

# Gladly Customer Support Conversations - Chat Messages & Quick Support

Part 1 of 4 | Conversations 1-270

Generated on 2025-09-22 12:38:43

## Conversation: vhGOxHmTRtmKJg1lk0lpYQ

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

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

the dog collar is not where it says it is

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

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

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

## Conversation: cksmMJtUSq-Bi-kQW2xWRg

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

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

## Conversation: XYYjBCtuQoadsITX9k\_P9w

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

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

## Conversation: AK8l4zHATiia4lPQFjBBA

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

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

**From:** creneetucker@gmail.com

**To:** info@halocollar.com

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

Hello, I had talked to Hannah on the support team on September 9th (6:30pm EST) about my concerns with the quality and safety of this halo collar and she said I had to wait until the replacement came in to pursue my concerns. We bought the Halo collar in February 2025 and have already had to have 2 replacement collars shipped because of malfunctions that make them unsafe. I don't feel safe using this on my dog anymore (I have zero intentions of opening and activating this replacement collar) which is really unfortunate since a gps fence option was great for living in a rural area. I would like to pursue a refund - I don't think there's any good reason for needing to be sent 2 replacement collars in the span of 6 months for an over \$600 product. Having lost any trust in the quality of this product I don't see any other option but to be refunded, regardless of whatever existing refund policy given the circumstances. I'm hoping we will be able to resolve this issue swiftly and amicably. I look forward to hearing from your team. Thanks, Renee On Sep 10, 2025, at 9:59 PM, The Halo Team wrote: ([http://clicks.halocollar.com/f/a/UNJ3KnLwizEemOS4iWBJHQ~~/AAQRxRA~/y28XKrCyZfQ1x1TW09GcYRXTtb\\_9gfFGuYKMKa0vWHw6E-HvgCVMRL9W3fg\\_9YvLV8cXw4DG6qyV7JoxR6Sa\\_mQ76AAadsvl-RyBSjbmXg0\\_e8F61I3iQPGrSnALXTQEK](http://clicks.halocollar.com/f/a/UNJ3KnLwizEemOS4iWBJHQ~~/AAQRxRA~/y28XKrCyZfQ1x1TW09GcYRXTtb_9gfFGuYKMKa0vWHw6E-HvgCVMRL9W3fg_9YvLV8cXw4DG6qyV7JoxR6Sa_mQ76AAadsvl-RyBSjbmXg0_e8F61I3iQPGrSnALXTQEK)) Christina T. Bronze Member since 2025 Hi Christina, Good news! Your replacement Halo Collar for RMA #AW-20250907-44407 shipped. Here are your tracking details: Tracking Number:

1001908781370002061100393028950063 Carrier: FedEx For your dog's safety, please do not use Halo Collar 25h4161308rt. If you have any questions, visit the Halo Dog Park. ([http://clicks.halocollar.com/f/a/B5chvv46Qivo6VRMI0IGSQ~~/AAQRxRA~/t7xL3KOTZJCz3oGY\\_k7EEyiEBIhz7kNkLphnjM9wjdaXviaRY6ZzHluSM1WsgRYzkWhlXFYdF9ONlels-ILIPGRugGj6Wt4huMRBWejN4EluAKt-LvyxCLi72tY6rd9gplpLw6USJpts5zKGuDDDeBwvhRGKVVLLvlz7VFSCZtnCTvXC604gXf6nxjrUCC5r8](http://clicks.halocollar.com/f/a/B5chvv46Qivo6VRMI0IGSQ~~/AAQRxRA~/t7xL3KOTZJCz3oGY_k7EEyiEBIhz7kNkLphnjM9wjdaXviaRY6ZzHluSM1WsgRYzkWhlXFYdF9ONlels-ILIPGRugGj6Wt4huMRBWejN4EluAKt-LvyxCLi72tY6rd9gplpLw6USJpts5zKGuDDDeBwvhRGKVVLLvlz7VFSCZtnCTvXC604gXf6nxjrUCC5r8)) — The Halo Team ([http://clicks.halocollar.com/f/a/CnzE4dXfVW9fcAR1-Zu57w~~/AAQRxRA~/OJZIQZ9KUrwlCke3t3\\_hE2RzptZERtkh1XYA9XAtYt-b0vtfB4LI1\\_cVyye\\_6XAQEtfCgNDzvY2UraRn6aZBI\\_QJ858WtvJtYR3OBRhxEjEVvnmDS4H8nTJJJwl4L0u](http://clicks.halocollar.com/f/a/CnzE4dXfVW9fcAR1-Zu57w~~/AAQRxRA~/OJZIQZ9KUrwlCke3t3_hE2RzptZERtkh1XYA9XAtYt-b0vtfB4LI1_cVyye_6XAQEtfCgNDzvY2UraRn6aZBI_QJ858WtvJtYR3OBRhxEjEVvnmDS4H8nTJJJwl4L0u)) ([http://clicks.halocollar.com/f/a/i6hHtyzAmUL0yABsV0\\_P-Q~~/AAQRxRA~/ymBJbLRk3i91dvGqFloRN8xe2SfzweT6Ltt4sGN\\_FX9iGRZpJMMJikdUBcpLvb60XkDwhHsTvzlestD81QFVivhDyKjRXJQSKUPLy\\_L9H2T\\_oUNHvt7e9jiKV CJaypSQ](http://clicks.halocollar.com/f/a/i6hHtyzAmUL0yABsV0_P-Q~~/AAQRxRA~/ymBJbLRk3i91dvGqFloRN8xe2SfzweT6Ltt4sGN_FX9iGRZpJMMJikdUBcpLvb60XkDwhHsTvzlestD81QFVivhDyKjRXJQSKUPLy_L9H2T_oUNHvt7e9jiKV CJaypSQ)) ([http://clicks.halocollar.com/f/a/DNImQMIFXzhtSdrRQxs7BA~~/AAQRxRA~/OJZIQZ9KUrwlCke3t3\\_hE5EOOHrifqv3BJYnNrZsI0T\\_GyBf-dujrJM95cK9ate-gBUxOwQ1ZeRDSwxOFeub-Xb\\_i0sUVtqEzObfv0dLy6PQPmNQzb9eP-t6kTUiYlaL](http://clicks.halocollar.com/f/a/DNImQMIFXzhtSdrRQxs7BA~~/AAQRxRA~/OJZIQZ9KUrwlCke3t3_hE5EOOHrifqv3BJYnNrZsI0T_GyBf-dujrJM95cK9ate-gBUxOwQ1ZeRDSwxOFeub-Xb_i0sUVtqEzObfv0dLy6PQPmNQzb9eP-t6kTUiYlaL)) ([http://clicks.halocollar.com/f/a/HYaTNhYhCeDDk3NqwtwA2Q~~/AAQRxRA~/OJZIQZ9KUrwlCke3t3\\_hE7npzEk98AUhbX9OZIF\\_GmTgJpIWKp6todiNPGFoyMd77TOYqXSUWA\\_pzIME5Q7qx6R7LwGN\\_Ryl2zVZlk8NSHK0P\\_xWJ-PmAki1gJB9BHO0](http://clicks.halocollar.com/f/a/HYaTNhYhCeDDk3NqwtwA2Q~~/AAQRxRA~/OJZIQZ9KUrwlCke3t3_hE7npzEk98AUhbX9OZIF_GmTgJpIWKp6todiNPGFoyMd77TOYqXSUWA_pzIME5Q7qx6R7LwGN_Ryl2zVZlk8NSHK0P_xWJ-PmAki1gJB9BHO0)) Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 No longer want to receive these emails? Unsubscribe. ([http://clicks.halocollar.com/f/a/8y5KYtblrPmk8Ldk0u8Zow~~/AAQRxRA~/hRPxRQMK0856jTNC\\_-F-q9yLeTej8zMyswWTqASr1te-binOF0NKREYybVBqCFNWWGEUYUF\\_2JiB3TmrLu7IHIMERF2mMKP4Ps-sHOsFdTfDsjeK5yUgex8RaiQd1xuAZ44JFoQQzqKYkla44j3sz6Y\\_ESQ95cmYlfmDIX3Vw8wHbjbRDDltoHuUe31aBCZ9qoTfjO1ITfRvVXW9dL2p347Dka6GTiPq1UFPxICQ\\_NrDRmIAuLXjUqxw81y96PtMKfVSas9hCndPWEY5EgPU4e4\\_KLPWzQQdkVd7D4YlujeTz8mfoo7B2sapv\\_ElsVI9Vv93Bpl76beZusGwiTGgvCnDIXbhq783Ux66FNoybTG5UdOGM9PJiRWZYElIG1iVfzj4Leav3QFxnCJiccontOPdHp2MW20fklISLu2Xiu\\_n6-wwMH4Ku5ADed8kQKi9n4txoOrSd1KxXrBfRgmPdPxavto-qr96\\_3JsduOQWkF2SVAIkUtiAg4-DwyZVrOuT-\\_gFdmSjOvLmysSJrFXK029xOjTGM5y3PDVSu0nZZvwnm0tAOLO8xD3D3y-DykrPw7AkhI\\_19hGYMIhPp5fbtivPmkj7e9uwc4ggofdM1Ot\\_04G0ltlw9ZY\\_6zq1eO2rSiPMvoLxG4QQJ0bapznxAE3Px9d1QYFnU8J1e8hQQ~](http://clicks.halocollar.com/f/a/8y5KYtblrPmk8Ldk0u8Zow~~/AAQRxRA~/hRPxRQMK0856jTNC_-F-q9yLeTej8zMyswWTqASr1te-binOF0NKREYybVBqCFNWWGEUYUF_2JiB3TmrLu7IHIMERF2mMKP4Ps-sHOsFdTfDsjeK5yUgex8RaiQd1xuAZ44JFoQQzqKYkla44j3sz6Y_ESQ95cmYlfmDIX3Vw8wHbjbRDDltoHuUe31aBCZ9qoTfjO1ITfRvVXW9dL2p347Dka6GTiPq1UFPxICQ_NrDRmIAuLXjUqxw81y96PtMKfVSas9hCndPWEY5EgPU4e4_KLPWzQQdkVd7D4YlujeTz8mfoo7B2sapv_ElsVI9Vv93Bpl76beZusGwiTGgvCnDIXbhq783Ux66FNoybTG5UdOGM9PJiRWZYElIG1iVfzj4Leav3QFxnCJiccontOPdHp2MW20fklISLu2Xiu_n6-wwMH4Ku5ADed8kQKi9n4txoOrSd1KxXrBfRgmPdPxavto-qr96_3JsduOQWkF2SVAIkUtiAg4-DwyZVrOuT-_gFdmSjOvLmysSJrFXK029xOjTGM5y3PDVSu0nZZvwnm0tAOLO8xD3D3y-DykrPw7AkhI_19hGYMIhPp5fbtivPmkj7e9uwc4ggofdM1Ot_04G0ltlw9ZY_6zq1eO2rSiPMvoLxG4QQJ0bapznxAE3Px9d1QYFnU8J1e8hQQ~))

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

**From:** support@halocollar.com

Hello Christina, Thanks for reaching out to Halo Support! According to our system, the 90 day return window has expired on both the collars. If you're looking for the full return policy, click [here](#). Eligibility Requirements: The collar must have been purchased directly from [www.halocollar.com](http://www.halocollar.com) It must be undamaged and in good condition A Return Merchandise Authorization (RMA) is required before sending it back The return must be postmarked within 90 days of receiving your original collar How the Return Process Works: Request an RMA: Start your return request [here](#) Send it back: Once approved, ship your collar to us Inspection & Troubleshooting: Our team will inspect the collar and may request additional info Refund Issued: If approved, you'll receive a refund minus a \$25 return shipping and handling fee (plus tax) Shipping fees paid during checkout are non-refundable Important Information: If you bought your collar from a third-party retailer (not [halocollar.com](http://www.halocollar.com)), you must follow that retailer's return policy. All returns must go through the original place of purchase. Refund Details: Refunds are sent to the original payment method only If you used a gift or prepaid card, the refund goes back to that card, keep it until the return is fully processed After we receive and inspect your return: Processing time: 7–10 business days Refund time: 1–2 billing cycles (varies by bank or credit card) We'll notify you by email once your return is complete We cannot switch payment methods after a refund is issued Non-Returnable Items: You cannot return or exchange the following: Items damaged by pets (bite marks, rips, dents, etc.) Customer-altered or heavily worn items Accessories (e.g., protective cases, extra straps, beacons) Promotional gear (e.g., shirts, hats, signs) Shipping charges paid at the time of purchase Don't Forget to Cancel Your Subscription: Make sure you cancel your Halo Subscription Plan to avoid additional charges. Go to My Account at [halocollar.com](http://halocollar.com), or read this article on [How to Cancel Your Halo Plan](#). If you have additional questions, please reach out to Halo Collar Customer Service. We're 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 Monday, September 15, 2025, 8:00 PM "Christina Tucker" wrote: > Hello, > > I had talked to Hannah on the support team on September 9th (6:30pm EST) about my concerns with the quality and safety of this halo collar and she said I had to wait until the replacement came in to pursue my concerns. > > We bought the Halo collar in February 2025 and have already had to have 2 replacement collars shipped because of malfunctions that make them unsafe. I don't feel safe using this on my dog anymore (I have zero intentions of opening and activating this replacement collar) which is really unfortunate since a gps fence option was great for living in a rural area. > > I would like to pursue a refund - I don't think there's any good reason for needing to be sent 2 replacement collars in the span of 6 months for an over \$600 product. Having lost any trust in the quality of this product I don't see any other option but to be refunded, regardless of whatever existing refund policy given the circumstances. > > I'm hoping we will be able to resolve this issue swiftly and amicably. I look forward to hearing from your team. > > Thanks, > Renee > On Sep 10, 2025, at 9:59 PM, The Halo Team wrote: > > > > > > > > > > (http://clicks.halocollar.com/f/a/UNJ3KnLwizEemOS4iWBJHQ~~/AAQRxRA~/y28XK rCyZfQ1x1TW09GcYRXTtb\_9gfFGuYKMKa0vWHw6E-HvgCVMRL9W3fg\_9YvLV8cXw4D G6qyV7JoxR6Sa\_mQ76AAdsvl-RyBSjbmXg0\_e8F61I3iQPGrSnALXTQEK) > > > Christina T. Bronze > > Member since 2025 > > Hi Christina, > Good news! Your replacement Halo Collar for RMA #AW-20250907-44407 shipped. > Here are your tracking details: > Tracking Number: 1001908781370002061100393028950063 Carrier: FedEx > > For your dog's safety, please do not use Halo Collar 25h4161308rt. > If you have any questions, visit the Halo Dog Park. (http://clicks.halocollar.com/f/a/B5chvv46Qiv o6VRMI0IGSQ~~/AAQRxRA~/t7xL3KOTZJCz3oGY\_k7EEyiEBlh7kNkLphnjM9wjdxvia RY6ZzHluSM1WsgRYzkWhlXFYdF9ONlels-ILIPGRugGj6Wt4huMRBWejN4EluAKt-LvyxC li72tY6rd9gplpLw6USJpts5zKGuDDeBwvhrGRKVLlVl7VFSCZtnCTvXC604gXf6nxjrUC C5r8) — The Halo Team > > > > > > > (http://clicks.halocollar.com/f/a/CnzE4dXfVW9fCA R1-Zu57w~~/AAQRxRA~/OJZIQZ9KUrwLcKe3t3\_hE2RzptZErTkhlXAYA9XAtYt-b0vtfB4LI 1\_cVyye\_6XAQEtfCgNDzvY2UraRn6aZBI\_QJ858WtvJtYR3OBRhxEjEvvmnDS4H8nTJJ JwI4L0u) > > (http://clicks.halocollar.com/f/a/i6hHtyzAmUL0yABsV0\_P-Q~~/AAQRxRA~/y mBJbLrK3i91dvGqFIoRN8xe2SfzweT6Ltt4sGN\_FX9iGRZpJMMJikdUBcpLvb60XkDwhh

sTvzlestD81QFVivhDyKjRXJQSKUPLy\_L9H2T\_oUNHvt7e9jiKVCJaypSQ) > > ([http://clicks.halocollar.com/f/a/DNIImQMIFXzhtSdrRQxs7BA~/AAQRxRA~/OJZIQZ9KUrwlCke3t3\\_hE5EOOHrifqv3BJYnNrZsl0T\\_GyBf-dujrJM95cK9ate-gBUxOwQ1ZeRDSwxOFeub-Xb\\_i0sUVtqEzObfv0dLy6PQpMNQzb9eP-t6kTUiyIaL](http://clicks.halocollar.com/f/a/DNIImQMIFXzhtSdrRQxs7BA~/AAQRxRA~/OJZIQZ9KUrwlCke3t3_hE5EOOHrifqv3BJYnNrZsl0T_GyBf-dujrJM95cK9ate-gBUxOwQ1ZeRDSwxOFeub-Xb_i0sUVtqEzObfv0dLy6PQpMNQzb9eP-t6kTUiyIaL)) > > ([http://clicks.halocollar.com/f/a/HYaTNhYhCeDDk3NqwtwA2Q~/AAQRxRA~/OJZIQZ9KUrwlCke3t3\\_hE7npzEk98AUhbx9OZIF\\_GmTgJpIWKp6todiNPGFoyMd77TOYqXSUWA\\_pzIME5Q7qx6R7LwGN\\_Ryl2zVZlk8NShk0P\\_xWJ-PmAki1gJB9BHOO](http://clicks.halocollar.com/f/a/HYaTNhYhCeDDk3NqwtwA2Q~/AAQRxRA~/OJZIQZ9KUrwlCke3t3_hE7npzEk98AUhbx9OZIF_GmTgJpIWKp6todiNPGFoyMd77TOYqXSUWA_pzIME5Q7qx6R7LwGN_Ryl2zVZlk8NShk0P_xWJ-PmAki1gJB9BHOO)) > > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 > > No longer want to receive these emails? Unsubscribe. ([http://clicks.halocollar.com/f/a/8y5KYtblrPmk8Ldk0u8Zow~/AAQRxRA~/hRPxRQMK0856jTNC\\_-F-q9yLeTej8zMySwWTqASr1te-binOF0NKREYybVBqCFNWwGEUYUF\\_2JiB3TmrLu7IHIMERF2mMKP4Ps-sHOfdTFdsjeK5yUgex8RaiQd1xuA44JFoQQzqKYkla44j3sz6Y\\_ESQ95cmYlfmDIX3Vw8wHbjbRDDltoHuUe31aBCZ9qoTfjO1ITFrWVXW9dL2p347Dka6GTiPq1UFPxICQ\\_NrDRmlAuLXjUqxw81y96PtMKfVSas9hCndPWEY5EgPU4e4\\_KLPWzQQdkVd7D4YlujeTz8mfoo7B2sapv\\_ElsVl9Vv93Bpl76beZusGwiTGgvCnDIXbhq783Ux66FNoybTG5UdOGM9PJiRWZYEIIg1iVfzj4Leav3QFxnCJicconOPdHp2MW20fklISLu2Xiu\\_n6-wwMH4Ku5ADed8kQKi9n4txoOrSd1KxXrBfIRgmpdPxavto-q9r6\\_3JsduOQWkF2SVAIkUtiAg4-DwyZVrOuT-\\_gFdmSjOvLmysSJrFXK029xOjTGM5y3PDVSu0nZZvwnm0tAOLO8xD3D3y-DykrPw7AkhI\\_19hGYMIhPp5fbtivPmkj7e9uwc4ggofdM1Ot\\_04G0ltlw9ZY\\_6zq1eO2rSiPMvoLxG4QQJ0bapznxAE3Px9d1QYFnU8J1e8hQQ~](http://clicks.halocollar.com/f/a/8y5KYtblrPmk8Ldk0u8Zow~/AAQRxRA~/hRPxRQMK0856jTNC_-F-q9yLeTej8zMySwWTqASr1te-binOF0NKREYybVBqCFNWwGEUYUF_2JiB3TmrLu7IHIMERF2mMKP4Ps-sHOfdTFdsjeK5yUgex8RaiQd1xuA44JFoQQzqKYkla44j3sz6Y_ESQ95cmYlfmDIX3Vw8wHbjbRDDltoHuUe31aBCZ9qoTfjO1ITFrWVXW9dL2p347Dka6GTiPq1UFPxICQ_NrDRmlAuLXjUqxw81y96PtMKfVSas9hCndPWEY5EgPU4e4_KLPWzQQdkVd7D4YlujeTz8mfoo7B2sapv_ElsVl9Vv93Bpl76beZusGwiTGgvCnDIXbhq783Ux66FNoybTG5UdOGM9PJiRWZYEIIg1iVfzj4Leav3QFxnCJicconOPdHp2MW20fklISLu2Xiu_n6-wwMH4Ku5ADed8kQKi9n4txoOrSd1KxXrBfIRgmpdPxavto-q9r6_3JsduOQWkF2SVAIkUtiAg4-DwyZVrOuT-_gFdmSjOvLmysSJrFXK029xOjTGM5y3PDVSu0nZZvwnm0tAOLO8xD3D3y-DykrPw7AkhI_19hGYMIhPp5fbtivPmkj7e9uwc4ggofdM1Ot_04G0ltlw9ZY_6zq1eO2rSiPMvoLxG4QQJ0bapznxAE3Px9d1QYFnU8J1e8hQQ~))

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

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

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

## Conversation: RZ6efshYQEu\_qnL9Q\_UTqA

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

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

Answer the phone

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

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

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

**From:** support@halocollar.com

**To:** amanda@austinenclosures.com

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

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

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

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

*Added: I2CZ0SIRTmaCMIW-4xApLQ*

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

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

**From:** amanda@austinenclosures.com

**To:** support@halocollar.com

**Subject:** Log Submission

Sent from my iPhone

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

*Removed: I2CZ0SIRTmaCMIW-4xApLQ*

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

**From:** support@halocollar.com

**To:** amanda@austinenclosures.com

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

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

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

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

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

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

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

**From:** amanda@austinenclosures.com

**To:** support@halocollar.com

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

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



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

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

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

**From:** support@halocollar.com

**To:** amanda@austinenclosures.com

**Subject:** GPS Tracking

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

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

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

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

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

## Conversation: wsrpl82KSLyGu0UhRWgZIQ

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

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

**From:** support@halocollar.com

**To:** kreider031800@gmail.com

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

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

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

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

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

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

Added: E\_3WUdWpR2CLXta3n6vNgw

## Conversation: 2vLXACdZSeWR4JKN7T2PbQ

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

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

**From:** patohara2231@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

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

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

**From:** support@halocollar.com

**To:** patohara2231@gmail.com

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

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

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

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

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

## Conversation: zCwMGvnQRhCDuc9WoFkRxw

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

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

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

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

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

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

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

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

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

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

## Conversation: 5WbTMInvTOyk0aVK4eK3CA

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

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

how do I turn up yhe sound on the collar

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

for warning the dog

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

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

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

## Conversation: 8bwjyAH8TuCDflqDgiLFqA

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

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

**From:** ckwolek@me.com

**To:** support@halocollar.com

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

Sent from my iPhone

## Conversation: hXpqqjQ4RySMY0Uv0Z19Ng

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

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



## Conversation: x7yhqNY7RaebcnBV1NB89g

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

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

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

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

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

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

**From:** support@halocollar.com

**To:** alindahl0722@gmail.com

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

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

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

## Conversation: bJNv955ITYCNgbNoQjILYQ

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

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

how do I get new battery, and collar repaired.

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

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

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

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

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

Added: mBJH5lIYT8e2\_OFrmPcDwA, WprjYFTuRsSIVmqirbejqg

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

## Conversation: -blfdECyQCy6g3hZb2igjw

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

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

**From:** kat@yellowbrickclinic.com

**To:** info@halocollar.com

**Subject:** Re: Welcome to Halo

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

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

Added: bDcJwjoMTjeffz13hM6gAA

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

**From:** support@halocollar.com

**To:** kat@yellowbrickclinic.com

**Subject:** Re: Welcome to Halo

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

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

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

## Conversation: q9xbdZFrQ3Csw5lF-5hI7w

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

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

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

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

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

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

## Conversation: 1wb9W6MPQaKu-CII8s5m1A

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

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

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

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

Added: 5PPI2RS4TSeSg5z-6z7TAQ

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

**From:** support@halocollar.com

**To:** tiffanyndaisy@yahoo.com

**Subject:** Halo Support Warranty Request Submitted

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

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

## Conversation: s5vOTyoxSRi9SsFhwFHstA

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

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

**From:** support@halocollar.com

**To:** jkgengler4@gmail.com

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

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

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

Added: OeTzDXf5Qt2378nYRu\_ilw

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

## Conversation: PqfZo1srQGSecEKnq8ztKQ

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

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

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

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

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

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

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

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

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

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

thank you

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

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

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

thanks

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

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

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

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

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

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

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

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

**From:** bravesandbroncos@gmail.com

**To:** support@halocollar.com

**Subject:** Warmi.g

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



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

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

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

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

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

Added: mBJH5lIYT8e2\_OFrmpcDwA, yUdj74HoRguBsTQ2B0ZktA

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

## Conversation: BQDWAxzuQQOxjN7k18e36Q

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

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

## Conversation: p5YD-8tmRdqQpVZC6KRp4A

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

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

## Conversation: Ax6M1APWQdy6o8LS7ve\_CQ

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

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

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

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

Added: E\_3WUdWpR2CLXta3n6vNgw

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

**From:** support@halocollar.com

**To:** josefish5@aol.com

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

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

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

## Conversation: yI7HjTUzTq60hdHks0QVBQ

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

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

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

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

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

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

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

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

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

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

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

**From:** mcelroyartglass@live.com

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

**Subject:** Refund request for app

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

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

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

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

Added: mBJH5IIYT8e2\_OFrmpcDwA, BV6q0qW9QZKAAbEVdca7vNQ

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

## Conversation: rrqvFQLVS\_2GjFeJN3e6PQ

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

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

## Conversation: NrQ51BA6RMa9\_uv7iObfDg

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

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

**Conversation: uSc9T-4XTdiVLnfxbqvK5A**

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

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

**From:** marquardtseast@roadrunner.com

**To:** support@halocollar.com

**Subject:** Re: Halo Management

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

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

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

**From:** support@halocollar.com

**To:** marquardtseast@roadrunner.com

**Subject:** Re: Halo Management

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

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

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

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

**From:** marquardtseast@roadrunner.com

**To:** support@halocollar.com

**Subject:** Re: Halo Management

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



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

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

**From:** marquardtseast@roadrunner.com

**To:** support@halocollar.com

**Subject:** Re: Halo Management

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

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

**From:** marquardtseast@roadrunner.com

**To:** support@halocollar.com

**Subject:** Re: Halo Management

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

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

**From:** marquardtseast@roadrunner.com

**To:** support@halocollar.com

**Subject:** Re: Halo Management

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

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

**From:** marquardtseast@roadrunner.com

**To:** support@halocollar.com

**Subject:** Re: Halo Management

[illegible]

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

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

## Conversation: pSiKhQVkSY-Wu7C72ICfLw

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

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

Halo not charging

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

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

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

Further support

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

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

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

**From:** blayrbush14@gmail.com

**To:** support@halocollar.com

**Subject:** Halo not charging

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

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

Added: 76jKdDJqQKG1X52gm4kjGg

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

**From:** support@halocollar.com

**To:** blayrbush14@gmail.com

**Subject:** Charging Issue Troubleshooting

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

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

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

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

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

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

**From:** blayrbush14@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Charging Issue Troubleshooting

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

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

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

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

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

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

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

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

**Subject:** Re: Charging Issue Troubleshooting

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



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

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

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

**From:** blayrbush14@gmail.com

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

**Subject:** Re: Charging Issue Troubleshooting

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

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

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

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

**From:** support@halocollar.com

**To:** blayrbush14@gmail.com

**Subject:** Re: Charging Issue Troubleshooting

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



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

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

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

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

## Conversation: hD\_odDDDSC6GH5Zx6rFSIg

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

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

How do you turn off collar

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

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

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

## Conversation: NULwN6g7QOOInKAj6P-11w

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

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

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

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

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

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

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

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

Added: mBJH5lIYT8e2\_OFrmPcDwA, BV6q0qW9QZKAbEVdca7vNQ

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

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

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

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

Hello-

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

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

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

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

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

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

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

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

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

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

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

Thank you. We have tried both 1 and 3.

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

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

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

Thank you.

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

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

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

Added: bDcJwjoMTjeffz13hM6gAA

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

## Conversation: 2iBPJpDuS-WNdNiRfHDRbQ

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

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

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

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

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

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

Okay. I'll give that a try. Thanks

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

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

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

## Conversation: GU7shewIT-2G9gYH7in6Fw

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

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

## Conversation: LX04LzgWR8SjJZAPNP9tmg

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

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

## Conversation: XaHqVd96QRy\_Ged1GilFeQ

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

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

I have activated the collar how do I set a fence

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

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

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



## Conversation: kW5QRHFoQXCoyuFgMxspag

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

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

**From:** akvoltage@gmail.com

**To:** support@halocollar.com

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

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

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

Added: oa5e98htSpOozRqx9wftLg

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

**From:** support@halocollar.com

**To:** akvoltage@gmail.com

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

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

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

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

**From:** support@halocollar.com

**To:** akvoltage@gmail.com

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

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

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

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

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

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

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

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

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

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

## Conversation: L\_XaxTfjT0qfsEW4cQaA6g

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

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

How to change warning to vibrate

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

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

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

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

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

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

Added: mBJH5IIYT8e2\_OFrmpcDwA, CF6\_882xQ3eGEtbPbwDdWQ

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

## Conversation: uqNAZU73QS2iqCLZXFbDLQ

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

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

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

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

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

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

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

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

Added: mBJH5llyT8e2\_OFrmPcDwA, WprjYFTuRsSIVmqirbejqg

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

## Conversation: rGaYI5y0QFuv9z1fLQmbQw

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

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

## Conversation: EHfSw6xjRhuhKRgn3l95Uw

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

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

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

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

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

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

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

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

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

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

Added: mBJH5lIYT8e2\_OFrmPcDwA, WprjYFTuRsSIVmqirbejqg

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



## Conversation: pG XKZ2heSCSqena8OPYZKA

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

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

## Conversation: pzvgXshOTKWLulywcNZ81A

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

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

## Conversation: apPIBO1eRfW0sixD5VBKmg

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

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

**From:** zacruny@gmail.com

**To:** support@halocollar.com

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

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

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

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

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

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

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

**From:** support@halocollar.com

**To:** zaclruny@gmail.com

**Subject:** Troubleshooting support

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

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

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

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

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

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

## Conversation: Hvh5DfA4RT-wzbjQF2F4XQ

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

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

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

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

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

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

## Conversation: tuYPFNY6QlqeYzDAkCD1MQ

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

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

my collar.says its charging but will not charge

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

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

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

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

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

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

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



## Conversation: EwufS6VxQAGrGFPrYUULsQ

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

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

Collar keeps vibrating and says motion sensor issue

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

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

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

## Conversation: 34Y0fJpXQLChVOWIoDUdzw

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

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

## Conversation: KCfYH9pVQyCM40RAFjikjA

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

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

## Conversation: Lrr17aAMSoOLiD-JaLMA\_w

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

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

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

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

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

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

thank uou

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

you...

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

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

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

Are you a person or AI?

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

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

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

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

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

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

## Conversation: QveKkjmKTMyeebW\_Apyxzw

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

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

Set up outdoor halo beacons

**System/AI** | 2025-09-16 00:53:14 UTC | [halocollar.com](https://halocollar.com)

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

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

## Conversation: W2QU31H0RG6-hJyj8TLmRA

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

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

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

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

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

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

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

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

Added: mBJH5lIYT8e2\_OFrmPCDwA, bDcJwjoMTjeffz13hM6gAA

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

## Conversation: nEZmeCigT5ys633ubUrgqA

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

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

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

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

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

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

**From:** doublek29@gmail.com

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

**Subject:** Halo 4 issue

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

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

Added: bDcJwjoMTjeffz13hM6gAA

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

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

**To:** doublek29@gmail.com

**Subject:** Re: Halo 4 issue

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

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



## Conversation: cDHN2ADPTLm2ZjvHR898Ow

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

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

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

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

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

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

## Conversation: 5sY3gnhKTyWJXpmjkJNbxQ

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

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

The strap on the collar broke off

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

No clue how it was such a clean break

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

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

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

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

Added: tWVb8I74TQWoFOK-wNWbdw, mBJH5IIYT8e2\_OFrmPCDwA

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

Added: -LmskJFZShWIO0nMJuMqlA | Removed: tWVb8I74TQWoFOK-wNWbdw

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

## Conversation: j5spg52gRii9auaWVpoqYg

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

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

## Conversation: 6N\_QC2AwSjOd8fAexGDDBg

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

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

**From:** amandajohnsen@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Amanda

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

**From:** amandajohnsen@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Amanda

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

**From:** amandajohnsen@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Amanda

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

**From:** amandajohnsen@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Amanda

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

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

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

**From:** support@halocollar.com

**To:** amandajohnsen@gmail.com

**Subject:** Halo Collar App Logs Received

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

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

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

Added: 2ne7xWQcT7SR-eLsslsIsQ

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

## Conversation: f\_2BhkJUSs-ZyaUAJTKw4g

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

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

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

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

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

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

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

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

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

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

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

Added: dG-ljZuyRaaSTewLvto6tw, mBJH5IIYT8e2\_OFrmpeDwA

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

## Conversation: CONapV7uQH2s4on9iuHaAA

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

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

Collar won't charge

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

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

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

I did all of these , nothing has worked

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

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

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

Can you help me

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

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

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

Added: mBJH5IIYT8e2\_OFrmPcDwA

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

Added: 76jKdDJqQKG1X52gm4kjGg

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

## Conversation: VQt8elssTUed0qkztDIghw

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

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

I got my replacement collar today.

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

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

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

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

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

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

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

I will need one sent. thank you

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

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

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

so sorry, I found it.

