UTC

**From:** support@halocollar.com

**To:** arlettalynnglidden55@gmail.com

**Subject:** Your Halo Replacement Collar

Hello Arletta, My name is Katherine and I'm with the Halo Billing Team. I am reaching out to you because we recently received notification that your recent warranty replacement collar, AW-20250910-45064, was delivered to the wrong address. FedEx Tracking: 393107553099 Could you please respond to this email to confirm your address with us so that we can send you another replacement ASAP? We appreciate your patience and look forward to hearing from you! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 20:14:41 UTC | Status: CLOSED

### EMAIL | Customer (3CT5b1Z0...) | 2025-09-16 23:46:58 UTC

**From:** arlettalynnglidden55@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Your Halo Replacement Collar

My address is 144 South Patten Rd, Patten, Me 04675 On Tue, Sep 16, 2025, 4:14 PM Halo Collar wrote: > Hello Arletta, > > My name is Katherine and I'm with the Halo Billing Team. > > I am reaching out to you because we recently received notification that > your recent warranty replacement collar, AW-20250910-45064, was delivered > to the wrong address. > > FedEx Tracking: 393107553099 > > > Could you please respond to this email to confirm your address with us so > that we can send you another replacement ASAP? > > We appreciate your patience and look forward to hearing from you! > > Best Regards, > Katherine > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

**STATUS CHANGE** | Customer (3CT5b1Z0...) | 2025-09-16 23:46:58 UTC | Status: OPEN

## Conversation: VlcPXXzSRYms7xU8x-rIDQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:11:34 UTC to 2025-09-16 22:12:35 UTC

EMAIL | Customer (bHkjvfl...) | 2025-09-16 20:11:34 UTC

**From:** chamber@flacc.org

**To:** support@halocollar.com

**Subject:** Automatic reply: Verify Your New Halo Account

Greetings! Thank you for your email message. I will be out of the office at a conference for the majority of this week (9/16 - 9/19) with limited access to email. Please feel free to contact our chamber assistant at 651-464-3200 or assistant@flacc.org through Wednesday. Make it a GREAT day! Kindly, Nannette LaNasa Forest Lake Area Chamber of Commerce

**STATUS CHANGE** | Unknown | 2025-09-16 22:12:35 UTC | Status: CLOSED

## Conversation: s-omKyKIRTSfu1CYqSSI2g

Messages: 9 | Customers: 1 | Duration: 2025-09-16 20:12:03 UTC to 2025-09-16 20:35:07 UTC

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 20:12:03 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, OeTzDXf5Qt2378nYRu\_ilw

### AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 20:12:04 UTC

Live Team Notes Serial Numbers: 25h4113414rt FW: v.03.00.05 Issue/ Need: Cx is very agitated , says she has been calling and disconnected multiple times , Cx has completed ts steps and needs collar info sent to CET for Wifi issues Troubleshooting & Actions Taken: Collected information , sent collar info to CET Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Tier 1 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 20:12:25 UTC

**From:** support@halocollar.com

**To:** anniemay123@comcast.net

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

Hello Annie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (1LZgqfXS...) | 2025-09-16 20:12:56 UTC

**From:** support@halocollar.com

**To:** anniemay123@comcast.net

**Subject:** Halo Support: Next Steps In Investigation

Hello Annie, My name is Sunella, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:12 PM support@halocollar.com wrote: > Hello Annie, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Sunella > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? >

■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 20:18:11 UTC

Added: MrUs0OtWRey12B9IX1kW\_Q

**AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 20:18:13 UTC**

Collar Evaluation Notes: Issue Details Collar is not connecting to wifi Collar with Issue's SN: 25h4113414rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Wifi Connection Date & Time of Occurrence: 9/16/25 Is the Issue Reproducible? (Yes/No – If Yes, include steps): Additional notes about the issue: Cx says she has sent screen recordings logs and screen shots and does not want to resend Cx says she has been through too much trying to get collar to work, notes do not show attachments sent in by cx Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] Steps Completed:(Y/N) & Outcome of Troubleshooting: Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) Screenshots: (Yes/No) System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) App Logs (App issues): (Yes/No)

**AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 20:32:47 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Flash's (25h4113414rt) Recap (When/Where/What the customer wants) Bad wifi connectivity Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) Yes sending cx wr confirmation macro Optional Additional Info: Unit is a phase 1 which may be having cable connection issues HF reset on 9/3 Unit shows low wifi connectivity Unit needs to be replaced

**EMAIL | Agent (Rh0xdCH1...) | 2025-09-16 20:35:03 UTC**

**From:** support@halocollar.com

**To:** anniemay123@comcast.net

**Subject:** Re: Halo Support: Next Steps In Investigation

Hello Annie, My name is Quinn, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing WIFI issues with Flash's Halo Collar (25h4113414rt). Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Quinn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:12 PM support@halocollar.com wrote: > Hello Annie, > > My name is Sunella, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Sunella > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? >

■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at



our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 4:12 PM support@halocollar.com wrote: > > > Hello Annie, > > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > > Wishing you and your pup many safe, happy adventures ahead! > > Please do not hesitate to contact our customer support. We are here to help! > > > With pawsitivity, > > Sunella > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**STATUS CHANGE** | Agent (Rh0xdCH1...) | 2025-09-16 20:35:07 UTC | Status: CLOSED

## Conversation: oSqXQiUCSdaLseg62GUFdg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:12:39 UTC to 2025-09-16 20:25:43 UTC

**PHONE\_CALL** | Customer (tuYXBxZK...) | 2025-09-16 20:12:39 UTC

### **AGENT NOTE | Agent (AMYuZ1d7...) | 2025-09-16 20:25:32 UTC**

Live Team Notes Serial Numbers: N/A FW: N/A Issue/ Need: Pre-Purchase  
Troubleshooting & Actions Taken: Customer called to ask general questions about the collar, as they were trying to make a decision on whether to purchase one or not. Went through and answered each of the customer's questions. Customer said that they would do a little bit more research, but likely would purchase the collar. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Halo Collar Website Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (AMYuZ1d7...) | 2025-09-16 20:25:36 UTC

Added: NCR2eulFTRyzoCpXePNHpw

**STATUS CHANGE** | Agent (AMYuZ1d7...) | 2025-09-16 20:25:43 UTC | Status: CLOSED

## Conversation: FnHadLhISMizH-BcNb-mVA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:13:22 UTC to 2025-09-16 20:20:32 UTC

**PHONE\_CALL** | Customer (\_5B\_qv3R...) | 2025-09-16 20:13:22 UTC

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:18:16 UTC

Added: rxfklGaTXGCpjC7oGEfPg

### EMAIL | Agent (poWIULpl...) | 2025-09-16 20:18:17 UTC

**From:** support@halocollar.com

**To:** bccheetham@msn.com

**Subject:** Return Label

Hello Betty, The return label is attached as a PDF. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (poWIULpl...) | 2025-09-16 20:19:32 UTC

**From:** support@halocollar.com

**To:** bccheetham@msn.com

**Subject:** Follow Up

Hello Betty, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:18 PM support@halocollar.com wrote: > Hello Betty, > > The return label is attached as a PDF. > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 20:20:31 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Betty Cheetham Email: bccheetham@msn.com Phone Number: +18012435563 Collar SN: Collar FW: Collar Purchased From: Halo Resources: Gladly, AP, Returns Centre Recap/TS: Cx never got a return label emailed to them for their return. Downloaded the return label from Returns Centre, as their return was approved. Email return label to cx. Next Steps: Resolved.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:20:32 UTC | Status: CLOSED

## Conversation: 3KaR0QqzQqmQbs-yr\_kMFg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:13:51 UTC to 2025-09-16 20:19:00 UTC

**PHONE\_CALL** | Customer (SYvtONhi...) | 2025-09-16 20:13:51 UTC

**EMAIL** | Agent (JcamaQTb...) | 2025-09-16 20:18:39 UTC

**From:** support@halocollar.com

**To:** kenferrell54@gmail.com

**Subject:** Halo Support Follow-Up

Hello Ken, Thank you for calling Halo Support today. This is MeLissa. It was truly a pleasure speaking with you and learning more about you and your pup. Canceling Your Halo Collar Membership Plan If you no longer wish to continue your Halo Membership Plan, you can cancel it directly through your account on the Halo Collar website. Steps to Cancel Your Plan Log in to your Halo Account on the Halo Collar Website. Once signed in, you'll be directed to your My Account dashboard. Click Cancel Plan. A pop-up screen will appear with helpful information about your cancellation. If you're sure you want to proceed, click Confirm. What Happens Next Your plan will remain active until the end of your current billing cycle. If you change your mind before the plan ends, simply click Restore to continue using all features without interruption—your plan will continue as if it was never canceled. If you restore your plan after it has ended, select Restore Plan, review the configuration, and click Agree & Pay to start a new billing cycle. Please click: How to Contact Customer Support, and we'll be happy to help! I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join the Session to speak with the next available agent