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

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

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

Thank you, and thank you for your help

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

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

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



## Conversation: fBXcl11ITj6T2fDpk9LP-w

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

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

## Conversation: jLZIAi65Qk2OKpMJ3zZ5Sw

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

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

## Conversation: gc1KHIPnRveijhMXsQqueA

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

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

## Conversation: Xi0XngwaQM6g5cSTI9vd0w

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

### EMAIL | Customer (TiKyIT5...) | 2025-09-16 01:20:18 UTC

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

**To:** support@halocollar.com

**Subject:** No Subject

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

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

**From:** support@halocollar.com

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

**Subject:** Re:

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

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

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

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

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

Added: yuytZ0InRc2UDUrYWXc\_JQ

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

## Conversation: DJWy66daRLyIsj4AUqCoRA

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

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

**From:** firecrowe00@hotmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo collar parts

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

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

Added: bDcJwjoMTjeffz13hM6gAA

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

**From:** support@halocollar.com

**To:** firecrowe00@hotmail.com

**Subject:** Re: Halo collar parts

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

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

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

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

**From:** firecrowe00@hotmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo collar parts

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

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

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

Added: -LmskJFZShWIO0nMJuMqIA

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

**From:** support@halocollar.com

**To:** firecrowe00@hotmail.com

**Subject:** Re: Halo collar parts

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

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

■ On Tuesday, September 16, 2025, 11:11 AM "Jay L Crowe" wrote: > Hi Symantha, > I sent this yesterday! I've received multiple collars from Halo, not sure why my address isn't on file: > > Jay Crowe > 3851 Dayton Springfield rd > Springfield, OH 45502 > > Phone number is 937-272-8843 > > Vr > Jay Crowe > > On Sep 16, 2025 8:41 AM, Halo Collar wrote: > > Hi Jay, > Thank you for reaching out! It looks like we don't have a complete shipping address on file. If you would still like assistance with your Halo collar parts, please reply with your full address so we can help get things moving. > Alternatively, you can speak directly with one of our support representatives for immediate assistance: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session in the Halo App Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: support@halocollar.com > We're happy to make sure you get the parts you need quickly and easily! > With pawsitivity, > Symantha Halo Customer Support Halo Collar | Here for you and your best friend

■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 9:20 PM "Jay L Crowe" wrote: > Hi Steven, > My address is > 3851 Dayton Springfield rd > Springfield, OH 45502 > > Phone number is 937-272-8843 > > Thank you! > > Jay Crowe > > On Sep 13, 2025 9:20 AM, Halo Collar wrote: > > Hello Jay! > > My name is Steven, and I'm with the Halo RMA team! > > We would love to send out a replacement set for you! We will just need you to verify your shipping address and phone number for the order. > > Hope to hear from you soon! > > Have a wonderful day! > With pawsitivity, > Steven Halo Customer Support Halo Collar | Here for you and your best friend

■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Friday, September 12, 2025, 9:40 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Saturday, September 13, 2025, 1:39 AM "Jay L Crowe" wrote: > Hello, I just received a replacement collar and the allen barrell nuts/screws fell out. Can I order just these parts? I don't see them on the store. > Thank you! > > Jay L Crowe

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



## Conversation: e-F6SeduT5O0SZypm3LLTA

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

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

## Conversation: YKiidtIYQ3GZzorwoeswzA

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

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

How to keep my dog in his boundaries

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

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

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

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

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

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

for the dog

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

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

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

## Conversation: rGkmOtmoS1ie2PnTOviKEA

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

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

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

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

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

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

## Conversation: 0IUXDv5zREakCjC3EqLN-Q

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

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

**From:** gregorybeglin@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Takes forever to load the collar location

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

**From:** support@halocollar.com

**To:** gregorybeglin@gmail.com

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

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

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

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

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

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

Added: UNYy8zJMRzuqZ0-CQlyc1Q, xuobtcPqSGuD7uwjUFZzMQ, PT5SzfGLQx6qJKX6efjzxA

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

## Conversation: 68-5Hbj8QOCuz7y43prRkA

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

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

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

**To:** support@halocollar.com

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

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

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

Added: VMJV3XpQT36TjMPwkXkCJw

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

**From:** support@halocollar.com

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

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

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

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

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

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

**To:** support@halocollar.com

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

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

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

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

**From:** support@halocollar.com

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

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

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



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

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

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

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

**To:** support@halocollar.com

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

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



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

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

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

Added: y5p26f9RQxiykoWrcyu6Q

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

**From:** support@halocollar.com

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

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

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

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

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

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 18:02:56 UTC | Status: CLOSED*

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

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

**To:** support@halocollar.com

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

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

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

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

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

**From:** support@halocollar.com

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

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

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

your patience and the kind words about our support team. > Regarding your request to upgrade to Halo 5 collars at a discounted rate, the upgrade options are typically tied to the Halo Care Program membership level as outlined in the terms. While I don't have the ability to change those program terms directly, I can escalate your situation to our management team for review, highlighting the challenges you've faced and your long-standing loyalty to Halo. They will assess whether any additional accommodations can be made for you. > We completely understand your concern about the cost and the impact of downtime while waiting for replacements. Your feedback will be shared internally as we continually work to improve both our products and our support process. > Once I escalate your case, someone from management will reach out to you directly regarding potential next steps. We truly value you as a customer and want to ensure your concerns are heard and addressed. > Thank you again for your patience, and for giving us the opportunity to review your situation. > Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Tuesday, September 16, 2025, 1:38 PM "Brian Baker" wrote: > This unfortunate, since I have had nothing but defective collars from the very beginning. Even my Halo 3 collars have been defective with design flaws. Is there any way to discount the replacement cost of the Halo 5 for me since I have had so many problems? At this point, I am to the point I feel the need to file a consumer complaint. I cannot be the only person experiencing these issues. With the amount of money folks have spent on the collars, including the often unreimbursed downtime on the monthly fees when one or both collars are in limbo. > I have to say that you and other reps have been great to work with, but not sure what to do at this stage. I cannot possibly pay over \$1,100, not including taxes, for two more collars. I ran across the following, discussing upgrades of replacement collars, which I feel is usurious: > "For Your Halo Care Program replacement Halo Collar, You will pay a discounted price based on Your Halo Collar Program membership level ("Plan Level"). You will pay \$149 if You are a qualified Gold Plan Member (signed up and maintained Gold Plan membership since Activation or have maintained your Gold Plan for 3 months or longer), \$174 if You are a qualified Silver Plan Member (signed up and maintained Silver Plan membership since activation or have maintained Your Silver Plan for 3 months or longer) or \$199 if you are a Bronze Plan Member. The cost of the Halo Collar Program replacement at each Plan Level is referred to as the "Cost". You will also pay applicable taxes and shipping charges, which You shall pay in advance at the time of requesting Your Halo Collar under the Program. Halo may change the Cost upon 30 days written notice." > > Is there any way you could escalate this? Thanks in advance. > Brian > > Sent from Yahoo Mail for iPhone > > > On Tuesday, September 16, 2025, 11:46 AM, Halo Collar wrote: > > Hello Brian, > > hank you for sharing your experience, and we completely understand how stressful it must be to manage replacements while trying to keep your dogs safe. We appreciate your patience throughout this process. > To transition to the Halo 5 Collar, you would need to either upgrade through Halo Care or Halo Protection, or purchase the Halo 5 directly. These options provide the new hardware with the updated features designed to address the concerns you've experienced with the Halo 4, including improved reliability and performance. > We'd be happy to walk you through the upgrade process and discuss which option might be best for your situation so you can avoid the ongoing replacement loop. > Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Tuesday, September 16, 2025, 12:36 PM "Brian Baker" wrote: > It is good to hear that the 5 will address these concerns. Unfortunately, I am stuck in an endless loop of collar replacements. One of them failed again, a couple of days ago. This is one that has just been replaced a few months or less prior. I do not even remember how often and which collar I have, and when... > Would Halo be able to send me Halo 5 collars, to help stop the endless loop? This is putting my dogs in unsafe situations, as I have to just use 1 collar at a time which the second dog has no collar on until we receive the replacement. The time between the failure and actual replacement has improved, but still ends up being about two weeks without one. ■ > > > Sent from Yahoo Mail for iPhone > > > On Tuesday, September 16, 2025, 8:44 AM, Halo Collar wrote: > > Hello Brian, > Thank you for sharing your concerns—we completely understand how stressful it must feel to rely on rotating replacements and worry about your dog's safety in the meantime. We truly appreciate your patience and the chance to make this right. > The Halo 5 Collar was designed to address many of the challenges Halo 4 users experienced. It features upgraded hardware and firmware for improved reliability, faster performance, and longer-lasting durability. These updates were made specifically to provide a more





I have had so many problems? At this point, I am to the point I feel the need to file a consumer complaint. I cannot be the only person experiencing these issues. With the amount of money folks have spent on the collars, including the often unreimbursed downtime on the monthly fees when one or both collars are in limbo. I have to say that you and other reps have been great to work with, but not sure what to do at this stage. I cannot possibly pay over \$1,100, not including taxes, for two more collars. I ran across the following, discussing upgrades of replacement collars, which I feel is usurious: "For Your Halo Care Program replacement Halo Collar, You will pay a discounted price based on Your Halo Collar Program membership level ("Plan Level"). You will pay \$149 if You are a qualified Gold Plan Member (signed up and maintained Gold Plan membership since Activation or have maintained your Gold Plan for 3 months or longer), \$174 if You are a qualified Silver Plan Member (signed up and maintained Silver Plan membership since activation or have maintained Your Silver Plan for 3 months or longer) or \$199 if you are a Bronze Plan Member. The cost of the Halo Collar Program replacement at each Plan Level is referred to as the "Cost". You will also pay applicable taxes and shipping charges, which You shall pay in advance at the time of requesting Your Halo Collar under the Program. Halo may change the Cost upon 30 days written notice." Is there any way you could escalate this? Thanks in advance.

Brian Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 11:46 AM, Halo Collar wrote: Hello Brian, hank you for sharing your experience, and we completely understand how stressful it must be to manage replacements while trying to keep your dogs safe. We appreciate your patience throughout this process. To transition to the Halo 5 Collar, you would need to either upgrade through Halo Care or Halo Protection, or purchase the Halo 5 directly. These options provide the new hardware with the updated features designed to address the concerns you've experienced with the Halo 4, including improved reliability and performance. We'd be happy to walk you through the upgrade process and discuss which option might be best for your situation so you can avoid the ongoing replacement loop.

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

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



## Conversation: oqvbTGSRTICOtWPKDBH0zg

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

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

## Conversation: u0N0dXt9Sz2qFCWCY1pQ2w

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

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

## Conversation: z-1UXOm7SKi6wGsNc5bmPA

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

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

## Conversation: \_QfTV36rSeaJ\_-mNQ8gb1A

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

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

How do we set up the zone Halo

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

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

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

How do we set up the zone beacon

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

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

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

## Conversation: XbToe\_kmTCqbeCGaMCmEnA

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

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

## Conversation: KoSDdxsxFuHansRuXeQ2A

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

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

## Conversation: 5YPIEUgTQI2zEO\_r\_ACAzBA

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

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

**From:** abyler02@icloud.com

**To:** support@halocollar.com

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

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

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

**From:** support@halocollar.com

**To:** abyler02@icloud.com

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

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

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

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

Added: wOOHNF34TjWK3GOxS4wVjQ

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

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

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



## Conversation: G7ev6nThQ0uTdSNma0orVQ

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

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

collar keeps loosing signal and goes unresponsive

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

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

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

## Conversation: PD2HeP5IQwengyGARvV3Mg

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

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

## Conversation: bfiVsUv1SgCRlw1qQAYSsg

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

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

## Conversation: 1k1TBL0FTSal48AfHLBx1g

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

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

## Conversation: fF-nDpdbRk2x6V6Y5nDA8w

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

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

Agent

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

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

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

Added: mBJH5lIYT8e2\_OFrmpcDwA

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

## Conversation: kRyBjfFGSf2OlwaY2E0pGw

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

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

## Conversation: pkB3cfgXQuavIUamz0fAWg

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

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

Walk

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

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

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

Beacon and walk info

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

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

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

## Conversation: \_dcEm2oVSAeX0RmKPPfTbA

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

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

Hello,

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

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

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

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

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

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

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

Added: mBJH5lIYT8e2\_OFrmPcDwA, -LmskJFZShWIO0nMJuMqIA

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



Conversation: YGz1\_ze0QC-QAxULYSzHkQ

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

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

**From:** bradgouzie@gmail.com

**To:** info@halocollar.com

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

[illegible]

A 6x20 grid of black squares, consisting of 6 rows and 20 columns, totaling 120 squares.

collar.com/f/a/B7kX8i3QEv-yfhBbpyVDRQ~~/AAQRxRA~/eBMKx0DomrUqxSXUzDsMYhWa-7jpi4Yaht-w6177E97FNVkX5TBhaDnzWrJjeHJnK2hyA0GWYTO8pfUxzlXrBtOVYb15FP71c6z7nxrlzQ4CQNVZxP62ls9JDSxv-kptbFiX71DPkwfcCc96W3jciQ~~) (http://clicks.halocollar.com/f/a/PlrJJJBmAw-m\_MvdHT1UXg~~/AAQRxRA~/5nzBS-\_f-DiZaaTA4Gds4ZrGgaJkG1nJRRbsldyUJc\_14t9i0pph\_URoDUTDzjOrdRaE5HP8fHqK5uOXMwnNV\_4rlXmiHcQEQGF3tzzkLRqpmSqj2Zc9U3cjFuM1SQc8vsrwcxQV\_fXAkq8PVb9hRA~~) (http://clicks.halocollar.com/f/a/IAZ0XU3kJgyUKxQ-Cs0UBQ~~/AAQRxRA~/eBMKx0DomrUqxSXUzDsMYjjVtzM8hBixNWtaDI-hlpU6mFTZ2icXJ7XVbl3L0W7wimyGGAGyaLEz9-BG\_cCbY\_TltLlgNKi0Gbxil1yP5Wj2OQAlbRxpccMB\_Cw34QLZsQl\_gOuflrtgFu76e5hdw~~) (http://clicks.halocollar.com/f/a/KUIb9B0GXTtf3NLSHIUnjg~~/AAQRxRA~/eBMKx0DomrUqxSXUzDsMYmUwqxCrldCubTsAp72kncWDNLHU8HD2qdp2iD718PN7\_OMrjFPLVe2FhMVkp9hbaxkJ8xuEsNf4zTMJFzWkBVDotn8VxTFzuLRP2mZkJhGZDJOXiMDf0qxVnmMUGEMKA~~) Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 No longer want to receive these emails? Unsubscribe. (http://clicks.halocollar.com/f/a/XDIhkmNEV5\_\_TnHmhEYAgg~~/AAQRxRA~/m6kc-byaJYczjWj19X\_19nxFTeQUT6doOs6RVzYPoaq4w676suc9IaUqnIroy72NqcTEFU6r4t\_EOmsHUPy5ziLJd\_yvwMxyOxgk75glfUbG3GxGlsD3mWrSinRkFya\_23J49hq4mn-vuY8TPd6VYXTlw-h3dVouWBR55JJpLTEUXPxCKSnUjg5ienGvUAmg2AC-32ugSsG9WZaTPUjT0sInw3H-2eYbH9LoXe1ErGpTlwkCoS1vepy04H2wCmm\_a1soNqJv-MQcJ47rZ18RV3PAmkknzhAe47bnyH4n6n-FaL5NGVQlrdj78wk0TXIDdtFrNWumzG0XcLzlbA8HX6U4kOdJrJjdBWWXvseKmAe-pKHcb\_ThTTb5lvn7vmknAcyNK-ZBY\_H2UlaYNWrmGtx0gpuF-yhdavnz2nalsP9bCcOM5rebvBLn9mASZUE0RxeiVtJwC-gVqh7PYe\_SJ7clczblfK7\_9aA0W47o5lbSmWn4DMDHdm8FkRHYBaVVqqbXaP96OsEE3785peC1aKq07U-fG\_MmlzZ2uyb6oO9HjsLpGuFqSUEt7UgiSjHw0Ls53nukcMldrR9bMK\_2PrTtIPZ87J0ZSmNnEZsOCdu7CF\_f66f19caOOazFNjDqpCFv6dNxBf2g3y2Ks5H81o57WYclKvKc9jYUDI1CXNuB3bn5U5YMkvZmVvPfeieVGVGFrm62z4SYmp8IHd9SWNhhOriglSzcQkMMYtyvrKiTG0o4ulv5SYLYIHkBLPYMX)

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

**From:** support@halocollar.com

**To:** bradgouzie@gmail.com

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

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

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

## Conversation: 8vbYXsinQPej1yY2RTyr0A

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

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

My collars are malfunctioning again....

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

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

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

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

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

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

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

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

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

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

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

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

*Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg*

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

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

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

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

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

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

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

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

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

**From:** support@halocollar.com

**To:** jvh15@yahoo.com

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

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

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

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

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

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

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

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

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

Added: E\_3WUdWpR2CLXta3n6vNgw

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

## Conversation: R55ena-zSEu\_b5GS7UfA4Q

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

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

## Conversation: FzECRooMTCeEFKFPOcsaqw

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

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

One of our collars will not charge

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

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

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

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

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

**Subject:** Halo Collar Troubleshooting Steps

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

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

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

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

Added: 76jKdDJqQKG1X52gm4kjGg

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



## Conversation: r73jIVJ-RBSOMCge9zdOiA

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

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

Replacement parts for halo one

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

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

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

live support

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

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

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

Added: mBJH5lIYT8e2\_OFrmpcDwA

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

Added: -LmskJFZShWIO0nMJuMqlA

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



## Conversation: ibMSOM5jS6ekjFjhwqUIZQ

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

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

## Conversation: I5bTpdKnS9Gy9atYSgEQfQ

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

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

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

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

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

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

Can I speak with anyone now?

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

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

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

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

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

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

**Subject:** Halo Collar Power Information

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

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

Added: oa5e98htSpOozRqx9wftLg

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

## Conversation: rNbxvVj8Sm2uh6Mr5vncGg

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

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

My dogs collar won't charge

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

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

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

none of those things work I did that already

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

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

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

Added: mBJH5lIYT8e2\_OFrmPcDwA, 76jKdDJqQKG1X52gm4kjGg

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

## Conversation: H92zW-jyTQGKE9Jhz-NGoQ

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

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

## Conversation: IT5Fg3tBSVqDpWr1QTSgAg

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

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

**From:** thinkdiferent23@gmail.com

**To:** info@halocollar.com

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

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

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

Added: OfTt8viJQcq6OAbjGHI0iQ, PIOeudXYRhqGCLwE5ykYeQ

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

**From:** support@halocollar.com

**To:** thinkdiferent23@gmail.com

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

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

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

## Conversation: 02mrZ-S5TauZ83cdAk67cw

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

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

Hi

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

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

**Customer (IPcc6tMy...) | 2025-09-16 02:01:32 UTC | halocollar.com**

I've been waiting for a return address sticker to return my halo. There's no co operation

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

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

**Customer (IPcc6tMy...) | 2025-09-16 02:02:18 UTC | halocollar.com**

just send me the address I can return it to then we can deal with the refund in small claims court.

**Customer (IPcc6tMy...) | 2025-09-16 02:02:47 UTC | halocollar.com**

I've done all that 2x

**Agent (B63iEj1y...) | 2025-09-16 23:59:15 UTC | halocollar.com**

Hi There ! We understand your concern and are committed to resolving this matter. Our goal is to work with you to find a satisfactory solution without the need for legal action.

## Conversation: ClgLMXInTHefiK\_2bTg34w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 02:01:34 UTC to 2025-09-16 04:03:56 UTC

**Customer (o7Nozcmz...)** | 2025-09-16 02:01:34 UTC | halocollar.com

my collar doesn't seem to be vibrating or shocking when doing feedback

**System/AI** | 2025-09-16 02:01:58 UTC | halocollar.com

Hi there! Let's get your collar working properly. First, check the feedback settings in the Halo App. Open the app, tap My Map, select your pet, and swipe up on the Pet Card. Then, tap Feedback Settings to adjust the types and intensity of feedback. Also, ensure the collar's firmware is up to date and use the "Test on Collar" feature to test it. If the static feedback still isn't working, inspect and clean the contact tips. For more help, you can refer to the Halo training program. Let me know if you need further assistance!

**Customer (o7Nozcmz...)** | 2025-09-16 02:02:23 UTC | halocollar.com

I've done this

**System/AI** | 2025-09-16 02:02:56 UTC | halocollar.com

If you've tried adjusting the settings and updating the firmware with no success, try performing a simple test. Use the "Forearm Test" by placing the contact tips against your forearm or thigh to check if you're feeling any static feedback. If the problem persists, please ensure your contact tips are clean and properly attached. For further assistance, consider reaching out to our support team for more in-depth troubleshooting. We're here to help!

**STATUS CHANGE** | Unknown | 2025-09-16 04:03:56 UTC | Status: CLOSED



## Conversation: XCvhk1irQfqOUBDrNrSKxw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 02:04:39 UTC to 2025-09-16 02:06:15 UTC

**Customer (i\_6R7SDf...) | 2025-09-16 02:04:39 UTC | halocollar.com**

Our collar is no longer tracking

**System/AI | 2025-09-16 02:05:00 UTC | halocollar.com**

I'm sorry to hear that your collar isn't tracking. Please try reinitializing the GPS by taking the collar outside to an open area away from buildings and trees. Keep it still until the GPS light changes to blinking green (Halo 4) or blue (Halo 3/older). If the issue persists, make sure the collar is charged and connected to Wi-Fi or LTE for the best accuracy. If you still experience problems, it may require further troubleshooting or support from our team.

**Customer (i\_6R7SDf...) | 2025-09-16 02:05:40 UTC | halocollar.com**

All of that has been done

**System/AI | 2025-09-16 02:06:15 UTC | halocollar.com**

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

## Conversation: zIUZE9\_6S32AOBV1M-xYjA

Messages: 14 | Customers: 1 | Duration: 2025-09-16 02:16:15 UTC to 2025-09-16 15:27:49 UTC

### EMAIL | Customer (LFZS8pAu...) | 2025-09-16 02:16:15 UTC

**From:** whitneyblatt10@gmail.com

**To:** support@halocollar.com

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

143 Sandy lane flora ms 39071 USA 601-941-1945 Whitney Moore Sent from my iPhone On Sep 15, 2025, at 12:51 PM, Halo Collar wrote: Hello Whitney, Please confirm shipping address and phone number, so we may start the accessory request for a replacement strap kit for you. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 1:49 PM "Whitney Moore" wrote: Please let me know so I can order asap! And that you got my picture Sent from my iPhone On Sep 15, 2025, at 7:51 AM, Halo Collar wrote: Hello Whitney, Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pup Sadie. Please send a good close-up picture of the damaged area of the collar, so we can confirm what needs replacing. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Customer (LFZS8pAu...) | 2025-09-16 02:16:15 UTC | Status: OPEN

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 12:53:05 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Whitney Moore Email: whitneyblatt10@gmail.com Phone number: +16019411045 Collar SN: 25h4244170rt Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 143 Sandy Lane City: Flora State: MS Postal code: 39071 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Strap Kit - Orchid For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (poWIULpl...) | 2025-09-16 12:53:25 UTC

**From:** support@halocollar.com

**To:** whitneyblatt10@gmail.com

**Subject:** Halo Support Accessories Order

Hello Whitney, My name is Kenny, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo Collar 4 Strap Kit - Orchid shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:16 PM "Whitney

Moore" wrote: > 143 Sandy lane flora ms 39071 > USA > > 601-941-1945 > Whitney Moore > > Sent from my iPhone > On Sep 15, 2025, at 12:51 PM, Halo Collar wrote: > > Hello Whitney, > > Please confirm shipping address and phone number, so we may start the accessory request for a replacement strap kit for you. > With pawsitivity, > Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 1:49 PM "Whitney Moore" wrote: Please let me know so I can order asap! And that you got my picture > > Sent from my iPhone > On Sep 15, 2025, at 7:51 AM, Halo Collar wrote: > > Hello Whitney, > > Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pup Sadie. > Please send a good close-up picture of the damaged area of the collar, so we can confirm what needs replacing. > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > With pawsitivity, > Rob Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 12:53:28 UTC

Added: -LmskJFZShWIOOnMJuMqlA

**EMAIL** | Agent (sR--y62-...) | 2025-09-16 13:13:58 UTC

**From:** support@halocollar.com

**To:** whitneyblatt10@gmail.com

**Subject:** Re: Halo Support Accessories Order

Hello Whitney, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for an orchid strap kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 8:53 AM support@halocollar.com wrote: > Hello Whitney, > > My name is Kenny, and I'll be assisting you. > > I've gone ahead and submitted the request to have your Halo Collar 4 Strap Kit - Orchid shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 10:16 PM "Whitney Moore" wrote: > > > 143 Sandy lane flora ms 39071 > > USA > > > 601-941-1945 > > Whitney Moore > > > > Sent from my iPhone > > On Sep 15, 2025, at 12:51 PM, Halo Collar wrote: > > > > Hello Whitney, > > > > Please confirm shipping address and phone number, so we may start the accessory request for a replacement strap kit for you. > > With pawsitivity, > > > > Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ > > > > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > > > On Monday, September 15, 2025, 1:49 PM "Whitney Moore" wrote: Please let me know so I can order asap! And that you got my picture > > > > Sent from my iPhone > > On Sep 15, 2025, at 7:51 AM, Halo Collar wrote: > > > > Hello Whitney, > > > > Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pup Sadie. > > Please

send a good close-up picture of the damaged area of the collar, so we can confirm what needs replacing. > > > I hope I addressed all of your questions and provided the clarity you needed. > > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > > We're always happy to help, whether by phone, email, or through our live support options. > > Thank you for being part of our pack! > > With pawsitivity, > > Rob Halo Customer Support Halo Collar | Here for you and your best friend■ > > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent >

*STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 13:13:59 UTC | Status: CLOSED*

**EMAIL | Customer (LFZS8pAu...) | 2025-09-16 15:24:31 UTC**

**From:** whitneyblatt10@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Accessories Order

Prefect!! Thank you so much! Sent from my iPhone On Sep 16, 2025, at 8:14 AM, Halo Collar wrote: Hello Whitney, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for an orchid strap kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards , Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 8:53 AM

support@halocollar.com wrote: Hello Whitney, My name is Kenny, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo Collar 4 Strap Kit - Orchid shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:16 PM "Whitney Moore" wrote: 143 Sandy lane flora ms 39071 USA 601-941-1945 Whitney Moore Sent from my iPhone On Sep 15, 2025, at 12:51 PM, Halo Collar wrote: Hello Whitney, Please confirm shipping address and phone number, so we may start the accessory request for a replacement strap kit for you. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 1:49 PM "Whitney Moore" wrote: Please let me know so I can order asap! And that you got my picture Sent from my iPhone On Sep 15, 2025, at 7:51 AM, Halo Collar wrote: Hello Whitney, Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pup Sadie. Please send a good close-up picture of the damaged area of the collar, so we can confirm what needs replacing. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*STATUS CHANGE | Customer (LFZS8pAu...) | 2025-09-16 15:24:31 UTC | Status: OPEN*

**EMAIL | Agent (DRL3eEs5...) | 2025-09-16 15:25:39 UTC**

**From:** support@halocollar.com

**To:** whitneyblatt10@gmail.com

**Subject:** Re: Halo Support Accessories Order

Hello Whitney, It's good to hear from you again. Thank you so much for your kind note. We want you to know how much we appreciate you being part of the Halo family. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 11:24 AM "Whitney Moore" wrote: > Prefect!! Thank you so much! > > Sent from my iPhone > On Sep 16, 2025, at 8:14 AM, Halo Collar wrote: > Hello Whitney, > My name is Don, and I would like to thank you for your patience while we processed your order request. > I'm happy to let you know that your order for an orchid strap kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status > If you have any questions in the meantime, just reply to this email. We're always here to help. > > Best Regards , > Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 8:53 AM support@halocollar.com wrote: > Hello Whitney, > My name is Kenny, and I'll be assisting you. > I've gone ahead and submitted the request to have your Halo Collar 4 Strap Kit - Orchid shipped. > Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > With pawsitivity, > Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 10:16 PM "Whitney Moore" wrote: 143 Sandy lane flora ms 39071 > USA > > 601-941-1945 > Whitney Moore > > Sent from my iPhone > On Sep 15, 2025, at 12:51 PM, Halo Collar wrote: > > Hello Whitney, > > Please confirm shipping address and phone number, so we may start the accessory request for a replacement strap kit for you. > With pawsitivity, > Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 1:49 PM "Whitney Moore" wrote: Please let me know so I can order asap! And that you got my picture > > Sent from my iPhone > On Sep 15, 2025, at 7:51 AM, Halo Collar wrote: > > Hello Whitney, > > Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pup Sadie. > Please send a good close-up picture of the damaged area of the collar, so we can confirm what needs replacing. > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > With pawsitivity, > Rob Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*STATUS CHANGE | Agent (DRL3eEs5...) | 2025-09-16 15:25:40 UTC | Status: CLOSED*

**EMAIL | Customer (LFZS8pAu...) | 2025-09-16 15:27:21 UTC**

**From:** whitneyblatt10@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Accessories Order

This has been such an easy process! Thank y'all so much!! Sent from my iPhone On Sep 16, 2025, at 10:25 AM, Halo Collar wrote: Hello Whitney, It's good to hear from you again. Thank you so much for your kind note. We want you to know how much we appreciate you being part of the Halo family. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. Best Regards , Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 11:24 AM "Whitney Moore" wrote: Prefect!! Thank you so much! Sent from my iPhone On Sep 16, 2025, at 8:14 AM, Halo Collar wrote: Hello Whitney, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for an orchid strap kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards , Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 8:53 AM support@halocollar.com wrote: Hello Whitney, My name is Kenny, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo Collar 4 Strap Kit - Orchid shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:16 PM "Whitney Moore" wrote: 143 Sandy lane flora ms 39071 USA 601-941-1945 Whitney Moore Sent from my iPhone On Sep 15, 2025, at 12:51 PM, Halo Collar wrote: Hello Whitney, Please confirm shipping address and phone number, so we may start the accessory request for a replacement strap kit for you. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 1:49 PM "Whitney Moore" wrote: Please let me know so I can order asap! And that you got my picture Sent from my iPhone On Sep 15, 2025, at 7:51 AM, Halo Collar wrote: Hello Whitney, Thank you for calling Halo Support today. This is Rob. It was truly a pleasure speaking with you and learning more about you and your pup Sadie. Please send a good close-up picture of the damaged area of the collar, so we can confirm what needs replacing. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Customer (LFZS8pAu...) | 2025-09-16 15:27:21 UTC | Status: OPEN

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 15:27:49 UTC | Status: CLOSED



## Conversation: jrEAu0OaR-GpW5Vs6wxKhg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 02:19:35 UTC to 2025-09-16 04:21:05 UTC

**Customer (6Gicdwys...)** | 2025-09-16 02:19:35 UTC | halocollar.com

I need a charger for my collar

**System/AI** | 2025-09-16 02:19:57 UTC | halocollar.com

Hi there! You can purchase a charger for your Halo Collar from our Accessory Shop. Just make sure to select the correct charging adapter for your specific collar model to ensure compatibility. If your collar uses a magnetic charger, it requires the specific adapter that comes with the kit for proper charging. These adapters are sold exclusively on the Halo website and are not interchangeable with third-party products. If you need further assistance, feel free to reach out!

**Customer (6Gicdwys...)** | 2025-09-16 02:20:39 UTC | halocollar.com

What model is my charger I purchased in 2021

**System/AI** | 2025-09-16 02:21:03 UTC | halocollar.com

Hi Conner! If you purchased your Halo Collar in 2021, it's probably a Halo 2 or 2+ model, which usually uses a USB-C cable for charging. Please check the charging port on your collar to confirm, and feel free to reach out if you need any more assistance!

**STATUS CHANGE** | Unknown | 2025-09-16 04:21:05 UTC | Status: CLOSED

## Conversation: PVqeAysRQrO7oAuDAioF3g

Messages: 3 | Customers: 1 | Duration: 2025-09-16 02:23:45 UTC to 2025-09-16 04:25:09 UTC

**Customer (jjZDcEqw...)** | 2025-09-16 02:23:45 UTC | [halocollar.com](https://halocollar.com)

My collars were purchased within 90 days why isn't it giving me the option to return?

**System/AI** | 2025-09-16 02:24:09 UTC | [halocollar.com](https://halocollar.com)

Hi there! To return your Halo Collar within 90 days, please make sure it was purchased directly from our website, is undamaged, and that you have a Return Merchandise Authorization (RMA). If these conditions are met, you should be able to initiate a return. Could you double-check your order number and email to ensure there are no spaces when entering them? If the issue persists, our live support team is ready to help. For detailed steps on starting a return, you can visit this link.

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



## Conversation: IWquD1zzQ7esjevdyfTUDg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 02:26:45 UTC to 2025-09-16 04:27:12 UTC

**Customer (aS0mEeNE...)** | 2025-09-16 02:26:45 UTC | halocollar.com

I need to add fences and boundaroeedb

**System/AI** | 2025-09-16 02:27:08 UTC | halocollar.com

Hey there! To add fences and boundaries using your Halo Collar, just open the Halo App and tap on 'My Map' in the bottom-left corner. Slide up the 'Find & Manage Pets' card and tap 'Add Fence.' You can either drag the marker to your property or enter your address to create a fence. You can customize your fences, and with a Bronze Pack, you can create up to 5 fences, 20 with Silver, and unlimited with Gold. Just make sure your fence is at least 30 ft x 30 ft and 20 feet away from roads or your home for safety. For more detailed instructions, check out this guide.

**STATUS CHANGE** | Unknown | 2025-09-16 04:27:12 UTC | Status: CLOSED

## Conversation: VnEmJX1zQMOXtfmv-n8KGQ

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 02:26:48 UTC to 2025-09-16 02:27:07 UTC*

**Customer (7rK6435b...) | 2025-09-16 02:26:48 UTC | halocollar.com**

what size prongs should I use on my boxer dogs?

**System/AI | 2025-09-16 02:27:07 UTC | halocollar.com**

For Boxer dogs, if they have short hair, the Short Tips (9mm) are recommended for effective feedback. If your Boxer has longer fur, you might need the Long Tips (19mm). Always ensure the tips make contact with the skin for optimal functionality. Feel free to visit our Accessories page if you need to purchase additional contact tips.

## Conversation: 94botNILQE6qQeXeV-HtSA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 02:39:10 UTC to 2025-09-16 13:44:40 UTC

EMAIL | Customer (6ZBnn992...) | 2025-09-16 02:39:10 UTC

**From:** ibanezfreak4@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Foster Care Home Discount

Thanks so much Symantha! I will check that out tomorrow as I was super busy today with the family. Will check out the dog park tomorrow and get a session going! Thank you! Will Ingraham

Sent via Mobile Device On Sep 15, 2025, at 07:05, Halo Collar wrote: Hi Will, Thank you so much for reaching out and for sharing your story with us. We truly appreciate the important work you're doing as a foster care home and the role Rory plays as a therapy dog for the children you welcome into your family. It's clear how meaningful and valuable his presence is. While we don't have a public program that we can confirm through email, the best way to explore what options may be available to you is to connect directly with one of our live representatives. They'll be able to review your situation in detail and provide guidance on potential discounts or solutions that may help fit your budget. You can reach us through the Halo App: \* Tap Settings \* Tap Halo Dog Park \* Tap Halo Support \* Tap Join Session Or call us at +1 (214) 238-9788 during our support hours: \* Monday–Friday: 9 AM – 5 PM EST \* Saturday–Sunday: 10 AM – 4 PM EST Once connected, our team will work with you to make sure you have the best possible path forward for keeping Rory safe and supported in your new home. Thank you again for your kind words and for the care you provide to the children in your home. We look forward to assisting you further. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 5:19 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Monday, September 15, 2025, 9:19 AM "will ingraham" wrote: With us being a foster care home, having a therapy dog - and English retriever named Rory - we got to a place where \$10+ per month really didn't fit in the budget. We were wondering if you provide any discounts for families who take in the most vulnerable kiddos in Michigan where having a pet who they can be with helps with their handling of their lived experiences. We have been licensed for 4 years and have had 16 kiddos come through our home. One particularly whom we are adopting in the coming months. We aren't asking for charity, but asking if there are any programs which we can participate in that helps with some of our monthly budget. With us moving to a new location, an invisible fence isn't really an option with how property is setup and would like to renegade with the best GPS collar on the market to keep our pup safe around the property. Please let me know if you'd like to see any evidence of our story. In the meantime I will share a post my wife placed on Facebook for you to check out for considering. Thanks for the review! I appreciate your business and the quality product you have!

<https://www.facebook.com/share/p/19Z4YmhGKU/?mibextid=wwXlfr>  
(<https://www.facebook.com/share/p/19Z4YmhGKU/?mibextid=wwXlfr>) Sent from Yahoo Mail for iPhone ([https://mail.onelink.me/107872968?pid=nativeplacement&c;=Global\\_Acquisition\\_YMktg\\_315\\_Internal\\_EmailSignature\\_\\_sub1=Acquisition\\_\\_sub2=Global\\_YMktg\\_\\_sub3=\\_\\_sub4=100000604\\_\\_sub5=EmailSignature\\_\\_Static\\_\\_ios\\_store\\_cpp=9d3a686e-218d-4849-8298-b480188dc8ac\\_\\_android\\_url=https%3A%2F%2Fplay.google.com%2Fstore%2Fapps%2Fdetails%3Fid%3Dcom.yahoo.mobile.client.android.mail%26listing%3Demail\\_signature](https://mail.onelink.me/107872968?pid=nativeplacement&c;=Global_Acquisition_YMktg_315_Internal_EmailSignature__sub1=Acquisition__sub2=Global_YMktg__sub3=__sub4=100000604__sub5=EmailSignature__Static__ios_store_cpp=9d3a686e-218d-4849-8298-b480188dc8ac__android_url=https%3A%2F%2Fplay.google.com%2Fstore%2Fapps%2Fdetails%3Fid%3Dcom.yahoo.mobile.client.android.mail%26listing%3Demail_signature))

STATUS CHANGE | Customer (6ZBnn992...) | 2025-09-16 02:39:10 UTC | Status: OPEN

EMAIL | Agent (nNKLv8vG...) | 2025-09-16 13:44:06 UTC

**From:** support@halocollar.com

**To:** ibanezfreak4@yahoo.com

**Subject:** Re: Foster Care Home Discount

Hello Will, Thanks so much for reaching out. I'm thrilled that you're interested in becoming a Halo partner! We've included the link below to apply to our Partner Program. Just follow the steps in the application to be considered: Affiliate Marketing Program We truly appreciate your interest in helping keep more dogs safe, and we look forward to learning more about you. If you have any questions along the way, we're here and happy to help. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:39 PM "Will Ingraham" wrote: > Thanks so much Symantha! I will check that out tomorrow as I was super busy today with the family. > > Will check out the dog park tomorrow and get a session going! > > Thank you! > > Will Ingraham Sent via Mobile Device > On Sep 15, 2025, at 07:05, Halo Collar wrote: > > Hi Will, > Thank you so much for reaching out and for sharing your story with us. We truly appreciate the important work you're doing as a foster care home and the role Rory plays as a therapy dog for the children you welcome into your family. It's clear how meaningful and valuable his presence is. > > While we don't have a public program that we can confirm through email, the best way to explore what options may be available to you is to connect directly with one of our live representatives. They'll be able to review your situation in detail and provide guidance on potential discounts or solutions that may help fit your budget. > You can reach us through the Halo App: > \* Tap Settings > \* Tap Halo Dog Park > \* Tap Halo Support > \* Tap Join Session > Or call us at +1 (214) 238-9788 during our support hours: > \* Monday–Friday: 9 AM – 5 PM EST > \* Saturday–Sunday: 10 AM – 4 PM EST > Once connected, our team will work with you to make sure you have the best possible path forward for keeping Rory safe and supported in your new home. > Thank you again for your kind words and for the care you provide to the children in your home. We look forward to assisting you further. > With pawsitivity, > Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 5:19 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 9:19 AM "will ingraham" wrote: > > With us being a foster care home, having a therapy dog - and English retriever named Rory - we got to a place where \$10+ per month really didn't fit in the budget. We were wondering if you provide any discounts for families who take in the most vulnerable kiddos in Michigan where having a pet who they can be with helps with their handling of their lived experiences. We have been licensed for 4 years and have had 16 kiddos come through our home. One particularly whom we are adopting in the coming months. > > We aren't asking for charity, but asking if there are any programs which we can participate in that helps with some of our monthly budget. With us moving to a new location, an invisible fence isn't really an option with how property is setup and would like to renegade with the best GPS collar on the market to keep our pup safe around the property. > > Please let me know if you'd like to see any evidence of our story. In the meantime I will share a post my wife placed on Facebook for you to check out for considering. > > Thanks for the review! I appreciate your business and the quality product you have! > <https://www.facebook.com/share/p/19Z4YmhGKU/?mibextid=wwXlfr> (https://www.facebook.com/share/p/19Z4YmhGKU/?mibextid=wwXlfr) > Sent from Yahoo Mail for iPhone (https://mail.onelink.me/107872968?pid=nativeplacement&c;=Global\_Acquisition\_YMktg\_315\_Internal\_EmailSignature■\_sub1=Acquisition■\_sub2=Global\_YMktg■\_sub3=■\_sub4=100000604■\_sub5=EmailSignature\_Static■\_ios\_store\_cpp=9d3a686e-218d-4849-8298-b480188dc8ac■\_android\_url=https%3A%2F%2Fplay.google.com%2Fstore%2Fapps%2Fdetails%3Fid%3Dcom.yahoo.mobile.client.android.mail%26listing%3

Demail\_signature)

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 13:44:32 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Will Ingraham Email: ibanezfreak4@yahoo.com Phone Number: Collar SN: 21h2522477rt (Rory) - Halo 1 from order #1100394 was removed from account on Aug 13, 2025, 4:48 AM Collar FW: v.02.06.05 on 05/16/2025 18:23 Collar Purchased From: Halo/1100394 Resources: Verified CX in AP, Gladly Recap/TS: Affiliate macro. Next Steps:

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:44:32 UTC

Added: izbl69d5Q6CYNSAx5eu-KQ | Removed: bDcJwjoMTjeffz13hM6gAA

**STATUS CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:44:40 UTC | Status: CLOSED

## Conversation: vtlo1y\_ATXeTkcj1TAPivg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 02:45:27 UTC to 2025-09-16 20:59:50 UTC

**Customer (feBsjKDo...)** | 2025-09-16 02:45:27 UTC | halocollar.com

I did the cleaning and hard reset on collar. No lights appeared

**STATUS CHANGE** | Customer (feBsjKDo...) | 2025-09-16 02:45:27 UTC | Status: OPEN

**System/AI** | 2025-09-16 02:45:41 UTC | halocollar.com

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

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 20:44:23 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 20:45:32 UTC

**EMAIL | Agent (vayOmd0l...) | 2025-09-16 20:59:40 UTC**

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

**To:** [tbenbo92@gmail.com](mailto:tbenbo92@gmail.com)

**Subject:** Halo Support Warranty Request Submitted

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

**AGENT NOTE | Agent (vayOmd0l...) | 2025-09-16 20:59:42 UTC**

Serial Numbers: 24h3310622rt FW: 03.00.05 Issue/ Need: Cx stated, "Collar does not turn on, does not charge. Did the cleaning and hard reset, and still does not turn on." Troubleshooting & Actions Taken: Cx cleaned pins Performed a hard reset Tested the charger on another device — confirmed it works Tried both chargers Verified block is 20W Reported pet went into the water before the collar started to mess up Resources Used: AP Next Steps: Follow up with Phone/Email — Follow Up Warranty macro

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 20:59:48 UTC

Added: 76jKdDJqQKG1X52gm4kjGg, f5K70j-7T1qdE8RdQP8GZg

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 20:59:50 UTC | Status: CLOSED

## Conversation: -YFIgPixRCWOHUEd5v69Hg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 02:45:33 UTC to 2025-09-16 04:46:30 UTC

**Customer (4aKsN60D...)** | 2025-09-16 02:45:33 UTC | halocollar.com

replacement charger

**System/AI** | 2025-09-16 02:45:59 UTC | halocollar.com

Hi there! If you need a replacement charger for your Halo Collar, make sure to use the provided USB-C charging cable and a compatible USB-C wall charger. You can test the USB-C cable and charging block on another device to ensure they work. If you need to purchase a new charger, you can visit the Halo Collar website or contact Halo support for assistance. They'll be happy to guide you on how to obtain a replacement charger if necessary.

**STATUS CHANGE** | Unknown | 2025-09-16 04:46:30 UTC | Status: CLOSED

## Conversation: JK5Q\_yYKRZ26A8\_XzxXkfQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 02:47:10 UTC to 2025-09-16 12:51:33 UTC

**EMAIL | Customer (7hqdBNI...) | 2025-09-16 02:47:10 UTC**

**From:** caleydougan@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Request Has Been Escalated

Hello, I recently received the credit back to my credit card but then it disappeared. Does this typically happen? Thanks, Caley Sent from my iPhone On Sep 3, 2025, at 9:59 AM, Halo Collar wrote: Hello Caley Thank you for reaching out about your refund—we completely understand how important this is, and we're here to help clarify what comes next. Here's what to expect: \* Once your return arrives at our warehouse, our team will inspect the item. \* After inspection, we'll process your refund for the purchase price minus the return fee outlined in our Return Policy.

(<https://www.halocollar.com/unified-terms-and-conditions/#ReturnPolicy>) \* Please allow 7–10 business days from the date we receive your return for processing. \* Refunds typically take 1–2 billing cycles to appear on your statement, depending on your credit card company. \* You'll receive an email confirmation as soon as your refund has been issued. We truly appreciate your patience and understanding throughout this process. If you have any questions in the meantime, don't hesitate to reach out. We're always happy to help. Best Regards , Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 2, 2025, 9:27 PM "caley dougan" wrote: Thank you, when will I receive my money back? Thanks, Cakey Sent from my iPhone On Sep 2, 2025, at 1:16 PM, Halo Collar wrote: Hi Caley, Thank you so much for confirming that with me. I went ahead and submitted your collar for return. You should receive an email here shortly with details! I'm including your return label below. Please let us know if you have any additional questions or concerns, we're happy to help. Best Regards , Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 1, 2025, 11:23 AM "caley dougan" wrote: Hi Marissa, yes unfortunately the collar is not working for us at all. Sorry for not reaching out sooner. Thank you again. Caley Sent from my iPhone On Aug 31, 2025, at 5:52 PM, Halo Collar wrote: Hi Caley, My name is Marissa and I'm with Halo's Management Team. Thank you for reaching out to us. I am sad to hear your current property is not working out with the Halo collar. We understand how this can sometimes happen, and we're willing to work with you towards a solution. I can go ahead and initiate the return process for you--all I need is your confirmation that the collar is no longer in use to move forward. We are sad to see you go, but appreciate you picking Halo and giving us a shot! Best Regards , Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Saturday, August 30, 2025, 9:23 AM support@halocollar.com wrote: Hello Caley, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 12:51:14 UTC**

**From:** support@halocollar.com

**To:** caleydougan@gmail.com

**Subject:** Re: Halo Collar Your Request Has Been Escalated

Hi Caley, Thank you for reaching out to Halo Collar Support! We surely understand your concern with this, and I am more than happy to assist you. Yes, that is normal. Should you



have any further questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:47 PM "caley dougan" wrote: > Hello, I recently received the credit back to my credit card but then it disappeared. Does this typically happen? > > Thanks, > Caley > > Sent from my iPhone > On Sep 3, 2025, at 9:59 AM, Halo Collar wrote: > > Hello Caley > > Thank you for reaching out about your refund—we completely understand how important this is, and we're here to help clarify what comes next. > Here's what to expect: > \* Once your return arrives at our warehouse, our team will inspect the item. > \* After inspection, we'll process your refund for the purchase price minus the return fee outlined in our Return Policy. (https://www.halocollar.com/unified-terms-and-conditions/#ReturnPolicy) > \* Please allow 7–10 business days from the date we receive your return for processing. > \* Refunds typically take 1–2 billing cycles to appear on your statement, depending on your credit card company. > \* You'll receive an email confirmation as soon as your refund has been issued. > > We truly appreciate your patience and understanding throughout this process. > If you have any questions in the meantime, don't hesitate to reach out. > We're always happy to help. > > Best Regards , > Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 2, 2025, 9:27 PM "caley dougan" wrote: Thank you, when will I receive my money back? > > Thanks, > Caley > > Sent from my iPhone > On Sep 2, 2025, at 1:16 PM, Halo Collar wrote: > > Hi Caley, > > Thank you so much for confirming that with me. > > I went ahead and submitted your collar for return. You should receive an email here shortly with details! > > I'm including your return label below. Please let us know if you have any additional questions or concerns, we're happy to help. > > Best Regards , > Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Monday, September 1, 2025, 11:23 AM "caley dougan" wrote: Hi Marissa, yes unfortunately the collar is not working for us at all. Sorry for not reaching out sooner. Thank you again. > > Caley > > Sent from my iPhone > On Aug 31, 2025, at 5:52 PM, Halo Collar wrote: > > Hi Caley, > > My name is Marissa and I'm with Halo's Management Team. > > Thank you for reaching out to us. > > I am sad to hear your current property is not working out with the Halo collar. We understand how this can sometimes happen, and we're willing to work with you towards a solution. > > I can go ahead and initiate the return process for you--all I need is your confirmation that the collar is no longer in use to move forward. > > We are sad to see you go, but appreciate you picking Halo and giving us a shot! > > Best Regards , > Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Saturday, August 30, 2025, 9:23 AM support@halocollar.com wrote: > Hello Caley, > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > If you need anything in the meantime, we're right here and happy to help. > With pawsitivity, > Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > >

#### AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 12:51:22 UTC

Live Team Notes Serial Numbers:25h4190240rt FW:v.03.00.05 Issue/ Need: Cx says they recently received the credit back to their credit card but then it disappeared. cx asked "does this typically happen?" Troubleshooting & Actions Taken: Advsd cx "Yes, that is normal" Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, gladly Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 12:51:31 UTC

Added: IDABD6XfSDadjp6utMv7LA

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 12:51:33 UTC | Status: CLOSED

## Conversation: w0zTLAbeQRKh6BBbTEYT2g

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 02:51:05 UTC to 2025-09-16 02:51:33 UTC*

**Customer (ygvuJNnV...)** | 2025-09-16 02:51:05 UTC | halocollar.com

Replacement screw with posts

**System/AI** | 2025-09-16 02:51:33 UTC | halocollar.com

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

## Conversation: fKkNR5eUSmOYJcruJVckBQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 02:52:43 UTC to 2025-09-16 12:47:25 UTC

**EMAIL | Customer (PRRKG8tp...) | 2025-09-16 02:52:43 UTC**

**From:** baewhite@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Next Steps Investigation

halocollar.mp4 On Mon, Sep 15, 2025, 10:37 AM Halo Collar wrote: > Hello Brad, > > My name is Gabby, and I'm sorry your pup is having trouble with their Halo > Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. > They'll investigate the details and email you as soon as they finish their > review. > > \*What happens next:\* > > • Our specialists deep dive into our system > > • They'll email you with their findings and clear next steps > > • We'll stay with you until everything's working the way it should > > - Please reply to this email with a screen recording with narration of > the charging issues on your unit. > > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Gabrielle > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

**EMAIL | Agent (YYRYgGjy...) | 2025-09-16 12:47:17 UTC**

**From:** support@halocollar.com

**To:** baewhite@gmail.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hi Brad, My name is Ariel with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:52 PM "brad white" wrote: > halocollar.mp4 > > > > On Mon, Sep 15, 2025, 10:37 AM Halo Collar wrote: > > > Hello Brad, > > > > My name is Gabby, and I'm sorry your pup is having trouble with their Halo > > Collar. I know that can be stressful. > > > > I've just escalated your case to our Collar Technical Evaluation Team. > > They'll investigate the details and email you as soon as they finish their > > review. > > > > \*What happens next:\* > > > > • Our specialists deep dive into our system > > > > • They'll email you with their findings and clear next steps > > > > • We'll stay with you until everything's working the way it should > > > > - Please reply to this email with a screen recording with narration of > > the charging issues on your unit. > > > > > > If you have any questions in the meantime, just hit reply. > > > > We're here for you and your pup every step of the way. > > > > We'll be in touch as soon as possible! > > > > With pawsitivity, > > Gabrielle > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > \*Need more help?\* > > > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > > ■\*Speak to a live agent

face-to-face at our **\*\*Dog Park\*** > > > > - 9:00 am - 8:00 pm EST **\*7 days a week\*** > > >  
> **\*Join Session\*** to speak with the next available agent > > >

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 12:47:24 UTC

Added: 6jk7DobMRw2g1ATE6kOMjw | Removed: C601BWVnSViGn9DDMDr6WQ

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 12:47:25 UTC | Status: CLOSED

## Conversation: lqTHrXaBSKOIwdBUnFv-qA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 02:59:15 UTC to 2025-09-16 12:59:16 UTC

### EMAIL | Customer (ZWr\_vb4V...) | 2025-09-16 02:59:15 UTC

**From:** dobletony@yahoo.com

**To:** support@halocollar.com

**Subject:** Collar Strap Screw

Hello We have 3 Halo Collars and all of our straps have started to lose the screws with posts that are on the strap near the buckle. I'm not speaking of the prongs that are on the collar but the screws that have an allen wrench screw and female post that comes through the collar. I do not see these screws anywhere on the website. I'd rather not buy a \$30 collar if I can just get the replacement screws. Do you sell these separately? Any help is greatly appreciated. Thank you. Tony

### EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 12:58:42 UTC

**From:** support@halocollar.com

**To:** dobletony@yahoo.com

**Subject:** Re: Collar Strap Screw

Hi Tony, Thank you for reaching out to Halo Collar Support and providing an image. We surely understand the importance of getting this vital item, and I am more than happy to assist you with this. We would like to send you a strap adjustment kit at no cost. Could you provide the following information to ensure a correct delivery? Phone Number Full Shipping Address (Address, City, State, and Zip Code, please note we do not ship to Post Office Boxes) We look forward to getting this resolved right away. Should you have any further questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 10:59 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 2:59 AM "Tony Doble" wrote: > > > Hello > > > We have 3 Halo Collars and all of our straps have started to lose the screws with posts that are on the strap near the buckle. I'm not speaking of the prongs that are on the collar but the screws that have an allen wrench screw and female post that comes through the collar. I do not see these screws anywhere on the website. I'd rather not buy a \$30 collar if I can just get the replacement screws. Do you sell these separately? Any help is greatly appreciated. Thank you. > > > > > Tony

### AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 12:58:49 UTC

Live Team Notes Serial Numbers:25h4326111rt/25h4150293rt /25h4150747rt  
FW:03.00.05 Issue/ Need: Cx is asking for rivet screw replacement Troubleshooting & Actions Taken: Asked cx for ARF info for strap adjustment kit Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 12:59:15 UTC

Added: 4NylcZCDQ\_-lGn\_argWI\_w

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 12:59:16 UTC | Status: CLOSED

## Conversation: 2wLfBIIMQpmQ1VWIMkQWrA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 03:01:11 UTC to 2025-09-16 03:16:31 UTC

**Customer (\_Pa7Y44I...)** | 2025-09-16 03:01:11 UTC | halocollar.com

halo4 collar keeps giving my dog corrections when hes no where close to the geo fence

**System/AI** | 2025-09-16 03:01:22 UTC | halocollar.com

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

**Customer (\_Pa7Y44I...)** | 2025-09-16 03:16:18 UTC | halocollar.com

the app isnt working

**Customer (\_Pa7Y44I...)** | 2025-09-16 03:16:31 UTC | halocollar.com

im typing into it but it wont send

## Conversation: Ars7wS1JQuSduMuy8qhmjA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 03:04:21 UTC to 2025-09-16 13:26:49 UTC

**EMAIL | Customer (-KsyIHJW...) | 2025-09-16 03:04:21 UTC**

**From:** wirenut725@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support: Scheduled Call Follow-up

I have reset the GPS settings and it is more worthless than before I change them back. I was told by one of the dog pound people told me to change them. I have spent a lot of time trying to get it to work. There is not one thing that has helped with the problem. Every time I call the next dog pound people tell me to reverse what the earlier pound hound told me to do. It is as you people don't have a clue how to fix this As soon as Annie went outside she disappeared again last know location was at the bottom of the steps. Either give me back my money or send out another collar. I took her over to my brother's house and the collar did not work there. 113 Hazelwood road another of my fences. ----- Forwarded message ----- From: Halo Collar Date: Sat, Sep 13, 2025, 12:58 PM Subject: Halo Support: Scheduled Call Follow-up To: Hello John, Thank you for joining me on the call today! I reached out to our engineering team and they investigated the backend data of the collar. There appear to be no technical issues present; however, they do have some suggestions on how to help the situation. They would like you to move the GPS levels back to the default settings. Moving the setting back and having the Zone Beacon should help resolve the indoor feedback. I'd be more than happy to send another Zone Beacon to help cover the entire house, especially if you've been noticing the feedback is going off in the same area of the house. Below shows how to get to the GPS Levels settings. You'll see an option to revert to the default. - How to Adjust My Collar's GPS Signal Level Settings Our team continues to work on firmware updates to improve GPS drift, so things will improve with time. They suggest keeping the collar off while it is not in active use for the time being. They also noticed your fence is very close to the road and recommend moving it inward to ensure Annie gets feedback before she's in the road. Let's try these steps first and see how things go. Keep me updated on how things are over the next few days! Best Regards, Emma Halo Senior Customer Support \*Halo Collar\* | Here for you and your best friend■

**EMAIL | Customer (-KsyIHJW...) | 2025-09-16 03:19:31 UTC**

**From:** wirenut725@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support: Scheduled Call Follow-up

Right now I cannot even reset the GPS back to what I was before your suggestion to reset it to factory settings, because the collar can not be located. It is as if there is no customer service just a circular list of fixes with no change . It doesn't work here or at any of my other fences. On Mon, Sep 15, 2025, 10:05 PM JOHN A WOODSON SR wrote: > I have reset the GPS settings and it is more worthless than before I > change them back. I was told by one of the dog pound people told me to > change them. I have spent a lot of time trying to get it to work. There > is not one thing that has helped with the problem. Every time I call the > next dog pound people tell me to reverse what the earlier pound hound told > me to do. It is as you people don't have a clue how to fix this As soon > as Annie went outside she disappeared again last know location was at the > bottom of the steps. Either give me back my money or send out another > collar. I took her over to my brother's house and the collar did not work > there. 113 Hazelwood road another of my fences. > ----- Forwarded message ----- > From: Halo Collar > Date: Sat, Sep 13, 2025, 12:58 PM > Subject: Halo Support: Scheduled Call Follow-up > To: > > Hello John, > > Thank you for joining me on the call today! I reached out to our > engineering team and they investigated the backend data of the collar. > > There appear to be no technical issues present; however, they do have some > suggestions on how to help the situation. They would like you to move the > GPS levels back to the default settings. Moving the setting back and having > the Zone Beacon should help resolve the indoor feedback. I'd be more than > happy to send another Zone Beacon to help cover the entire house, > especially if



you've been noticing the feedback is going off in the same > area of the house. > > Below shows how to get to the GPS Levels settings. You'll see an option to > revert to the default. > > - How to Adjust My Collar's GPS Signal Level Settings > > > Our team continues to work on firmware updates to improve GPS drift, so > things will improve with time. They suggest keeping the collar off while it > is not in active use for the time being. > > They also noticed your fence is very close to the road and recommend > moving it inward to ensure Annie gets feedback before she's in the road. > > Let's try these steps first and see how things go. > Keep me updated on how things are over the next few days! > > Best Regards, > Emma > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

**EMAIL | Customer (-KsYlHJW...) | 2025-09-16 03:36:39 UTC**

**From:** wirenut725@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support: Scheduled Call Follow-up

This is where Annie is now. cannot get the collar to connect outside of the house. No no whistle no vibration it won't even show that it knows where the collar is Right outside the front door of the house. On Mon, Sep 15, 2025, 10:20 PM JOHN A WOODSON SR wrote:  
> Right now I cannot even reset the GPS back to what I was before your > suggestion to reset it to factory settings, because the collar can not be > located. > It is as if there is no customer service just a circular list of fixes > with no change . It doesn't work here or at any of my other fences. > > On Mon, Sep 15, 2025, 10:05 PM JOHN A WOODSON SR > wrote: > > I have reset the GPS settings and it is more worthless than before I > > change them back. I was told by one of the dog pound people told me to > > change them. I have spent a lot of time trying to get it to work. There > > is not one thing that has helped with the problem. Every time I call the > > next dog pound people tell me to reverse what the earlier pound hound told > > me to do. It is as you people don't have a clue how to fix this As soon > > as Annie went outside she disappeared again last know location was at the > > bottom of the steps. Either give me back my money or send out another > > collar. I took her over to my brother's house and the collar did not work > > there. 113 Hazelwood road another of my fences. > > ----- Forwarded message ----- > > From: Halo Collar > > Date: Sat, Sep 13, 2025, 12:58 PM > > Subject: Halo Support: Scheduled Call Follow-up > > To: > > > > Hello John, > > > Thank you for joining me on the call today! I reached out to our > > engineering team and they investigated the backend data of the collar. > > > There appear to be no technical issues present; however, they do have > > some suggestions on how to help the situation. They would like you to move > > the GPS levels back to the default settings. Moving the setting back and > > having the Zone Beacon should help resolve the indoor feedback. I'd be more > > than happy to send another Zone Beacon to help cover the entire house, > > especially if you've been noticing the feedback is going off in the same > > area of the house. > > > Below shows how to get to the GPS Levels settings. You'll see an option > > to revert to the default. > > > - How to Adjust My Collar's GPS Signal Level Settings > > > > > Our team continues to work on firmware updates to improve GPS drift, so > > things will improve with time. They suggest keeping the collar off while it > > is not in active use for the time being. > > > They also noticed your fence is very close to the road and recommend > > moving it inward to ensure Annie gets feedback before she's in the road. > > > Let's try these steps first and see how things go. > > > Keep me updated on how things are over the next few days! > > > Best Regards, > > Emma > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > >

**PHONE\_CALL | Customer (-KsYlHJW...) | 2025-09-16 13:26:49 UTC**

## Conversation: I1ur-DvaR1eS\_7b622KDOQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 03:05:52 UTC to 2025-09-16 13:02:34 UTC

**STATUS CHANGE** | Customer (c-cTvIgn...) | 2025-09-16 03:05:52 UTC | Status: OPEN

### EMAIL | Customer (c-cTvIgn...) | 2025-09-16 03:05:52 UTC

**From:** denisek6659@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Sent from my iPhone

### EMAIL | Agent (nNKLv8vG...) | 2025-09-16 12:59:28 UTC

**From:** support@halocollar.com

**To:** denisek6659@gmail.com

**Subject:** Re: Log Submission - empty zip file - NO Account with this email & no name

Hello Customer, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started? Any error messages or unusual behavior you've seen? Please reply to this email with the additional details to assist further. Account Owner's Full Name: Email Linked to That Account: Phone Number: Serial Number of Collar: Order Number: Issue: Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend! ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 11:05 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 3:05 AM wrote: > > > > Sent from my iPhone

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:02:16 UTC

Added: UNYy8zJMRzuqZ0-CQlyc1Q, xuobtcPqSGuD7uwjUFZzMQ, PT5SzfGLQx6qJKX6efjzxA | Removed: DWX7EuMeSkumrbZ8T4AUPQ

### AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 13:02:33 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: UNKNOWN Email: denisek6659@gmail.com / No account with this email & no name Phone Number: unknown Collar SN: unknown Collar FW: unknown Collar Purchased From: unknown Resources: Could NOT verify CX in AP, Gladly / No account with this email & no name Recap/TS: CX sent empty zip file log- NO account with this email & no name - need more information Next Steps: email Next agent, please update this CX's contact information in Gladly when CX responds.

**STATUS CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:02:34 UTC | Status: CLOSED

## Conversation: ejTyx-kfTcua5mNchRrokA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 03:12:23 UTC to 2025-09-16 05:16:58 UTC

**Customer (nWUp45v7...)** | 2025-09-16 03:12:23 UTC | halocollar.com

hi, do you offer a military discount?

**System/AI** | 2025-09-16 03:12:45 UTC | halocollar.com

Hi there! Currently, we don't offer a military discount, but we truly appreciate your service. Please keep an eye on our website and email newsletters for any future promotions or discounts. If you have any other questions or need further assistance, feel free to ask!

**Customer (nWUp45v7...)** | 2025-09-16 03:13:32 UTC | halocollar.com

can you please give me a full list of current promo codes I can use towards my purchase?

**System/AI** | 2025-09-16 03:14:09 UTC | halocollar.com

Hi there! Currently, all active Halo Collar promotions are listed on our website. If you don't see any, it means there aren't any active promotions right now. For multi-collar purchases, we offer automatic savings: 2 Collars – Save \$50 (Code: 2HALOS) 3 Collars – Save \$100 (Code: 3HALOS) 4 Collars – Save \$100 (Code: 4HALOS) 5 Collars – Save \$100 (Code: 5HALOS) Be sure to check our website regularly for updates on new promotions or join our mailing list to get the latest deals. Let me know if you have any other questions!

**Customer (nWUp45v7...)** | 2025-09-16 03:15:41 UTC | halocollar.com

what promo codes do you offer if buying a single collar

**System/AI** | 2025-09-16 03:16:01 UTC | halocollar.com

Hi there! At the moment, we don't have any specific promo codes for purchasing a single Halo Collar. However, you can find all active promotions on our website. I suggest checking it regularly or subscribing to our mailing list for updates on future discounts. If you have any more questions or need further assistance, just let me know!

**STATUS CHANGE** | Unknown | 2025-09-16 05:16:58 UTC | Status: CLOSED

## Conversation: qiimWmpvQmys1caWG-aG1Q

Messages: 2 | Customers: 1 | Duration: 2025-09-16 03:14:54 UTC to 2025-09-16 03:50:26 UTC

### EMAIL | Customer (1a7nHKKR...) | 2025-09-16 03:14:54 UTC

**From:** erik@metis-advisors.com

**To:** support@halocollar.com

**Subject:** [HALO-APP] Login issue

Erik McLaughlin, CEO METIS llc > Mergers & Acquisitions o: (509) 529-3925 | c: (509) 301-3043 www.medis-advisors.com erik@metis-advisors.com Metis LLC Confidentiality Notice: The information contained in this email and any attachments is intended solely for the use of the individual or entity to whom it is addressed and may contain confidential and/or privileged material. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

### EMAIL | Customer (1a7nHKKR...) | 2025-09-16 03:50:26 UTC

**From:** erik@metis-advisors.com

**To:** support@halocollar.com

**Subject:** [HALO-APP] An unexpected error

Erik McLaughlin, CEO METIS llc > Mergers & Acquisitions o: (509) 529-3925 | c: (509) 301-3043 www.medis-advisors.com erik@metis-advisors.com Metis LLC Confidentiality Notice: The information contained in this email and any attachments is intended solely for the use of the individual or entity to whom it is addressed and may contain confidential and/or privileged material. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

## Conversation: xxutnu4YRrKLrrilbA4yCw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 03:23:20 UTC to 2025-09-16 12:59:43 UTC

### EMAIL | Customer (yXeKs3oH...) | 2025-09-16 03:23:20 UTC

**From:** jsmallwssso19@gmail.com

**To:** support@halocollar.com

**Subject:** Problems with Halo4 collar

A little over a month ago we got my dog a Halo4 collar. Overall I'm disappointed in the device. Just tonight he received emergency feedback when he was at least 30 feet from the boundary. There's numerous times it isn't warning him when he's by the geofence and then it's giving him feedback at times when he's not anywhere near the line. I'm not sure how to correct this. It's causing the dog to not understand why he's getting the feedback he is getting and I question the timeliness of it. Any advice on how to get this to be more accurate? James Small

### EMAIL | Customer (yXeKs3oH...) | 2025-09-16 03:26:50 UTC

**From:** jsmallwssso19@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Problems with Halo4 collar

Hi, I would like a human being to contact me. I find it disrespectful to be sent the same things I have already read online. James Small On Mon, Sep 15, 2025 at 10:23 PM Halo Collar wrote: > We're sorry to hear about the issues you're experiencing with your Halo4 > collar. It sounds like there might be a problem with GPS accuracy or > initialization. > > To improve accuracy, please ensure the collar's GPS is initialized by > taking it outside to an open area and keeping it still until the GPS light > blinks green. Also, check that the collar is fitted snugly on your dog's > neck, as an improper fit can affect GPS performance. > > If the problem persists, consider updating the collar's firmware and using > the diagnostics feature in the Halo App to check GPS status. Let us know if > you need further assistance! > The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 3:23 AM "James Small" jsmallwssso19@gmail.com> wrote: > > A little over a month ago we got my dog a Halo4 collar. Overall I'm > disappointed in the device. > > Just tonight he received emergency feedback when he was at least 30 feet > from the boundary. There's numerous times it isn't warning him when he's by > the geofence and then it's giving him feedback at times when he's not > anywhere near the line. > > I'm not sure how to correct this. It's causing the dog to not understand > why he's getting the feedback he is getting and I question the timeliness of > it. > > Any advice on how to get this to be more accurate? > > James Small > > >

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 12:59:38 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ

### EMAIL | Agent (poWIULpl...) | 2025-09-16 12:59:39 UTC

**From:** support@halocollar.com

**To:** jsmallwssso19@gmail.com

**Subject:** Halo Collar Contact Information

Hello James, Thanks for reaching out to Halo Support! My name is Kenny, and I'm here for you and your pup! If you'd like a little extra help, we'd love to invite you to join us in the Halo Dog Park. This is our virtual support space where you can chat with one of our agents face-to-face. Please note that you don't have to have your camera on. Just use the link below to hop into a live video call when it's convenient for you: [How to Contact Customer Support](#) We're looking forward to seeing you there and are excited to help you! With pawstivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 11:27 PM

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 12:59:43 UTC | Status: CLOSED

**STATUS CHANGE** / Agent (poWIULpl...) / 2025-09-16 12:59:43 UTC / Status: CLOSED

## Conversation: QpS83--NR0yferS0PL5DaQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 03:24:47 UTC to 2025-09-16 03:24:58 UTC

**Customer (aXgGSee1...) | 2025-09-16 03:24:47 UTC | halocollar.com**

I got a notification the collar wasn't charging, I went to check it and the charger and collar was so hot to touch it burned my fingers, what do i do, I'm scared to try to keep charging it

**System/AI | 2025-09-16 03:24:58 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: yIB8YT42RDygb5ZSlta4Ew

Messages: 6 | Customers: 1 | Duration: 2025-09-16 03:27:17 UTC to 2025-09-16 13:25:52 UTC

### EMAIL | Customer (JDueG8zH...) | 2025-09-16 03:27:17 UTC

**From:** pittman.kathryn@me.com

**To:** support@halocollar.com

**Subject:** Collar and charger hot to touch

I got a notification the collar wasn't charging, I went to check it and the charger and collar was so hot to touch it burned my fingers, what do i do, I'm scared to try to keep charging it  
Sent from my iPhone

### EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 13:23:58 UTC

**From:** support@halocollar.com

**To:** pittman.kathryn@me.com

**Subject:** Re: Collar and charger hot to touch

Hi Kathryn, Thanks so much for reaching out! We would like to offer you a warranty replacement request. I'm happy to submit your replacement request. Before we can move forward, we just need a quick confirmation: Is your dog currently using the defective collar? For your pup's safety, we can't proceed until we know the collar is no longer in use. Once the request is submitted, the collar will be deactivated and will no longer function. Once we receive your confirmation: We'll send you an email to verify your shipping address. After you confirm, your replacement will be processed and shipped as soon as possible. In addition to the warranty replacement request, we would also like to send you a new charging kit. Could you provide the following information? Confirmation that the collar is no longer in use  
Name on account  
Email on account  
Phone Number  
Full Shipping Address (Address, City, State, and Zip Code, please note we do not ship to Post Office Boxes)  
Serial number of the collar affected  
Do you use a magnetic adaptor to charge your collar? We look forward to getting this resolved right away. Should you have any further questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend  
■ Need more help?  
■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week  
Join Session to speak with the next available agent  
On Monday, September 15, 2025, 11:27 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 3:27 AM "kathryn pittman" wrote: > > I got a notification the collar wasn't charging, I went to check it and the charger and collar was so hot to touch it burned my fingers, what do i do, I'm scared to try to keep charging it > > Sent from my iPhone

### AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 13:24:02 UTC

Live Team Notes  
Serial Numbers: n/a  
FW: n/a  
Issue/ Need: Cx says they got a notification the collar wasn't charging and went to check it and the charger and collar was so hot to touch it burned their fingers, cx asked what do they do saying they are scared to try to keep charging it  
Troubleshooting & Actions Taken: Offered WR and asked for ARF info for new charging kit - also asked for cx to confirm collar not in use - also asked for account info and collar type as their email is not in AP  
Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, gladly, ts t1 guide  
Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 13:24:20 UTC

Added: 76jKdDjQKG1X52gm4kjGg



**AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 13:25:45 UTC**

Next steps: When cx replies confirming collar is not in use, please submit the WR Please also submit ARF for a new charging kit (cx will let us know sn# of collar and if they use a mag)

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 13:25:52 UTC | Status: CLOSED

## Conversation: y8DQk6oGToKmW2TSg7WV8Q

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 03:56:52 UTC to 2025-09-16 05:57:39 UTC*

**Customer (wysx0X52...)** | 2025-09-16 03:56:52 UTC | halocollar.com

I need a new charger for my halo 3. It has the magnetic charger

**System/AI** | 2025-09-16 03:57:14 UTC | halocollar.com

Hi there! You can purchase a new magnetic charger for your Halo 3 at our Online Store. Just make sure to select the correct charging adapter for your specific collar model. These adapters are sold exclusively on the Halo website and are not interchangeable with third-party products. If you have any issues with ordering, feel free to reach out for further assistance. Happy shopping!

**STATUS CHANGE** | *Unknown* | 2025-09-16 05:57:39 UTC | Status: CLOSED

## Conversation: LxancUtZQi-3D3FFNrK8ow

Messages: 6 | Customers: 1 | Duration: 2025-09-16 03:57:37 UTC to 2025-09-16 04:07:10 UTC

**Customer (5O62ZLZx...)** | 2025-09-16 03:57:37 UTC | halocollar.com

how does a beacon work

**System/AI** | 2025-09-16 03:57:56 UTC | halocollar.com

Halo Beacons are small Bluetooth devices that work with the Halo Collar to create safe or restricted areas for your dog. They can be used both indoors and outdoors to set "Keep Away" or "Ignore Fence" zones. Each beacon can have a custom radius, affecting areas above or below it, and can be managed through the Halo app. Beacons are optional and not included with the Halo Collar kit, but they enhance the system by offering more control over your dog's boundaries.

**Customer (5O62ZLZx...)** | 2025-09-16 04:00:18 UTC | halocollar.com

why can't I change the mode on my beacon

**System/AI** | 2025-09-16 04:00:40 UTC | halocollar.com

Hi there! If you're having trouble changing the mode on your beacon, first make sure it's properly paired with your Halo app and that the battery is charged. You can manage the beacon settings in the app under Settings > My Beacons. If the issue continues, the beacon might be defective. Please reach out to customer support for further assistance or a possible replacement. We're here to help!

**Customer (5O62ZLZx...)** | 2025-09-16 04:06:39 UTC | halocollar.com

my beacon won't turn on after changing the battery to a new battery

**System/AI** | 2025-09-16 04:07:10 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: 7UuHyK3wQCKSr9ZBORIpCQ

Messages: 9 | Customers: 1 | Duration: 2025-09-16 04:06:36 UTC to 2025-09-16 17:04:41 UTC

### EMAIL | Customer (WFnHIWPK...) | 2025-09-16 04:06:36 UTC

**From:** followteambs@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Success Team

This is great to hear please send out the blue collar and yes the address is correct. Thanks, Blake Jonas 19207 County Road 447 Van TX 75790 United States Sent from my iPhone On Mon, Sep 15, 2025 at 8:54 AM Halo Collar wrote: > Hello Blake, > > I'm Haley with the Success team here at Halo. I'm stepping in while Emma > is away and see that she was awaiting an update on a request to send you an > additional collar. > > I'm happy to confirm we can send out a new Halo 4 kit for you as > requested. At your convenience, please advise which color you'd prefer > between yellow, pink, blue, or grey. Once I have that information, I'm > happy to initiate that shipment for you. > > > Just to confirm, the shipping address we have on file is: > 19207 County Rd 447 > Van, TX 75790 > > If you have any questions, please feel free to let me know. I'm happy to > help and look forward to getting you back on track! > > Best Regards, > Haley > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

*STATUS CHANGE | Customer (WFnHIWPK...) | 2025-09-16 04:06:36 UTC | Status: OPEN*

### EMAIL | Agent (YumuZHIE...) | 2025-09-16 13:13:56 UTC

**From:** support@halocollar.com

**To:** followteambs@gmail.com

**Subject:** Re: Halo Collar Success Team

Hello Blake, Thank you for confirming your address. I've arranged your shipment, and you'll receive a tracking update as soon as it's on its way. I'm glad Emma was able to help get everything back on track, and we're excited for you to receive your new Halo 4 kit. If you have any questions or need support once it arrives, please don't hesitate to reach out. We're happy to help! Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:06 AM "FollowTeamBS" wrote: > This is great to hear please send out the blue collar and yes the address > is correct. > > Thanks, > > Blake Jonas > 19207 County Road 447 > Van TX 75790 > United States > > Sent from my iPhone > > > On Mon, Sep 15, 2025 at 8:54 AM Halo Collar wrote: > > > Hello Blake, > > > > I'm Haley with the Success team here at Halo. I'm stepping in while Emma > > is away and see that she was awaiting an update on a request to send you an > > additional collar. > > > > I'm happy to confirm we can send out a new Halo 4 kit for you as > > requested. At your convenience, please advise which color you'd prefer > > between yellow, pink, blue, or grey. Once I have that information, I'm > > happy to initiate that shipment for you. > > > > > Just to confirm, the shipping address we have on file is: > > 19207 County Rd 447 > > Van, TX 75790 > > > > If you have any questions, please feel free to let me know. I'm happy to > > help and look forward to getting you back on track! > > > > Best Regards, > > Haley > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > >

### AGENT NOTE | Agent (YumuZHIE...) | 2025-09-16 13:20:56 UTC

Intermediate Notes Issue/ Need: New H4 kit needed Previous Steps:(previous interactions) Emma has been in communication with cx about their experience. Has been back and forth with agents and a previous issue resulted in cx being short one of their collars. One of their 6 collar was lost due to a strap failure and previous support offered an upgrade of one of their current collars rather than replacing as a courtesy. Emma confirmed all information and determined cx still needs a collar and requested to send either an H3 or H4 kit. Tasked to the team while she was OOO. Recap/TS: (current interaction) Discussed with Rachel and she confirmed we can send an H4 kit. I reached out to the cx to confirm we could send them a new H4 kit at no cost and asked they provide their color choice. Cx confirmed their address and advised they'd prefer a

blue/midnight collar. I've setup the CSA order in Woo for the Midnight H4 kit and confirmed with the cx. Resources: (Articles, Slack Threads, Docs) Woo - Setup CSA order for H4 kit (midnight) 1660274 Next Steps: Cx to receive their H4 kit soon. Nothing further needed at this time unless they reach back out with any questions or concerns.