**AGENT NOTE** | Agent (JcamaQTb...) | 2025-09-16 20:18:55 UTC

First and Last Name: Ken Ferrell Email: kenferrell54@gmail.com Phone Number: 18179055469 Collar SN: 25h4112981rt Collar FW: v.03.00.05 Collar Purchased From: IPD Resources: Gladly Ap Recap/TS: Cx needs to cancel their Pack Plan Sent Request access email Canceled the cx pack plan on behalf of cx Sent follow-up email w/ Canceling Your Halo Collar Membership Plan macro Next Steps: n/a

**TOPIC CHANGE** | Agent (JcamaQTb...) | 2025-09-16 20:18:59 UTC

Added: Ofтт8viJQcq6OAbjGHI0iQ

**STATUS CHANGE** | Agent (JcamaQTb...) | 2025-09-16 20:19:00 UTC | Status: CLOSED

## Conversation: EJ4vFA3kRrOi0cvO91AYfQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:14:24 UTC to 2025-09-16 20:17:50 UTC

**PHONE\_CALL** | Customer (qeVVtaym...) | 2025-09-16 20:14:24 UTC

### AGENT NOTE | Agent (XFHTycPM...) | 2025-09-16 20:17:31 UTC

First and Last Name: Mandy Browning (Pam called) Email: clemsonmom14@gmail.com  
Phone Number:13042907182 Collar SN:25h4121402rt Collar FW: v.02.08.11 Collar  
Purchased From:Amazon Resources: AP Recap/TS: Would like to cancel the halo  
account. Next Steps: Canceled the plan on behalf of the cx. All set for now.

### EMAIL | Agent (XFHTycPM...) | 2025-09-16 20:17:37 UTC

**From:** support@halocollar.com

**To:** clemsonmom14@gmail.com

**Subject:** Halo Support Follow Up

Hello Mandy, Thank you for calling Halo Support today. This is Mustafa. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Mustafa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (XFHTycPM...) | 2025-09-16 20:17:44 UTC

Added: Ofтт8viJQcq6OAbjGHi0iQ

**STATUS CHANGE** | Agent (XFHTycPM...) | 2025-09-16 20:17:50 UTC | Status: CLOSED

## Conversation: 2zEbUxSJSKyrrKnx9GQ93Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:14:43 UTC to 2025-09-16 20:29:33 UTC

**TOPIC CHANGE** | Agent (B63iEj1y...) | 2025-09-16 20:14:43 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, L9jaUhpTSjKkls\_YzL0tDg

### AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 20:26:51 UTC

Live Team Notes Serial Numbers: 25h4142187rt,25h4143980rt FW: v.03.00.05 Issue/Need: Cx's husband cannot log in into his own halo app Troubleshooting & Actions Taken: Seems credentials are correct App hasn't required cx's wife to log in Told cx to reset password ; reset was submitted and now cx sign in Also told cx to resign in to her own app since the password was changed Sent follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (B63iEj1y...) | 2025-09-16 20:29:32 UTC

**From:** support@halocollar.com

**To:** murphystrong58@gmail.com

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

Hello Kathy, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I'm glad we were able to reset your Halo account password and get you back to enjoying your Halo experience. If there's anything else we can help with, please don't hesitate to reach out. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (B63iEj1y...) | 2025-09-16 20:29:33 UTC | Status: CLOSED

## Conversation: zkmqnPATQV--jOkZ503NCA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:15:13 UTC to 2025-09-16 20:19:36 UTC

**Customer (yxfW2HJD...)** | 2025-09-16 20:15:13 UTC | halocollar.com

collar dying quickly

**System/AI** | 2025-09-16 20:16:06 UTC | halocollar.com

Hey there! If your Halo Collar's battery is running out quickly, make sure you're charging it fully each night. A full charge takes about 2 to 2.5 hours and should last up to 30 hours, depending on the model. If the problem continues, it could be due to high usage or a potential defect. Check if the collar enters Sleep Mode when idle to save battery. For more help, feel free to reach out to our customer support for troubleshooting or warranty options. Let me know if you need anything else!

**Customer (yxfW2HJD...)** | 2025-09-16 20:17:03 UTC | halocollar.com

collar is on charge every night

**System/AI** | 2025-09-16 20:18:05 UTC | halocollar.com

It sounds like there might be a battery issue with your collar if it's dying quickly despite being charged every night. Please make sure the charging port is clean and dry, and that the charging light turns solid green after charging. If these steps don't resolve the issue, I recommend reaching out to our customer support team to discuss warranty or replacement options. They can help address any potential defects or other concerns. Feel free to let me know if there's anything else I can assist you with!

**Customer (yxfW2HJD...)** | 2025-09-16 20:18:49 UTC | halocollar.com

customer support contact info please

**System/AI** | 2025-09-16 20:19:36 UTC | halocollar.com

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

## Conversation: Eiw-2zPGTNOIPaQOV4GdWQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:17:32 UTC to 2025-09-16 20:25:16 UTC

**EMAIL | Customer (hdb88RSS...) | 2025-09-16 20:17:32 UTC**

**From:** bellaer@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Log Submission

Hi. The replacement collar battery life has not adjusted to where the old collar was. As compared to my other dogs collar is at least 10hrs less as shown in the pics. One set of pics is when the collars were put on in the morning and a second set is at the end of the day. On Mon, Sep 8, 2025, 12:38 PM Halo Collar wrote: > Hello Ed, > > Thank you for reaching out about the battery performance of your Halo > Collar. My name is Robinson, and I'll be assisting you. > > To get started, please follow the steps below to reset and evaluate the > battery: > > 1. \*Fully discharge the collar- \*Use the collar until the battery is > completely drained and the device powers off. > 2. \*Leave it powered off for at least 5 hours- \*This rest period helps > reset the battery behavior. > 3. \*Charge the collar fully- \*Plug it in and allow it to reach 100% > without interruption. > 4. \*Monitor over the next 48 hours- \*Use the collar as usual and keep > an eye on the battery life. > > If the issue persists after completing these steps, please reply to this > email. > We'll send your case to our Collar Evaluation Team to determine next steps. > We're here to help! > > Best Regards, > Robinson > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Monday, September 8, 2025, 12:27 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 8, 2025, 4:27 PM "Ed Bella" > wrote: > > I received a new collar for Gunner as you informed me there was a defect > on his collar. > Since then his battery life has not been that long. As you can see from > the screen shot, these collars were both taken off the charger at the same > time. Actually Ruby's collar was on the charger less time as she went out > in the middle of the night. > > > > > - Looking for firearms training? > > - Join or Renew the NRA (discounted rates) > > - US Law Shield Legal Defense Program > > > >

**AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 20:24:04 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx is having charging/battery life issue with one of their collars Cx has two collars 25h4250791rt and 25h4281031rt Unsure which is having the issue / customer did not indicate Recap (When/Where/What the customer wants) battery life issue with one of their collars Is This Resolved/Follow-Up Required? Sending battery life troubleshooting steps If Follow Up Is Required (What/When) Optional Additional Info:

**TOPIC CHANGE | Agent (sR--y62-...) | 2025-09-16 20:24:13 UTC**

Added: SMYZ9ncRSlyKFeGsLX1pew

**EMAIL | Agent (sR--y62-...) | 2025-09-16 20:25:15 UTC**

**From:** support@halocollar.com

**To:** bellaer@gmail.com

**Subject:** Re: Log Submission

Hello Ed, Thank you for sharing that with us. Based on the information you've provided, it sounds like we need to proceed with some troubleshooting. Please join us in our virtual Dog Park for troubleshooting assistance. Dog Park: Here's how to reach our live video support team via the app: - Open the Halo App - Tap Settings - Tap Halo Dog Park - Tap Halo Support - Tap Join Session - Allow any requested permissions Agents available 9 am - 8 pm EST, 7 days a week Phone: Call us at (214) 238-9788 - 8 am - 6 pm EST (M-F) - 10



**STATUS CHANGE** / Agent (sR--y62-...) / 2025-09-16 20:25:16 UTC / Status: CLOSED

**STATUS CHANGE** / Agent (sR--y62-...) / 2025-09-16 20:25:16 UTC / Status: CLOSED

## Conversation: 40YtVfptR2-C5JmQdhG\_Xg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 20:18:32 UTC to 2025-09-16 20:39:43 UTC

**EMAIL | Customer (9pXT9w25...) | 2025-09-16 20:18:32 UTC**

**From:** clchaplin33.cc@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Dog collar

Still won't even show a green like when changing Sent from my iPhone > On Sep 15, 2025, at 7:34 PM, Halo Collar wrote: > > ■ > Hi Cassandra, > > I'm sorry to hear that your dog's collar won't turn on. Let's try a few troubleshooting steps: > > Charge the Collar: Ensure the collar is fully charged using the original charging cable. Look for a blinking green battery light while charging. > > Power On: Press and release the power button to turn it on. If the collar doesn't respond, try holding the button for a few seconds. > > Check Connections: Make sure the charging port is clean and dry. > > If these steps don't resolve the issue, please let us know, and we can explore further options. > > The Halo Collar Virtual Assistant > > On Monday, September 15, 2025, 11:33 PM "Casey Chaplin" wrote: >

**Agent (chgMWdgT...) | 2025-09-16 20:27:49 UTC | halocollar.com**

Hi Cassandra, thank you for waiting! My name is Brandon. I see you were chatting with our virtual assistant about your collar not charging. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**Agent (chgMWdgT...) | 2025-09-16 20:30:46 UTC | halocollar.com**

We're you able to get the collar to power on?

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 20:33:46 UTC**

**From:** support@halocollar.com

**To:** clchaplin33.cc@gmail.com

**Subject:** Halo Collar Troubleshooting Steps

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

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

On Tuesday, September 16, 2025, 4:18 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap

Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:18 PM "Casey Chaplin" wrote: > > > Still won't even show a green like when changing > > Sent from my iPhone > > > > On Sep 15, 2025, at 7:34 PM, Halo Collar wrote: > > > > ■ > > > Hi Cassandra, > > > > I'm sorry to hear that your dog's collar won't turn on. Let's try a few troubleshooting steps: > > > > Charge the Collar: Ensure the collar is fully charged using the original charging cable. Look for a blinking green battery light while charging. > > > > Power On: Press and release the power button to turn it on. If the collar doesn't respond, try holding the button for a few seconds. > > > > Check Connections: Make sure the charging port is clean and dry. > > > > If these steps don't resolve the issue, please let us know, and we can explore further options. > > > > The Halo Collar Virtual Assistant > > > > On Monday, September 15, 2025, 11:33 PM "Casey Chaplin" wrote: > > > >

**EMAIL | Customer (9pXT9w25...) | 2025-09-16 20:34:27 UTC**

**From:** clchaplin33.cc@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Troubleshooting Steps

Did that On Tue, Sep 16, 2025 at 4:33 PM Halo Collar wrote: > Hello Cassandra, > > Thank you for contacting us through our chat regarding the charging issue > with your Halo Collar. > We understand how frustrating this can be, but we're here to assist you! > > Here are troubleshooting steps to help get your collar charging > effectively: > > \*1. Check the Power Source\* > > - Ensure the collar is connected to the power cord and charging > adapter. > - Confirm that no lights turn on when the device is plugged in. > - Verify that the power block is properly plugged into the wall, and > ensure that any switches controlling the outlet are turned on. > - We recommend charging your collar using a wall adapter rather than a > computer. > > \*2. Check the Protective Case\* > > - Sometimes, the protective case can interfere with the charging > connection. > - Please remove the case by undoing the Velcro fasteners and try > charging the collar again. > > \*3. Test the Charging Equipment\* > > - To verify that the power block and charging cord are functioning > properly, try using them with another device, such as a USB-C phone. Make > sure the alternate device charges correctly. > > \*4. Inspect Charging Port\* > > - Check the gold pins for debris. > - Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry > fully before reconnecting. > > \*5. Perform a Hard Reset\* > > - Plug the collar into the power cord/adapter and ensure no lights are > turning on. > - Wait 5 minutes, then press and hold the \*ON\* button on the collar > for 15 seconds. Release the button and check for any LED lights. > - If the LED turns on, your collar should be good to go! > > > If the LED lights on your collar do not turn on after this reset, please > reach back out so we can assist with the next steps to resolve this issue. > > If you have any further questions and would like to speak to our live > support team, please feel free to reach out using the following article: How > to Contact Customer Support > and > we'll be happy to help! > > > > Best Regards, > Brandon > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 4:18 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:18 PM "Casey Chaplin" clchaplin33.cc@gmail.com> wrote: > > Still won't even show a green like when changing > Sent from my iPhone > > On Sep 15, 2025, at 7:34 PM, Halo Collar wrote: > > ■ > > Hi Cassandra, > > I'm sorry to hear that your dog's collar won't turn on. Let's try a few > troubleshooting steps: > > 1. > > \*Charge the Collar\*: Ensure the collar is fully charged using the > original charging cable. Look for a blinking green battery light while > charging. > 2. > > \*Power On\*: Press and release the power button to turn it on. If the > collar doesn't respond, try holding the button for a few seconds. > 3. > > \*Check Connections\*: Make sure the charging port is clean and dry. > > If these steps don't resolve the issue, please let us know, and we can > explore further options. > The Halo Collar Virtual

Assistant > > On Monday, September 15, 2025, 11:33 PM "Casey Chaplin"  
clchaplin33.cc@gmail.com> wrote: > > > >

**EMAIL | Agent (chgMWdgt...) | 2025-09-16 20:35:51 UTC**

**From:** support@halocollar.com

**To:** clchaplin33.cc@gmail.com

**Subject:** Re: Halo Collar Troubleshooting Steps

Hello Cassandra, I'd like to recommend that you contact our Live Support team for further assistance. They will be able to determine if the collar has an issue. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park Via the Halo App: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 4:34 PM "Casey Chaplin" wrote: > Did that > > On Tue, Sep 16, 2025 at 4:33 PM Halo Collar wrote: > > > Hello Cassandra, > > > Thank you for contacting us through our chat regarding the charging issue > > with your Halo Collar. > > We understand how frustrating this can be, but we're here to assist you! > > > Here are troubleshooting steps to help get your collar charging > > effectively: > > > \*1. Check the Power Source\* > > > - Ensure the collar is connected to the power cord and charging > > adapter. > > - Confirm that no lights turn on when the device is plugged in. > > - Verify that the power block is properly plugged into the wall, and > > ensure that any switches controlling the outlet are turned on. > > - We recommend charging your collar using a wall adapter rather than a > > computer. > > > \*2. Check the Protective Case\* > > > - Sometimes, the protective case can interfere with the charging > > connection. > > - Please remove the case by undoing the Velcro fasteners and try > > charging the collar again. > > > \*3. Test the Charging Equipment\* > > > - To verify that the power block and charging cord are functioning > > properly, try using them with another device, such as a USB-C phone. Make > > sure the alternate device charges correctly. > > > \*4. Inspect Charging Port\* > > > - Check the gold pins for debris. > > - Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry > > fully before reconnecting. > > > \*5. Perform a Hard Reset\* > > > - Plug the collar into the power cord/adapter and ensure no lights are > > turning on. > > - Wait 5 minutes, then press and hold the \*ON\* button on the collar > > for 15 seconds. Release the button and check for any LED lights. > > - If the LED turns on, your collar should be good to go! > > > > > If the LED lights on your collar do not turn on after this reset, please > > reach back out so we can assist with the next steps to resolve this issue. > > > If you have any further questions and would like to speak to our live > > support team, please feel free to reach out using the following article: How > > to Contact Customer Support > > and > > we'll be happy to help! > > > > > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > On Tuesday, September 16, 2025, 4:18 PM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 8:18 PM "Casey Chaplin" > clchaplin33.cc@gmail.com> wrote: > > > > Still won't even show a green like when charging > > Sent from my iPhone > > > > On Sep 15, 2025, at 7:34 PM, Halo Collar wrote: > > > > ■ > > > > Hi Cassandra, > > > > I'm sorry to hear that your dog's collar won't turn on. Let's try a few > > troubleshooting steps: > > > > 1. > > > > \*Charge the Collar\*: Ensure the collar is fully charged using the > > original charging cable. Look for a blinking green battery light while > > charging. > > 2. > > > > \*Power On\*: Press and release the power button to turn it on. If the > > collar doesn't respond, try holding the button for a few seconds. > > 3. > > > > \*Check Connections\*: Make sure the charging port is clean and dry. > > > > If these steps don't resolve the issue, please let us know, and we can > > explore further options. > > The Halo Collar Virtual

Assistant > > > On Monday, September 15, 2025, 11:33 PM "Casey Chaplin" >  
clchaplin33.cc@gmail.com> wrote: > > > > > > > >

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 20:39:11 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX states their unit isn't coming on and won't light up when charging Recap (When/Where/What the customer wants) Sent dead unit TS steps They said they already tried these steps Recomendend contact the DP for further TS Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 20:39:42 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (chgMWdgT...) | 2025-09-16 20:39:43 UTC

Added: w4-N2LKvQhW0agGKyIAnbg, mBJH5IIYT8e2\_OFrmpcDwA,  
mj\_RH99OSYKd8pMTh-TZ2g

## Conversation: uLCxaL5xR4iZ--emQLVOeQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:19:14 UTC to 2025-09-16 20:19:25 UTC

**Customer (eDloSo\_1...) | 2025-09-16 20:19:14 UTC | halocollar.com**

We received notification of our collar return on 6/30/2025 but we are not able to verify any financial refund, the reference is #meridian boise scheels 6/30/2025. returned Halo Collar (Serial Number: 25h4173229rt) . can you halp clear this up?