*STATUS CHANGE | Agent (YumuZHIE...) | 2025-09-16 13:22:28 UTC | Status: CLOSED*

**EMAIL | Customer (WFnHIWPK...) | 2025-09-16 14:54:27 UTC**

**From:** followteambs@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Success Team

Hello, Thanks for the help can I get confirmation on the other collars I have only gotten your order confirmation and Emma said I would get them in my email but have not got anything in the orders? Update would be greatly appreciated Thanks, Blake Sent from my iPhone On Tue, Sep 16, 2025 at 8:13 AM Halo Collar wrote: > Hello Blake, > > Thank you for confirming your address. I've arranged your shipment, and > you'll receive a tracking update as soon as it's on its way. > > I'm glad Emma was able to help get everything back on track, and we're > excited for you to receive your new Halo 4 kit. > > If you have any questions or need support once it arrives, please don't > hesitate to reach out. We're happy to help! > > Best Regards, > Haley > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 12:06 AM "FollowTeamBS" followteambs@gmail.com> wrote: > > This is great to hear please send out the blue collar and yes the address > is correct. > > Thanks, > > Blake Jonas > 19207 County Road 447 > > Van TX 75790 > > United States > > > Sent from my iPhone > > > On Mon, Sep 15, 2025 at 8:54 AM Halo Collar > wrote: > >> Hello Blake, >> >> I'm Haley with the Success team here at Halo. I'm stepping in while Emma >> is away and see that she was awaiting an update on a request to send you an >> additional collar. >> >> I'm happy to confirm we can send out a new Halo 4 kit for you as >> requested. At your convenience, please advise which color you'd prefer >> between yellow, pink, blue, or grey. Once I have that information, I'm >> happy to initiate that shipment for you. >> >> >> Just to confirm, the shipping address we have on file is: >> 19207 County Rd 447 >> Van, TX 75790 >> >> If you have any questions, please feel free to let me know. I'm happy to >> help and look forward to getting you back on track! >> >> Best Regards, >> Haley >> Halo Senior Customer Support >> \*Halo Collar\* | Here for you and your best friend■ >> >>

*STATUS CHANGE | Customer (WFnHIWPK...) | 2025-09-16 14:54:28 UTC | Status: OPEN*

**EMAIL | Agent (YumuZHIE...) | 2025-09-16 17:04:12 UTC**

**From:** support@halocollar.com

**To:** followteambs@gmail.com

**Subject:** Re: Halo Collar Success Team

Hi Blake, I see that Emma initiated your replacements on Saturday. While we typically ship within 1–2 business days, weekend processing can sometimes affect that timeline. I'm checking in with our warehouse to make sure everything is on track, and I expect these shipments to go out very soon if FedEx hasn't already picked them up. You'll receive an automated message from FedEx as soon as the packages are scanned into their system, but I will make sure to follow-up with you as soon as I have a clear update. Thank you so much for your patience while our team reviews. We appreciate it and want to make sure everything gets resolved smoothly for you. Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 10:54 AM "FollowTeamBS" wrote: > Hello, > > Thanks for the help can I get confirmation on the other collars I have only > gotten your order confirmation and Emma said I would get them in my email > but have not got anything in the orders? > > Update would be greatly appreciated > > Thanks, > > Blake > Sent from my iPhone > > > On Tue, Sep 16, 2025 at 8:13 AM Halo Collar wrote: > > > Hello Blake, > > > > Thank you for confirming your address. I've arranged your shipment, and > > you'll receive a tracking update as soon as it's on its way. > > > > I'm glad Emma was able to help get everything back on track, and we're > > excited for you to receive your new Halo 4 kit. > > > > If you

have any questions or need support once it arrives, please don't > > hesitate to reach out. We're happy to help! > > > Best Regards, > > Haley > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > On Tuesday, September 16, 2025, 12:06 AM "FollowTeamBS" > followteambs@gmail.com> wrote: > > > This is great to hear please send out the blue collar and yes the address > > is correct. > > > Thanks, > > > Blake Jonas > > 19207 County Road 447 > > > Van TX 75790 > > > United States > > > > Sent from my iPhone > > > > On Mon, Sep 15, 2025 at 8:54 AM Halo Collar > > wrote: > > > Hello Blake, > > > I'm Haley with the Success team here at Halo. I'm stepping in while Emma > > is away and see that she was awaiting an update on a request to send you an > > additional collar. > > > I'm happy to confirm we can send out a new Halo 4 kit for you as > > requested. At your convenience, please advise which color you'd prefer > > between yellow, pink, blue, or grey. Once I have that information, I'm > > happy to initiate that shipment for you. > > > > Just to confirm, the shipping address we have on file is: > > 19207 County Rd 447 > > Van, TX 75790 > > > > If you have any questions, please feel free to let me know. I'm happy to > > help and look forward to getting you back on track! > > > > Best Regards, > > Haley > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > > >

**STATUS CHANGE** | Agent (YumuZHIE...) | 2025-09-16 17:04:41 UTC | Status: CLOSED

## Conversation: LDQ0DCJxT52IyDoutbiYww

Messages: 2 | Customers: 1 | Duration: 2025-09-16 04:13:40 UTC to 2025-09-16 06:14:00 UTC

**EMAIL | Customer (nA1XJGFD...) | 2025-09-16 04:13:40 UTC**

**From:** katzenberger.mark@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Pack Membership Renewal

Hello, I ended up returning my halo collar. Can you make sure I do not get charged for this? Thanks \*Mark Katzenberger\* c: 763-300-3827 On Mon, Sep 15, 2025 at 6:56 PM Halo Team wrote: > [image: Halo®] > [image: Halo®] > Hi Mark, > We hope you and your pup have enjoyed the safety and freedom that your > Halo Collar provides. > As a reminder, your Pack Membership plan renews on \*September 22, 2025\*. > You will be automatically charged \*\$101.9\* for a \*Bronze\* \*1-year\* Pack > Membership Plan. > If you need to update your payment method or make any changes to your > account please visit your Account Settings > . > > Have questions? Visit us in the Halo Dog Park■■■ > . > > As always, thank you for being a member of the Pack and trusting us with > your dog's safety. > — The Halo Team > Complete Halo Subscription Plan Terms and Conditions > > > [image: Facebook] > > [image: Instagram] > > [image: TikTok] > > [image: YouTube] > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite > 340 | Woodcliff Lake, NJ 07677 > >

**STATUS CHANGE** | Unknown | 2025-09-16 06:14:00 UTC | Status: CLOSED

## Conversation: DonuwzX6RNuultufyP4rXw

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 04:24:54 UTC to 2025-09-16 06:26:05 UTC*

**Customer (t8iOgjaT...)** | 2025-09-16 04:24:54 UTC | [halocollar.com](https://halocollar.com)

Will you be shipping to Australia in the foreseeable future?

**System/AI** | 2025-09-16 04:25:14 UTC | [halocollar.com](https://halocollar.com)

Hi there! Currently, Halo Collar ships only to the United States and Canada, so we don't ship to Australia just yet. However, we're actively working on expanding our shipping regions. I recommend signing up for our mailing list to get updates on any changes to our shipping policies. Thanks for your interest in Halo Collar!

**STATUS CHANGE** | *Unknown* | 2025-09-16 06:26:05 UTC | Status: *CLOSED*



## Conversation: SlzjOsa9T5SrXe0OQmDI1w

Messages: 9 | Customers: 1 | Duration: 2025-09-16 04:34:27 UTC to 2025-09-16 04:46:42 UTC

**Customer (eP99PXjK...)** | 2025-09-16 04:34:27 UTC | halocollar.com

We got an email stating the collar had a critical issue and needed a replacement.

**Customer (eP99PXjK...)** | 2025-09-16 04:34:50 UTC | halocollar.com

And to reach out to support and not to use the collar

**System/AI** | 2025-09-16 04:34:51 UTC | halocollar.com

Hi there! If your collar has a critical issue and needs replacement, please check your email for a shipping address confirmation. Confirming your address is essential to complete the replacement process. Be sure to look in your inbox, spam, junk, or promotions folders for the email linked to your Halo account. If you can't find it, please contact our Live Support team for further assistance. Once confirmed, your replacement collar will ship within 3-5 business days. You'll also receive a prepaid return shipping label to send back the defective collar. Let us know if you have any other questions!

**System/AI** | 2025-09-16 04:35:20 UTC | halocollar.com

Hi there! If you've received an email about a critical issue with your Halo Collar needing replacement, please first check your email for a shipping address confirmation to complete the replacement process. Make sure to look in all inbox folders, including spam and junk. If you don't receive the confirmation email, please contact Live Support for assistance. Once the address is confirmed, the replacement collar will be dispatched within 3-5 business days. Please avoid using the current collar until the replacement arrives for your pet's safety. Let us know if you need further assistance!

**Customer (eP99PXjK...)** | 2025-09-16 04:36:24 UTC | halocollar.com

When will I get this email?

**System/AI** | 2025-09-16 04:36:47 UTC | halocollar.com

Hi there! The email for shipping address confirmation is usually sent shortly after we identify the diagnostic issue. If you haven't received it yet, please check all of your email folders, including spam or junk. If you still don't find it, please reach out to our Live Support team to have the email resent or for further assistance. We're here to help!

**Customer (eP99PXjK...)** | 2025-09-16 04:38:03 UTC | halocollar.com

I received the malfunction email an hour and a half ago but no new email yet

**System/AI** | 2025-09-16 04:38:40 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (eP99PXjK...)** | 2025-09-16 04:46:42 UTC | halocollar.com

Will this be covered by warranty

## Conversation: eSZ66KlxTTqMBpuhY7keDQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 05:01:57 UTC to 2025-09-16 13:03:58 UTC

EMAIL | Customer (bBrie3am...) | 2025-09-16 05:01:57 UTC

**From:** zanebailey65@gmail.com

**To:** info@halocollar.com

**Subject:** Re: Urgent: malfunction detected

Hi I was just wondering if you are able to not turn this current collar off until I get the new one because I don't have a fence. Thanks Zane Bailey On Sep 15, 2025, at 9:43 PM, The Halo Team wrote: ■ You're eligible for a free warranty replacement Halo Collar ([http://clicks.halocollar.com/f/a/WsA9CJYq3snAdwcGuHdmlQ~~/AAQRxRA~/TWx\\_ogUdPEndBZ3KYYSZUuwNLfjCGwxrnlVs7q8cFGghF9KDGhH\\_Hck3fWHYE9uRxBclevQVK6PXKvZz1P87sdtVK32MLdbVsMhJI523aDiXKLvVqgTXKKM0\\_tljUR7t](http://clicks.halocollar.com/f/a/WsA9CJYq3snAdwcGuHdmlQ~~/AAQRxRA~/TWx_ogUdPEndBZ3KYYSZUuwNLfjCGwxrnlVs7q8cFGghF9KDGhH_Hck3fWHYE9uRxBclevQVK6PXKvZz1P87sdtVK32MLdbVsMhJI523aDiXKLvVqgTXKKM0_tljUR7t)) Zane Bailey Silver Member since 2025 Hi Zane, We've detected a critical issue with your Halo Collar (Serial Number: 25h4192032rt) and would like to send you a free replacement collar. For your dog's safety, please do not use the collar. Under our warranty program, you are eligible for a free replacement. Please confirm your shipping address to receive your new collar as quickly as possible. Confirm Shipping Address Confirm Shipping Address Once your address is confirmed, we will ship your replacement collar. You will receive further instructions on how to return your original collar with the replacement. All warranty replacements are subject to our Warranty Policy. ([http://clicks.halocollar.com/f/a/91E-R1ygGTbnM14Zy0D23g~~/AAQRxRA~/OAv94eale9JR8r528Xu3\\_9zWWdBh3qoAxyTswlicJdlktQN-9wD21dpgwHGRH0oD-jToY3D5D5\\_\\_kOs7dfPGpdDYED1QfBuaU0jQmoFel\\_GcL5Azcp356TWZzSRcSKVssHMqcObqUqJhSsLsfcl24rPdN8gQY-K8jE45YRr-wN4JhRDp\\_Juwf57jXoQNit5DMPWjWrx6aVmt-Q63jdWYfo-loUo5gYhHKDVCt0e9xY~](http://clicks.halocollar.com/f/a/91E-R1ygGTbnM14Zy0D23g~~/AAQRxRA~/OAv94eale9JR8r528Xu3_9zWWdBh3qoAxyTswlicJdlktQN-9wD21dpgwHGRH0oD-jToY3D5D5__kOs7dfPGpdDYED1QfBuaU0jQmoFel_GcL5Azcp356TWZzSRcSKVssHMqcObqUqJhSsLsfcl24rPdN8gQY-K8jE45YRr-wN4JhRDp_Juwf57jXoQNit5DMPWjWrx6aVmt-Q63jdWYfo-loUo5gYhHKDVCt0e9xY~)) If you have any questions or concerns, please contact our Customer Support team in the Halo Dog Park. ([http://clicks.halocollar.com/f/a/qoMjz03hl9Lb8eC8sfuV0A~~/AAQRxRA~/Z1OsXp5viG\\_Y1Xdh5cmKKglMSZ19S7Z0Zaiv9LtljqbU3IKLuT9hVt5cDrX0AF1BUncI6H5Dw8n\\_aqyVmHwVhxR5wxaqOyPLCMclZ7BVDPh4ucd893eGwle2JwLS-Xbus-EI7w8OIkSH90PxAucW-S-f2G6\\_XPE1F\\_zZE8VWPTRCwUfBCjQWmO-T-J7fe29T-](http://clicks.halocollar.com/f/a/qoMjz03hl9Lb8eC8sfuV0A~~/AAQRxRA~/Z1OsXp5viG_Y1Xdh5cmKKglMSZ19S7Z0Zaiv9LtljqbU3IKLuT9hVt5cDrX0AF1BUncI6H5Dw8n_aqyVmHwVhxR5wxaqOyPLCMclZ7BVDPh4ucd893eGwle2JwLS-Xbus-EI7w8OIkSH90PxAucW-S-f2G6_XPE1F_zZE8VWPTRCwUfBCjQWmO-T-J7fe29T-)) — The Halo Team Note: Halo will never ask you for your password. If you suspect fraud please contact us directly for assistance. ([http://clicks.halocollar.com/f/a/QfWLPsfqVYE1pqno85kep~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HkqFnptCe1Z35JSom4v6FFnRKB0dBQISIZsZpmh5ydPq23pjzGljfdIK\\_NDc7NcliCA-2olopDFjgmmA9zBpJFy4FGHklkJHgHCZLWtC0FsQ](http://clicks.halocollar.com/f/a/QfWLPsfqVYE1pqno85kep~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HkqFnptCe1Z35JSom4v6FFnRKB0dBQISIZsZpmh5ydPq23pjzGljfdIK_NDc7NcliCA-2olopDFjgmmA9zBpJFy4FGHklkJHgHCZLWtC0FsQ)) ([http://clicks.halocollar.com/f/a/kKviTIBIRRuXTtTwrlSIIQ~~/AAQRxRA~/t2YtpAPRP3U2WC9FnIldtE7bVuFuXbEOBUrT9mQCoU8c0lfwHn8FmvhGPZqbEFHGPOOdo-X9xUq1mpV0EnhdUWWisTr3n\\_8uv8xFEiY6HNZfqicGP1kEC\\_KkkRrwy3E\\_](http://clicks.halocollar.com/f/a/kKviTIBIRRuXTtTwrlSIIQ~~/AAQRxRA~/t2YtpAPRP3U2WC9FnIldtE7bVuFuXbEOBUrT9mQCoU8c0lfwHn8FmvhGPZqbEFHGPOOdo-X9xUq1mpV0EnhdUWWisTr3n_8uv8xFEiY6HNZfqicGP1kEC_KkkRrwy3E_)) ([http://clicks.halocollar.com/f/a/2a6qGzLLeNWWwnKvQ4orYG~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HkkaPxbw6xcLvwUMMAfT7LzVULkKTE5POOa-tOTn69jWY\\_PRX6ndJ4gakGdaHUD5Wrcr9UADZT24KAd7OHupdiCWpnjkq3RAZEpssnTRFGx9L](http://clicks.halocollar.com/f/a/2a6qGzLLeNWWwnKvQ4orYG~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HkkaPxbw6xcLvwUMMAfT7LzVULkKTE5POOa-tOTn69jWY_PRX6ndJ4gakGdaHUD5Wrcr9UADZT24KAd7OHupdiCWpnjkq3RAZEpssnTRFGx9L)) ([http://clicks.halocollar.com/f/a/lulEwbU5awZRPw9Kgiib4Q~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HktTW05Wn9kRyYcDoXP1qx22lAnzhsFomRVfKW-DBt5voEAMJGJN0\\_tl-zjDUvETHY79vitlxz9flvynFDhXD8S-Dbic-BwSRtdhM0L6pNqSa](http://clicks.halocollar.com/f/a/lulEwbU5awZRPw9Kgiib4Q~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HktTW05Wn9kRyYcDoXP1qx22lAnzhsFomRVfKW-DBt5voEAMJGJN0_tl-zjDUvETHY79vitlxz9flvynFDhXD8S-Dbic-BwSRtdhM0L6pNqSa)) Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 No longer want to receive these emails? Unsubscribe. ([http://clicks.halocollar.com/f/a/HhNfwTBtE9igvuziPTak4w~~/AAQRxRA~/YAQ7x\\_g\\_v-D-S5xPWOE6bM8DwwEpMAwKPP0feeYLj62kOUAFfMtZL8s3oi9WS23lg99W5lGtWzr2V7z0q7y4xS84M6bGn2K\\_cKrc3NGw86H8TFgkqhYgfSCteNblGvuAsMg5nJ4pVnRBtXvtzvcshzGP9gDyXBousKixfvPam1-c7odz7NVQRrrPp9U0iWaFomUrxIHNYdRCWRtlnETXoAIQnCa4MtlGa4Yye38b4tbxQCNsK-berjeXpWeW6Y\\_taoVhSxDwqueCvD0YQd1leHhtPnZOqxMec8adJ-OnBDckMG\\_AdXn1L14JBTTFBJ9AF\\_LeCCobA7Xw6rO2GjzQg7IBuAARIX5b6r5MW\\_kz1b9nBQbGF\\_YidbCULUXJLhvWP\\_4AfA7\\_Vk874M\\_yhl5Tzs-v0OfIzmaZ7nH76kJFsa\\_FfR4QmPstATOoiDoZ5yMHBKhndSeuAF4hbR2\\_ATD5Zt9cDAE61pGkowlbqxtUWLkDzotebJqWR4IkLy0TYs\\_79KqQGfHc1pP1V32J7v8LQl0l8wFpr43AdtASX6WnjlfZvPDB3wOyRuNkk5Q\\_9JUVDvucEM02HjKiRml0ovsBIAf2l4aoNdiFFjBwU9Y73kKVQlWK3WKNKFOoVy\\_F5WnLA\\_ApoBjQaR4s5SnD\\_jxcHzpcGWnACcFXupdlv2Jec3TCUOFCqTjSULEdCviF\\_H6CPvtX6Jd9kPm8Yn-TyPnKMR-BleM65dvjcvv8MmMO3ftcyM5DNAfV851EKXQgl-hOC7n8WOZ35rsVi7D4spQ~~](http://clicks.halocollar.com/f/a/HhNfwTBtE9igvuziPTak4w~~/AAQRxRA~/YAQ7x_g_v-D-S5xPWOE6bM8DwwEpMAwKPP0feeYLj62kOUAFfMtZL8s3oi9WS23lg99W5lGtWzr2V7z0q7y4xS84M6bGn2K_cKrc3NGw86H8TFgkqhYgfSCteNblGvuAsMg5nJ4pVnRBtXvtzvcshzGP9gDyXBousKixfvPam1-c7odz7NVQRrrPp9U0iWaFomUrxIHNYdRCWRtlnETXoAIQnCa4MtlGa4Yye38b4tbxQCNsK-berjeXpWeW6Y_taoVhSxDwqueCvD0YQd1leHhtPnZOqxMec8adJ-OnBDckMG_AdXn1L14JBTTFBJ9AF_LeCCobA7Xw6rO2GjzQg7IBuAARIX5b6r5MW_kz1b9nBQbGF_YidbCULUXJLhvWP_4AfA7_Vk874M_yhl5Tzs-v0OfIzmaZ7nH76kJFsa_FfR4QmPstATOoiDoZ5yMHBKhndSeuAF4hbR2_ATD5Zt9cDAE61pGkowlbqxtUWLkDzotebJqWR4IkLy0TYs_79KqQGfHc1pP1V32J7v8LQl0l8wFpr43AdtASX6WnjlfZvPDB3wOyRuNkk5Q_9JUVDvucEM02HjKiRml0ovsBIAf2l4aoNdiFFjBwU9Y73kKVQlWK3WKNKFOoVy_F5WnLA_ApoBjQaR4s5SnD_jxcHzpcGWnACcFXupdlv2Jec3TCUOFCqTjSULEdCviF_H6CPvtX6Jd9kPm8Yn-TyPnKMR-BleM65dvjcvv8MmMO3ftcyM5DNAfV851EKXQgl-hOC7n8WOZ35rsVi7D4spQ~~))

TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 13:02:11 UTC

Added: zHerDDHSRyKoaFtPZdCcew

EMAIL | Agent (poWIULpl...) | 2025-09-16 13:02:20 UTC

**From:** support@halocollar.com

**To:** zanebailey65@gmail.com

**Subject:** Halo Collar Reactivation Request Update

Hello Zane, My name is Kenny, and I want to thank you for your email. Unfortunately, the collar will be deactivated due to a technical issue. We understand the importance of the collar in keeping your dog safe, and this decision is made with your pet's well-being as our top priority. Here's what to expect: Why it's being deactivated: A technical issue was detected that could impact the collar's performance. Why this matters: Using a collar with a known issue could lead to inconsistent tracking or functionality. Deactivation helps prevent any false sense of security. If you're waiting on a replacement: Your new collar will be shipped as soon as possible, and we'll send tracking details when it's on the way. Order information: Order Status Dashboard We understand that this can be inconvenient, but safety is our top priority. We appreciate your patience. If you have any questions, please don't hesitate to reach out. We're here to help. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 1:01 AM "Zane Bailey" wrote: > Hi I was just wondering if you are able to not turn this current collar off until I get the new one because I don't have a fence. Thanks > > Zane Bailey > On Sep 15, 2025, at 9:43 PM, The Halo Team wrote: > > ■ > You're eligible for a free warranty replacement Halo Collar > > > > > > > > > > (http://clicks.halocollar.com/f/a/WsA9CJYq3snAdwcGuHdmlQ~~/AAQRxRA~/TWx\_ogUdPEndBZ3KYYSZUuwNLfjCGwxrnlVs7q8cFGghF9KDGhH\_Hck3fW HYE9uRxBclevQVK6PXKvZz1P87sdtVK32MLdbVsMhJI523aDiXKLvVqgTXKKM0\_tljUR7 t) > > > Zane Bailey Silver > > Member since 2025 > > Hi Zane, > > We've detected a critical issue with your Halo Collar (Serial Number: 25h4192032rt) and would like to send you a free replacement collar. > For your dog's safety, please do not use the collar. > > Under our warranty program, you are eligible for a free replacement. Please confirm your shipping address to receive your new collar as quickly as possible. > Confirm Shipping Address > Confirm Shipping Address > > Once your address is confirmed, we will ship your replacement collar. You will receive further instructions on how to return your original collar with the replacement. > > All warranty replacements are subject to our Warranty Policy. (http://clicks.halocollar.com/f/a/91E-R1ygGTbnM14Zy0D23g~~/AAQRxRA~/OAv9 4eale9JR8r528Xu3\_9zWWdBh3qoAxyTswlicJdlktQN-9wD21dpgwHGRH0oD-jToY3D5D5 \_\_kOs7dfPGpdDYED1QfBuaU0jQmoFeL\_GcL5Azcp356TWZzSRcSKVssHMqcObqUqJh SsLsfc\_l24rPdN8gQY-K8jE45YRr-wN4JhRDP\_Juwf57jXoQNit5DMPWjWrx6aVmt-Q63jd WYfo-loUo5gYhHKDVCt0e9xY~) > > If you have any questions or concerns, please contact our Customer Support team in the Halo Dog Park. (http://clicks.halocollar.com/f/a/qoMjz03h9Lb8eC8sfuV0A~~/AAQRxRA~/Z1OsXp5viG\_Y1Xdh5cmKKgIMSZ19S7Z0Zaiv 9LtJqbU3IKLuT9hVt5cDrX0AF1BUncI6H5Dw8n\_aqyVmHwVhxR5wxaqOyPLCMclZ7BVD Ph4ucd893eGwle2JwLS-Xbus-EI7w8OIkSH90PxAucW-S-f2G6\_XPE1F\_zZE8VWPTRCw UfBCjQWmO-T-J7fe29T-) > — The Halo Team > Note: Halo will never ask you for your password. If you suspect fraud please contact us directly for assistance. > > > > > > (http://clicks.halocollar.com/f/a/QfWLPsfqVYE1pqno85kepww~~/AAQRxRA~/DvEv-5fM7qh4p WZ6in1HkqFnptCe1Z35JSom4v6FFnRKB0dBQISIZsZpmh5ydPq23pjzGlfjdIK\_NDc7Ncli CA-2olopDFjgmmA9zBpJFy4FGHkljIHgHCZLWtC0FsQ) > > (http://clicks.halocollar.com/f/a/kKviTIBIRRuXTtTwrLSIIQ~~/AAQRxRA~/t2YtpAPRP3U2WC9FnldtE7bVuFuXbEOBUr T9mQCoU8c0lfwHn8FmvhGPZqbEFHGPOOdo-X9xUq1mpV0EnhduWWisTr3n\_8uv8xF EiY6HNZfqcGP1kEC\_KkkRrwy3E\_) > > (http://clicks.halocollar.com/f/a/2a6qGzLLeNWW wnKvQ4oryg~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HkkaPxwb6xcLvwUMMAft7LzVULk KTE5POOa-tOTn69jWY\_PRX6ndJ4gakGdaHUD5Wrcr9UADZT24KAd7OHupdiCWpnjkq3 RAZEpxsnTRFgx9L) > > (http://clicks.halocollar.com/f/a/lulEwbU5awZRPw9Kgiib4Q~~/AAQRxRA~/DvEv-5fM7qh4pWZ6in1HktTW05Wn9kRyYcDoXP1qx22lAnzhsFomRVfKW-D Bt5voEAMJGJN0\_tl-zjDUvETHY79viltxz9flvynFDhXD8S-Dbic-BwSRtdhM0L6pNqSa) > > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 |

Woodcliff Lake, NJ 07677 > > No longer want to receive these emails? Unsubscribe. ([\*\*AGENT NOTE | Agent \(poWIULpl...\) | 2025-09-16 13:03:53 UTC\*\*](http://clicks.halocollar.com/f/a/HhNfwTBtE9igvuziPTak4w~~/AAQRxRA~/YAQ7x_g-_v-D-S5xPWOE6bM8DwwEpMAwKPP0feeYLj62kOUAFfMtZL8s3oi9WS23lg99W5IGtWzr2V7z0q7y4xS84M6bGn2K_cKrc3NGw86H8TFgkqhYgfSCteNblGvuAsMg5nJ4pVnRBtXvtzvcshzGP9gDyXBousKixfvPam1-c7odz7NVQRrrPp9U0iWaFomUrxihNydrCWRtlnETXoAIQnCa4MtlGa4Yye38b4tbxQCnSk-berjeXpWeW6Y_taoVhSxDwqueCvD0YQd1leHhtPnZOqxMec8adJ-OnBDckMG_AdXn1L14JBTTFBj9AF_LeCCobA7Xw6rO2GjzQg7IBuAARIX5b6r5MW_kz1b9nBQbGF_YidbCULUXJLhvWP_4AfA7_Vk874M_yhl5Tzs-v0OfIZmaZ7nH76kJFsa_FfR4QmPstATOoiDoZ5yMHBKhnDseuAF4hbR2_ATD5Zt9cDAE61pGkowblqxtUWLkDzotebJqWR4IkLy0TYs_79KqQGfHc1pP1V32J7v8LQl8wFpr43AdtASX6WnjlfzvPDB3woyRuNkk5Q_9JUVDDevucEM02HjKiRml0ovsBIAf2l4aoNdiFFjBwU9Y73kKVQiWK3WNKFOoVy_F5WnLA__ApoBjQaR4s5SnD_jxcHzpcGWnACcFXupdlv2Jec3TCUOFCqTjSULEdCviF_H6CPvtx6Jd9kPm8Yn-TyPnKMR-BleM65dvjcvv8MmMO3ftcyM5DNAfV851EKXQgl-hOC7n8WOZ35rsVi7D4spQ~~~)~)</p></div><div data-bbox=)

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Halo Collar Reactivation Request Update Email: zanebailey65@gmail.com Phone Number: +15415894868 Collar SN: 25h4192032rt Collar FW: v.03.00.05 Collar Purchased From: Amazon Resources: Gladly, AP Recap/TS: Cx wants to continue using the defective collar until the replacement arrives. According to AP, cx re-added defective collar to their account. Email cx "Halo Collar Reactivation Request Update" Next Steps: Wait for cx to F/U.

**STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 13:03:58 UTC | Status: CLOSED**

## Conversation: WmIII3hNSa-rUbgJD6HNdg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 05:14:11 UTC to 2025-09-16 13:20:37 UTC

**EMAIL | Customer (UV8-1Mf1...) | 2025-09-16 05:14:11 UTC**

**From:** troysenzig@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Refund status

Would like my money now. I spoke to your dog chat park and do what she told me Todo. Where is my money?? \*Troy Senzig\*W5010 Highland Dr Shawano,WI 54166 715-584-4028 On Sat, Sep 13, 2025, 1:25 PM Troy Senzig wrote: > > > > \*Troy Senzig\*W5010 Highland Dr > > Shawano,WI 54166 > > 715-584-4028 > > On Sat, Sep 13, 2025, 9:19 AM Halo Collar wrote: > > Hello Troy, > > Thanks for reaching out to Halo Support! > > As instructed in a previous email, please send a screenshot of the collar > > being confirmed returned to Amazon. You can send the screenshot by replying > > to this email. > > If you have any questions, please do not hesitate to reach out, and we'll > > be happy to help! > > With pawsitivity, > > Kenny > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Friday, September 12, 2025, 11:59 PM support@halocollar.com wrote: > > Hi Troy, > > Thank you for reaching out. Once we receive and inspect your returned > > collar, refunds are typically processed within 7–10 days. Please note that > > it may take 1–2 billing cycles for the refund to appear on your statement, > > depending on your bank. > > If you haven't received a confirmation email about your refund, please > > check your spam or junk folder. If you need further assistance, feel free > > to reach out. > > Best regards, > > The Halo Collar Team > > The Halo Collar Virtual Assistant > > On Saturday, September 13, 2025, 3:59 AM "Troy Senzig" > troysenzig@gmail.com> wrote: > > Where is my refund? You have received your collar back already... > > > \*Troy Senzig\*W5010 Highland Dr > > Shawano,WI 54166 > > 715-584-4028 > > > >

**AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 13:18:04 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) cx not using collar at this time collar returned to Amazon Recap (When/Where/What the customer wants) cx requesting to cancel membership plan refunded \$9.99 Action Taken To Date (What has been completed) cancelled plan Customer Notified (Y/ N)? Y Is This Resolved/Follow-Up Required? n/a If Follow Up Is Required (What/When) advising of cancellation and refund Optional Additional Info: n/a Alternate Refunds Team ONLY Note Used by: Live Agent and Alternate Refunds Team When to use: Only when processing an approved alternate refund. Must complete "Live" Note

**EMAIL | Agent (sR--y62-...) | 2025-09-16 13:20:35 UTC**

**From:** support@halocollar.com

**To:** troysenzig@gmail.com

**Subject:** Re: Refund status

Hello Troy, Thanks for reaching out to Halo Support! My name is Don. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:14 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join





## Conversation: SBAoeAOZRUPomt-PbpLIQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 06:53:06 UTC to 2025-09-16 06:56:18 UTC

**Customer (hkZUzfJD...) | 2025-09-16 06:53:06 UTC | halocollar.com**

My dog's collar is connected to T-mobile but I don't know why since I do not have that. I cannot get it to pair with my bluetooth due to an incorrect pin

**System/AI | 2025-09-16 06:53:47 UTC | halocollar.com**

Hi there! The Halo Collar connects to your phone through the Halo App, not via standard Bluetooth settings. Make sure your phone's Bluetooth is on and that the Halo App has Bluetooth permissions. When you open the Halo App, it should automatically detect and connect to the collar. If you're seeing an incorrect pin error, don't worry—manual pairing isn't necessary. If the problem continues, try updating the collar's firmware and ensure the Halo App is up-to-date. These steps should help fix the connectivity issue. Let me know if you need more help!

**Customer (hkZUzfJD...) | 2025-09-16 06:54:34 UTC | halocollar.com**

I am on Verizon. Not t-mobile. So it is connecting to someone else's phone

**System/AI | 2025-09-16 06:55:08 UTC | halocollar.com**

The Halo Collar uses built-in LTE for tracking and does not connect to a specific cellular provider's plan like Verizon or T-Mobile. Instead, it uses pre-installed SIM cards to connect to the strongest network signal via your active Halo Membership Plan. Rest assured, your Halo Collar isn't sharing connections with someone else's phone. It operates independently to track your dog safely. If you're experiencing connection issues, please try power cycling the device or check the collar's Pet Card in your Halo App to verify its LTE connection status.

**Customer (hkZUzfJD...) | 2025-09-16 06:55:44 UTC | halocollar.com**

It keeps saying t-mobile but never verizon

**System/AI | 2025-09-16 06:56:18 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: RkYowUftQeSgjPa4bPUy-g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 08:37:49 UTC to 2025-09-16 13:05:07 UTC

**EMAIL | Customer (ZjkYO0-p...) | 2025-09-16 08:37:49 UTC**

**From:** nbuc@bcglassinc.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Support: Order Details

Hi! Thank you so much Jessica! You have been a pleasure to deal with! I have heard many good things about Halo and look forward to using it with my fur baby!! ■ Nancy Sent from my iPhone On Sep 14, 2025, at 4:34 PM, Halo Collar wrote: Hello Nancy, Thanks for your prompt response. I have reviewed the photo you sent over. The photo appears to be a copy of the packing slip sent over from the warehouse. The 699.84 listed on the packing slip is not a charge; that is a conversion of the cubic feet of the item and is under the weight category on the paper; apologies for the confusion. I can confirm on our end you were charged \$543.99 paid via PayPal for the purchase of your collar. You enrolled in one of our subscription plans on 9/9/25 with a total of \$9.99 with card ending in 4005. Please let me know if you have any additional questions. With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Sunday, September 14, 2025, 3:48 PM "Nancy Bucciarelli" wrote: Sent from my iPhone > On Sep 14, 2025, at 3:45 PM, Nancy Bucciarelli wrote: > > ■ > This is the information you requested regarding over billing/ charging for my Halo collar! Please advise... > > Thank you Jessica! > > Nancy Bucciarelli

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:04:56 UTC**

**From:** support@halocollar.com

**To:** nbuc@bcglassinc.com

**Subject:** Re: Halo Collar Support: Order Details

Hello Nancy, Thank you for contacting our Halo Support team! It was a pleasure for one of our agents to assist you. I apologize for any inconvenience caused during the process. Please don't hesitate to contact us with any further questions or concerns. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:37 AM "Nancy Bucciarelli" wrote: > Hi! > > Thank you so much Jessica! You have been a pleasure to deal with! I have heard many good things about Halo and look forward to using it with my fur baby!! ■ > > Nancy > > Sent from my iPhone > On Sep 14, 2025, at 4:34 PM, Halo Collar wrote: > > Hello Nancy, > > Thanks for your prompt response. I have reviewed the photo you sent over. > > The photo appears to be a copy of the packing slip sent over from the warehouse. The 699.84 listed on the packing slip is not a charge; that is a conversion of the cubic feet of the item and is under the weight category on the paper; apologies for the confusion. > > I can confirm on our end you were charged \$543.99 paid via PayPal for the purchase of your collar. You enrolled in one of our subscription plans on 9/9/25 with a total of \$9.99 with card ending in 4005. > > Please let me know if you have any additional questions. > With pawsitivity, > Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Sunday, September 14, 2025, 3:48 PM "Nancy Bucciarelli" wrote: > Sent from my iPhone > > > On Sep 14, 2025, at 3:45 PM, Nancy Bucciarelli wrote: > > > ■ > > This is the information you requested regarding over billing/ charging for my Halo collar! Please advise... > > > Thank you Jessica! > > > > Nancy Bucciarelli

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:04:57 UTC**



First and Last Name: Nancy Bucciarelli Email: Nbuc@bcglassinc.com Phone Number:  
Collar SN: 25h4306882rt Collar FW: v.02.06.05 Collar Purchased From: Halo Resources:  
AP Gladly Recap/TS: The previous agent assisted the cx with their billing issue. The cx  
says thank you. Next Steps: Send the cx a follow-up email. Submit as resolved.