**System/AI | 2025-09-16 20:19:25 UTC | halocollar.com**

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

## Conversation: ddmdAzGLTDa7rjieuguWXQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 20:19:50 UTC to 2025-09-16 20:21:53 UTC

EMAIL | Agent (WnnJ5spb...) | 2025-09-16 20:19:50 UTC

**From:** support@halocollar.com

**To:** btro1627@icloud.com

**Subject:** How to Remove Skunk Odor:

Hi Michael, Below is the instructions on how to remove skunk odor that I thought may be helpful in the future. :) Skunk spray is tough to remove, but you can minimize the odor and protect your Halo Collar by following these steps. How to Remove Skunk Odor: Act QuicklyThe sooner you begin cleaning, the better your results will be.Wear GlovesSkunk spray is oily and may stick to your skin—use gloves during cleanup.Rinse with WaterGently rinse the collar or case to remove surface residue. Do not soak.Pre-TreatApply white vinegar or baking soda with a cloth or soft brush. Let sit for 15 minutes.Wash with Pet-Safe DetergentHand wash the collar or case. For extra odor control, you may add:1 cup of baking soda or ¼ cup of white vinegar to the washAir Dry in SunlightSunlight naturally helps neutralize odors. Make sure the collar is fully dry before using or charging it.Repeat if NeededIf the smell remains, repeat the steps or try an enzymatic cleaner designed for pet odors.Optional: Use Pet-Safe Odor RemoversCommercial pet-safe odor removers can be used, but always check for material compatibility. Important: Be sure your collar is completely dry before plugging it into a charger or putting it back on your dog. Need additional help? Please click: [How to Contact Customer Support](#), and we'll be happy to assist! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (WnnJ5spb...) | 2025-09-16 20:20:01 UTC

Added: w4-N2LKvQhW0agGKyIANbg

**STATUS CHANGE** | Agent (WnnJ5spb...) | 2025-09-16 20:21:53 UTC | Status: CLOSED



## Conversation: NSudm8n0ScmCmB07QCt32g

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:20:17 UTC to 2025-09-16 20:34:53 UTC

**PHONE\_CALL** | Customer (In6pMRLI...) | 2025-09-16 20:20:17 UTC

### AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 20:27:55 UTC

Live Team Notes Serial Numbers: 25h4173229rt FW: n/a Issue/ Need: cx returned the HC back in June, but I still haven't received a refund. Cx had bought the collar from Chewy and returned it to them, but they received a confirmation from Halo stating that we received their Halo collar Troubleshooting & Actions Taken: 25h4173229rt has been returned and checked in at the warehouse. Return RMA: meridian boise scheels 6/30/2025 Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap,Kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 20:33:26 UTC

Billing Team Escalation Notes Affected Serial Number: 25h4173229rt FW: n/a Order ID: 175388 RMA Ticket #: Subscription Start Date: May 18, 2025 8:10 PM Reason for Escalation: cx returned the HC back in June, but I still haven't received a refund. Cx had bought the collar from Chewy and returned it to them, but they received a confirmation from Halo stating that we received their Halo collar. 25h4173229rt has been returned and checked in at the warehouse. Return RMA: meridian boise scheels 6/30/2025 Requested Action: WISMO refund for returned collar

### EMAIL | Agent (R0Luxcqv...) | 2025-09-16 20:34:28 UTC

**From:** support@halocollar.com

**To:** wbaab@moscow.com

**Subject:** Halo Support: Your Request is Under Review

Hello Warren, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 20:34:42 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 20:34:53 UTC

Added: IDABD6XfSDadjp6utMv7LA



## Conversation: 7E9in9AlScuaa6QTLs5QOg

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:20:30 UTC to 2025-09-16 20:22:56 UTC

**Customer (qKf1IbFa...)** | 2025-09-16 20:20:30 UTC | halocollar.com

I just received my collar yesterday but didn't open it until just now. I was watching videos on how to set it up and there is NO beacon inside of the box?

**System/AI** | 2025-09-16 20:20:55 UTC | halocollar.com

Hi there! Just to let you know, Halo Beacons aren't included with the Halo Collar kits and aren't necessary for using the collar. They're optional accessories that can enhance the collar's functionality by creating safe zones or restricted areas. If you're interested, you can purchase beacons from the Halo Accessories Page. If you need any more help with your order, feel free to reach out anytime!

**Customer (qKf1IbFa...)** | 2025-09-16 20:21:19 UTC | halocollar.com

all the videos I saw says it comes with a beacon

**System/AI** | 2025-09-16 20:21:39 UTC | halocollar.com

It looks like there might have been some confusion. Halo Beacons are not included in the Halo Collar kit by default. They are optional accessories that you can purchase separately and aren't necessary for the collar to work. If you'd like to get one, you can check out the Halo Accessories Page. Let me know if there's anything else I can help with!

**Customer (qKf1IbFa...)** | 2025-09-16 20:22:38 UTC | halocollar.com

I am wanting to try this out but also want to be able to return it within 90 days if it doesn't work well for our scenario. If i cut the collar to fit my dog can I still return it?

**System/AI** | 2025-09-16 20:22:56 UTC | halocollar.com

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

## Conversation: soVe0Se0SnW4OXxYEvOarQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:20:47 UTC to 2025-09-16 20:22:13 UTC

**Customer (1zgQqMxl...) | 2025-09-16 20:20:47 UTC | halocollar.com**

My order is missing

**System/AI | 2025-09-16 20:21:09 UTC | halocollar.com**

Hi Ashton, I'm sorry to hear about your missing order. You can track your order status online by visiting the Order Status Dashboard and entering your order number along with your purchase email or shipping ZIP code. If your order is marked as delivered but you haven't received it, check around your property or with neighbors. If you still can't find it, please contact our live support team for further assistance.

**Customer (1zgQqMxl...) | 2025-09-16 20:21:41 UTC | halocollar.com**

It's still missing

**System/AI | 2025-09-16 20:22:13 UTC | halocollar.com**

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

## Conversation: zpjG5Hm-TjSXd2TTUB6esQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:21:57 UTC to 2025-09-16 20:26:24 UTC

### EMAIL | Agent (chgMWdgT...) | 2025-09-16 20:21:57 UTC

**From:** support@halocollar.com

**To:** jmorgan@halocollar.com

**Subject:** Halo Collar Refund Processed

Hello Jessica, We processed your refund for the \$562.43 to your original payment method on 9/12 in accordance with our Return Policy. As outlined in the policy, the following amounts were withheld: \$25 for return shipping and restockingThe original shipping cost (plus sales tax, where applicable) You can find full details here: Return Policy Details Please allow 7–10 business days for the refund to reflect on your account, depending on your bank's processing time. If you have any questions or need further assistance, reply to this email. We're happy to help. Best Regards, Brandon Halo Senior Customer Support  
Halo Collar | Here for you and your best friend■

**TOPIC CHANGE** | Agent (chgMWdgT...) | 2025-09-16 20:26:19 UTC

Added: mBJH5lIYT8e2\_OFrmpcDwA, w4-N2LKvQhW0agGKylANbg,  
IDABD6XfSDadjp6utMv7LA

### AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 20:26:21 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX was asking about their return 5cx1nzsg Recap (When/Where/What the customer wants) They were refunded on 9/12 for \$562.43 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 20:26:24 UTC | Status: CLOSED

## Conversation: -JxccfBoTxOpAw6ytqkjJg

Messages: 8 | Customers: 1 | Duration: 2025-09-16 20:23:07 UTC to 2025-09-16 20:43:20 UTC

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 20:23:07 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 20:23:12 UTC

Added: ZKYz4UsHRG6\_\_sFoccYiEA

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 20:34:35 UTC

Live Team Notes Serial Numbers: 25h4212000rt FW: v.03.00.05 Issue/ Need: Cx says the collar lags more than the other collar. Troubleshooting & Actions Taken: Checked for updates-up to date. Checked fitment and feedback settings. We performed a hard reset. Then, hand test for accuracy. The collar is now a bit better and faster. Pushed the latest firmware. 03.01.02 Explained GPS level settings. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 20:37:41 UTC