**TOPIC CHANGE** | Agent (jAlUuvEy...) | 2025-09-16 13:05:05 UTC

Added: QSmWMBIfSHG2Clds37d6NQ

**STATUS CHANGE** | Agent (jAlUuvEy...) | 2025-09-16 13:05:07 UTC | Status: CLOSED

## Conversation: Do0L8P\_ZRQKYrkk5OBCB0Q

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 09:05:44 UTC to 2025-09-16 09:05:55 UTC*

**Customer (AHiulcT7...) | 2025-09-16 09:05:44 UTC | halocollar.com**

I was just charged multiple times while trying to cancel my account. I would like those charges refunded.

**System/AI | 2025-09-16 09:05:55 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: fxFWnawJQ4ya4g0Rr2kl3w

Messages: 7 | Customers: 1 | Duration: 2025-09-16 09:08:11 UTC to 2025-09-16 19:10:16 UTC

**EMAIL | Customer (5zoSDfC0...) | 2025-09-16 09:08:11 UTC**

**From:** xkamronx@yahoo.com

**To:** support@halocollar.com

**Subject:** Charged to Cancel Subscription - refund please

Hello, I haven't been able to use my collar for months, so I went to cancel my account and the cancel was greyed out. I refreshed my account, and it charged me twice (\$29.84 and \$10.65), I would like both of these refunded please. Been a member for a long time, had multiple collars. Kamron

**AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 13:27:16 UTC**

Live Team Notes Serial Numbers:23h3482324rt FW:v.02.08.11 Issue/ Need:I haven't been able to use my collar for months, so I went to cancel my account and the cancel was greyed out. I refreshed my account, and it charged me twice (\$29.84 and \$10.65), I would like both of these refunded please. Been a member for a long time, had multiple collars. Troubleshooting & Actions Taken: the charges were from the back charges for failed payment and the month ahead. Non-refundable. Will escalate to billing with no promises Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Billing Team Escalation Notes Affected Serial Number:23h3482324rt FW:v.02.08.11 Order ID: n/a RMA Ticket #: n/a Subscription Start Date:Dec 14, 2023 Reason for Escalation: cx wants refund of the fees that were paid when he updated the billing to cancel his plan(\$29.84 and \$10.65) Requested Action: request for refund of the fees if possible, explained it is non-refundable, but escalated to billing for final request since cx was trying to cancel

**EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 13:27:21 UTC**

**From:** support@halocollar.com

**To:** xkamronx@yahoo.com

**Subject:** Halo Support: Your Request is Under Review

Hello Kamron, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. We understand you were trying to cancel your plan and you were charged the back fees that weren't paid and the month ahead. Per our policy, it is non-refundable. With that said, your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:08 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 9:08 AM "K N" wrote: > > Hello, > > I haven't been able to use my collar for months, so I went to cancel my account and the cancel was greyed out. > > I refreshed my account, and it charged me twice (\$29.84 and \$10.65), I would like both of these refunded please. Been a member for a long time, had multiple collars. > > Kamron >

>

**TOPIC CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 13:27:30 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**STATUS CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 13:27:33 UTC | Status: CLOSED

**EMAIL | Customer (5zoSDfC0...) | 2025-09-16 19:10:16 UTC**

**From:** xkamronx@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support: Your Request is Under Review

Hello, If this isn't refunded, since it's clearly against multiple current standards for how billing is required to work, including forcing payment before allowing me to cancel, I'll be filing a chargeback through AMEX. You can also see the charge history and see that I've been paying every month with no gaps. What could I possibly have back payments for except an issue in your system? Kamron On Tuesday, September 16, 2025 at 07:27:23 AM MDT, Halo Collar wrote: Hello Kamron, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. We understand you were trying to cancel your plan and you were charged the back fees that weren't paid and the month ahead. Per our policy, it is non-refundable. With that said, your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: - Our team is reviewing the details of your request and any related activity. - We're checking systems to get a complete picture. - You'll hear back from us as soon as we have an update or resolution to share. In the meantime: - Please know we're prioritizing this for you. - We truly appreciate your patience while we dig in and work on a solution. - Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Heather O  
Halo Customer Support  
Halo Collar | Here for you and your best friend  
Need more help? support@halocollar.com | Halo Help Center  
Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:08 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 9:08 AM "K N" wrote: Hello, I haven't been able to use my collar for months, so I went to cancel my account and the cancel was greyed out. I refreshed my account, and it charged me twice (\$29.84 and \$10.65), I would like both of these refunded please. Been a member for a long time, had multiple collars. Kamron

**STATUS CHANGE** | Customer (5zoSDfC0...) | 2025-09-16 19:10:16 UTC | Status: OPEN

**Conversation: Pqty5MVeRcOGkDLI77c8ZQ**

Messages: 11 | Customers: 1 | Duration: 2025-09-16 09:27:50 UTC to 2025-09-16 13:57:36 UTC

EMAIL | Customer (I9os6KGl...) | 2025-09-16 09:27:50 UTC

**From:** speckharts@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Your receipt from Halo Collar #2172-4614

Hello,I just received my cc. Please reactivate my account, and let me know when activated. Thank you, Ashley On Monday, September 15, 2025 at 06:56:54 PM EDT, Halo Collar wrote: | | | Your receipt from Halo Collar #2172-4614

|                        |             |                                 |                          |                       |        |  |      |
|------------------------|-------------|---------------------------------|--------------------------|-----------------------|--------|--|------|
|                        | Halo Collar |                                 | Receipt from Halo Collar |                       | \$9.99 |  | Paid |
| September 15, 2025     |             | Download invoice                |                          | Download receipt      |        | Receipt  |      |
| number                 | 2172-4614   |                                 | Invoice number           | 732AB8A3-0014         |        | Payment method   | -    |
| 1190                   |             | Receipt #2172-4614              |                          | Aug 25 – Sep 25, 2025 |        | Halo   |      |
| Care Subscription Plan |             | Qty 0                           |                          | \$0.00                |        | Basic Subscription Plan  |      |
| Qty 1                  |             | First 1                         |                          | Qty 1                 |        | \$0.00   |      |
| Flat fee for first 1   |             | Qty 0                           |                          | \$9.99                |        | Sales Tax calculated by AvaTax   |      |
| Qty 1                  |             | \$0.00                          |                          | Total                 |        | \$9.99   |      |
| Amount paid            |             | \$9.99                          |                          | Questions? Visit our  |        | support site, contact us at support@halocollar.com, or call us at +1 214-712-2270. |      |
| Powered by             |             | Learn more about Stripe Billing |                          |                       |        |  |      |

EMAIL | Agent (nNKLv8vG...) | 2025-09-16 13:47:02 UTC

**From:** support@halocollar.com

**To:** speckharts@yahoo.com

**Subject:** How to update billing on the Halo Collar Website Account

Hello Susan, Thank you so much for your update. We want you to know how much we appreciate you being part of the Halo family. You can update the billing information linked to your halocollar.com account through the website portal. How to Update Your Payment Method Go to the Halo Collar Account Page Log in at [www.halocollar.com](http://www.halocollar.com) Once logged in, you'll land on your main dashboard In the left-hand menu, click Billing Under Billing, click Edit to update your active payment method If you have additional questions, please contact Halo Collar Customer Support. We're happy to assist you! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend Need more help? [support@halocollar.com](mailto:support@halocollar.com) | Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:28 AM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 9:27 AM "S. Ashley Speckhart" wrote: > > Hello, I just received my cc. Please reactivate my account, and let me know when activated. > > Thank you, > > Ashley > > > > On Monday, September 15, 2025 at 06:56:54 PM EDT, Halo Collar wrote: > > > > > | > > | > > | Your receipt from Halo Collar #2172-4614



Hello Susan, My name is Michele and I want to thank you for your email. Please discontinue use of the collar immediately. Your Halo Collar will be deactivated due to a technical issue. We understand the importance of the collar in keeping your dog safe, and this decision is made with your pet's well-being as our top priority. Here's what to expect: Why it's being deactivated: A technical issue was detected that could impact the collar's performance. Why this matters: Using a collar with a known issue could lead to inconsistent tracking or functionality. Deactivation helps prevent any false sense of security. If you're waiting on a replacement: Your new collar will be shipped as soon as possible, and we'll send tracking details when it's on the way. Order information: Order Status Dashboard Requirements For Replacement Collars: All replacement requests require shipping address confirmation. Ensure the Halo App has been downloaded to your phone. You will receive an email that you will need to open on your phone. Click the link to confirm your shipping address. We understand that this can be inconvenient, but safety is our top priority. We appreciate your patience. If you have any questions, please don't hesitate to reach out. We're here to help! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:56 AM support@halocollar.com wrote: > Hello Susan, > > Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. > I submitted your warranty request, and we are preparing your replacement collar. > > What to expect next: > You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > > Thank you for being part of our Halo Pack! > > With pawsitivity, > Michele > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:57:31 UTC

Added: oa5e98htSpOozRqx9wftLg | Removed: Yzbn8c0\_TPW-jn3czqo5bg

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 13:57:33 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Susan Speckhart Email: speckharts@yahoo.com Phone Number: unknown Collar SN: 24h3310690rt (Bo) - Halo 3 from order #1504306 received a critical error in AP, needs WR. RMA: AW-20250916-46144 - CX needs to confirm shipping address - sent link & deactivation notice. Collar FW: v.02.08.11 on 08/04/2025 09:44 Collar Purchased From: Halo/1504306 Resources: Verified CX in AP, Gladly. Recap/TS: Halo 3 collar received a critical error in AP needs WR. Still under Warranty. RMA: AW-20250916-46144 (24h3310690rt) Warranty Replacement - CX needs to confirm shipping address - sent link & deactivation notice. Next Steps: email

**STATUS CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:57:36 UTC | Status: CLOSED



## Conversation: 0ZYvDU-8Q0aqXCDGq455Kg

Messages: 10 | Customers: 1 | Duration: 2025-09-16 09:42:05 UTC to 2025-09-16 13:55:14 UTC

### EMAIL | Customer (gMdQtk-U...) | 2025-09-16 09:42:05 UTC

**From:** anahibrian002@icloud.com  
**To:** support@halocollar.com  
**Subject:** [Not Virus Scanned] Log Submission  
Sent from my iPhone

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:10:58 UTC  
Added: bDcJwjoMTjeffz13hM6gAA

### EMAIL | Agent (poWIULpl...) | 2025-09-16 13:11:02 UTC

**From:** support@halocollar.com  
**To:** anahibrian002@icloud.com  
**Subject:** Halo Collar App Logs Received

Hello Customer, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. Also, please confirm the email address that is associated with the account, as this email address is not associated with any account. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:42 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 9:42 AM wrote: > > > > Sent from my iPhone

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 13:21:17 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Email: anahibrian002@icloud.com Phone Number: Collar SN: Collar FW: Collar Purchased From: Resources: Gladly, AP Recap/TS: Cx sent empty logs. Cx's email not associated with any account. Email cx "Halo Collar App Logs Received" and to confirm email associated with the account. Next Steps: Wait for cx to F/U.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:21:18 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (gMdQtk-U...) | 2025-09-16 13:22:20 UTC | Status: OPEN

### EMAIL | Customer (gMdQtk-U...) | 2025-09-16 13:22:20 UTC

**From:** anahibrian002@icloud.com  
**To:** support@halocollar.com



**Subject:** [Not Virus Scanned] Log Submission

Sent from my iPhone

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:55:11 UTC**

**From:** support@halocollar.com

**To:** anahibrian002@icloud.com

**Subject:** Log Submission

Hello, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:22 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 1:22 PM wrote: > > > > Sent from my iPhone

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:55:12 UTC**

First and Last Name: NA Email: anahibrian002@icloud.com Phone Number: Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: Log submission Next Steps: Email the cx the empty log submission macro. Submit as resolved.

**STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 13:55:14 UTC | Status: CLOSED**

## Conversation: \_DxT4oSkREWGLMid1vgR0Q

Messages: 6 | Customers: 1 | Duration: 2025-09-16 09:52:32 UTC to 2025-09-16 23:00:00 UTC

**Customer (ow-8pxan...)** | 2025-09-16 09:52:32 UTC | halocollar.com

What static level should I start my 60 pound one year old puppy on

**System/AI** | 2025-09-16 09:53:02 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Agent (ne4kLbEh...)** | 2025-09-16 22:57:42 UTC | halocollar.com

Hi Michelle, thank you for waiting! My name is Chance. I see you were chatting with our virtual assistant about static levels. I'll take it from here and make sure we get this sorted out for you. Can you please confirm the first and last name, as well as the email address associated with your account, before we continue?

**EMAIL | Agent (ne4kLbEh...)** | 2025-09-16 22:59:43 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [mickiflow@gmail.com](mailto:mickiflow@gmail.com)

**Subject:** Halo Collar Instructions on Feedback Settings

Hello Michelle, My name is Chance, and I'm happy to help you with information about Feedback settings. It's hard to say where to start as every dog is different. What I would say to do is start low and as you complete the training process you can move up as you see fit. To edit the type of feedback your collar provides: Tap the My Map icon at the bottom of the screen. Select the pet whose settings you want to change. Swipe up on the Pet Card to open it fully. Tap Feedback Settings in the bottom right corner. You'll see drop-down menus for Prevention and Encouragement feedback types. Tap each menu to view and adjust the options. From here, you can change the type and intensity of feedback your dog receives during specific situations, such as: Warning Feedback Boundary Feedback Emergency Feedback Return Whistle (Encouragement) Please note: If you plan to use the static feedback, the contact tips must be placed in the collar. If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 22:59:58 UTC

Added: mBJH5llyT8e2\_OFrmPcDwA, CF6\_882xQ3eGEtbPbwDdWQ

**STATUS CHANGE** | Agent (ne4kLbEh...) | 2025-09-16 23:00:00 UTC | Status: CLOSED

## Conversation: 2y\_becMRQeqZ58iG2obwEQ

Messages: 13 | Customers: 1 | Duration: 2025-09-16 09:56:05 UTC to 2025-09-16 15:28:24 UTC

### EMAIL | Customer (DrTWQ7WG...) | 2025-09-16 09:56:05 UTC

**From:** jenkins17@icloud.com  
**To:** support@halocollar.com  
**Subject:** [Not Virus Scanned] Log Submission  
Sent from my iPhone

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:09:00 UTC

**From:** support@halocollar.com  
**To:** jenkins17@icloud.com  
**Subject:** Log Submission

Hello Essence, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started? Any error messages or unusual behavior you've seen? Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:56 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 9:56 AM "Essence Jenkins" wrote: > > > > Sent from my iPhone

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:09:01 UTC

First and Last Name: Essence Burks-Jenkins Email: bessence28@yahoo.com Phone Number: 14703585717 Collar SN: 25h4300049rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: Log submission Next Steps: Email the cx the empty log submission macro. Submit as resolved.

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 13:09:21 UTC | Status: CLOSED

### Customer (DrTWQ7WG...) | 2025-09-16 15:11:24 UTC | halocollar.com

I need a representative

**STATUS CHANGE** | Customer (DrTWQ7WG...) | 2025-09-16 15:11:24 UTC | Status: OPEN

### System/AI | 2025-09-16 15:11:37 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: support@halocollar.com

**PHONE\_CALL** | Customer (DrTWQ7WG...) | 2025-09-16 15:11:58 UTC

### AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 15:24:15 UTC

Live Team Notes Chelsea Serial Numbers: 25h4300049rt ; 25h4161900rt FW: 3.00.05 Issue/ Need: Collar return Troubleshooting & Actions Taken: Cx said they're done with

Halo after multiple replacements Wants to speak to management Cx said she's calling on behalf of her mom who is in a procedure right now Cx just wants to return collars Checked with RES, escalate to Management Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, gladly notes, Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 15:26:30 UTC**

Manager Request Notes Customer Information Serial Number: 25h4300049rt ; 25h4161900rt Firmware Version: 3.00.05 ; 2.06.05 Order Number: AW-20250428-11627 ; AW-20250812-39159 Why is this being escalated? (What happened?) Cx had multiple replacement collars and is done with Halo, wants to return collars and get refunded What is the customer requesting? Cx wants to return collars and get refund but they're past return window What has already been done with the customer? (Previous steps taken?) Had been escalated to management before Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) email Phone number:+14703585717 Email address: chtburks@gmail.com Please do not promise a time frame for a response.

**EMAIL | Agent (wIA9Uacl...) | 2025-09-16 15:28:07 UTC**

**From:** support@halocollar.com

**To:** chtburks@gmail.com, bessence28@yahoo.com

**Subject:** Halo Collar Your Request Has Been Escalated

Hello Chelsea & Essence, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:09 AM support@halocollar.com wrote: > Hello Essence, > > Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. > > To better understand the issue and get it into the right hands, please share more info: > What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen > Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. > > > With pawsitivity, > Rabindra > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 5:56 AM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 9:56 AM "Essence Jenkins" wrote: > > > > > Sent from my iPhone >

**TOPIC CHANGE | Agent (wIA9Uacl...) | 2025-09-16 15:28:21 UTC**

Added: fyFFNohUSm2oIvCfe9HM0A

**STATUS CHANGE | Agent (wIA9Uacl...) | 2025-09-16 15:28:24 UTC | Status: CLOSED**

## Conversation: 9BzGPVBfRW2l2rWUPcQLXg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 09:59:53 UTC to 2025-09-16 12:01:52 UTC

**Customer (Wrqa7BJx...)** | 2025-09-16 09:59:53 UTC | halocollar.com

Can I have multiple logins for the same pet? I have a Log in, but my partner also helps with the dog.

**System/AI** | 2025-09-16 10:00:14 UTC | halocollar.com

Hi there! Currently, the Halo Collar app doesn't support separate user profiles or logins for the same pet. However, you and your partner can use the same login credentials on multiple devices. This way, both of you can manage settings and features, including tracking and collar settings. Just make sure everyone using the app completes the User Training for safe handling. If you have any more questions, feel free to ask!

**Customer (Wrqa7BJx...)** | 2025-09-16 10:01:32 UTC | halocollar.com

Thanks

**System/AI** | 2025-09-16 10:01:50 UTC | halocollar.com

You're welcome! If you have any more questions or need further assistance, feel free to reach out. Have a great day!

**STATUS CHANGE** | Unknown | 2025-09-16 12:01:52 UTC | Status: CLOSED

## Conversation: eB7nVI1OR\_KjZaH3gHIjqA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 10:06:48 UTC to 2025-09-16 12:07:55 UTC

**Customer (PFX6nHYV...)** | 2025-09-16 10:06:48 UTC | halocollar.com

I got an email about a malfunctioning collae

**System/AI** | 2025-09-16 10:07:12 UTC | halocollar.com

Hi there! If you received an email about a malfunctioning collar, it likely indicates a diagnostic error. The replacement process usually starts automatically. Please check your email for a message to confirm your shipping address to complete the replacement. If you haven't received this email, please check your spam or junk folders. If you need further assistance, our live support team is here to help with the replacement process. Let me know if you need more details!

**STATUS CHANGE** | Unknown | 2025-09-16 12:07:55 UTC | Status: CLOSED

## Conversation: Sw2GOcAUTsCFb6YPUcH85g

Messages: 3 | Customers: 1 | Duration: 2025-09-16 10:08:13 UTC to 2025-09-16 12:09:57 UTC

**Customer (S1jWQ5lu...)** | 2025-09-16 10:08:13 UTC | halocollar.com

My collar has a critical issue detected for the battery

**System/AI** | 2025-09-16 10:09:01 UTC | halocollar.com

Oh no! It sounds like your collar might need a battery replacement. Please check your email for a shipping address confirmation to start the process. If you haven't received an email or need more help, feel free to reach out to our live support team. You can also try recalibrating the battery by fully discharging and recharging it, as explained in our battery troubleshooting steps. Let me know if there's anything else I can do for you!

**STATUS CHANGE** | Unknown | 2025-09-16 12:09:57 UTC | Status: CLOSED

## Conversation: ZgSj7\_TVRPmjZX11laHh8g

Messages: 8 | Customers: 1 | Duration: 2025-09-16 10:08:59 UTC to 2025-09-16 16:09:54 UTC

EMAIL | Customer (7uQSkqrS...) | 2025-09-16 10:08:59 UTC

**From:** spindivacindi@gmail.com

**To:** support@halocollar.com

**Subject:** Re: How to link your Halo 4 collar #25h4246620rt to your Halo Collar Website Account in order to start a Warranty Replacement.

I'm responding with video links to an open support ticket. Please confirm these videos are being received and the ticket is open and being actively reviewed. On Mon, Sep 15, 2025 at 9:29 AM Halo Collar wrote: > Hello Cindi, > > Thank you for reaching you, my name is Michele. I'm happy to assist you. > > \*How to Link a Halo Collar to Your Account:\* > > - If you received a Halo Collar kit but haven't yet linked it to your > account, you can do so from your Halo Dashboard. > > \*This may be necessary if:\* > > - You're planning to return the collar > - You had trouble linking it in the Halo App > - You need a replacement under warranty, Halo Care, or Halo Protection > > \*Steps to Link Your Collar:\* > > - Visit the Halo Collar Website and log in to your account. > - Go to My Account Details. > - Click "Link a Collar to your account." > - A pop-up will appear asking for: > - Your Halo order number (found in your confirmation email) > - Your collar's serial number (located on the box or the device > itself) > - Note: If you purchased your collar through a retailer (like > Amazon or Chewy), the order number from that site may not match your > official Halo order number. If you're having trouble, please contact Halo > Customer Support through the Halo Dog Park for help. > - Click "Link Collar." > - Back on your dashboard, click "Refresh Collars / Account" under > Returns and Replacements to update your view. > > \*A Few Things to Keep in Mind:\* > > - Allow about 90 seconds for the system to process your update. > - If you don't see your collar right away, try refreshing your web > browser. > - The collar must not be linked to another account in order to be > added to yours. > > If you have any additional questions, please don't hesitate to reach out! > We're here for you and your pup! > > With pawsitivity, > Michele > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Monday, September 15, 2025, 6:15 AM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 10:15 AM "Cindi" > wrote: > > <https://photos.app.goo.gl/WqCRXuGioQ1vJMo18> > > Here is a link to the video that was requested to show where the breaks > are in the collar location and where it shows in the app. I was holding it > the entire time. > > On Sat, Sep 13, 2025 at 1:11 PM Halo Collar > wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Saturday, September 13, 2025, 5:10 PM "Cindi" > > wrote: > > > > >

STATUS CHANGE | Customer (7uQSkqrS...) | 2025-09-16 10:08:59 UTC | Status: OPEN

EMAIL | Agent (chgMWdgT...) | 2025-09-16 13:55:08 UTC

**From:** support@halocollar.com

**To:** spindivacindi@gmail.com



**Subject:** Re: How to link your Halo 4 collar #25h4246620rt to your Halo Collar Website Account in order to start a Warranty Replacement.

Hello Cindi, Thank you for sending the screen recordings. I'd like to recommend that you contact our Live Support team for further assistance. They will be able to better go over some things with you on a live video call. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog ParkVia the Halo App:Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join SessionAllow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 6:08 AM "Cindi" wrote: > I'm responding with video links to an open support ticket. >> Please confirm these videos are being received and the ticket is open and > being actively reviewed. >> On Mon, Sep 15, 2025 at 9:29 AM Halo Collar wrote: >>> Hello Cindi, >>> Thank you for reaching you, my name is Michele. I'm happy to assist you. >>>> \*How to Link a Halo Collar to Your Account:\* >>>> - If you received a Halo Collar kit but haven't yet linked it to your >> account, you can do so from your Halo Dashboard. >>>> \*This may be necessary if:\* >>>> - You're planning to return the collar >> - You had trouble linking it in the Halo App >> - You need a replacement under warranty, Halo Care, or Halo Protection >>>> \*Steps to Link Your Collar:\* >>>> - Visit the Halo Collar Website and log in to your account. >> - Go to My Account Details. >> - Click "Link a Collar to your account." >> - A pop-up will appear asking for: >> - Your Halo order number (found in your confirmation email) >> - Your collar's serial number (located on the box or the device >> itself) >> - Note: If you purchased your collar through a retailer (like >> Amazon or Chewy), the order number from that site may not match your >> official Halo order number. If you're having trouble, please contact Halo >> Customer Support through the Halo Dog Park for help. >> - Click "Link Collar." >> - Back on your dashboard, click "Refresh Collars / Account" under >> Returns and Replacements to update your view. >>>> \*A Few Things to Keep in Mind:\* >>>> - Allow about 90 seconds for the system to process your update. >> - If you don't see your collar right away, try refreshing your web >> browser. >> - The collar must not be linked to another account in order to be >> added to yours. >>>> If you have any additional questions, please don't hesitate to reach out! >> We're here for you and your pup! >>>> With pawsitivity, >> Michele >> Halo Customer Support >> \*Halo Collar\* | Here for you and your best friend■ >>>> \*Need more help?\* >> ■ \*support@halocollar.com\* | ■ \*Halo Help Center\* >>>> ■ \*Speak to a live agent face-to-face at our \*\*Dog Park\* >>>>>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>>> \*Join Session\* to speak with the next available agent >>>> On Monday, September 15, 2025, 6:15 AM support@halocollar.com wrote: >>>> Thank you for reaching out! I've shared your inquiry with our customer >> support team, and they will be in touch with you within the next 24 hours >> to assist you further. For a quicker resolution, we highly suggest reaching >> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → >> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any >> requested permissions. You can also join us via web using this link >> https://dogpark.halocollar.com, or give us a call at (214) 712-2270 >>>> On Monday, September 15, 2025, 10:15 AM "Cindi" >>>> wrote: >>>> https://photos.app.goo.gl/WqCRXuGioQ1vJMo18 >>>> Here is a link to the video that was requested to show where the breaks >> are in the collar location and where it shows in the app. I was holding it >> the entire time. >>>> On Sat, Sep 13, 2025 at 1:11 PM Halo Collar >> wrote: >>>>> Thank you for reaching out! I've shared your inquiry with our customer >>> support team, and they will be in touch with you within the next 24 hours >>> to assist you further. For a quicker resolution, we highly suggest reaching >>> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → >>> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any >>> requested permissions. You can also join us via web using this link >>> https://dogpark.halocollar.com, or give us a call at (214) 712-2270 >>>>>> On Saturday, September 13, 2025, 5:10 PM "Cindi" >>>>>> wrote: >>>>>>>>>>>>>>>>>

EMAIL | Customer (7uQSkqrS...) | 2025-09-16 15:54:13 UTC

**From:** spindivacindi@gmail.com

**To:** support@halocollar.com

**Subject:** Re: How to link your Halo 4 collar #25h4246620rt to your Halo Collar Website Account in order to start a Warranty Replacement.

We are just going to return the collar. We don't trust this device and it's been extremely frustrating and difficult to understand whether it's going to work or not. I will be disconnecting it from the app. Cindi Campbell On Tue, Sep 16, 2025 at 9:55 AM Halo Collar wrote: > Hello Cindi, > > Thank you for sending the screen recordings. I'd like to recommend that > you contact our Live Support team for further assistance. They will be able > to better go over some things with you on a live video call. > > \*Live Support via the Virtual Halo Dog Park:\* > Join our virtual Halo Dog Park to speak with a live agent through video > chat. Cameras are NOT required. > > \*How to Join:\* > > - \*Via Web:\* Click here to join the Dog Park > > - \*Via the Halo App:\* > - Tap Settings > - Tap Halo Dog Park > - Tap Halo Support > - Tap Join Session > - Allow any requested permissions > > \*Dog Park Hours of Operation:\* > 9:00 AM – 8:00 PM EST (7 days a week) > > We look forward to speaking with you and resolving your issue. > We want to ensure you and your pup are taken care of. > > > Best Regards, > Brandon > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 6:08 AM "Cindi" > wrote: > > I'm responding with video links to an open support ticket. > > Please confirm these videos are being received and the ticket is open and > being actively reviewed. > > On Mon, Sep 15, 2025 at 9:29 AM Halo Collar > wrote: > > > Hello Cindi, > > > Thank you for reaching you, my name is Michele. I'm happy to assist you. > > > \*How to Link a Halo Collar to Your Account:\* > > > - If you received a Halo Collar kit but haven't yet linked it to your > > account, you can do so from your Halo Dashboard. > > > \*This may be necessary if:\* > > > - You're planning to return the collar > > - You had trouble linking it in the Halo App > > - You need a replacement under warranty, Halo Care, or Halo Protection > > > \*Steps to Link Your Collar:\* > > > - Visit the Halo Collar Website and log in to your account. > > - Go to My Account Details. > > - Click "Link a Collar to your account." > > - A pop-up will appear asking for: > > - Your Halo order number (found in your confirmation email) > > - Your collar's serial number (located on the box or the device > > itself) > > - Note: If you purchased your collar through a retailer (like > > Amazon or Chewy), the order number from that site may not match your > > official Halo order number. If you're having trouble, please contact Halo > > Customer Support through the Halo Dog Park for help. > > - Click "Link Collar." > > - Back on your dashboard, click "Refresh Collars / Account" under > > Returns and Replacements to update your view. > > > \*A Few Things to Keep in Mind:\* > > > - Allow about 90 seconds for the system to process your update. > > - If you don't see your collar right away, try refreshing your web > > browser. > > - The collar must not be linked to another account in order to be > > added to yours. > > > If you have any additional questions, please don't hesitate to reach out! > > We're here for you and your pup! > > > With pawsitivity, > > Michele > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Monday, September 15, 2025, 6:15 AM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Monday, September 15, 2025, 10:15 AM "Cindi" > > wrote: > > > > > <https://photos.app.goo.gl/WqCRXuGioQ1vJMo18> > > > Here is a link to the video that was requested to show where the breaks > > are in the collar location and where it shows in the app. I was holding it > > the entire time. > > > On Sat, Sep 13, 2025 at 1:11 PM Halo Collar > > wrote: > > > > > Thank you for reaching out! I've shared your inquiry with our customer > > > support team, and they will be in touch with you within the next 24 hours > > > to assist you further. For a quicker resolution, we highly suggest reaching > > > out to

our Dog Park via your Halo App: Open the Halo App → Tap Settings → >>> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any >>> requested permissions. You can also join us via web using this link >>> <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 >>> >>> On Saturday, September 13, 2025, 5:10 PM "Cindi" >> spindivacindi@gmail.com> wrote: >>> >>> >>> >>> >> >> >

*STATUS CHANGE | Customer (7uQSkqrS...) | 2025-09-16 15:54:13 UTC | Status: OPEN*

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 16:09:29 UTC**

**From:** support@halocollar.com

**To:** spindivacindi@gmail.com

**Subject:** Re: How to link your Halo 4 collar #25h4246620rt to your Halo Collar Website Account in order to start a Warranty Replacement.

Subject: We're Here to Help! Hello Cindi, I'm sorry to hear that you're considering returning your collar. I want to assure you that our collar works wonderfully, and we have over 100,000 happy users who rely on Halo every day. Just a little tip—the collar has a motion sensor designed to detect movement similar to a dog's. If it's not moving as you walk with it, it might not work as intended. I recommend reaching out to the Dog Park, as they can provide more detailed insight on this. Please don't hesitate to contact them, and let us know if there's anything else we can do to assist you with your collar! Warm regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■.

On Tuesday, September 16, 2025, 11:54 AM "Cindi" wrote: > We are just going to return the collar. We don't trust this device and > it's been extremely frustrating and difficult to understand whether it's > going to work or not. I will be disconnecting it from the app. > > Cindi Campbell > > On Tue, Sep 16, 2025 at 9:55 AM Halo Collar wrote: > > > Hello Cindi, > > > Thank you for sending the screen recordings. I'd like to recommend that > > you contact our Live Support team for further assistance. They will be able > > to better go over some things with you on a live video call. > > > \*Live Support via the Virtual Halo Dog Park:\* > > Join our virtual Halo Dog Park to speak with a live agent through video > > chat. Cameras are NOT required. > > > \*How to Join:\* > > > - \*Via Web:\* Click here to join the Dog Park > > > - \*Via the Halo App:\* > > > - Tap Settings > > - Tap Halo Dog Park > > - Tap Halo Support > > - Tap Join Session > > - Allow any requested permissions > > > \*Dog Park Hours of Operation:\* > > 9:00 AM – 8:00 PM EST (7 days a week) > > > We look forward to speaking with you and resolving your issue. > > We want to ensure you and your pup are taken care of. > > > > > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > >

On Tuesday, September 16, 2025, 6:08 AM "Cindi" > > wrote: > > > I'm responding with video links to an open support ticket. > > > Please confirm these videos are being received and the ticket is open and > > being actively reviewed. > > > On Mon, Sep 15, 2025 at 9:29 AM Halo Collar > > wrote: > > > > Hello Cindi, > > > > Thank you for reaching you, my name is Michele. I'm happy to assist you. > > > > \*How to Link a Halo Collar to Your Account:\* > > > > - If you received a Halo Collar kit but haven't yet linked it to your > > account, you can do so from your Halo Dashboard. > > > > \*This may be necessary if:\* > > > > - You're planning to return the collar > > > - You had trouble linking it in the Halo App > > > - You need a replacement under warranty, Halo Care, or Halo Protection > > > > \*Steps to Link Your Collar:\* > > > > - Visit the Halo Collar Website and log in to your account. > > > - Go to My Account Details. > > > - Click "Link a Collar to your account." > > > - A pop-up will appear asking for: > > > - Your Halo order number (found in your confirmation email) > > > - Your collar's serial number (located on the box or the device > > > itself) > > > - Note: If you purchased your collar through a retailer (like > > > Amazon or Chewy), the order number from that site may not match your > > > official Halo order number. If you're having trouble, please contact Halo > > > Customer Support through the Halo Dog Park for help. > > > - Click "Link Collar." > > > - Back on your dashboard, click "Refresh Collars / Account" under > > > Returns and Replacements to update your view. > > > > \*A Few Things to Keep in Mind:\* > > > > > - Allow about 90 seconds for the system to process your update. > > > - If you don't see your collar right away, try refreshing your web > > > browser. > > > - The collar must not be linked to another account in order to be > > > added to yours. > > > > If you have any additional questions, please don't hesitate to reach out! > > > We're here for you and your pup! > > > > > With pawsitivity, > > > Michele > > > Halo Customer Support > > > \*Halo Collar\* | Here

[illegible]

**STATUS CHANGE** / Agent (chgMWdgT...) / 2025-09-16 16:09:54 UTC / Status: CLOSED

## Conversation: qUVjvWGoRQWzRwKCoKST0w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 10:17:52 UTC to 2025-09-16 12:20:01 UTC

**Customer (lhuKEcg5...)** | 2025-09-16 10:17:52 UTC | halocollar.com

Critical warnings

**System/AI** | 2025-09-16 10:18:18 UTC | halocollar.com

If you receive a critical warning about not using your Halo Collar, it indicates a diagnostic issue, and the collar needs replacement. The replacement process should begin automatically, so check your email for an address confirmation to complete the replacement. If you're not receiving notifications, ensure your phone's Do Not Disturb mode is off, notifications are enabled for the Halo App, and you're using the latest app version. For further assistance, please let me know!

**Customer (lhuKEcg5...)** | 2025-09-16 10:19:06 UTC | halocollar.com

I am receiving critical battery warnings that are inaccurate

**System/AI** | 2025-09-16 10:19:30 UTC | halocollar.com

Hey there! To fix those inaccurate critical battery warnings, try recalibrating the battery. Here's how: plug the collar into the charger, hold the power button for 15 seconds, then release it. Let the collar fully discharge and rest for at least 5 hours. After that, charge it uninterrupted to 100% and keep an eye on the battery life for 48 hours. If the issue continues, feel free to reach out for more help. Also, make sure your collar's firmware is up-to-date, as outdated firmware can affect battery performance.

**STATUS CHANGE** | Unknown | 2025-09-16 12:20:01 UTC | Status: CLOSED

## Conversation: kzXR3WywTvCntLQ1JeEEfA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 10:25:30 UTC to 2025-09-16 20:57:16 UTC

**Customer (LkCiUrWX...)** | 2025-09-16 10:25:30 UTC | halocollar.com

My halo collar suddenly won't take a charge.

**System/AI** | 2025-09-16 10:26:03 UTC | halocollar.com

I'm sorry to hear about your collar not charging. Let's try these steps to fix it: Check Power Source: Use a USB-C cable and charging block, not a computer. Make sure the LED lights appear. Inspect Charging Port: Clean the gold charging pins with a Q-tip and rubbing alcohol. Perform a Hard Reset: Keep the collar plugged in for 5 minutes, hold the power button for 15 seconds, then release. If these steps don't help, please contact our live support for further assistance. Let me know if you need anything else!