Added: -LmskJFZShWIO0nMJuMqlA

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 20:38:56 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Emily Geesaman Email: emily.geesaman@yahoo.com Phone number: 2157714570 Collar SN: 25h4212000rt Collar Model: Halo 4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 682 Camp Wawa Rd. City: Schwenksville State: PA Postal code: 19473 Country: US What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Strap Kit ( tools and screws to adjust) For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 20:39:17 UTC

**From:** support@halocollar.com  
**To:** emily.geesaman@yahoo.com  
**Subject:** Halo Collar: Thank you!

Hello Emily, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (sR--y62-...) | 2025-09-16 20:43:19 UTC

**From:** support@halocollar.com  
**To:** emily.geesaman@yahoo.com  
**Subject:** Re: Halo Collar: Thank you!

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

adjustment kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status. If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend. On Tuesday, September 16, 2025, 4:39 PM support@halocollar.com wrote: > Hello Emily, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Aaron > Halo Customer Support > Halo Collar | Here for you and your best friend. > > Need more help? > support@halocollar.com | Halo Help Center > Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 20:43:20 UTC | Status: CLOSED

## Conversation: I\_G48vwrRXipzVWnxKc-ug

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:23:30 UTC to 2025-09-16 20:31:53 UTC

**PHONE\_CALL** | Customer (LXRZENFZ...) | 2025-09-16 20:23:30 UTC

### **AGENT NOTE** | Agent (DBqblO4n...) | 2025-09-16 20:31:44 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: unk Email: unk Phone Number: 14055901323 Collar SN: Collar FW: Collar Purchased From: Resources: Recap/TS: Caller just rec'vd collar and had questions regarding fitment and beacons. Advsd cx that cutting the collar to fit does not void the ability to return the collar. Advsd cx beacons are no longer included in the kit. Cx declined to provide email addy to notate acct. Next Steps: Unable to send phone f/u p/r.

**TOPIC CHANGE** | Agent (DBqblO4n...) | 2025-09-16 20:31:52 UTC

Added: AVsoTQKaSymxoS3VLQPyA

**STATUS CHANGE** | Agent (DBqblO4n...) | 2025-09-16 20:31:53 UTC | Status: CLOSED

## Conversation: nP6Rb57CSEenlr7va-tUzg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:23:59 UTC to 2025-09-16 22:35:01 UTC

**Customer (iK4bij-x...)** | 2025-09-16 20:23:59 UTC | halocollar.com

How can my wife use the app for our dog. I have already set everythin up on my phone

**System/AI** | 2025-09-16 20:24:25 UTC | halocollar.com

To let your wife use the Halo app for your dog, just have her log in with the same credentials on her device. The app doesn't support separate user profiles, so sharing the same account is necessary. By using the same login, she'll have full access to the app, including tracking, manual feedback, and collar settings. Make sure she completes the User Training to understand the safe and proper handling of the collar. If you have any more questions, feel free to ask!

**Customer (iK4bij-x...)** | 2025-09-16 20:33:31 UTC | halocollar.com

Thanks that works

**System/AI** | 2025-09-16 20:34:03 UTC | halocollar.com

You're welcome, Danny! I'm glad I could help. If you have any other questions or need further assistance, don't hesitate to reach out. Have a great day with your furry friend!

**STATUS CHANGE** | Unknown | 2025-09-16 22:35:01 UTC | Status: CLOSED

## Conversation: \_ab6Rn8-Q-iD5tyBmXx\_Kw

Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:24:42 UTC to 2025-09-16 22:25:58 UTC

**EMAIL | Customer (xImpNrDo...) | 2025-09-16 20:24:42 UTC**

**From:** aadamsm11@yahoo.com

**To:** support@halocollar.com

**Subject:** Missing order

Hello, My order seems to be missing. I tried tracking it but nothing is showing up in the updates since September 12th. Ashton Adams Sent from my iPhone

**STATUS CHANGE** | Unknown | 2025-09-16 22:25:58 UTC | Status: CLOSED



## Conversation: 7Efeof\_zTai20tL-xm9iig

Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:26:27 UTC to 2025-09-16 22:27:58 UTC

EMAIL | Customer (VR6i4igC...) | 2025-09-16 20:26:27 UTC

**From:** mfrench7@gmail.com

**To:** support@halocollar.com

**Subject:** Josie's halo 4 collar

Hello, Josie's Halo 4 collar, which has been replaced at least 4 times, has started doing the same thing previous Halo 4 collars have done in the past: after a full charge, it will run for about 12 hours and then it stops responding. It has been very frustrating how undependable the Halo 4 collars are and you all don't seem to be able to fix the problem. Would there be a way that we could return the Halo 4 collar and get a Halo 3 collar instead? Mike

**STATUS CHANGE** | Unknown | 2025-09-16 22:27:58 UTC | Status: CLOSED

## Conversation: amn5MRV4Rbi6zuY-i3ZUvA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:27:30 UTC to 2025-09-16 20:43:36 UTC

### EMAIL | Agent (GG24uY2b...) | 2025-09-16 20:27:30 UTC

**From:** support@halocollar.com  
**To:** snyder2202@yahoo.com  
**Subject:** Confirming Shipping Address

Hello! Here is the link to confirm your shipping address! With pawsitivity, Acacia Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### AGENT NOTE | Agent (GG24uY2b...) | 2025-09-16 20:38:20 UTC

Live Team Notes Serial Numbers: 25h4223079rt FW: v.03.00.05 Issue/ Need: Confirming shipping address Troubleshooting & Actions Taken: Sent cx direct link to confirm shipping address Cx couldn't access it on call, but was going to try to access it after the call Informed cx that they would receive a follow up email, and to reach back out if the link was also giving them further issues Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Slack Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (GG24uY2b...) | 2025-09-16 20:42:54 UTC

**From:** support@halocollar.com  
**To:** snyder2202@yahoo.com  
**Subject:** Re: Confirming Shipping Address

Hello Nate, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I went ahead and added that confirmation link here for you as well! Here is the link to confirm your shipping address! You will need to confirm your shipping address before we can ship your replacement out to you. If this link gives you any issues or you are unable to confirm your shipping address, please do not hesitate to reach back out! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Acacia Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:27 PM support@halocollar.com wrote: > Hello! > > Here is the link to confirm your shipping address! > > With pawsitivity, > Acacia > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (GG24uY2b...) | 2025-09-16 20:43:34 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (GG24uY2b...) | 2025-09-16 20:43:36 UTC | Status: CLOSED

## Conversation: hLiCxyzyS2qd2gV5FnY-jg

Messages: 10 | Customers: 1 | Duration: 2025-09-16 20:29:57 UTC to 2025-09-16 21:49:20 UTC

PHONE\_CALL | Customer (fMSEV5\_2...) | 2025-09-16 20:29:57 UTC

EMAIL | Agent (XFHTycPM...) | 2025-09-16 20:36:15 UTC

**From:** support@halocollar.com

**To:** cheryldaves@gmail.com

**Subject:** Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Cheryl, Thank you for reaching out. My name is Mustafa. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order Important Notes Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Mustafa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (XFHTycPM...) | 2025-09-16 20:37:56 UTC

First and Last Name: Cheryl Hall Email: cheryldaves@gmail.com Phone Number: 5166505494 Collar SN: 22h222270rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Recap/TS: Had this halo collar for 3 years and wanted to see if she can add another collar. The collar is all worn out - strap and the cover case Next Steps: Explained to her about purchasing the strap and covercase and she didnt want to pay for shipping. She wanted to instead get an upgrade using Halo care. Sent email with instructions on how to do it. All set for now.

STATUS CHANGE | Agent (XFHTycPM...) | 2025-09-16 20:38:37 UTC | Status: CLOSED

EMAIL | Customer (fMSEV5\_2...) | 2025-09-16 20:46:59 UTC

**From:** cheryldaves@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Is it possible to make sure that the strap is small? Sent from my iPhone On Sep 16, 2025, at 4:36 PM, Halo Collar wrote: Hello Cheryl, Thank you for reaching out. My name is Mustafa. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions \* Sign in to your account at [www.halocollar.com](http://www.halocollar.com) \* On the left-hand menu, click Replace My Collar \* Select Redeem Halo Care or Protection \* Choose the collar you want to replace from the list \* You'll see the replacement price based on your Halo Care plan and any membership discount \* Click Confirm to continue your replacement order Important Notes \* Be sure to select the correct collar, it will be deactivated and cannot be reused \* The collar is deactivated for your dog's safety \* If you don't see your collar in the list: \* You may need to add it using the Serial Number and your Order Number For more

information on our coverage options, please refer to the following articles: What is Halo Care?