**Customer (LkCiUrWX...)** | 2025-09-16 10:26:24 UTC | halocollar.com

Live support

**System/AI** | 2025-09-16 10:26:58 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**AGENT NOTE | Agent (CCEwld9i...)** | 2025-09-16 20:56:49 UTC

Live Team Notes Serial Numbers: 24h3341761rt FW: 24h3341761rt Issue/ Need: Customer called in regarding a dead unit collar. Went through troubleshooting steps in support article [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.pl2k7lex9kzl>]; issue not resolved. Submitted a warranty request on her behalf. Ensured customer confirmed her email address; confirmation was successful. Advised that the replacement collar will arrive within 3–5 business days Troubleshooting & Actions Taken: Tier one Resources Used (provide details): (KB articles, Slack posts, internal docs.): Dog park Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (CCEwld9i...)** | 2025-09-16 20:56:58 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [melissamurphy83@hotmail.com](mailto:melissamurphy83@hotmail.com)

**Subject:** Halo Collar: Thank you!

Hello Melissa, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE | Agent (CCEwld9i...)** | 2025-09-16 20:57:15 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, f5K70j-7T1qdE8RdQP8GZg, 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE | Agent (CCEwld9i...)** | 2025-09-16 20:57:16 UTC | Status: CLOSED

## Conversation: 2QLQLvu2S42ijF5ceS2-Ug

Messages: 8 | Customers: 1 | Duration: 2025-09-16 10:29:14 UTC to 2025-09-16 13:21:50 UTC

### EMAIL | Customer (CI43XGIh...) | 2025-09-16 10:29:14 UTC

**From:** msscott611@yahoo.com

**To:** support@halocollar.com

**Subject:** Password

How do I get to change my password on this account. I have received a notification mine has been compromised and I need to change the password. Thank you Peggy Scott Sent from my iPhone

### EMAIL | Agent (nNKLv8vG...) | 2025-09-16 13:11:35 UTC

**From:** support@halocollar.com

**To:** msscott611@yahoo.com

**Subject:** How to reset password

Hello Peggy, Thank you so much for your update. We want you to know how much we appreciate you being part of the Halo family. Resetting Your Password in the Halo App  
Open the Halo App and tap Log In  
Tap Forgot Password? on the login screen  
Enter your email address and request the recovery link  
Open the link sent to your email  
Create a new password and tap Submit  
You can now log into the Halo App using your new password  
Need additional help? Contact Halo Customer Service. We're happy to assist you! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend  
Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent  
On Tuesday, September 16, 2025, 6:29 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 10:29 AM "Peggy Scott" wrote: > > How do I get to change my password on this account. I have received a notification mine has been compromised and I need to change the password. > > Thank you > > Peggy Scott > > Sent from my iPhone > >

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:18:23 UTC

Added: L9jaUhpTSjKkls\_YzLOtDg

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 13:20:12 UTC

Added: oa5e98htSpOozRqx9wftLg

### EMAIL | Agent (nNKLv8vG...) | 2025-09-16 13:21:12 UTC

**From:** support@halocollar.com

**To:** msscott611@yahoo.com

**Subject:** Halo 3 collar needs WR, still under warranty.RMA: AW-20250916-46138 (25h3111295rt) Warranty Replacement - Please confirm shipping address to complete the process via link in Halo App

Hello Peggy, Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar



immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:11 AM support@halocollar.com wrote: > Hello Peggy■, > > Thank you so much for your update. > We want you to know how much we appreciate you being part of the Halo family. > > Resetting Your Password in the Halo App > Open the Halo App > tap Log InTap Forgot Password? on the login screenEnter your email address and request the recovery linkOpen the link sent to your emailCreate a new password and tap SubmitYou can now log into the Halo App using your new password > Need additional help? Contact Halo Customer Service. We're happy to assist you! > > With pawsitivity, > Michele > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 6:29 AM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Tuesday, September 16, 2025, 10:29 AM "Peggy Scott" wrote: > > > > > How do I get to change my password on this account. I have received a notification mine has been compromised and I need to change the password. > > > Thank you > > > Peggy Scott > > > Sent from my iPhone > > >

**EMAIL | Agent (nNKLv8vG...) | 2025-09-16 13:21:30 UTC**

**From:** support@halocollar.com

**To:** msscott611@yahoo.com

**Subject:** Re: Halo 3 collar needs WR, still under warranty.RMA: AW-20250916-46138 (25h3111295rt) Warranty Replacement - Please confirm shipping address to complete the process via link in Halo App

Hello Peggy, My name is Michele and I want to thank you for your email. Please discontinue use of the collar immediately. Your Halo Collar will be deactivated due to a technical issue. We understand the importance of the collar in keeping your dog safe, and this decision is made with your pet's well-being as our top priority. Here's what to expect: Why it's being deactivated: A technical issue was detected that could impact the collar's performance. Why this matters: Using a collar with a known issue could lead to inconsistent tracking or functionality. Deactivation helps prevent any false sense of security. If you're waiting on a replacement: Your new collar will be shipped as soon as possible, and we'll send tracking details when it's on the way. Order information: Order Status Dashboard Requirements For Replacement Collars: All replacement requests require shipping address confirmation Ensure the Halo App has been downloaded to your phone You will receive an email that you will need to open on your phone Click the link to confirm your shipping address We understand that this can be inconvenient, but safety is our top priority. We appreciate your patience. If you have any questions, please don't hesitate to reach out. We're here to help! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:21 AM support@halocollar.com wrote: > Hello Peggy, > > Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. > I submitted your warranty request, and we are preparing your replacement collar. > > What to expect next: > You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > >



Thank you for being part of our Halo Pack! > > With pawsitivity, > Michele > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 9:11 AM support@halocollar.com wrote: > > > Hello Peggy■, > > > Thank you so much for your update. > > We want you to know how much we appreciate you being part of the Halo family. > > > Resetting Your Password in the Halo App > > Open the Halo App and tap Log InTap Forgot Password? on the login screenEnter your email address and request the recovery linkOpen the link sent to your emailCreate a new password and tap SubmitYou can now log into the Halo App using your new password > > Need additional help? Contact Halo Customer Service. We're happy to assist you! > > > With pawsitivity, > > Michele > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Tuesday, September 16, 2025, 6:29 AM support@halocollar.com wrote: > > > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 10:29 AM "Peggy Scott" wrote: > > > > > How do I get to change my password on this account. I have received a notification mine has been compromised and I need to change the password. > > > Thank you > > > Peggy Scott > > > Sent from my iPhone > > > > >

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 13:21:49 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Peggy Scott Email: msscott611@yahoo.com Phone Number: unknown Collar SN: 25h3111295rt (Rocky) - Halo 3 purchased from Amazon/AM-FBA18YB3HZJM received a critical error (DIAGREQ) needs WR. RMA: AW-20250916-46138 - CX needs to confirm shipping address - sent link & deactivation notice. Collar FW: v.02.08.11 on 09/13/2025 16:18 (FW update pushed) Collar Purchased From: Amazon/AM-FBA18YB3HZJM Resources: Verified CX in AP, Gladly Recap/TS: CX requests PW reset. Halo 3 collar needs WR, still under warranty. RMA: AW-20250916-46138 (25h3111295rt) Warranty Replacement - CX needs to confirm shipping address - sent link & deactivation notice. Next Steps: email

**STATUS CHANGE | Agent (nNKLv8vG...) | 2025-09-16 13:21:50 UTC | Status: CLOSED**

## Conversation: SDzD8uWZRZmyVw2D-mlbTg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 10:35:22 UTC to 2025-09-16 10:49:06 UTC

**TOPIC CHANGE** | Agent (SWltnccR...) | 2025-09-16 10:35:22 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**EMAIL | Agent (SWltnccR...) | 2025-09-16 10:49:04 UTC**

**From:** support@halocollar.com

**To:** fdenight@comcast.net

**Subject:** Re: Log Submission

Hi Fred, Thank you for your email and for submitting your log (LRB 1214). We'd like to review this with you in real time to get everything resolved as quickly as possible. You can join one of our support reps directly in the Halo Dog Park by following these steps: Open your Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session. If you prefer, you can also reach us by phone at (214) 238-9788 during the following hours: Monday–Friday: 9:00 AM – 5:00 PM EST Saturday & Sunday: 10:00 AM – 4:00 PM EST. Once connected, one of our reps will go over your log submission and provide next steps to get your collar back on track. We look forward to helping you! With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend. Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week. Join Session to speak with the next available agent. On Monday, September 15, 2025, 6:25 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 10:25 PM "Fred" wrote: > > > > LRB 1214

**STATUS CHANGE** | Agent (SWltnccR...) | 2025-09-16 10:49:06 UTC | Status: CLOSED

## Conversation: XYw91KSITQWwID6TfjwiqA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 10:46:44 UTC to 2025-09-16 13:15:47 UTC

### EMAIL | Customer (uZKzJ679...) | 2025-09-16 10:46:44 UTC

**From:** james.andrews21@protonmail.com

**To:** info@halocollar.com

**Subject:** Re: Your ■ payment for Halo Collar failed

Katie, There was fraud found and had to get a new card. I will update as soon as possible. James On Mon, Sep 15, 2025 at 1:43 PM, Katie Wilson wrote: Hey James, Katie Wilson from Halo Collar here. It looks like your subscription payment of \$32.38 didn't go through. Please update your information here and we'll give it another try. Let us know if you have any questions. — Katie Wilson Customer Success

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:15:37 UTC

**From:** support@halocollar.com

**To:** james.andrews21@protonmail.com

**Subject:** Re: Your ■ payment for Halo Collar failed

Hello James, Thank you so much for your update. We want you to know how much we appreciate you being part of the Halo family. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 6:46 AM "James Andrews" wrote: > Katie, > There was fraud found and had to get a new card. I will update as soon as possible. > James > On Mon, Sep 15, 2025 at 1:43 PM, Katie Wilson wrote: Hey James, Katie Wilson from Halo Collar here. It looks like your subscription payment of \$32.38 didn't go through. Please update your information here and we'll give it another try. Let us know if you have any questions. — > Katie Wilson Customer Success >

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:15:39 UTC

First and Last Name: James Andrews Email: james.andrews21@protonmail.com Phone Number: 15188150265 Collar SN: 25h4264833rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The cx says they are waiting on a new card to update their account. Next Steps: Email the cx thanking them for the update. Submit as resolved.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 13:15:42 UTC

Added: Yzbn8c0\_TPW-jn3czqo5bg

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 13:15:47 UTC | Status: CLOSED

## Conversation: DWzQE4FoTQ6sHYWY2VrOxA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 10:48:54 UTC to 2025-09-16 12:49:33 UTC

**Customer (Zg8wg2e8...)** | 2025-09-16 10:48:54 UTC | halocollar.com

I need to return a collar that will not charge

**System/AI** | 2025-09-16 10:49:18 UTC | halocollar.com

I'm sorry to hear your collar won't charge. To return it, please ensure it was purchased from our website and is within 90 days of receiving it. You'll need a Return Merchandise Authorization (RMA) before sending it back. To start the return process, visit our returns page and follow the instructions. A \$25 return fee applies, and original shipping costs are non-refundable. If you need further assistance, feel free to reach out to our support team for help with the return or troubleshooting the charging issue.

**STATUS CHANGE** | Unknown | 2025-09-16 12:49:33 UTC | Status: CLOSED

## Conversation: hwcDeJi-SUu2hosopTGgMA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 10:49:07 UTC to 2025-09-16 12:49:33 UTC

**Customer (wyxxnPbf...)** | 2025-09-16 10:49:07 UTC | halocollar.com

My halo collar is not charging.

**System/AI** | 2025-09-16 10:49:30 UTC | halocollar.com

Hi there! I'm sorry to hear about the charging issue with your Halo Collar. Let's try a few steps to get it working again: Make sure you're using the original USB-C cable and charging block, not a computer. Check if any LED lights appear when it's plugged in. If not, try a hard reset by holding the power button for 15 seconds while the collar is plugged in. Inspect the charging port for any dirt or debris and clean it gently with a Q-tip. If the problem persists, please reach out to Halo live support for further assistance. Good luck!

**STATUS CHANGE** | Unknown | 2025-09-16 12:49:33 UTC | Status: CLOSED

## Conversation: HP1G5biDRT-SMVgisu97dw

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 10:59:32 UTC to 2025-09-16 12:59:52 UTC*

**Customer (zQ1bUyjh...)** | 2025-09-16 10:59:32 UTC | halocollar.com

I q

**System/AI** | 2025-09-16 10:59:49 UTC | halocollar.com

It looks like your message got cut off. Could you share more details or let me know how I can help with your Halo Collar questions? I'm here to assist!

**STATUS CHANGE** | *Unknown* | 2025-09-16 12:59:52 UTC | Status: CLOSED

## Conversation: ySZPd634SMiEvNZTk3g2mA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 11:03:54 UTC to 2025-09-16 13:12:00 UTC

**Customer (bJYyTNIx...)** | 2025-09-16 11:03:54 UTC | halocollar.com

dobby's collar will not connect. keeps saying he's out of wifi , Bluetooth and satellite range. the other collar is working just fine

**System/AI** | 2025-09-16 11:04:32 UTC | halocollar.com

Hi there! It sounds like Dobby's collar might need some troubleshooting with its connectivity. Please ensure the collar is charged and try the following steps: Wi-Fi Connection: Make sure your phone is on the same Wi-Fi network during setup. Move the collar closer to the router and restart both the collar and router if necessary. Bluetooth: Ensure Bluetooth is enabled on your phone and the Halo app has the necessary permissions. The app should automatically connect to the collar. LTE: Check if LTE is active by going to My Map in the Halo app and tapping the Pet Card. If issues persist, try using a different phone or tablet to see if the collar connects successfully. Let me know if you need further assistance!

**Customer (bJYyTNIx...)** | 2025-09-16 11:10:13 UTC | halocollar.com

only 1 phone here so another item isn't viable. the second collar on the account is working fine

**System/AI** | 2025-09-16 11:10:37 UTC | halocollar.com

No worries! Let's try a few more steps to help resolve the issue with Dobby's collar: Power Cycle the Collar: Plug the collar into the charger. Hold the power button until it vibrates (about 5–7 seconds). Quickly press the power button again to turn it back on. Reinitialize GPS: Take the collar outside to an open area. Wait until the GPS light blinks green or blue. If you're still having connectivity issues, you can contact support for a detailed diagnosis. It's great to hear the second collar is working, so we know it's not a broad account or network issue. Let me know how it goes, or if you need further help!

**Customer (bJYyTNIx...)** | 2025-09-16 11:11:28 UTC | halocollar.com

the collar was on the charger overnight. the dog is outside with me right now.

**System/AI** | 2025-09-16 11:11:51 UTC | halocollar.com

Hi there! Thanks for the update. Since Dobby's collar was charged overnight and is outside, let's try a couple more steps to get it connected: GPS Initialization: Make sure the collar is in an open area with a clear view of the sky. Wait for the GPS light to blink green (Halo 4) or blue (Halo 3/older), which means GPS is active. Check Collar Status: Press the power button for one second to see if the collar is powered on (look for the battery light flash). If these steps don't help, please reach out to our support team for further assistance. We're here to help!

**STATUS CHANGE** | Unknown | 2025-09-16 13:12:00 UTC | Status: CLOSED

## Conversation: UehGTTxxSX-6z\_TUbZjIMA

Messages: 14 | Customers: 1 | Duration: 2025-09-16 11:06:24 UTC to 2025-09-16 17:33:13 UTC

EMAIL | Agent (SWItncR...) | 2025-09-16 11:06:24 UTC

**From:** support@halocollar.com

**To:** ultraexcllc@gmail.com

**Subject:** Re: How to Take and Share a Screen Recording

Hi Megan & Josh, Thank you for sending over the screen recording, we've received the attachment successfully. I also want to acknowledge the troubleshooting you've already done with the previous rep, including the power cycle and hard reset. We'll be escalating this information, along with your recording, to our Customer Experience Team (CET) for further review. Once they've had a chance to analyze the details, we'll follow up with the next steps to get your collar's location updates working properly. In the meantime, if you'd like real-time support, you can connect with us in the Halo Dog Park: Open your Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Or reach us by phone at (214) 238-9788 during these hours: Monday–Friday: 9:00 AM – 5:00 PM EST Saturday & Sunday: 10:00 AM – 4:00 PM EST We'll stay on top of this and keep you updated as soon as we hear back from CET. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:25 PM "Support Ultra Excavating" wrote: > Attached is my screen record > > On Mon, Sep 15, 2025 at 4:14 PM Halo Collar wrote: > > > Hello Megan, > > > Here are steps to do a screen recording and send it to us. You can send it > > by replying to this email. > > > \*Here's How to Capture and Share a Screen Recording\* > > If you run into an issue while using the Halo App, a screen recording can > > help our Customer Support team better understand and resolve the problem. > > > \*What to Record\* > > > - If you're experiencing GPS issues, please record your screen while > > the My Map tab is open and your Pet Card is visible. > > - While recording, test the collar along your fence line by following > > the steps in this article: How to Hand Test The Collar Accuracy > > > > > \*How to Screen Record (iOS)\* > > > > - Open the Control Center > > - Swipe from the very top or bottom of your screen (depending on your > > iPhone model) to access the Control Center. > > - Find the Screen Record Button > > - Look for the circular icon (a solid dot inside a ring). > > - If you don't see it, follow these instructions to add screen > > recording to your Control Center. > > - Start the Recording > > - Tap and hold the Screen Record icon. > > - Turn the microphone ON (it should appear red). > > - Tap Photos (if listed) to save the recording to your Camera Roll. > > - Begin the Test > > - Swipe the Control Center away and open the Halo App. > > - Start your GPS test with the Pet Card open. > > - You can switch to your Camera app during the recording to show where > > you or your dog are in real life vs. the app view. > > - Stop the Recording > > - Swipe to open the Control Center again and tap the record button to > > stop. > > - You'll see a confirmation that your video has been saved. > > > \*How to Screen Record (Android)\* > > > - Android 11 and Later: > > - Follow these instructions to start a screen recording. > > - Be sure to enable both Media Sounds and Microphone so we can hear > > what you're experiencing. > > > \*Android 10 and Earlier:\* > > > - Download AZ Screen Recorder from the Google Play Store. > > - Open the app and tap the camera icon. > > - Grant microphone and file access. > > - Start recording and walk through your issue in the Halo App. > > - Use the microphone to describe what you're seeing/hearing in real > > time. > > > \*Submitting Your Recording\* > > > - Once your video is recorded: > > - Email attachment: > > - Open your email app > > - Reply to your support thread > > - Attach the video from your Photos or Camera Roll. > > - Then hit Send. > > > \*If the file is too large:\* > > > - Upload it to your preferred cloud service and share the link: > > - How to share a file via iCloud > > > - How to share a file via Google Drive > > > - How to share a file via Dropbox > > > > While recording, you can switch between apps, like Halo and your camera, > > to help us see the whole picture. > > > Do you need additional help? Please contact Halo Collar Customer Service > > . We're happy to assist > > you! > > > With pawsitivity, > > Kenny > > Halo



Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > >

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 11:09:23 UTC

Added: x0Byfm8uSk-LcaCBw4qPTQ

**AGENT NOTE | Agent (SWItncR...) | 2025-09-16 11:09:39 UTC**

Collar Evaluation Notes Issue Details Collar with Issue's SN: 25h4290347rt Issue Type: GPS Date & Time of Occurrence: 09/15/2025 – ongoing Is the Issue Reproducible? Yes – pet pin remains stuck on map after collar is powered on and active. Additional notes about the issue: Customer reports the collar is not updating location; pet pin remains frozen despite activity. Troubleshooting Summary Tier 1 TSing Steps Completed: Power cycle – Yes, issue persists Hard reset – Yes, issue persists Confirmed collar fully charged – Yes, issue persists Instructions sent for screen recording – Yes, completed and received Required Attachments (Check if Included) Screen Recording with narration: Yes (RPReplay\_Final1757974750) attached from the email above. Screenshots: No System Logs (Bluetooth, Wi-Fi, Cellular): No App Logs (App issues): No

**AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 13:26:12 UTC**

AW-20250915-46040 25h4290347rt unit already submitted for a wr Diagreq was triggered by the automated system

**AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 13:30:12 UTC**

My previous note is wrong, I messed up the SN, ignore information above\*

**AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 13:50:09 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Leo's (25h4290347rt) Recap (When/Where/What the customer wants) Stuck pet pin Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) yes Optional Additional Info: Unit has excessive gas initiation fails The battery was unable to start/connect 255 gas\_init\_fails yesterday and 200+ multiple days in a row prior Unit needs to be replaced

**EMAIL | Agent (Rh0xdCH1...) | 2025-09-16 13:51:20 UTC**

**From:** support@halocollar.com

**To:** ultraexcllc@gmail.com

**Subject:** Re: How to Take and Share a Screen Recording

Hello Megan, My name is Quinn, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing stuck pet pin issues with Leo's Halo Collar (25h4290347rt). Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agentAll hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations.The agent will require your verbal authorization for the replacement and confirm details with you.Cameras aren't required for this callYou can also join the Dog Park through the Halo App.Here are the instructions:Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join SessionAllow any permissions requestedYou will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Quinn Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:06 AM support@halocollar.com wrote: > Hi Megan & Josh, > Thank you for sending over the screen recording, we've received the attachment successfully. I also want to acknowledge the troubleshooting you've already done with the previous rep, including the power cycle

and hard reset. > We'll be escalating this information, along with your recording, to our Customer Experience Team (CET) for further review. Once they've had a chance to analyze the details, we'll follow up with the next steps to get your collar's location updates working properly. > In the meantime, if you'd like real-time support, you can connect with us in the Halo Dog Park: > Open your Halo AppTap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session > Or reach us by phone at (214) 238-9788 during these hours: > Monday–Friday: 9:00 AM – 5:00 PM ESTSaturday & Sunday: 10:00 AM – 4:00 PM EST > We'll stay on top of this and keep you updated as soon as we hear back from CET. > > With pawsitivity, > Symantha > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 6:25 PM "Support Ultra Excavating" wrote: > > > Attached is my screen record > > > On Mon, Sep 15, 2025 at 4:14 PM Halo Collar wrote: > > > > Hello Megan, > > > > Here are steps to do a screen recording and send it to us. You can send it > > > by replying to this email. > > > > \*Here's How to Capture and Share a Screen Recording\* > > > If you run into an issue while using the Halo App, a screen recording can > > > help our Customer Support team better understand and resolve the problem. > > > > \*What to Record\* > > > > - If you're experiencing GPS issues, please record your screen while > > > the My Map tab is open and your Pet Card is visible. > > > - While recording, test the collar along your fence line by following > > > the steps in this article: How to Hand Test The Collar Accuracy > > > > > > \*How to Screen Record (iOS)\* > > > > > - Open the Control Center > > > - Swipe from the very top or bottom of your screen (depending on your > > > iPhone model) to access the Control Center. > > > - Find the Screen Record Button > > > - Look for the circular icon (a solid dot inside a ring). > > > - If you don't see it, follow these instructions to add screen > > > recording to your Control Center. > > > - Start the Recording > > > - Tap and hold the Screen Record icon. > > > - Turn the microphone ON (it should appear red). > > > - Tap Photos (if listed) to save the recording to your Camera Roll. > > > - Begin the Test > > > - Swipe the Control Center away and open the Halo App. > > > - Start your GPS test with the Pet Card open. > > > - You can switch to your Camera app during the recording to show where > > > you or your dog are in real life vs. the app view. > > > - Stop the Recording > > > - Swipe to open the Control Center again and tap the record button to > > > stop. > > > - You'll see a confirmation that your video has been saved. > > > > > \*How to Screen Record (Android)\* > > > > > - Android 11 and Later: > > > - Follow these instructions to start a screen recording. > > > - Be sure to enable both Media Sounds and Microphone so we can hear > > > what you're experiencing. > > > > > \*Android 10 and Earlier:\* > > > > > - Download AZ Screen Recorder from the Google Play Store. > > > - Open the app and tap the camera icon. > > > - Grant microphone and file access. > > > - Start recording and walk through your issue in the Halo App. > > > - Use the microphone to describe what you're seeing/hearing in real > > > time. > > > > > \*Submitting Your Recording\* > > > > > - Once your video is recorded: > > > - Email attachment: > > > - Open your email app > > > - Reply to your support thread > > > - Attach the video from your Photos or Camera Roll. > > > - Then hit Send. > > > > > \*If the file is too large:\* > > > > > - Upload it to your preferred cloud service and share the link: > > > - How to share a file via iCloud > > > > > - How to share a file via Google Drive > > > > > - How to share a file via Dropbox > > > > > > While recording, you can switch between apps, like Halo and your camera, > > > to help us see the whole picture. > > > > > Do you need additional help? Please contact Halo Collar Customer Service > > > . We're happy to assist > > > you! > > > > > With pawsitivity, > > > Kenny > > > Halo Customer Support > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > \*Need more help?\* > > > ■support@halocollar.com\* | ■\*Halo Help Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > >

**STATUS CHANGE** | Agent (Rh0xdCH1...) | 2025-09-16 13:51:26 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (HgSdSa4i...) | 2025-09-16 17:25:26 UTC | Status: OPEN

**PHONE\_CALL** | Customer (HgSdSa4i...) | 2025-09-16 17:25:26 UTC

**AGENT NOTE** | Agent (gJyogQbb...) | 2025-09-16 17:30:48 UTC

Live Team Notes Serial Numbers:25h4290347rt FW:v.03.00.05 Issue/ Need: cx has been confirmed by cet to submit wr AW-20250916-46175 Troubleshooting & Actions Taken: confirmed the address, informed delivery in 3-5 business days Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehHzEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (gJyogQbb...) | 2025-09-16 17:31:18 UTC**

**From:** support@halocollar.com

**To:** ultraexcllc@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Megan, My name is Wisha, and I want to thank you for your call. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:51 AM support@halocollar.com wrote: > Hello Megan, > > My name is Quinn, and I'm with the Collar Evaluation Technical Team. > I understand you are experiencing stuck pet pin issues with Leo's Halo Collar (25h4290347rt). > > Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. > > To proceed with the replacement, follow these steps: > Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent > We're committed to making this right for you and ensuring your pup stays safe and protected. > Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. > > This is a requirement and can't be bypassed. > If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. > > With pawsitivity, > Quinn > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 7:06 AM support@halocollar.com wrote: > > > Hi Megan & Josh, > > Thank you for sending over the screen recording, we've received the attachment successfully. I also want to acknowledge the troubleshooting you've already done with the previous rep, including the power cycle and hard reset. > > We'll be escalating this information, along with your recording, to our Customer Experience Team (CET) for further review. Once they've had a chance to analyze the details, we'll follow up with the next steps to get your collar's location updates working properly. > > In the meantime, if you'd like real-time support, you can connect with us in the Halo Dog Park: > > Open your Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session > > Or reach us by phone at (214) 238-9788 during these hours: > > Monday–Friday: 9:00 AM – 5:00 PM EST Saturday & Sunday:

**STATUS CHANGE** | Agent (qJyoqQbb...) | 2025-09-16 17:33:13 UTC | Status: CLOSED

## Conversation: pZbLhLkBQ12rzlpjIWg0Zw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:07:27 UTC to 2025-09-16 13:07:58 UTC

**Customer (sNcz9UwC...)** | 2025-09-16 11:07:27 UTC | halocollar.com

Hi. I was under the impression that even if my phone doesn't have service the collar still works and my dog will receive feedback is that correct ?

**System/AI** | 2025-09-16 11:07:50 UTC | halocollar.com

Hi there! Yes, you're correct. The Halo Collar will still provide feedback to your dog even if your phone doesn't have service. It uses GPS technology to maintain boundaries and deliver feedback without needing Wi-Fi or cellular connectivity. Just a heads-up, though—features like real-time tracking and notifications on the app do need an internet connection. But don't worry, once your phone is back online, any missed updates will sync to your app.

**STATUS CHANGE** | Unknown | 2025-09-16 13:07:58 UTC | Status: CLOSED

## Conversation: M4ud1t6KRCiF3PyMwEIKfg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 11:09:53 UTC to 2025-09-16 13:52:20 UTC

EMAIL | Customer (zZaQEdLq...) | 2025-09-16 11:09:53 UTC

**From:** thanxmk@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Accessories Order

Hello Maria, I received the charger yesterday and unfortunately that was not the fix. I left the collar plugged in for 5+ hours and checked it. No lights when I press the power button, no vibrate, it's just dead. What is our next step? Thanks so much for all your help... Norma Newland On Wed, Sep 10, 2025 at 12:08 PM Halo Collar wrote: > Hello Norma, > > My name is Maria, and I'll be assisting you. > > I've gone ahead and submitted the request to have your Halo 3 mag charger, > cable and block shipped. > > \*Here's an update: \* > > - Our Orders Team is working diligently to expedite the shipment of > your accessory order as soon as possible. > - You will receive an email confirmation when it ships. > - We understand the importance of having a fully functioning product, > and we're committed to resolving any issues to your complete satisfaction. > > > If you have any questions or need further assistance in the meantime, > don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Maria > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Wednesday, September 10, 2025, 10:43 AM "Norma Newland" thanxmk@gmail.com> wrote: > > Thank YOU! My mailing address is 148 Plante Rd. Caribou Me 04736 and my > phone number is 2074982770 or 2072273770. > > Halos customer service is top notch! > > > > On Wed, Sep 10, 2025 at 11:21 AM Halo Collar > wrote: > > > Hello Norma, > > > Thanks for reaching out to Halo Support! > > > We're going to send you a new Halo Collar 3 Charging Kit, to see if that > > works with your charging issue (the magnetic charging adaptor may be the > > culprit). > > Please confirm your shipping address and phone number. > > > If you have any questions, please do not hesitate to reach out, and we'll > > be happy to help! > > > With pawsitivity, > > Kenny > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Wednesday, September 10, 2025, 5:40 AM "Norma Newland" > thanxmk@gmail.com> wrote: > > > Hello Halo, > > > Sorry I am just getting back to you, I have been out of town. I tried > > your tips, cleaned the connection, tried another charging cord/plug, did > > the hard shut down and no luck. It just seems dead, no lights, no > > vibrate. What should I do next? > > > Thanks Norma Newland > > > On Tue, Sep 2, 2025 at 2:08 PM Halo Collar > > wrote: > > > > Hello Norma, > > > > Thank you for reaching out to Halo Collar Support. We understand that > > > your Halo collar is experiencing issues with charging. We apologize for any > > > inconvenience caused, but rest assured, we are here to assist you. We will > > > include some preliminary steps below to resolve the software issue. > > > > > Our first few steps will help rule out some basic accessory issues. > > > ■ > > > > > 1. Check the charging cable to make sure it is securely connected to > > > the collar and charging adapter. > > > 2. Confirm that the power block/cord is working by using a USB-C > > > cellular phone or other device; make sure the alternate device can charge > > > successfully with the same cord/block > > > 3. Please ensure the charging block meets the following > > > specifications: > > > > > Charging Block Specifications: > > > ■Input: 100-240V 0.7A Max > > > ■Output: 5.0V—3.0A, 9.0V—2.22A, 12V—1.67A 20W maximum > > > > > 4. Check the 5 gold pins on the power port on the collar to see if there > > > is dirt/debris. They should appear like 5 shiny, gold circles. If there is > > > dirt present or a cloudy appearance, wipe the pins clean with a soft cloth. > > > Then try charging again. > > > > > Please remove the protective case covering the collar by undoing its > > > Velcro fasteners and put it aside, and try charging the collar again. > > > > > Should all of these things be true, and your collar still isn't > > > charging, please see the steps below to attempt a hard reset: > > > Please plug the collar into the power cord/ charging adapter; if no > > > lights





**Subject:** Dead UNit

Hello Norma, My name is Rabindra, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:09 AM "Norma Newland" wrote: > Hello Maria, > > I received the charger yesterday and unfortunately that was not the fix. I > left the collar plugged in for 5+ hours and checked it. No lights when I > press the power button, no vibrate, it's just dead. What is our next step? > > Thanks so much for all your help... > Norma Newland > > On Wed, Sep 10, 2025 at 12:08 PM Halo Collar wrote: > > > Hello Norma, > > > My name is Maria, and I'll be assisting you. > > > > I've gone ahead and submitted the request to have your Halo 3 mag charger, > > cable and block shipped. > > > \*Here's an update: \* > > > - Our Orders Team is working diligently to expedite the shipment of > > your accessory order as soon as possible. > > - You will receive an email confirmation when it ships. > > - We understand the importance of having a fully functioning product, > > and we're committed to resolving any issues to your complete satisfaction. > > > > If you have any questions or need further assistance in the meantime, > > don't hesitate to reach out. We're here and happy to help! > > > > With pawsitivity, > > Maria > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > \*Need more help?\* > > ■support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Wednesday, September 10, 2025, 10:43 AM "Norma Newland" > thanxmk@gmail.com> wrote: > > > > Thank YOU! My mailing address is 148 Plante Rd. Caribou Me 04736 and my > > phone number is 2074982770 or 2072273770. > > > > Halos customer service is top notch! > > > > > > > > On Wed, Sep 10, 2025 at 11:21 AM Halo Collar > > wrote: > > > > Hello Norma, > > > > Thanks for reaching out to Halo Support! > > > > We're going to send you a new Halo Collar 3 Charging Kit, to see if that > > works with your charging issue (the magnetic charging adaptor may be the > > culprit). > > Please confirm your shipping address and phone number. > > > > If you have any questions, please do not hesitate to reach out, and we'll > > be happy to help! > > > > With pawsitivity, > > Kenny > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > > \*Need more help?\* > > > > ■support@halocollar.com\* | ■\*Halo Help > > Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > > On Wednesday, September 10, 2025, 5:40 AM "Norma Newland" > thanxmk@gmail.com> wrote: > > > > Hello Halo, > > > > Sorry I am just getting back to you, I have been out of town. I tried > > your tips, cleaned the connection, tried another charging cord/plug, did > > the hard shut down and no luck. It just seems dead, no lights, no > > vibrate. What should I do next? > > > > Thanks Norma Newland > > > > On Tue, Sep 2, 2025 at 2:08 PM Halo Collar > > wrote: > > > > Hello Norma, > > > > Thank you for reaching out to Halo Collar Support. We understand that > > > > your Halo collar is experiencing issues with charging. We apologize for any > > > > inconvenience caused, but rest assured, we are here to assist you. We will > > > > include some preliminary steps below to resolve the software issue. > > > > > Our first few steps will help rule out some basic accessory issues. > > > > > ■ > > > > > 1. Check the charging cable to make sure it is securely connected to > > > > the collar and charging adapter. > > > > 2. Confirm that the power block/cord is working by using a USB-C > > > > cellular phone or other device; make sure the alternate device can charge > > > > successfully with the same cord/block > > > > 3. Please ensure the charging block meets the following > > > > specifications: > > > > > > > > > > > Charging Block Specifications: > > > > > ■Input: 100-240V 0.7A Max > > > > > ■Output: 5.0V—3.0A, 9.0V—2.22A, 12V—1.67A 20W maximum > > > > > > > > > 4. Check the 5 gold pins on the power port on the collar to see if there > > > > is dirt/debris. They should appear like 5 shiny, gold circles. If there is > > > > dirt present or a cloudy appearance, wipe the



pins clean with a soft cloth. > >>> Then try charging again. > >>> > >>> Please remove the protective case covering the collar by undoing its > >>> Velcro fasteners and put it aside, and try charging the collar again. > >>> > >>> Should all of these things be true, and your collar still isn't > >>> charging, please see the steps below to attempt a hard reset: > >>> Please plug the collar into the power cord/ charging adapter; if no > >>> lights turn on, please wait 5 minutes. > >>> > >>> If there are still no lights or the collar isn't charging, please keep > >>> the collar plugged in and press the ON button on the collar firmly, and > >>> hold it for 15 seconds before releasing the button. > >>> > >>> Then, check for any LED lights to turn on. > >>> > >>> If you have any further questions or need additional assistance, please > >>> do not hesitate to contact our customer support. We are here to help! > >>> > >>> Thank you for choosing Halo! > >>> > >>> With Pawsitivity, > >>> Peggy > >>> Halo Customer Support > >>> \*Halo Collar\* | Here for you and your best friend■ > >>> > >>> \*Need more help?\* > >>> ■\*support@halocollar.com\* | ■\*Halo Help > >>> Center\* > >>> > >>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > >>> > >>> > >>> - 9:00 am - 8:00 pm EST \*7 days a week\* > >>> > >>> \*Join Session\* to speak with the next available agent > >>> > >>> On Tuesday, September 2, 2025, 4:32 AM "Norma Newland" >>> thanxmk@gmail.com> wrote: > >>> > >>> Good morning Halo Collar, > >>> > >>> The collar seems dead, no lights. I have tried to charge it numerous > >>> times, making sure the connection is good, trying it on different outlets > >>> etc... I tried taking it apart, cleaning the hair out of it. Still not > >>> working... > >>> > >>> On Sat, Aug 30, 2025 at 11:03 AM Halo Collar > >>> wrote: > >>> > >>>> Hello Norma, > >>>> > >>>> Thank you for sending in your Halo App logs. We truly appreciate you > >>>> taking the time to help us get a closer look at what's going on. > >>>> > >>>> \*To better understand the issue and get it into the right hands, please > >>>> share more info.\* > >>>> > >>>> - What specific problem are you noticing > >>>> - When the issue started > >>>> - Any error messages or unusual behavior you've seen > >>>> > >>>> > >>>> Additionally, if you need to update the satellite image on your map, > >>>> simply send us the address where the update is required, and we'll take > >>>> care of the rest. > >>>> > >>>> Once we have a few more details, we'll get this over to the right team > >>>> and work on getting things sorted quickly for you and your pup. > >>>> > >>>> Thanks again for being part of the Halo Pack! > >>>> Let us know if you have any questions—we're always here to help. > >>>> > >>>> > >>>> With pawsitivity, > >>>> Thelma > >>>> Halo Customer Support > >>>> \*Halo Collar\* | Here for you and your best friend■ > >>>> > >>>> \*Need more help?\* > >>>> ■\*support@halocollar.com\* | ■\*Halo Help > >>>> Center\* > >>>> > >>>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > >>>> > >>>> > >>>> - 9:00 am - 8:00 pm EST \*7 days a week\* > >>>> > >>>> \*Join Session\* to speak with the next available agent > >>>> > >>>> On Saturday, August 30, 2025, 8:59 AM support@halocollar.com wrote: > >>>> > >>>> Hello Norma, > >>>> > >>>> Thank you for sending in your Halo App logs. We truly appreciate you > >>>> taking the time to help us get a closer look at what's going on. > >>>> > >>>> \*To better understand the issue and get it into the right hands, please > >>>> share more info.\* > >>>> > >>>> - What specific problem are you noticing > >>>> - When the issue started > >>>> - Any error messages or unusual behavior you've seen > >>>> > >>>> > >>>> Additionally, if you need to update the satellite image on your map, > >>>> simply send us the address where the update is required, and we'll take > >>>> care of the rest. > >>>> > >>>> > >>>> Once we have a few more details, we'll get this over to the right team > >>>> and work on getting things sorted quickly for you and your pup. > >>>> > >>>> Thanks again for being part of the Halo Pack! > >>>> Let us know if you have any questions—we're always here to help. > >>>> > >>>> > >>>> With pawsitivity, > >>>> Thelma > >>>> Halo Customer Support > >>>> \*Halo Collar\* | Here for you and your best friend■ > >>>> > >>>> \*Need more help?\* > >>>> ■\*support@halocollar.com\* | ■\*Halo Help > >>>> Center\* > >>>> > >>>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > >>>> > >>>> > >>>> - 9:00 am - 8:00 pm EST \*7 days a week\* > >>>> > >>>> \*Join Session\* to speak with the next available agent > >>>> > >>>> On Saturday, August 30, 2025, 7:33 AM support@halocollar.com wrote: > >>>> > >>>> Thank you for reaching out! I've shared your inquiry with our customer > >>>> support team, and they will be in touch with you within the next 24 hours > >>>> to assist you further. For a quicker resolution, we highly suggest reaching > >>>> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > >>>> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > >>>> requested permissions. You can also join us via web using this link > >>>> <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > >>>> > >>>>