(<https://support.halocollar.com/hc/en-us/articles/4407672236055-What-is-Halo-Care->)  
What is Halo Protection? (<https://support.halocollar.com/hc/en-us/articles/5729323187991-What-is-the-Halo-Protection-Plan->) If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Mustafa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Customer (fMSEV5\_2...) | 2025-09-16 20:46:59 UTC | Status: OPEN

**EMAIL | Agent (sR--y62-...) | 2025-09-16 21:06:00 UTC**

**From:** support@halocollar.com

**To:** cheryldaves@gmail.com

**Subject:** Re: Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Cheryl, Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. When you are selecting color of the strap you wish to purchase, there is a spot to click to order a small strap. Just click it and the strap you receive will be the small size. I've attached a screenshot for you. If you have any further questions or concerns, please do not hesitate to contact us. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 4:46 PM "Cheryl Daves" wrote: > Is it possible to make sure that the strap is small? > > Sent from my iPhone > On Sep 16, 2025, at 4:36 PM, Halo Collar wrote: > > Hello Cheryl, > > Thank you for reaching out. My name is Mustafa. I'll be assisting you. > How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection > If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. > Step-by-Step Instructions > \* Sign in to your account at [www.halocollar.com](http://www.halocollar.com) > \* On the left-hand menu, click Replace My Collar > \* Select Redeem Halo Care or Protection > \* Choose the collar you want to replace from the list > \* You'll see the replacement price based on your Halo Care plan and any membership discount > \* Click Confirm to continue your replacement order Important Notes > \* Be sure to select the correct collar, it will be deactivated and cannot be reused > \* The collar is deactivated for your dog's safety > \* If you don't see your collar in the list: > \* You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care?

(<https://support.halocollar.com/hc/en-us/articles/4407672236055-What-is-Halo-Care->)  
What is Halo Protection? (<https://support.halocollar.com/hc/en-us/articles/5729323187991-What-is-the-Halo-Protection-Plan->) > If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! > With pawsitivity, > Mustafa Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 21:06:02 UTC | Status: CLOSED

**EMAIL | Customer (fMSEV5\_2...) | 2025-09-16 21:49:20 UTC**

**From:** cheryldaves@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

I ordered a replacement upgrade Sent from my iPhone On Sep 16, 2025, at 5:06 PM, Halo Collar wrote: Hello Cheryl, Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. When you are selecting color of the strap you wish to purchase, there is a spot to click to order a small strap. Just click it

and the strap you receive will be the small size. I've attached a screenshot for you. If you have any further questions or concerns, please do not hesitate to contact us.  
(<https://www.halocollar.com/product/collar-strap/>) Best Regards , Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 4:46 PM "Cheryl Daves" wrote: Is it possible to make sure that the strap is small? Sent from my iPhone On Sep 16, 2025, at 4:36 PM, Halo Collar wrote: Hello Cheryl, Thank you for reaching out. My name is Mustafa. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions \* Sign in to your account at [www.halocollar.com](http://www.halocollar.com) \* On the left-hand menu, click Replace My Collar \* Select Redeem Halo Care or Protection \* Choose the collar you want to replace from the list \* You'll see the replacement price based on your Halo Care plan and any membership discount \* Click Confirm to continue your replacement order Important Notes \* Be sure to select the correct collar, it will be deactivated and cannot be reused \* The collar is deactivated for your dog's safety \* If you don't see your collar in the list: \* You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? (<https://support.halocollar.com/hc/en-us/articles/4407672236055-What-is-Halo-Care->) What is Halo Protection? (<https://support.halocollar.com/hc/en-us/articles/5729323187991-What-is-the-Halo-Protection-Plan->) If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Mustafa Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Customer (fMSEV5\_2...) | 2025-09-16 21:49:20 UTC | Status: OPEN

## Conversation: 5Jl0t0rZQQOuJ2SarSzZEg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:30:57 UTC to 2025-09-16 21:05:12 UTC

**PHONE\_CALL** | Customer (hqHMDxJl...) | 2025-09-16 20:30:57 UTC

**PHONE\_CALL** | Agent (JcamaQTb...) | 2025-09-16 20:52:13 UTC

**EMAIL | Agent (JcamaQTb...) | 2025-09-16 21:04:17 UTC**

**From:** support@halocollar.com

**To:** fiberglassxb@gmail.com

**Subject:** Halo Collar, Your Request Has Been Escalated

Hello Nate, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, MeLissa Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (JcamaQTb...) | 2025-09-16 21:04:57 UTC**

First and Last Name: Nate Ratcliffe Email: fiberglassxb@gmail.com Phone Number: 12063360783 Collar SN: 24h3242473rt Collar FW: v.03.00.05 Collar Purchased From: Resources: Gladly AP Recap/TS: Collar is 49 days out of warranty, and now it's not charging. He was sent a charging kit and did all the TS steps. He went through CET, and they said they can't find anything wrong with the collar. The cx is upset and frustrated with how this has been handled and the amount of money he has spent on this collar. Esc to manager Sent follow-up email w/ Manager Request Escalation (EMAIL) macro Next Steps: Manager Request Notes Customer Information Serial Number: 24h3242473rt Firmware Version: v.03.00.05 Order Number: AM-FBA1869Q8W0B Why is this being escalated? (What happened?) The cx is upset and frustrated with how this has been handled and the amount of money he has spent on this collar. The collar is 49 days out of warranty, and now it's not charging. He was sent a charging kit and did all the TS steps. He went through CET, and they said they can't find anything wrong with the collar. What is the customer requesting? The customer wants to speak with someone to see if there is anything else that can be done. In his words, he finds it odd that he has spent \$700 on this collar only for it to quit working after the warranty has run out, and now he's being told that he has to spend even more money to make the collar work again. What has already been done with the customer? (Previous steps taken?) The customer has done troubleshooting steps with customer support and gone through the Collar Evaluation Team. Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) Phone - Any time is fine. EST time zone Phone number: Cell - 206-949-6091 Email address: fiberglassxb@gmail.com Please do not promise a time frame for a response.

**TOPIC CHANGE** | Agent (JcamaQTb...) | 2025-09-16 21:05:12 UTC

Added: IE0X\_KncQl6vMmRGK1vGrA

## Conversation: ggQ1uXkpT3WHAIJCW25Heg

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 20:32:10 UTC to 2025-09-16 20:37:41 UTC*

**PHONE\_CALL** | Customer (68pteAPv...) | 2025-09-16 20:32:10 UTC

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:37:41 UTC | Status: CLOSED

## Conversation: osHMJuqtQUm9rCm\_FhLoAw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:32:16 UTC to 2025-09-16 20:33:09 UTC

### AGENT NOTE | Agent (vi\_2Fjmb...) | 2025-09-16 20:32:16 UTC

Live Team Notes Serial Numbers: 24h4464811rt - Nelli FW: v. 03.00.05 Applied Issue/Need: The cx had called a couple of days ago and got an email that the collar needed to be replaced Troubleshooting & Actions Taken: Quinn emailed them two days ago to get the collar replaced per the email above Confirmed that the collar is no longer on the dog I submitted the Warranty ID: AW-20250916-46197 Sent the link on the chat, the cx was able to confirm the address Now AP shows RMA created in NetSuite Advised: 3-5 days for delivery Not to use the collar anymore Return the old collar with the label received in the replacement box Keep accessories to switch them to the new collar Informed that they will receive a one-question survey via email, so their feedback would be appreciated Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (vi\_2Fjmb...) | 2025-09-16 20:32:45 UTC

**From:** support@halocollar.com

**To:** calinratlief@gmail.com

**Subject:** Halo Support Warranty Request Submitted - Nelli's

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

**TOPIC CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 20:33:02 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, WprjYFTuRsSIVmqirbejqg

**STATUS CHANGE** | Agent (vi\_2Fjmb...) | 2025-09-16 20:33:09 UTC | Status: CLOSED



## Conversation: k8ndMBnIR\_GTe3XZoPQfqw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:32:23 UTC to 2025-09-16 20:55:12 UTC

PHONE\_CALL | Customer (xrWbDJee...) | 2025-09-16 20:32:23 UTC

### AGENT NOTE | Agent (3RoJgjXU...) | 2025-09-16 20:44:59 UTC

Live Team Notes Serial Numbers:25h4194465rt FW:v.03.00.05 Issue/ Need:Cx called needing assistance to get his address verified. Troubleshooting & Actions Taken: Advised cx to log into his account, then try the link. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly, Admin Please complete all steps in the Tier 1 Troubleshooting Guide before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (3RoJgjXU...) | 2025-09-16 20:48:53 UTC