Hello Norma, My name is Les, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing charging issues with Willy's Halo Collar. Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:21 AM support@halocollar.com

wrote: > Hello Norma, > > My name is Rabindra, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Rabindra > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 7:09 AM "Norma Newland" wrote: > > > Hello Maria, > > > I received the charger yesterday and unfortunately that was not the fix. I > > left the collar plugged in for 5+ hours and checked it. No lights when I > > press the power button, no vibrate, it's just dead. What is our next step? > > > Thanks so much for all your help... > > Norma Newland > > > On Wed, Sep 10, 2025 at 12:08 PM Halo Collar wrote: > > > > Hello Norma, > > > > My name is Maria, and I'll be assisting you. > > > > I've gone ahead and submitted the request to have your Halo 3 mag charger, > > > cable and block shipped. > > > > \*Here's an update: \* > > > > - Our Orders Team is working diligently to expedite the shipment of > > > your accessory order as soon as possible. > > > - You will receive an email confirmation when it ships. > > > - We understand the importance of having a fully functioning product, > > > and we're committed to resolving any issues to your complete satisfaction. > > > > > If you have any questions or need further assistance in the meantime, > > > don't hesitate to reach out. We're here and happy to help! > > > > > With pawsitivity, > > > Maria > > > Halo Customer Support > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > \*Need more help?\* > > > ■support@halocollar.com\* | ■\*Halo Help Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > > On Wednesday, September 10, 2025, 10:43 AM "Norma Newland" > > > thanxmk@gmail.com> wrote: > > > > > Thank YOU! My mailing address is 148 Plante Rd. Caribou Me 04736 and my > > > phone number is 2074982770 or 2072273770. > > > > > Halos customer service is top notch! > > > > > > > > > > > > On Wed, Sep 10, 2025 at 11:21 AM Halo Collar > > > wrote: > > > > > Hello Norma, > > > > > Thanks for reaching out to Halo Support! > > > > > We're going to send you a new Halo Collar 3 Charging Kit, to see if that > > > works with your charging issue (the magnetic charging adaptor may be the > > > culprit). > > > Please confirm your shipping address and phone number. > > > > > If you have any questions, please do not hesitate to reach out, and we'll > > > be happy to help! > > > > > With pawsitivity, > > > Kenny > > > Halo Customer Support > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > \*Need more help?\* > > > ■support@halocollar.com\* | ■\*Halo Help > > > Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > > On Wednesday, September 10, 2025, 5:40 AM "Norma Newland" > > > thanxmk@gmail.com> wrote: > > > > > Hello Halo, > > > > > Sorry I am just getting back to you, I have been out of town. I tried > > > your tips, cleaned the connection, tried another charging cord/plug, did > > > the hard shut down and no luck. It just seems dead, no lights, no > > > vibrate. What should I do next? > > > > > Thanks Norma Newland > > > > > On Tue, Sep 2, 2025 at 2:08 PM Halo Collar > > > wrote: > > > > > Hello Norma, > > > > > > Thank you for reaching out to Halo Collar Support. We understand that > > > > > your Halo collar is experiencing issues with charging. We apologize for any > > > > > inconvenience caused, but rest assured, we are here to assist you. We will > > > > > include some preliminary steps below to resolve the software issue. > > > > > > Our first few steps will help rule out some basic accessory issues. > > > > > > ■ > > > > > > 1. Check the charging cable to make sure it is securely connected to > > > > > the collar and charging adaptor. > > > > > 2. Confirm that the power block/cord is working by using a USB-C > > > > > cellular phone or other device; make sure the alternate device can charge > > > > > successfully with the same cord/block > > > > > 3. Please ensure the charging block meets the following > > > > > specifications: > > > > > > > > > > > Charging Block Specifications: > > > > > ■Input: 100-240V 0.7A Max > > > > > ■Output: 5.0V—3.0A,

9.0V—2.22A, 12V—1.67A 20W maximum > > >> > > >> 4. Check the 5 gold pins on the power port on the collar to see if there > > >> is dirt/debris. They should appear like 5 shiny, gold circles. If there is > > >> dirt present or a cloudy appearance, wipe the pins clean with a soft cloth. > > >> Then try charging again. > > >> > > >> Please remove the protective case covering the collar by undoing its > > >> Velcro fasteners and put it aside, and try charging the collar again. > > >> > > >> Should all of these things be true, and your collar still isn't > > >> charging, please see the steps below to attempt a hard reset: > > >> Please plug the collar into the power cord/ charging adapter; if no > > >> lights turn on, please wait 5 minutes. > > >> > > >> If there are still no lights or the collar isn't charging, please keep > > >> the collar plugged in and press the ON button on the collar firmly, and > > >> hold it for 15 seconds before releasing the button. > > >> > > >> Then, check for any LED lights to turn on. > > >> > > >> If you have any further questions or need additional assistance, please > > >> do not hesitate to contact our customer support. We are here to help! > > >> > > >> Thank you for choosing Halo! > > >> > > >> With Pawsitivity, > > >> Peggy > > >> Halo Customer Support > > >> \*Halo Collar\* | Here for you and your best friend■ > > >> > > >> \*Need more help?\* > > >> > > >> ■\*support@halocollar.com\* | ■\*Halo Help > > >> Center\* > > >> > > >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > >> > > >> > > >> - 9:00 am - 8:00 pm EST \*7 days a week\* > > >> > > >> \*Join Session\* to speak with the next available agent > > >> > > >> On Tuesday, September 2, 2025, 4:32 AM "Norma Newland" > > >> thanxmk@gmail.com> wrote: > > >> > > >> Good morning Halo Collar, > > >> > > >> The collar seems dead, no lights. I have tried to charge it numerous > > >> times, making sure the connection is good, trying it on different outlets > > >> etc... I tried taking it apart, cleaning the hair out of it. Still not > > >> working... > > >> > > >> On Sat, Aug 30, 2025 at 11:03 AM Halo Collar > > >> wrote: > > >> > > >> Hello Norma, > > >> > > >> > > >> Thank you for sending in your Halo App logs. We truly appreciate you > > >> > > >> taking the time to help us get a closer look at what's going on. > > >> > > >> \*To better understand the issue and get it into the right hands, please > > >> share more info.\* > > >> > > >> - What specific problem are you noticing > > >> - When the issue started > > >> - Any error messages or unusual behavior you've seen > > >> > > >> > > >> Additionally, if you need to update the satellite image on your map, > > >> > > >> simply send us the address where the update is required, and we'll take > > >> care of the rest. > > >> > > >> Once we have a few more details, we'll get this over to the right team > > >> and work on getting things sorted quickly for you and your pup. > > >> > > >> Thanks again for being part of the Halo Pack! > > >> > > >> Let us know if you have any questions—we're always here to help. > > >> > > >> > > >> With pawsitivity, > > >> Thelma > > >> Halo Customer Support > > >> \*Halo Collar\* | Here for you and your best friend■ > > >> > > >> \*Need more help?\* > > >> > > >> ■\*support@halocollar.com\* | ■\*Halo Help > > >> Center\* > > >> > > >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > >> > > >> > > >> - 9:00 am - 8:00 pm EST \*7 days a week\* > > >> > > >> \*Join Session\* to speak with the next available agent > > >> > > >> On Saturday, August 30, 2025, 8:59 AM support@halocollar.com wrote: > > >> > > >> Hello Norma, > > >> > > >> > > >> Thank you for sending in your Halo App logs. We truly appreciate you > > >> > > >> taking the time to help us get a closer look at what's going on. > > >> > > >> \*To better understand the issue and get it into the right hands, please > > >> share more info.\* > > >> > > >> - What specific problem are you noticing > > >> - When the issue started > > >> - Any error messages or unusual behavior you've seen > > >> > > >> > > >> Additionally, if you need to update the satellite image on your map, > > >> > > >> simply send us the address where the update is required, and we'll take > > >> care of the rest. > > >> > > >> Once we have a few more details, we'll get this over to the right team > > >> and work on getting things sorted quickly for you and your pup. > > >> > > >> Thanks again for being part of the Halo Pack! > > >> > > >> Let us know if you have any questions—we're always here to help. > > >> > > >> > > >> With pawsitivity, > > >> Thelma > > >> Halo Customer Support > > >> \*Halo Collar\* | Here for you and your best friend■ > > >> > > >> \*Need more help?\* > > >> > > >> ■\*support@halocollar.com\* | ■\*Halo Help > > >> Center\* > > >> > > >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > >> > > >> > > >> - 9:00 am - 8:00 pm EST \*7 days a week\* > > >> > > >> \*Join Session\* to speak with the next available agent > > >> > > >> On Saturday, August 30, 2025, 7:33 AM support@halocollar.com wrote: > > >> > > >> Thank you for reaching out! I've shared

**STATUS CHANGE** | Agent (-LDmIkjl...) | 2025-09-16 13:52:20 UTC | Status: CLOSED

## Conversation: BLEDP6b6QOGFuGfZ7UQklg

Messages: 8 | Customers: 1 | Duration: 2025-09-16 11:18:53 UTC to 2025-09-16 16:28:24 UTC

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 11:18:53 UTC

Added: -LmskJFZShWIO0nMJuMqlA

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 11:18:56 UTC

Removed: -LmskJFZShWIO0nMJuMqlA

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 11:18:59 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 11:19:13 UTC

Added: 76jKdDJqKKG1X52gm4kjGg

**EMAIL | Agent (SWItncR...) | 2025-09-16 11:19:27 UTC**

**From:** support@halocollar.com

**To:** ryanfargey@icloud.com

**Subject:** Re: Halo Collar Troubleshooting Steps

Hi Ryan, Thank you for your reply and for taking the time to go through the troubleshooting steps we provided. We completely understand how frustrating it can be when your collar isn't charging properly, and we truly appreciate your patience as we work through this together. If you've already tried the steps and your collar still isn't responding, please let us know so we can guide you through the next steps to get this resolved quickly. In the meantime, if you'd like to speak with a live support agent for immediate assistance, you can join a session at our Dog Park or reach us via phone/email using the links below: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session in the Halo App Phone Support: +1 (214) 238-9788 (9:00 am – 5:00 pm EST Mon-Fri; 10:00 am – 4:00 pm EST Sat-Sun) Email Support: support@halocollar.com We're here to make sure your Halo Collar is working perfectly again, and we'll do everything we can to get you back on track quickly. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:31 PM "Ryan Fargey" wrote: > Sent from my iPhone > On Sep 12, 2025, at 7:56 AM, Halo Collar wrote: > > Hi Ryan, > Thank you for reaching out! I'm sorry to hear that your collar still isn't turning on despite all your troubleshooting efforts. We want to make sure you have a working collar before your upcoming vacation.. > > Our support team can work with you one-on-one to determine whether your collar needs further diagnostics or a replacement. You can connect with a rep in the Halo Dog Park through the Halo App: > \* Tap Settings > \* Tap Halo Dog Park > \* Tap Halo Support > \* Tap Join Session > Or, call us directly at +1 (214) 238-9788 during support hours: > \* Monday–Friday: 9:00 AM – 5:00 PM EST > \* Saturday–Sunday: 10:00 AM – 4:00 PM EST > We'll make sure your collar is ready and working properly so you can enjoy peace of mind during your trip. > With pawsitivity, > Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Thursday, September 11, 2025, 6:13 PM "Ryan Fargey" wrote: I have tried everything to make the collar work . It still does not turn on . I'm leaving for a vacation in three weeks by the way . > > Sent from my iPhone > On Sep 8, 2025, at 1:08 PM, Halo Collar wrote: > Hello Ryan, > > Thank you for contacting us regarding the charging issue with your Halo Collar. > We understand how frustrating this can be, but we're here to assist you! > > Here are troubleshooting steps to help get your collar charging effectively: > 1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective Case Sometimes, the

protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting. 5. Perform a Hard Reset Plug the collar into the power cord/adaptor and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! > If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. > > If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! (<https://support.halocollar.com/hc/en-us/articles/360043976694-How-to-Contact-Customer-Support>) > With pawsitivity, > Ronald Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*STATUS CHANGE | Agent (SWltnccR...) | 2025-09-16 11:19:29 UTC | Status: CLOSED*

**EMAIL | Customer (rgLPrEfx...) | 2025-09-16 16:28:23 UTC**

**From:** ryanfargey@icloud.com

**To:** [support@halocollar.com](mailto:support@halocollar.com)

**Subject:** Re: Halo Collar Troubleshooting Steps

I just need a new charging cord . Asap if possible Sent from my iPhone On Sep 16, 2025, at 7:19 AM, Halo Collar wrote: Hi Ryan, Thank you for your reply and for taking the time to go through the troubleshooting steps we provided. We completely understand how frustrating it can be when your collar isn't charging properly, and we truly appreciate your patience as we work through this together. If you've already tried the steps and your collar still isn't responding, please let us know so we can guide you through the next steps to get this resolved quickly. In the meantime, if you'd like to speak with a live support agent for immediate assistance, you can join a session at our Dog Park or reach us via phone/email using the links below: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session in the Halo App Phone Support: +1 (214) 238-9788 (9:00 am – 5:00 pm EST Mon-Fri; 10:00 am – 4:00 pm EST Sat-Sun) Email Support: [support@halocollar.com](mailto:support@halocollar.com) We're here to make sure your Halo Collar is working perfectly again, and we'll do everything we can to get you back on track quickly. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:31 PM "Ryan Fargey" wrote: Sent from my iPhone On Sep 12, 2025, at 7:56 AM, Halo Collar wrote: Hi Ryan, Thank you for reaching out! I'm sorry to hear that your collar still isn't turning on despite all your troubleshooting efforts. We want to make sure you have a working collar before your upcoming vacation.. Our support team can work with you one-on-one to determine whether your collar needs further diagnostics or a replacement. You can connect with a rep in the Halo Dog Park through the Halo App: \* Tap Settings \* Tap Halo Dog Park \* Tap Halo Support \* Tap Join Session Or, call us directly at +1 (214) 238-9788 during support hours: \* Monday–Friday: 9:00 AM – 5:00 PM EST \* Saturday–Sunday: 10:00 AM – 4:00 PM EST We'll make sure your collar is ready and working properly so you can enjoy peace of mind during your trip. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Thursday, September 11, 2025, 6:13 PM "Ryan Fargey" wrote: I have tried everything to make the collar work . It still does not turn on . I'm leaving for a vacation in three weeks by the way . Sent from my iPhone On Sep 8, 2025, at 1:08 PM, Halo Collar wrote: Hello Ryan, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help

get your collar charging effectively: 1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting. 5. Perform a Hard Reset Plug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](https://support.halocollar.com/hc/en-us/articles/360043976694-How-to-Contact-Customer-Support) and we'll be happy to help! (https://support.halocollar.com/hc/en-us/articles/360043976694-How-to-Contact-Customer-Support) With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Customer (rgLPrEfx...) | 2025-09-16 16:28:24 UTC | Status: OPEN



## Conversation: v24eR3oGTh2uwrnzGiknQw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:20:00 UTC to 2025-09-16 11:34:35 UTC

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 11:20:00 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**EMAIL | Agent (SWItncR...) | 2025-09-16 11:34:34 UTC**

**From:** support@halocollar.com

**To:** emcagnon@gmail.com

**Subject:** Re: Order 1656351

Hi Elizabeth, Thank you for reaching out and providing the details about your order. I'm sorry to hear that the magnetic attachment was missing from your replacement charger—we completely understand how important it is to have your Halo Collar charging properly. We'll get a replacement magnetic attachment shipped to you as quickly as possible so you can continue using your Halo Three Collar without interruption. You should receive a shipping confirmation with tracking information shortly once it's on its way. In the meantime, if you have any questions or need further assistance, you can always reach our live support team through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session in the Halo AppPhone Support: +1 (214) 238-9788 (9:00 am – 5:00 pm EST Mon-Fri; 10:00 am – 4:00 pm EST Sat-Sun)Email Support: support@halocollar.com We appreciate your patience, and we're committed to getting this resolved quickly for you. With pawstivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:35 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 10:35 PM "Elizabeth Labossiere" wrote: > > Good evening, > > I ordered a replacement magnetic charging for the halo three collar for my dogs. The new charger arrived, and it was missing the magnetic piece which is needed to charge the collar. I tested the old cord with the magnetic piece from the other charger And it is in fact, the magnetic piece that is failing. I need a replacement magnetic attachment for the charger shipped to me as soon as possible please. > > Thank you. > > Best, > > Liz LaBossiere > > > >

**STATUS CHANGE** | Agent (SWItncR...) | 2025-09-16 11:34:35 UTC | Status: CLOSED

## Conversation: VhYS8ff2Sq-gKFrhb7zdSw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:21:31 UTC to 2025-09-16 13:56:11 UTC

**EMAIL | Customer (SbDhtUDq...) | 2025-09-16 11:21:31 UTC**

**From:** meghan.morrow@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hello - I wanted to check back in for an update? I'm paying for the subscription and can't use it due to system or app errors that I believe are on your end. I ordered the collar because my dog needs it, so if Halo can't fix this issue, I will plan to return it. Please let me know. Thank you for your help! Meghan Sent from my iPhone On Sep 13, 2025, at 11:05 AM, Halo Collar wrote: Hello Meghan, My name is Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 11:00 AM "Meghan Morrow" wrote: Sent from my iPhone On Sep 13, 2025, at 10:33 AM, Halo Collar wrote: Hello Meghan, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 8:52 AM "Meghan Morrow" wrote: Sent from my iPhone

**EMAIL | Agent (-LDMikjl...) | 2025-09-16 13:56:01 UTC**

**From:** support@halocollar.com

**To:** meghan.morrow@gmail.com

**Subject:** Re: Halo Collar Next Steps Investigation

Hello Meghan, I apologize for the delay. We discovered that the addresses in your area are causing the error and it is currently being investigated. As a temporary workaround, could you create a fence for the McDonald's nearby and then adjust the fence to cover your property? We have tested this on our end and it appears to be an effective short-term solution. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 5:21 AM "Meghan Morrow" wrote: > Hello - > > I wanted to check back in for an update? > > I'm paying for the subscription and can't use it due to system or app errors that I believe are on your end. > > I ordered the collar because my dog needs it, so if Halo can't fix this issue, I will plan to return it. > > Please let me know. > Thank you for your help! > Meghan > > Sent from my iPhone > On Sep 13, 2025, at 11:05 AM, Halo Collar wrote: > > Hello Meghan, > > My name is Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > What happens next: > • Our specialists deep dive into our system > •

They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > With pawsitivity, > Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 11:00 AM "Meghan Morrow" wrote: > > > Sent from my iPhone > On Sep 13, 2025, at 10:33 AM, Halo Collar wrote: > > Hello Meghan, > Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. > To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen > Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. > Thanks again for being part of the Halo Pack! > Let us know if you have any questions—we're always here to help. > With pawsitivity, > Psyche Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 8:52 AM "Meghan Morrow" wrote: > Sent from my iPhone

**STATUS CHANGE** | Agent (-LDMlkjl...) | 2025-09-16 13:56:11 UTC | Status: CLOSED

## Conversation: WQqr912TSuuZ4fM5uNgQZw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 11:27:01 UTC to 2025-09-16 13:29:12 UTC

**Customer (I3ZVoHGM...) | 2025-09-16 11:27:01 UTC | halocollar.com**

my collar keeps saying it's dangerously or critically low on battery even though it's been charging overnight. it also only charges to about 45% as per the app and then the the collar itself flashes red

**System/AI | 2025-09-16 11:27:30 UTC | halocollar.com**

Hi there! It sounds like your collar might need a battery recalibration. Please try these steps: Plug the collar into the charger and hold the power button for 15 seconds. Remove it from the charger and let it fully discharge until it powers off. Leave it off for at least 5 hours to recalibrate the battery. Fully charge the collar without interruptions to 100%. If the issue persists, please contact our support team for further assistance. Also, ensure your charging setup is working correctly and the charging port is clean.

**Customer (I3ZVoHGM...) | 2025-09-16 11:28:11 UTC | halocollar.com**

thank you very much. I'll go ahead and try that today

**System/AI | 2025-09-16 11:28:31 UTC | halocollar.com**

You're welcome, Holly! I'm happy to help. If you need any more assistance, feel free to reach out. Best of luck with your collar, and I hope it resolves the issue. Have a great day!

**STATUS CHANGE** | Unknown | 2025-09-16 13:29:12 UTC | Status: CLOSED

## Conversation: qJ5bKRkyQGiQzm9l0koXaw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 11:27:21 UTC to 2025-09-16 13:50:17 UTC

**EMAIL | Customer (nRIj2Y5V...) | 2025-09-16 11:27:21 UTC**

**From:** lhuempfner@gmail.com

**To:** support@halocollar.com

**Subject:** Re: A Halo Collar Was Unlinked From Your Account

I believe the unlinking had to do with the malfunctioning of my dog's collar and your sending a replacement, but your message was very misleading. It sounded like you were cutting us off for lack of payment. As far as I know, we have not missed any payments. I think you need to work on your messages so that they don't cause confusion for your customers. Thanks, Lisa On Mon, Sep 15, 2025 at 5:48 PM Halo Collar wrote: > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 10:47 PM "Lisa Huempfner" lhuempfner@gmail.com> wrote: > > Hi, > I don't understand this message. We only have one Halo collar. Why was it > unlinked? > Lisa > > On Fri, Sep 12, 2025 at 3:35 AM Halo Team wrote: > > [image: Halo®] > > [image: Halo®] > > A Halo Collar Was Unlinked From Your Account > > Halo Collar (serial number 25-H4111157-RT) was unlinked from your > > account. You now have 0 collar(s) linked to your account. As a reminder, > > your Halo Subscription Plan covers 1 collars. > > If you don't intend to replace this collar, you might consider reducing > > the number of collars on your Plan to avoid paying for any extra collar(s). > > To reduce the number of collars on your Plan, please visit the My Account > > > > page on our website. > > Thanks for being a part of the Halo Pack! > > — The Halo Team > > Complete Halo Subscription Plan Terms and Conditions > > > > [image: Facebook] > > > > [image: Instagram] > > > > [image: TikTok] > > > > [image: YouTube] > > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite > > 340 | Woodcliff Lake, NJ 07677 > > > > -- > Lisa Huempfner, Ed.D. (she/her) > Associate Professor of Spanish > Department of Languages & Literatures > University of Wisconsin-Whitewater > Whitewater Unified School District Board Member > Whitewater, WI 53190 > 262-379-0103 > lhuempfner@gmail.com > > > -- Lisa Huempfner, Ed.D. (she/her) Associate Professor of Spanish Department of Languages & Literatures University of Wisconsin-Whitewater Whitewater Unified School District Board Member Whitewater, WI 53190 262-379-0103 lhuempfner@gmail.com

**TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 13:49:12 UTC**

Added: 161qN1d9QVGaaHtAY3Spsw

**EMAIL | Agent (oXI3CnvV...) | 2025-09-16 13:49:20 UTC**

**From:** support@halocollar.com

**To:** lhuempfner@gmail.com

**Subject:** Re: A Halo Collar Was Unlinked From Your Account

Hello Lisa, Thank you for sharing this feedback with us. I'm sorry for the confusion our message caused—that certainly wasn't our intent. You're absolutely correct: the unlinking you experienced was related to the malfunctioning collar and replacement process, not to any missed payments. Your account is in good standing. We really appreciate you pointing out how the wording came across. I'll be passing this along to our team so we can improve the clarity of our communications and avoid misunderstandings like this in the future. Thank you again for your patience, and please don't hesitate to reach out if you have any further questions—we're here to help. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend 🐾 On Tuesday, September 16, 2025, 7:27 AM "Lisa Huempfner" wrote: > I believe the unlinking had to do with the malfunctioning of my dog's > collar and your sending a replacement, but your message was very > misleading. It sounded like you were cutting us off for lack of payment. As > far as I know,

we have not missed any payments. I think you need to work on > your messages so that they don't cause confusion for your customers. > Thanks, > Lisa > > On Mon, Sep 15, 2025 at 5:48 PM Halo Collar wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Monday, September 15, 2025, 10:47 PM "Lisa Huempfer" > lhuempfer@gmail.com> wrote: > > > > Hi, > > I don't understand this message. We only have one Halo collar. Why was it > > unlinked? > > Lisa > > > > On Fri, Sep 12, 2025 at 3:35 AM Halo Team wrote: > > > > [image: Halo®] > > [image: Halo®] > > A Halo Collar Was Unlinked From Your Account > > Halo Collar (serial number 25-H4111157-RT) was unlinked from your > > account. You now have 0 collar(s) linked to your account. As a reminder, > > your Halo Subscription Plan covers 1 collars. > > If you don't intend to replace this collar, you might consider reducing > > the number of collars on your Plan to avoid paying for any extra collar(s). > > To reduce the number of collars on your Plan, please visit the My Account > > > > page on our website. > > Thanks for being a part of the Halo Pack! > > — The Halo Team > > Complete Halo Subscription Plan Terms and Conditions > > > > > [image: Facebook] > > > > [image: Instagram] > > > > [image: TikTok] > > > > [image: YouTube] > > > > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite > > 340 | Woodcliff Lake, NJ 07677 > > > > > > > -- > > Lisa Huempfer, Ed.D. (she/her) > > Associate Professor of Spanish > > Department of Languages & Literatures > > University of Wisconsin-Whitewater > > Whitewater Unified School District Board Member > > Whitewater, WI 53190 > > 262-379-0103 > > lhuempfer@gmail.com > > > > > > > -- > > Lisa Huempfer, Ed.D. (she/her) > > Associate Professor of Spanish > > Department of Languages & Literatures > > University of Wisconsin-Whitewater > > Whitewater Unified School District Board Member > > Whitewater, WI 53190 > > 262-379-0103 > > lhuempfer@gmail.com >

**STATUS CHANGE** | Agent (oXl3CnvV...) | 2025-09-16 13:50:17 UTC | Status: CLOSED

## Conversation: KRBnSB\_PSoC6KLS5mfFRww

Messages: 13 | Customers: 1 | Duration: 2025-09-16 11:27:40 UTC to 2025-09-16 15:05:03 UTC

**Customer (3A0LWc0Q...)** | 2025-09-16 11:27:40 UTC | halocollar.com

I received the replacement collar. However, I don't know how to swap this out. Based on the way this is put together. It does not look like I can undo the rubber part of the color from the piece that needs replaced

**System/AI** | 2025-09-16 11:27:59 UTC | halocollar.com

Hi there! Swapping out your Halo Collar is usually straightforward. You don't need to remove the rubber part. If you're just replacing the Halo Unit, you can keep the original strap, charger, and protective case. Just attach the new Halo Unit to the existing strap. If you run into any trouble, make sure everything is aligned and fastened properly. And if you need more help, feel free to reach out to our customer support for detailed guidance. We're here to help!

**Customer (3A0LWc0Q...)** | 2025-09-16 11:28:50 UTC | halocollar.com

The rubber part is riveted to the part that needs replaced. I will ruin it.

**System/AI** | 2025-09-16 11:29:25 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Customer (3A0LWc0Q...)** | 2025-09-16 11:31:30 UTC

**From:** beslinger921@gmail.com

**To:** support@halocollar.com

**Subject:** Replacement collar

Hello, I received the replacement color, but cannot swap it out because the rubber part of the color is riveted to the piece that needs replaced. See photos.

*TOPIC CHANGE | Agent (SWItncR...) | 2025-09-16 11:35:04 UTC*

*Added: bDcJwjoMTjeffz13hM6gAA*

*TOPIC CHANGE | Agent (SWItncR...) | 2025-09-16 11:35:37 UTC*

*Added: w4-N2LKvQhW0agGKylANbg*

**EMAIL | Agent (SWItncR...)** | 2025-09-16 11:47:44 UTC

**From:** support@halocollar.com

**To:** beslinger921@gmail.com

**Subject:** Re: Replacement collar

Hi Brittany, Thank you for reaching out and sharing the photos. I understand the difficulty you're experiencing with swapping the replacement color, especially since the rubber part is riveted to the piece that needs to be replaced. We're here to help! To resolve this, we can guide you through the next steps or provide a replacement part if needed. Please let us know a convenient way for you to proceed, or if you'd like to speak with one of our live support agents for step-by-step assistance. You can reach us anytime through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: [support@halocollar.com](mailto:support@halocollar.com) We'll make sure your replacement collar works perfectly for your dog as quickly as possible. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7



days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:31 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:31 AM wrote: > > Hello, > > I received the replacement color, but cannot swap it out because the rubber part of the color is riveted to the piece that needs replaced. See photos. > > >

*STATUS CHANGE | Agent (SWltnccR...) | 2025-09-16 11:47:46 UTC | Status: CLOSED*

**EMAIL | Customer (3A0LWc0Q...) | 2025-09-16 11:49:16 UTC**

**From:** beslinger921@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Replacement collar

If it's easy to explain, feel free to tell me how to do it here. On Tue, Sep 16, 2025 at 5:47 AM Halo Collar wrote: > Hi Brittany, > Thank you for reaching out and sharing the photos. I understand the > difficulty you're experiencing with swapping the replacement color, > especially since the rubber part is riveted to the piece that needs to be > replaced. > We're here to help! To resolve this, we can guide you through the next > steps or provide a replacement part if needed. Please let us know a > convenient way for you to proceed, or if you'd like to speak with one of > our live support agents for step-by-step assistance. > You can reach us anytime through the \*Dog Park\* in the Halo App or by > phone/email: > > - \*Dog Park Live Support:\* Tap \*Settings → Halo Dog Park → Halo > Support → Join Session\* > - \*Phone Support:\* +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; > Sat-Sun 10:00 am – 4:00 pm EST) > - \*Email Support:\* support@halocollar.com > > We'll make sure your replacement collar works perfectly for your dog as > quickly as possible. > > With pawstivity, > Symantha > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Tuesday, September 16, 2025, 7:31 AM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:31 AM wrote: > > >

*STATUS CHANGE | Customer (3A0LWc0Q...) | 2025-09-16 11:49:16 UTC | Status: OPEN*

**EMAIL | Agent (sR--y62-...) | 2025-09-16 15:05:01 UTC**

**From:** support@halocollar.com

**To:** beslinger921@gmail.com

**Subject:** Re: Replacement collar

Brittany, Thank you for sharing that with us. Based on the information you've provided, it sounds like we need to proceed with some help visually. Please join us in our virtual Dog Park for assistance. Dog Park: Here's how to reach our live video support team via the app: - Open the Halo App - Tap Settings - Tap Halo Dog Park - Tap Halo Support - Tap Join Session - Allow any requested permissions Agents available 9 am - 8 pm EST, 7 days a week Phone: Call us at (214) 238-9788 - 8 am - 6 pm EST (M-F) - 10 am - 4 pm EST (Sat-Sun) Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 7:49 AM "Brittany Eslinger" wrote: > If it's easy to explain, feel free to tell me how to do it here. > > On Tue, Sep 16, 2025 at 5:47 AM Halo Collar wrote: > > > Hi Brittany, > > Thank you for reaching out and sharing the photos. I understand the > > difficulty you're experiencing with swapping the



replacement color, > > especially since the rubber part is riveted to the piece that needs to be > > replaced. > > We're here to help! To resolve this, we can guide you through the next > > steps or provide a replacement part if needed. Please let us know a > > convenient way for you to proceed, or if you'd like to speak with one of > > our live support agents for step-by-step assistance. > > You can reach us anytime through the \*Dog Park\* in the Halo App or by > > phone/email: > > > > - \*Dog Park Live Support:\* Tap \*Settings → Halo Dog Park → Halo > > Support → Join Session\* > > - \*Phone Support:\* +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; > > Sat-Sun 10:00 am – 4:00 pm EST) > > - \*Email Support:\* support@halocollar.com > > > > We'll make sure your replacement collar works perfectly for your dog as > > quickly as possible. > > > > With pawsitivity, > > Symantha > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > > On Tuesday, September 16, 2025, 7:31 AM support@halocollar.com wrote: > > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 11:31 AM wrote: > > > > > > > > > > > > > >

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 15:05:03 UTC | Status: CLOSED

## Conversation: 5mA54astTmaw0XMCtf8eWQ

Messages: 13 | Customers: 1 | Duration: 2025-09-16 11:28:39 UTC to 2025-09-16 18:23:06 UTC

### EMAIL | Customer (Njn69-0c...) | 2025-09-16 11:28:39 UTC

**From:** coryshivers@icloud.com

**To:** support@halocollar.com

**Subject:** missing screw

How can I order a missing screw for my halo collar 3 Cory T. Shivers Sent from my iPhone

### EMAIL | Agent (chgMWdgT...) | 2025-09-16 13:20:09 UTC

**From:** support@halocollar.com

**To:** coryshivers@icloud.com

**Subject:** Re: missing screw

Hello Cory, This is Brandon with Halo Support. Thank you for sending the pictures. I'd be happy to assist you with the part you need. It looks like you need a replacement carabiner kit. I can help get that process started. Can you please confirm the following information: Street Address: City: State: Postal code: Country: Phone Number: Once I have your shipping information, I can get your accessories order for you. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 7:28 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:28 AM "Cory Shivers" wrote: > > > How can I order a missing screw for my halo collar 3 > > > Cory T. Shivers > > Sent from my iPhone

### EMAIL | Customer (Njn69-0c...) | 2025-09-16 13:40:43 UTC

**From:** coryshivers@icloud.com

**To:** support@halocollar.com

**Subject:** Re: missing screw

5031 Pointe Dr East China MI 48054 8103053456 Cory T. Shivers Sent from my iPhone On Sep 16, 2025, at 9:20 AM, Halo Collar wrote: ■ Hello Cory, This is Brandon with Halo Support. Thank you for sending the pictures. I'd be happy to assist you with the part you need. It looks like you need a replacement carabiner kit. I can help get that process started. Can you please confirm the following information: Street Address: City: State: Postal code: Country: Phone Number: Once I have your shipping information, I can get your accessories order for you. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 7:28 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 11:28 AM "Cory Shivers" wrote:

### EMAIL | Agent (chgMWdgT...) | 2025-09-16 13:45:14 UTC

**From:** support@halocollar.com

**To:** coryshivers@icloud.com

**Subject:** Re: missing screw

Hello Cory, My name is Brandon, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a carabiner kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 9:40 AM "Cory Shivers" wrote: > 5031 Pointe Dr East China MI 48054 > 8103053456 > > Cory T. Shivers > Sent from my iPhone > > On Sep 16, 2025, at 9:20 AM, Halo Collar wrote: > > ■ > Hello Cory, > > This is Brandon with Halo Support. Thank you for sending the pictures. I'd be happy to assist you with the part you need. > > It looks like you need a replacement carabiner kit. I can help get that process started. Can you please confirm the following information: > > Street Address: > City: > State: > Postal code: > Country: > Phone Number: > > Once I have your shipping information, I can get your accessories order for you. > > Best Regards, > Brandon > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 7:28 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:28 AM "Cory Shivers" wrote: > > >

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 13:46:56 UTC**

Accessory Order Number-1660309 Carabiner kit

*TOPIC CHANGE | Agent (chgMWdgT...) | 2025-09-16 13:47:06 UTC*

*Added: -LmskJFZShWIO0nMJuMqlA, w4-N2LKvQhW0agGKylANbg*

*STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 13:47:11 UTC | Status: CLOSED*

**EMAIL | Customer (Njn69-0c...) | 2025-09-16 17:57:57 UTC**

**From:** coryshivers@icloud.com

**To:** support@halocollar.com

**Subject:** Re: missing screw

hey Brandon I just noticed my other collar has a broken carabiner can you make the order 2 Cory T. Shivers Sent from my iPhone On Sep 16, 2025, at 9:45 AM, Halo Collar wrote: Hello Cory, My name is Brandon, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a carabiner kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 9:40 AM "Cory Shivers" wrote: 5031 Pointe Dr East China MI 48054 8103053456 Cory T. Shivers Sent from my iPhone On Sep 16, 2025, at 9:20 AM, Halo Collar wrote: Hello Cory, This is Brandon with Halo Support. Thank you for sending the pictures. I'd be happy to assist you with the part you need. It looks like you need a replacement carabiner kit. I can help get that process started. Can you please confirm the following information: Street Address: City: State: Postal code: Country: Phone Number: Once I have your shipping information, I can get your accessories order for you. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 7:28 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join

us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 11:28 AM "Cory Shivers" wrote:

*STATUS CHANGE | Customer (Njn69-0c...) | 2025-09-16 17:57:57 UTC | Status: OPEN*

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 18:05:15 UTC**

**From:** support@halocollar.com

**To:** coryshivers@icloud.com

**Subject:** Re: missing screw

Hello Cory, The carabiner kit will have 2 in the package. Let me know if this isn't going to work for you. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:57 PM "Cory Shivers" wrote: > hey Brandon I just noticed my other collar has a broken carabiner can you make the order 2 > > Cory T. Shivers > > Sent from my iPhone > On Sep 16, 2025, at 9:45 AM, Halo Collar wrote: > Hello Cory, > My name is Brandon, and I would like to thank you for your patience while we processed your order request. > I'm happy to let you know that your order for a carabiner kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 9:40 AM "Cory Shivers" wrote: 5031 Pointe Dr East China MI 48054 > 8103053456 > > Cory T. Shivers > > Sent from my iPhone > On Sep 16, 2025, at 9:20 AM, Halo Collar wrote: > > Hello Cory, > > This is Brandon with Halo Support. Thank you for sending the pictures. I'd be happy to assist you with the part you need. > > It looks like you need a replacement carabiner kit. I can help get that process started. Can you please confirm the following information: > > Street Address: > City: > State: > Postal code: > Country: > Phone Number: > > Once I have your shipping information, I can get your accessories order for you. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 7:28 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:28 AM "Cory Shivers" wrote:

**EMAIL | Customer (Njn69-0c...) | 2025-09-16 18:07:22 UTC**

**From:** coryshivers@icloud.com

**To:** support@halocollar.com

**Subject:** Re: missing screw

That should work thank you so much Cory T. Shivers Sent from my iPhone On Sep 16, 2025, at 2:05 PM, Halo Collar wrote: Hello Cory, The carabiner kit will have 2 in the package. Let me know if this isn't going to work for you. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:57 PM "Cory Shivers" wrote: hey Brandon I just noticed my other collar has a broken carabiner can you make the order 2 Cory T. Shivers Sent from my iPhone On Sep 16, 2025, at 9:45 AM, Halo Collar wrote: Hello Cory, My name is Brandon, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a carabiner kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 9:40 AM "Cory Shivers" wrote: 5031 Pointe Dr East China MI 48054

8103053456 Cory T. Shivers Sent from my iPhone On Sep 16, 2025, at 9:20 AM, Halo Collar wrote: Hello Cory, This is Brandon with Halo Support. Thank you for sending the pictures. I'd be happy to assist you with the part you need. It looks like you need a replacement carabiner kit. I can help get that process started. Can you please confirm the following information: Street Address: City: State: Postal code: Country: Phone Number: Once I have your shipping information, I can get your accessories order for you. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 7:28 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 11:28 AM "Cory Shivers" wrote:

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 18:23:03 UTC**

**From:** support@halocollar.com

**To:** coryshivers@icloud.com

**Subject:** Re: missing screw

Hello Cory, Ok, great. We appreciate you being a part of the pack. Let us know if you need any other assistance. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:07 PM "Cory Shivers" wrote: > That should work thank you so much > > Cory T. Shivers > > Sent from my iPhone > On Sep 16, 2025, at 2:05 PM, Halo Collar wrote: > > Hello Cory, > > The carabiner kit will have 2 in the package. Let me know if this isn't going to work for you. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 1:57 PM "Cory Shivers" wrote: hey Brandon I just noticed my other collar has a broken carabiner can you make the order 2 > > Cory T. Shivers > > Sent from my iPhone > On Sep 16, 2025, at 9:45 AM, Halo Collar wrote: > Hello Cory, > My name is Brandon, and I would like to thank you for your patience while we processed your order request. > I'm happy to let you know that your order for a carabiner kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 9:40 AM "Cory Shivers" wrote: 5031 Pointe Dr East China MI 48054 > 8103053456 > > Cory T. Shivers > > Sent from my iPhone > On Sep 16, 2025, at 9:20 AM, Halo Collar wrote: > > Hello Cory, > > This is Brandon with Halo Support. Thank you for sending the pictures. I'd be happy to assist you with the part you need. > > It looks like you need a replacement carabiner kit. I can help get that process started. Can you please confirm the following information: > > Street Address: > City: > State: > Postal code: > Country: > Phone Number: > > Once I have your shipping information, I can get your accessories order for you. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 7:28 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:28 AM "Cory Shivers" wrote:

**STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 18:23:06 UTC | Status: CLOSED**

## Conversation: nL3sHFfMT0-MtOxj-xBSfA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:30:45 UTC to 2025-09-16 13:31:16 UTC

**Customer (DonA8WEF...)** | 2025-09-16 11:30:45 UTC | halocollar.com

refund my purchase

**System/AI** | 2025-09-16 11:31:14 UTC | halocollar.com

Hi there! To get a refund, please make sure your Halo Collar was bought directly from our website and is in good condition. You'll need a Return Merchandise Authorization (RMA) and must return the collar within 90 days of receiving it. You can start the return process [here](#). Once approved, we'll issue the refund to your original payment method, minus a \$25 return fee. It usually takes 7–10 days to process after we receive your return. If you need more help, feel free to reach out to our support team!