**From:** support@halocollar.com

**To:** jeremyacafe@hotmail.com

**Subject:** Address Verification

Hello Jeremy, I hope this email finds you well. Here is the link to verify your address: <https://www.halocollar.com/warranty-access?warrantyID=AW-xxxxxxx-xxxxx>  
AW-20250912-45409 With pawsitivity, Delta Halo Customer Support Halo Collar | Here for you and your best friend Need more help? support@halocollar.com | Halo Help Center  
Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week  
Join Session to speak with the next available agent

### EMAIL | Agent (3RoJgjXU...) | 2025-09-16 20:54:13 UTC

**From:** support@halocollar.com

**To:** jeremyacafe@hotmail.com

**Subject:** Re: Address Verification

Hello Jeremy, My name is Delta, and I want to thank you for your call. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Delta Halo Customer Support Halo Collar | Here for you and your best friend Need more help? support@halocollar.com | Halo Help Center  
Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week  
Join Session to speak with the next available agent  
On Tuesday, September 16, 2025, 3:48 PM support@halocollar.com wrote: > Hello Jeremy, > I hope this email finds you well. Here is the link to verify your address: > <https://www.halocollar.com/warranty-access?warrantyID=AW-xxxxxxx-xxxxx> > >  
AW-20250912-45409 > > With pawsitivity, > Delta > Halo Customer Support > Halo Collar | Here for you and your best friend > Need more help? > support@halocollar.com | Halo Help Center > Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent >

TOPIC CHANGE | Agent (3RoJgjXU...) | 2025-09-16 20:54:47 UTC

Added: zHerDDHSRyKoaFtPZdCcew

**STATUS CHANGE** | Agent (3RoJgjXU...) | 2025-09-16 20:55:12 UTC | Status: CLOSED

## Conversation: TLPDZ3XKR4ybuEU31-NoDw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:32:57 UTC to 2025-09-16 20:36:06 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 20:32:57 UTC

Added: bDcJwjoMTjeffz13hM6gAA, BV6q0qW9QZKAbEVdca7vNQ, OfTt8viJQcq6OAbjGHI0iQ

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 20:34:30 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx states they returned the collars but have not received their membership plan refund Recap (When/Where/What the customer wants) AP- no collars on the account Order: 1643577 is showing a refund today 9/16 \$396.43 Stripe; cx plan has also been cancelled & last two payments refunded (\$9.99) Is This Resolved/Follow-Up Required? Resolved - letting cx know it may take 5-10 business days to show on statement If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 20:36:01 UTC

**From:** support@halocollar.com

**To:** brooksmclean@gmail.com

**Subject:** Your Halo Collar Refund

Hello Brooks, We've processed your refund for the \$396.43 as well as your last two membership payments of \$9.99 to your original payment method in accordance with our Return Policy. As outlined in the policy, the following amounts were withheld: \$25 for return shipping and restocking The original shipping cost (plus sales tax, where applicable) You can find full details here: Return Policy Details Please allow 7-10 business days for the refund to reflect on your account, depending on your bank's processing time. If you have any questions or need further assistance, reply to this email. We're happy to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 20:36:06 UTC | Status: CLOSED

## Conversation: 8bdhbVkyQMGG1xXKss3wkA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 20:34:13 UTC to 2025-09-16 22:35:01 UTC

**Customer (w5UY4Uq7...)** | 2025-09-16 20:34:13 UTC | halocollar.com

How do I change my dogs collar to make it stronger?

**System/AI** | 2025-09-16 20:34:39 UTC | halocollar.com

To make your dog's Halo Collar stronger, ensure you are using the correct contact tips for your dog's coat and size. Adjust the feedback settings in the Halo App by selecting your pet, swiping up on the Pet Card, and tapping Feedback Settings. You can increase the static feedback intensity if needed, but always start at a low level and adjust gradually. Make sure the collar is fitted snugly with the contact tips touching the skin for optimal performance.

**STATUS CHANGE** | Unknown | 2025-09-16 22:35:01 UTC | Status: CLOSED

## Conversation: 1\_y6sW9dRdGs9qwjsM337w

Messages: 10 | Customers: 1 | Duration: 2025-09-16 20:35:21 UTC to 2025-09-16 20:59:33 UTC

**PHONE\_CALL** | Customer (BGgd4OQT...) | 2025-09-16 20:35:21 UTC

**PHONE\_CALL** | Agent (kx0B3Ww9...) | 2025-09-16 20:44:25 UTC

**EMAIL | Agent (kx0B3Ww9...) | 2025-09-16 20:50:11 UTC**

**From:** support@halocollar.com

**To:** whitecornercottage2017@gmail.com

**Subject:** Halo Support Accessories Order

Hello Greg, Thank you for calling Halo Support today. This is Joy. It was truly a pleasure speaking with you and learning more about you and your pup. I've gone ahead and submitted the request to have your charging kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Joy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 20:50:20 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Greg Bonfiglio Email: whitecornercottage2017@gmail.com Phone Number: +15173762358 Collar SN: 24h3311907rt Collar FW: v.02.08.11 Collar Purchased From: Halo Resources: AP Recap/TS: Collar stopped charging. cx plugged it in yesterday and nothing happened. Cx says he has tried a reset, cx does not have another cord or another device to test with. Had cx take off the pro case Plug the collar in for 5 minutes Did a 15 seconds reset Per ts guide, sending a new kit to cx Next Steps: Sending email to cx Cx is one day oow (can be extended if the charging kit does not help).

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 20:50:35 UTC

Added: -LmskJFZShWIO0nMJuMqlA

**AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 20:50:42 UTC**

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Greg Bonfiglio Email: whitecornercottage2017@gmail.com Phone number: +15173762358 Collar SN: 24h3311907rt Collar Model: Halo 3 (Magnetic) Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 11180 Rustic Rdg Ln City: Fenton State: MI Postal code: 48430 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H3 Mag Charge, Block & Cable (full kit) For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

**STATUS CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 20:50:48 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 20:55:39 UTC | Status: OPEN

**EMAIL | Agent (sR--y62-...) | 2025-09-16 20:59:31 UTC**

**From:** support@halocollar.com

**To:** whitecornercottage2017@gmail.com

**Subject:** Re: Halo Support Accessories Order

Hello Greg, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for an H3 charging kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status. If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend. ■ On Tuesday, September 16, 2025, 4:50 PM support@halocollar.com wrote: > Hello Greg, > > Thank you for calling Halo Support today. This is Joy. It was truly a pleasure speaking with you and learning more about you and your pup. > > I've gone ahead and submitted the request to have your charging kit shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Joy > Halo Customer Support > Halo Collar | Here for you and your best friend. ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 20:59:33 UTC | Status: CLOSED

## Conversation: xj6lIVU4Thmy9UTlpWTRqg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:35:29 UTC to 2025-09-16 20:35:46 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 20:35:29 UTC

Live Team Notes Serial Numbers: N/A FW: Issue/ Need: Just bought 2 dog collars and the app will not let him set up Troubleshooting & Actions Taken: Adv a membership needs to be set up first Adv how to add membership online & then how to add collars Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (VM047vR9...) | 2025-09-16 20:35:35 UTC

**From:** support@halocollar.com

**To:** constancematson@gmail.com

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

Hello Constance, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 20:35:46 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, bDcJwjoMTjeffz13hM6gAA, UNYy8zJMRzuqZ0-CQlyc1Q

**STATUS CHANGE** | Agent (VM047vR9...) | 2025-09-16 20:35:46 UTC | Status: CLOSED

## Conversation: GojetKYiRJOImEKu7UE0bQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:36:18 UTC to 2025-09-16 20:54:48 UTC

**PHONE\_CALL** | Customer (0bzV6k2O...) | 2025-09-16 20:36:18 UTC

**PHONE\_CALL** | Agent (hY11vVd1...) | 2025-09-16 20:36:57 UTC

**TOPIC CHANGE** | Agent (hY11vVd1...) | 2025-09-16 20:54:14 UTC

Added: NCR2euIFTRyzoCpXePNHpw

**EMAIL | Agent (hY11vVd1...) | 2025-09-16 20:54:32 UTC**

**From:** support@halocollar.com

**To:** tangar@hotmail.com

**Subject:** Halo Support Follow Up

Hello Sarah, Thank you for calling Halo Support today. This is [RES]Jamie. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, [RES]Jamie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (hY11vVd1...) | 2025-09-16 20:54:34 UTC**

Live Team Notes Serial Numbers: Pre - Purchase FW: Issue/ Need: CX area does not have strong wifi CX asked about the reliability of the Collar CX asked about the difference between ordering on Amazon to Halo website Troubleshooting & Actions Taken: Advised that the collar works on LTE and satellite Advised the collar will work outside of wifi Advised of \$50 Gift Card if they order two through Amazon Advised that delivery would be faster through Amazon Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (hY11vVd1...) | 2025-09-16 20:54:48 UTC | Status: CLOSED



## Conversation: daaaVSTOS3OI6j2G4R5zew

Messages: 6 | Customers: 1 | Duration: 2025-09-16 20:36:29 UTC to 2025-09-16 22:41:05 UTC

**Customer (\_zTdlfUP...)** | 2025-09-16 20:36:29 UTC | halocollar.com

None of the lights work on the collar anymore

**System/AI** | 2025-09-16 20:36:56 UTC | halocollar.com

Hi there! If your Halo Collar lights aren't working, let's try a few steps to fix it: Check Power Source: Make sure the collar is plugged into a USB-C cable and charging block, not a computer. Look for any LED lights on the collar. Inspect Charging Port: Check for dirt or debris on the charging pins and clean them gently. Perform a Hard Reset: Keep the collar plugged in for at least 5 minutes, hold the power button for 15 seconds, then release. If the lights still don't work, please reach out to Halo live support for further help.

**Customer (\_zTdlfUP...)** | 2025-09-16 20:39:32 UTC | halocollar.com

Do the collars have updated

**Customer (\_zTdlfUP...)** | 2025-09-16 20:39:43 UTC | halocollar.com

Need updates

**System/AI** | 2025-09-16 20:40:28 UTC | halocollar.com

Hi there! Yes, Halo Collars do receive firmware updates to improve performance and fix any issues. These updates happen automatically when the collar is charging and connected to Wi-Fi or cellular. To see if an update is available, check the Halo App for an "Out of Date" notification. Make sure your collar is connected to Wi-Fi for faster updates, as some updates require Wi-Fi only. If necessary, you can also perform a wired update for older firmware versions. Keeping your collar updated ensures the best performance and GPS accuracy.

**STATUS CHANGE** | Unknown | 2025-09-16 22:41:05 UTC | Status: CLOSED

## Conversation: 0niNC\_9WShml09hQsA8\_6g

Messages: 3 | Customers: 1 | Duration: 2025-09-16 20:37:14 UTC to 2025-09-16 22:38:03 UTC

**Customer (MgiVfzLI...)** | 2025-09-16 20:37:14 UTC | halocollar.com

cancel subscription

**System/AI** | 2025-09-16 20:37:39 UTC | halocollar.com

To cancel your Halo subscription, please log in to your account on the Halo website. Once logged in, navigate to your account dashboard and select "Cancel Plan." A pop-up will appear; click "Confirm" to finalize the cancellation. Your plan will remain active until the end of the current billing cycle. If you wish to undo the cancellation before the cycle ends, you can click "Restore" to continue your plan without interruption.

**STATUS CHANGE** | Unknown | 2025-09-16 22:38:03 UTC | Status: CLOSED

## Conversation: DwX4iXGhSoWtKuVdAN1DAg

Messages: 10 | Customers: 1 | Duration: 2025-09-16 20:37:34 UTC to 2025-09-16 21:02:05 UTC

**Customer (9xWgs2u7...)** | 2025-09-16 20:37:34 UTC | halocollar.com

I didn't receive anything with the new collar owing instructions to send the broken one back

**System/AI** | 2025-09-16 20:38:21 UTC | halocollar.com

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

**AGENT NOTE | Agent (LZsYfs6M...)** | 2025-09-16 20:45:43 UTC

Live Team Notes Serial Numbers: 25h4330021rt FW: 03.00.05 Issue/ Need: Cx never received a return label to send damaged collar back to HC Troubleshooting & Actions Taken: -Recorded cx phone number and shipping address -Will submit label req for cx Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 20:46:00 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**AGENT NOTE | Agent (LZsYfs6M...)** | 2025-09-16 20:47:53 UTC

Label Request Notes RMA Number from Admin Portal- AW-20250826-42163 Reason for Request- Cx never received a return label once she did receive WR collar Accessory or Collar- Collar Customer's Shipping Address- 1323 South Highway 19, Herman, MO, 65041 If the Shipping Address or the RMA Number is missing, we will not be able to send the label and the conversation will be sent back to you to complete

**EMAIL | Agent (LZsYfs6M...)** | 2025-09-16 20:48:06 UTC

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

**To:** [danielledixon512@gmail.com](mailto:danielledixon512@gmail.com)

**Subject:** Halo Collar Shipping Label Update

Hello Danielle, Thanks for reaching out! My name is Taijon, and I'm happy to help get this sorted for you! I've just submitted a request for a new shipping label to be sent to your email. These typically arrive within 1–2 business days, so keep an eye on your inbox. A few quick tips: The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. If you have any other questions, please let us know! With pawsitivity, Taijon Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 20:48:25 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

**AGENT NOTE | Agent (K5Oem0q0...)** | 2025-09-16 21:00:33 UTC

Label request: Warranty # AW-20250826-42163 Tracking #791943159120

**EMAIL | Agent (K5Oem0q0...)** | 2025-09-16 21:01:44 UTC

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

**To:** [danielledixon512@gmail.com](mailto:danielledixon512@gmail.com)

**Subject:** Halo Collar Shipping Label

Hello Danielle, My name is Jessica, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 09/29, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:48 PM support@halocollar.com wrote: > Hello Danielle, > > Thanks for reaching out! My name is Taijon, and I'm happy to help get this sorted for you! > > I've just submitted a request for a new shipping label to be sent to your email. > These typically arrive within 1–2 business days, so keep an eye on your inbox. > > A few quick tips: > The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. > > If you have any other questions, please let us know! > > With pawsitivity, > Taijon > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 21:02:05 UTC | Status: CLOSED

## Conversation: \_-iJApllQtCHpzC0hRZwKQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:37:37 UTC to 2025-09-16 20:38:54 UTC

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 20:37:37 UTC

Added: Of8t8viJQcq6OAbjGHI0iQ, BV6q0qW9QZKAbEVdca7vNQ

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 20:38:26 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx states they returned the collar to Amazon & would like to cancel/refund their membership Recap (When/Where/What the customer wants) AP - collar still linked to the account but was last heard 7/11/25 Stripe; cancelled plan immediately & refunded last charge Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 20:38:49 UTC

**From:** support@halocollar.com

**To:** tvilleauto@gmail.com

**Subject:** Halo Collar Subscription Update

Hello Kelly, Thanks for reaching out to Halo Support! My name is Katherine. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 20:38:54 UTC | Status: CLOSED

## Conversation: VG33MuwcR2a\_nZG4ffV1\_w

Messages: 4 | Customers: 1 | Duration: 2025-09-16 20:37:40 UTC to 2025-09-16 20:44:10 UTC

**PHONE\_CALL** | Customer (vpeosuCo...) | 2025-09-16 20:37:40 UTC

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:43:07 UTC

Added: 76jKdDJqQKG1X52gm4kjGg, SMYZ9ncRSlyKFeGsLX1pew

### **AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 20:43:08 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Hallie Bobula Email: halliebobula@gmail.com Phone Number: +19063902599 Collar SN: 23h3360931rt, 23h3361501rt Collar FW: v.02.08.11 Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx's collars not charging properly/holding charge. According to AP, the collars FW is outdated and pushed the newest FW update. Advised cx to keep the collars plugged, so the FW updates. If issues still persist after FW update, to reach us out again. Next Steps: Wait for cx to F/U.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 20:44:10 UTC | Status: CLOSED

## Conversation: 2otP5duFTV6yRdTY2W9-3Q

Messages: 5 | Customers: 1 | Duration: 2025-09-16 20:38:28 UTC to 2025-09-16 20:59:21 UTC

**PHONE\_CALL** | Customer (9sEqV-xn...) | 2025-09-16 20:38:28 UTC

**EMAIL | Agent (R0Luxcqv...) | 2025-09-16 20:54:49 UTC**

**From:** support@halocollar.com

**To:** drakemallard@comcast.net

**Subject:** Halo Collar - WR AW-20250522-19137 - Verify address

Hello Jessica, We're processing your warranty replacement request and just need to confirm your shipping address before we proceed. To verify your address, please click the link below: [Verify Address for Warranty Replacement](#) Once your address is confirmed, we'll move forward with the replacement. If you have any questions or need assistance, feel free to reply to this email. With pawsitivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 20:55:34 UTC**

Live Team Notes Serial Numbers: 25h4040200rt FW: v.03.00.05 Warranty ID: AW-20250522-19137 Issue/ Need: cx is experiencing a problem with the collar and tried contacting HR and that didn't help. It's a consistent issue with all the collars she had before. Troubleshooting & Actions Taken: Address verification link sent Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, Kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 20:55:40 UTC

Added: oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 20:59:21 UTC | Status: CLOSED