**STATUS CHANGE** | Unknown | 2025-09-16 13:31:16 UTC | Status: CLOSED

## Conversation: 86AVF7UITmiwrvCptPQeKQ

Messages: 7 | Customers: 1 | Duration: 2025-09-16 11:31:02 UTC to 2025-09-16 13:36:26 UTC

**Customer (HjXY9vim...)** | 2025-09-16 11:31:02 UTC | halocollar.com

My app told me that there is an issue with the battery on one of my collars. I need to know what to do.

**System/AI** | 2025-09-16 11:31:28 UTC | halocollar.com

Hi there! If your app is showing a battery issue with your collar, it might need a replacement. The process should start automatically, so please check your email for a shipping address confirmation to complete the replacement. If the collar isn't holding a charge, you can try recalibrating the battery: plug it into the charger, hold the power button for 15 seconds, then discharge it completely. Let it rest for 5 hours, then recharge it fully. If you still have issues, feel free to reach out to our live support for more help. ■

**Customer (HjXY9vim...)** | 2025-09-16 11:33:36 UTC | halocollar.com

I got the shipping address confirmation but when I click on the email to confirm it does nothing

**System/AI** | 2025-09-16 11:34:12 UTC | halocollar.com

Oh no! If the confirmation link in your email isn't working, try these steps: Make sure your Halo App is downloaded and updated to the latest version before clicking the link. Check if the email is in your spam or junk folder and try accessing it from there. If the issue persists, consider using a different device or browser to open the email. If none of these solutions work, please reach out to our live support for further assistance. ■

**Customer (HjXY9vim...)** | 2025-09-16 11:35:18 UTC | halocollar.com

Sounds good thanks I will try those

**System/AI** | 2025-09-16 11:35:34 UTC | halocollar.com

You're welcome! If you need any further assistance, feel free to reach out. Have a great day! ■

**STATUS CHANGE** | Unknown | 2025-09-16 13:36:26 UTC | Status: CLOSED



## Conversation: 55i\_4-gTSwe7Nkd\_thZ6jQ

Messages: 17 | Customers: 1 | Duration: 2025-09-16 11:32:54 UTC to 2025-09-16 15:10:59 UTC

EMAIL | Customer (hyna02N9...) | 2025-09-16 11:32:54 UTC

**From:** wesleyburbank07@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Collar Not Working

Hello, I am reaching out again as I have not gotten a response. Please update me on where we are at with this. On Fri, Sep 12, 2025 at 8:49 AM Wesley Burbank wrote: > Hello, I've now tried all of these things and they did not work. What is > the next step? > > On Thu, Sep 11, 2025 at 6:44 AM Halo Collar > wrote: > > Hello Wesley, > > Thank you for contacting us regarding the charging issue with your Halo > Collar. > > We understand how frustrating this can be, but we're here to assist you! > > Here are troubleshooting steps to help get your collar charging > effectively: > > \*1. Check the Power Source\* > > - Ensure the collar is connected to the power cord and charging > adapter. > > - Confirm that no lights turn on when the device is plugged in. > > - Verify that the power block is properly plugged into the wall, and > ensure that any switches controlling the outlet are turned on. > > - We recommend charging your collar using a wall adapter rather than > a computer. > > \*2. Check the Protective Case\* > > - Sometimes, the protective case can interfere with the charging > connection. > > - Please remove the case by undoing the Velcro fasteners and try > charging the collar again. > > \*3. Test the Charging Equipment\* > > - To verify that the power block and charging cord are functioning > properly, try using them with another device, such as a USB-C phone. Make > sure the alternate device charges correctly. > > \*4. Inspect Charging Port\* > > - Check the gold pins for debris. > > - Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry > fully before reconnecting. > > \*5. Perform a Hard Reset\* > > - Plug the collar into the power cord/adapter and ensure no lights > are turning on. > > - Wait 5 minutes, then press and hold the \*ON\* button on the collar > for 15 seconds. Release the button and check for any LED lights. > > - If the LED turns on, your collar should be good to go! > > > If the LED lights on your collar do not turn on after this reset, please > reach back out so we can assist with the next steps to resolve this issue. > > If you have any further questions and would like to speak to our live > support team, please feel free to reach out using the following article: How > to Contact Customer Support > and > we'll be happy to help! > > With pawsitivity, > Joy > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend! > > \*Need more help?\* > > \*support@halocollar.com\* | \*Halo Help > Center\* > > \*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Wednesday, September 10, 2025, 6:09 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Thursday, September 11, 2025, 12:09 AM "Wesley Burbank" > wesleyburbank07@gmail.com> wrote: > > Hello, I am reaching out because as of yesterday my Halo 3 collar stopped > charging. This is the 2nd or 3rd time this has happened now and I would > like a new one shipped to me ASAP. Please let me know what you need from me > to get this process started. > > Thank you, > > Wesley Burbank > > > >

EMAIL | Customer (hyna02N9...) | 2025-09-16 11:34:23 UTC

**From:** wesleyburbank07@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Collar Not Working



It is already in this thread. The collar will not charge. I went through the list of things that was sent to me and it did not fix it. On Tue, Sep 16, 2025 at 7:33 AM Halo Collar wrote: > Hello Wesley, > > Thank you for reaching out again. We apologize for the delay. Could you > please provide more details about your request or the issue you're > experiencing? This will help us address your concerns more effectively. > > We appreciate your patience and look forward to resolving this for you > soon. > > Best regards, > > Halo Collar Customer Experience Team > The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 11:32 AM "Wesley Burbank" wesleyburbank07@gmail.com> wrote: > > Hello, I am reaching out again as I have not gotten a response. Please > update me on where we are at with this. > > On Fri, Sep 12, 2025 at 8:49 AM Wesley Burbank > wrote: > >> Hello, I've now tried all of these things and they did not work. What is >> the next step? >> >> On Thu, Sep 11, 2025 at 6:44 AM Halo Collar >> wrote: >> >>> Hello Wesley, >>> >>> Thank you for contacting us regarding the charging issue with your Halo >>> Collar. >>> We understand how frustrating this can be, but we're here to assist you! >>> >>> Here are troubleshooting steps to help get your collar charging >>> effectively: >>> >>> \*1. Check the Power Source\* >>> >>> - Ensure the collar is connected to the power cord and charging >>> adapter. >>> - Confirm that no lights turn on when the device is plugged in. >>> - Verify that the power block is properly plugged into the wall, and >>> ensure that any switches controlling the outlet are turned on. >>> - We recommend charging your collar using a wall adapter rather than >>> a computer. >>> >>> \*2. Check the Protective Case\* >>> >>> - Sometimes, the protective case can interfere with the charging >>> connection. >>> - Please remove the case by undoing the Velcro fasteners and try >>> charging the collar again. >>> >>> \*3. Test the Charging Equipment\* >>> >>> - To verify that the power block and charging cord are functioning >>> properly, try using them with another device, such as a USB-C phone. Make >>> sure the alternate device charges correctly. >>> >>> \*4. Inspect Charging Port\* >>> >>> - Check the gold pins for debris. >>> - Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry >>> fully before reconnecting. >>> >>> \*5. Perform a Hard Reset\* >>> >>> - Plug the collar into the power cord/adapter and ensure no lights >>> are turning on. >>> - Wait 5 minutes, then press and hold the \*ON\* button on the collar >>> for 15 seconds. Release the button and check for any LED lights. >>> - If the LED turns on, your collar should be good to go! >>> >>> >>> If the LED lights on your collar do not turn on after this reset, please >>> reach back out so we can assist with the next steps to resolve this issue. >>> >>> If you have any further questions and would like to speak to our live >>> support team, please feel free to reach out using the following article: How >>> to Contact Customer Support >>> and >>> we'll be happy to help! >>> >>> With pawsitivity, >>> Joy >>> Halo Customer Support >>> \*Halo Collar\* | Here for you and your best friend■ >>> >>> \*Need more help?\* >>> ■\*support@halocollar.com\* | ■\*Halo Help >>> Center\* >>> >>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >>> >>> >>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>> >>> \*Join Session\* to speak with the next available agent >>> >>> On Wednesday, September 10, 2025, 6:09 PM support@halocollar.com wrote: >>> >>> Thank you for reaching out! I've shared your inquiry with our customer >>> support team, and they will be in touch with you within the next 24 hours >>> to assist you further. For a quicker resolution, we highly suggest reaching >>> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → >>> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any >>> requested permissions. You can also join us via web using this link >>> <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 >>> >>> On Thursday, September 11, 2025, 12:09 AM "Wesley Burbank" >> wesleyburbank07@gmail.com> wrote: >>> >>> Hello, I am reaching out because as of yesterday my Halo 3 collar >>> stopped charging. This is the 2nd or 3rd time this has happened now and I >>> would like a new one shipped to me ASAP. Please let me know what you need >>> from me to get this process started. >>> >>> Thank you, >>> >>> Wesley Burbank >>> >>> >>> >>>

**EMAIL | Agent (6ow\_I6yX...) | 2025-09-16 13:31:02 UTC**

**From:** support@halocollar.com

**To:** wesleyburbank07@gmail.com

**Subject:** Re: Collar Not Working

Hello Wesley, Thank you for calling Halo Support today. I'm truly sorry you're having trouble with your collar. I know how important it is to you that the collar is protecting Luna.

Please reply with your phone number and current shipping address. Once received, we will send you a replacement charging kit. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:34 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:34 AM "Wesley Burbank" wrote: > > > It is already in this thread. The collar will not charge. I went through > > the list of things that was sent to me and it did not fix it. > > > On Tue, Sep 16, 2025 at 7:33 AM Halo Collar wrote: > > > > Hello Wesley, > > > > > Thank you for reaching out again. We apologize for the delay. Could you > > > please provide more details about your request or the issue you're > > > experiencing? This will help us address your concerns more effectively. > > > > > We appreciate your patience and look forward to resolving this for you > > > soon. > > > > > Best regards, > > > > > Halo Collar Customer Experience Team > > > The Halo Collar Virtual Assistant > > > > > On Tuesday, September 16, 2025, 11:32 AM "Wesley Burbank" > > wesleyburbank07@gmail.com> wrote: > > > > > Hello, I am reaching out again as I have not gotten a response. Please > > > update me on where we are at with this. > > > > > On Fri, Sep 12, 2025 at 8:49 AM Wesley Burbank > > > wrote: > > > > > Hello, I've now tried all of these things and they did not work. What is > > > > the next step? > > > > > On Thu, Sep 11, 2025 at 6:44 AM Halo Collar > > > wrote: > > > > > Hello Wesley, > > > > > > Thank you for contacting us regarding the charging issue with your Halo > > > > Collar. > > > > We understand how frustrating this can be, but we're here to assist you! > > > > > Here are troubleshooting steps to help get your collar charging > > > > effectively: > > > > > > > > > > > \*1. Check the Power Source\* > > > > > > - Ensure the collar is connected to the power cord and charging > > > > > > adapter. > > > > > - Confirm that no lights turn on when the device is plugged in. > > > > > - Verify that the power block is properly plugged into the wall, and > > > > ensure that any switches controlling the outlet are turned on. > > > > - We recommend charging your collar using a wall adapter rather than > > > > a computer. > > > > > > \*2. Check the Protective Case\* > > > > > > - Sometimes, the protective case can interfere with the charging > > > > > > connection. > > > > > - Please remove the case by undoing the Velcro fasteners and try > > > > > > charging the collar again. > > > > > > \*3. Test the Charging Equipment\* > > > > > > - To verify that the power block and charging cord are functioning > > > > > > properly, try using them with another device, such as a USB-C phone. Make > > > > > > sure the alternate device charges correctly. > > > > > > \*4. Inspect Charging Port\* > > > > > > - Check the gold pins for debris. > > > > > > - Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry > > > > > > fully before reconnecting. > > > > > > \*5. Perform a Hard Reset\* > > > > > > > > > > > - Plug the collar into the power cord/adapter and ensure no lights > > > > > > are turning on. > > > > > > - Wait 5 minutes, then press and hold the \*ON\* button on the collar > > > > > > for 15 seconds. Release the button and check for any LED lights. > > > > > > - If the LED turns on, your collar should be good to go! > > > > > > > > > > > If the LED lights on your collar do not turn on after this reset, please > > > > > > reach back out so we can assist with the next steps to resolve this issue. > > > > > > > > > > > If you have any further questions and would like to speak to our live > > > > > > support team, please feel free to reach out using the following article: How > > > > > > to Contact Customer Support > > > > > > and > > > > > > we'll be happy to help! > > > > > > > > > > > With pawsitivity, > > > > > > Joy > > > > > > Halo Customer Support > > > > > > \*Halo Collar\* | Here for you and your best friend ■ > > > > > > > > > > > \*Need more help?\* > > > > > > ■support@halocollar.com\* | ■\*Halo Help > > > > > > Center\* > > > > > > > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > > > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > > > > > > > \*Join Session\* to speak with the next available agent > > > > > > > > > > > On Wednesday, September 10, 2025, 6:09 PM

support@halocollar.com wrote: > > >> > > >> Thank you for reaching out! I've shared your inquiry with our customer > > >> support team, and they will be in touch with you within the next 24 hours > > >> to assist you further. For a quicker resolution, we highly suggest reaching > > >> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > >> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > >> requested permissions. You can also join us via web using this link > > >> <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > >> > > >> On Thursday, September 11, 2025, 12:09 AM "Wesley Burbank" > > >> wesleyburbank07@gmail.com> wrote: > > >> > > >> Hello, I am reaching out because as of yesterday my Halo 3 collar > > >> stopped charging. This is the 2nd or 3rd time this has happened now and I > > >> would like a new one shipped to me ASAP. Please let me know what you need > > >> from me to get this process started. > > >> > > >> Thank you, > > >> > > >> Wesley Burbank > > >> > > >> > > >> > > >> > > >>

**TOPIC CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:31:07 UTC

Added: 76jKdDjQKKG1X52gm4kjGg

**AGENT NOTE | Agent (6ow\_I6yX...) | 2025-09-16 13:31:16 UTC**

First and Last Name: Wesley Burbank Email: wesleyburbank07@gmail.com Collar SN: 24h3122630rt Collar FW: v.03.00.05 Resources: Gladly AP Recap/TS: CX states the collar will not charge. CX sent the dead unit twice. CX says the dead unit ts did not help. Next Steps: AP shows last heard Sep 10, 2025 11:09 AM @ 0% battery 135 days OOW REQ ARF info for charging kit

**STATUS CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:31:17 UTC | Status: CLOSED

**EMAIL | Customer (hyna02N9...) | 2025-09-16 14:01:06 UTC**

**From:** wesleyburbank07@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Collar Not Working

I already have a brand new charger and adapter. I do not think that the kit is the problem. I would like a warrantied collar. This issue has happened multiple times and it is getting ridiculous. Please send me a new collar so that this can be resolved. On Tue, Sep 16, 2025 at 9:31 AM Halo Collar wrote: > Hello Wesley, > > Thank you for calling Halo Support today. I'm truly sorry you're having > trouble with your collar. I know how important it is to you that the collar > is protecting Luna. Please reply with your phone number and current > shipping address. Once received, we will send you a replacement charging > kit. > > I hope I addressed all of your questions and provided the clarity you > needed. > If anything remains unclear or if new questions arise, please don't > hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live > support options. > Thank you for being part of our pack! > With pawsitivity, > Coswayne > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Tuesday, September 16, 2025, 7:34 AM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:34 AM "Wesley Burbank" wesleyburbank07@gmail.com> wrote: > > It is already in this thread. The collar will not charge. I went through > the list of things that was sent to me and it did not fix it. > > On Tue, Sep 16, 2025 at 7:33 AM Halo Collar > wrote: > > Hello Wesley, > > > Thank you for reaching out again. We apologize for the delay. Could you >> please provide more details about your request or the issue you're >> experiencing? This will help us address your concerns more effectively. >> >> We appreciate your patience and look forward to resolving this for you >> soon. >> >> Best regards, >> >> Halo Collar Customer Experience Team >> The Halo Collar Virtual Assistant >> >> On Tuesday, September 16,

**STATUS CHANGE** | Customer (hyna02N9...) | 2025-09-16 14:01:06 UTC | Status: OPEN

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx is having charging issue with collar 24h3122630t Last heard 9/10 Recap (When/Where/What the customer wants) Cx has already tried troubleshooting steps Collar still will not charge Collar is outside warranty window by 136 days Is This Resolved/Follow-Up Required? Advising cx can replace collar using HC or HPP If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

EMAIL | Agent (sR--y62-...) | 2025-09-16 14:41:00 UTC

**From:** support@halocollar.com

**To:** wesleyburbank07@gmail.com

**Subject:** Re: Collar Not Working

Hi Wesley, My name is Don with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit:

Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 10:01 AM "Wesley Burbank" wrote: > I already have a brand new charger and adapter. I do not think that the kit > is the problem. I would like a warrantied collar. This issue has happened > multiple times and it is getting ridiculous. Please send me a new collar so > that this can be resolved. > > On Tue, Sep 16, 2025 at 9:31 AM Halo Collar wrote: > > > Hello Wesley, > > > Thank you for calling Halo Support today. I'm truly sorry you're having > > trouble with your collar. I know how important it is to you that the collar > > is protecting Luna. Please reply with your phone number and current > > shipping address. Once received, we will send you a replacement charging > > kit. > > > I hope I addressed all of your questions and provided the clarity you > > needed. > > If anything remains unclear or if new questions arise, please don't > > hesitate to reach out. > > > We're always happy to help, whether by phone, email, or through our live > > support options. > > Thank you for being part of our pack! > > With pawsitivity, > > Coswayne > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > > On Tuesday, September 16, 2025, 7:34 AM support@halocollar.com wrote: > > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 11:34 AM "Wesley Burbank" > wesleyburbank07@gmail.com> wrote: > > > > It is already in this thread. The collar will not charge. I went through > > the list of things that was sent to me and it did not fix it. > > > > On Tue, Sep 16, 2025 at 7:33 AM Halo Collar > > wrote: > > > > Hello Wesley, > > > > Thank you for reaching out again. We apologize for the delay. Could you > > please provide more details about your request or the issue you're > > experiencing? This will help us address your concerns more effectively. > > > > We appreciate your patience and look forward to resolving this for you > > soon. > > > > Best regards, > > > > Halo Collar Customer Experience Team > > > > The Halo Collar Virtual Assistant > > > > On Tuesday, September 16, 2025, 11:32 AM "Wesley Burbank" > wesleyburbank07@gmail.com> wrote: > > > > Hello, I am reaching out again as I have not gotten a response. Please > > update me on where we are at with this. > > > > On Fri, Sep 12, 2025 at 8:49 AM Wesley Burbank > > wrote: > > > > Hello, I've now tried all of these things and they did not work. What is > > the next step? > > > > On Thu, Sep 11, 2025 at 6:44 AM Halo Collar > > wrote: > > > > > Hello Wesley, > > > > > Thank you for contacting us regarding the charging issue with your Halo > > > > Collar. > > > > We understand how frustrating this can be, but we're here to assist > > > > you! > > > > > Here are troubleshooting steps to help get your collar charging > > > > effectively: > > > > > \*1. Check the Power Source\* > > > > > - Ensure the collar is connected to the power cord and charging > > > > adapter. > > > > - Confirm that no lights turn on when the device is plugged in. > > > > - Verify that the power block is properly plugged into the wall, > > > >



and ensure that any switches controlling the outlet are turned on. > >>>> - We recommend charging your collar using a wall adapter rather > >>>> than a computer. > >>>> > >>>>

\*2. Check the Protective Case\* > >>>> > >>>> - Sometimes, the protective case can interfere with the charging > >>>> connection. > >>>> - Please remove the case by undoing the Velcro fasteners and try > >>>> charging the collar again. > >>>> > >>>>

\*3. Test the Charging Equipment\* > >>>> > >>>> - To verify that the power block and charging cord are functioning > >>>> properly, try using them with another device, such as a USB-C phone. Make > >>>> sure the alternate device charges correctly. > >>>> > >>>>

\*4. Inspect Charging Port\* > >>>> > >>>> - Check the gold pins for debris. > >>>> - Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry > >>>> fully before reconnecting. > >>>> > >>>>

\*5. Perform a Hard Reset\* > >>>> > >>>> - Plug the collar into the power cord/adaptor and ensure no lights > >>>> are turning on. > >>>> - Wait 5 minutes, then press and hold the \*ON\* button on the collar > >>>> for 15 seconds. Release the button and check for any LED lights. > >>>> - If the LED turns on, your collar should be good to go! > >>>> > >>>> > >>>>

If the LED lights on your collar do not turn on after this reset, > >>>> please reach back out so we can assist with the next steps to resolve this > >>>> issue. > >>>> > >>>> If you have any further questions and would like to speak to our live > >>>> support team, please feel free to reach out using the following article: How > >>>> to Contact Customer Support > >>>> and > >>>> we'll be happy to help! > >>>> > >>>>

With pawsitivity, > >>>> Joy > >>>> Halo Customer Support > >>>> \*Halo Collar\* | Here for you and your best friend■ > >>>> > >>>> \*Need more help?\* > >>>>

■\*support@halocollar.com\* | ■\*Halo Help > >>>> Center\* > >>>> > >>>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > >>>> > >>>> > >>>> - 9:00 am - 8:00 pm EST \*7 days a week\* > >>>> > >>>> \*Join Session\* to speak with the next available agent > >>>> > >>>>

On Wednesday, September 10, 2025, 6:09 PM support@halocollar.com wrote: > >>>> > >>>> Thank you for reaching out! I've shared your inquiry with our customer > >>>> support team, and they will be in touch with you within the next 24 hours > >>>> to assist you further. For a quicker resolution, we highly suggest reaching > >>>> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > >>>> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > >>>> requested permissions. You can also join us via web using this link > >>>>

<https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > >>>> > >>>> On Thursday, September 11, 2025, 12:09 AM "Wesley Burbank" >>>>

wesleyburbank07@gmail.com> wrote: > >>>> > >>>> Hello, I am reaching out because as of yesterday my Halo 3 collar > >>>> stopped charging. This is the 2nd or 3rd time this has happened now and I > >>>> would like a new one shipped to me ASAP. Please let me know what you need > >>>> from me to get this process started. > >>>> > >>>> Thank you, > >>>> > >>>> Wesley Burbank > >>>> > >>>> > >>>> > >>>> > >>>>

*STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 14:41:02 UTC | Status: CLOSED*

**EMAIL | Customer (hyna02N9...) | 2025-09-16 14:53:19 UTC**

**From:** wesleyburbank07@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Collar Not Working

I have the bronze membership. What is the price to replace? On Tue, Sep 16, 2025 at 10:41 AM Halo Collar wrote: > Hi Wesley, > > My name is Don with the Halo Support Team. After a thorough review, we've > determined that your collar requires replacement. > > Looking at your account, your device is outside the 12-month warranty > period. Knowing this, it is no longer eligible for a complimentary > replacement. However, we want to ensure your pet remains safe and > protected, so we're happy to offer you options to receive a brand new Halo > Collar kit: > > \*Replacement Options:\* > > - Halo Care > > is a device replacement program that allows you to replace your eligible > Halo Collar in the event that your collar is damaged, stolen, or lost, or > for any other reason, such as wanting a new device or upgrading your > current model to a newer model. > - Halo Protection > > is a collar replacement option that is included with all Halo Membership > Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. > > > Here are the steps on How to Upgrade to the Latest Halo Model. > > > Please note that the redemption price for Halo Care or Halo Protection > depends on your membership plan. > > You can review our warranty policy > > here. > > Please let us know if you have any additional

questions! We're here to > help! > > If you have any questions, please do not hesitate to reach out, and we'll > be happy to help! > > Best Regards, > Don > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 10:01 AM "Wesley Burbank" wesleyburbank07@gmail.com> wrote: > > I already have a brand new charger and adapter. I do not think that the > kit is the problem. I would like a warrantied collar. This issue has > happened multiple times and it is getting ridiculous. Please send me a new > collar so that this can be resolved. > > On Tue, Sep 16, 2025 at 9:31 AM Halo Collar > wrote: > >> Hello Wesley, >> >> Thank you for calling Halo Support today. I'm truly sorry you're having >> trouble with your collar. I know how important it is to you that the collar >> is protecting Luna. Please reply with your phone number and current >> shipping address. Once received, we will send you a replacement charging >> kit. >> >> I hope I addressed all of your questions and provided the clarity you >> needed. >> If anything remains unclear or if new questions arise, please don't >> hesitate to reach out. >> >> We're always happy to help, whether by phone, email, or through our live >> support options. >> Thank you for being part of our pack! >> With pawsitivity, >> Coswayne >> Halo Customer Support >> \*Halo Collar\* | Here for you and your best friend■ >> >> \*Need more help?\* >> ■\*support@halocollar.com\* | ■\*Halo Help >> Center\* >> >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >> >> >> - 9:00 am - 8:00 pm EST \*7 days a week\* >> >> \*Join Session\* to speak with the next available agent >> >> On Tuesday, September 16, 2025, 7:34 AM support@halocollar.com wrote: >> >> Thank you for reaching out! I've shared your inquiry with our customer >> support team, and they will be in touch with you within the next 24 hours >> to assist you further. For a quicker resolution, we highly suggest reaching >> out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → >> Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any >> requested permissions. You can also join us via web using this link >> <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 >> >> On Tuesday, September 16, 2025, 11:34 AM "Wesley Burbank" > wesleyburbank07@gmail.com> wrote: >> >> It is already in this thread. The collar will not charge. I went through >> the list of things that was sent to me and it did not fix it. >> >> On Tue, Sep 16, 2025 at 7:33 AM Halo Collar >> wrote: >> >>> Hello Wesley, >>> >>> Thank you for reaching out again. We apologize for the delay. Could you >>> please provide more details about your request or the issue you're >>> experiencing? This will help us address your concerns more effectively. >>> >>> We appreciate your patience and look forward to resolving this for you >>> soon. >>> >>> Best regards, >>> >>> Halo Collar Customer Experience Team >>> The Halo Collar Virtual Assistant >>> >>> On Tuesday, September 16, 2025, 11:32 AM "Wesley Burbank" >> wesleyburbank07@gmail.com> wrote: >>> >>> Hello, I am reaching out again as I have not gotten a response. Please >>> update me on where we are at with this. >>> >>> On Fri, Sep 12, 2025 at 8:49 AM Wesley Burbank >> wesleyburbank07@gmail.com> wrote: >>> >>>> Hello, I've now tried all of these things and they did not work. What >>>> is the next step? >>>> >>>> On Thu, Sep 11, 2025 at 6:44 AM Halo Collar >>>> wrote: >>>> >>>> Hello Wesley, >>>> >>>> Thank you for contacting us regarding the charging issue with your >>>> Halo Collar. >>>> We understand how frustrating this can be, but we're here to assist >>>> you! >>>> >>>> Here are troubleshooting steps to help get your collar charging >>>> effectively: >>>> >>>> \*1. Check the Power Source\* >>>> >>>> - Ensure the collar is connected to the power cord and charging >>>> adapter. >>>> - Confirm that no lights turn on when the device is plugged in. >>>> - Verify that the power block is properly plugged into the wall, >>>> and ensure that any switches controlling the outlet are turned on. >>>> - We recommend charging your collar using a wall adapter rather >>>> than a computer. >>>> >>>> \*2. Check the Protective Case\* >>>> >>>> >>>> - Sometimes, the protective case can interfere with the charging >>>> connection. >>>> - Please remove the case by undoing the Velcro fasteners and try >>>> charging the collar again. >>>> >>>> \*3. Test the Charging Equipment\* >>>> >>>> - To verify that the power block and charging cord are functioning >>>> properly, try using them with another device, such as a USB-C phone. Make >>>> sure the alternate device charges correctly. >>>> >>>> \*4. Inspect Charging Port\* >>>> >>>> >>>> - Check the gold pins for debris. >>>> - Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry >>>> fully before reconnecting. >>>> >>>> \*5. Perform a Hard Reset\* >>>> >>>> >>>> - Plug the collar into the power cord/adapter and ensure no lights >>>> are turning on. >>>> - Wait 5 minutes, then press and hold the \*ON\* button on the >>>> collar for 15 seconds. Release the button and check for any LED lights. >>>> - If the LED

Hello Wesley, Thank you for reaching out to our Halo Support team! I understand that you would like to know the cost to upgrade your collar. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. Halo Protection is a collar replacement option that is included with all Halo Subscription Plans (Bronze, Silver, and Gold) at zero cost. The redemption price for Halo Protection depends on your Halo membership plan level. Bronze - \$449 Silver - \$424 Gold - \$399 Halo Care is a device replacement program that allows you to replace your eligible Halo Collar if your collar is damaged, stolen, or lost - or for any other reason, such as wanting a new device or upgrading your older model to a newer model! The redemption price for the Halo Care plan depends on your membership plan. Bronze - \$199 Silver - \$174 Gold - \$149 You can enroll your collar(s) in Halo Care on the My Account screen when you are logged in to halocollar.com. Note: you can enroll in Halo Care at any time and redeem a reduced price replacement collar immediately. However, this subscription cannot be canceled for 60 days after enrollment. Halo Care is billed monthly at \$9.99 per collar. Annual billing is available. If the Halo Care plan is canceled, remaining time will be used as a credited amount towards your next membership renewal. Save an additional \$25 on Halo Care or Halo Protection redemptions if you are a silver member. Save an additional \$50 on Halo Care or Halo Protection redemptions if you are a gold member. If you have multiple collars, you can select how many Halo Care memberships you would like. Keep in mind that Halo Care can only be used once a year. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:53 AM "Wesley Burbank" wrote: > I have the bronze membership. What is the price to replace? > > On Tue, Sep 16, 2025 at 10:41 AM Halo Collar wrote: > > > Hi Wesley, > > > My name is Don with the Halo Support Team. After a thorough review, we've > > determined that your collar requires replacement. > > > Looking at your account, your device is outside the 12-month warranty > > period. Knowing this, it is no longer eligible for a complimentary > >



replacement. However, we want to ensure your pet remains safe and > > protected, so we're happy to offer you options to receive a brand new Halo > > Collar kit: > > >

\*Replacement Options:\* > > > - Halo Care > > > is a device replacement program that allows you to replace your eligible > > Halo Collar in the event that your collar is damaged, stolen, or lost, or > > for any other reason, such as wanting a new device or upgrading your > > current model to a newer model. > > - Halo Protection > > > is a collar replacement option that is included with all Halo Membership > > Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. > > > > > Here are the steps on How to Upgrade to the Latest Halo Model. > > > > > Please note that the redemption price for Halo Care or Halo Protection > > depends on your membership plan. > > > You can review our warranty policy > > > here. > > > Please let us know if you have any additional questions! We're here to > > help! > > > If you have any questions, please do not hesitate to reach out, and we'll > > be happy to help! > > > Best Regards, > > Don > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > >

> > On Tuesday, September 16, 2025, 10:01 AM "Wesley Burbank" > wesleyburbank07@gmail.com> wrote: > > > I already have a brand new charger and adapter. I do not think that the > > kit is the problem. I would like a warrantied collar. This issue has > > happened multiple times and it is getting ridiculous. Please send me a new > > collar so that this can be resolved. > > > On Tue, Sep 16, 2025 at 9:31 AM Halo Collar > > wrote: > > > > Hello Wesley, > > > > Thank you for calling Halo Support today. I'm truly sorry you're having > > trouble with your collar. I know how important it is to you that the collar > > is protecting Luna. Please reply with your phone number and current > > shipping address. Once received, we will send you a replacement charging > > kit. > > > > I hope I addressed all of your questions and provided the clarity you > > needed. > > > If anything remains unclear or if new questions arise, please don't > > hesitate to reach out. > > > > We're always happy to help, whether by phone, email, or through our live > > support options. > > Thank you for being part of our pack! > > > With pawsitivity, > > Coswayne > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > \*Need more help?\* > > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > > On Tuesday, September 16, 2025, 7:34 AM support@halocollar.com wrote: > > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > > https://dogpark.halocollar.com, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 11:34 AM "Wesley Burbank" > wesleyburbank07@gmail.com> wrote: > > > > It is already in this thread. The collar will not charge. I went through > > the list of things that was sent to me and it did not fix it. > > > > On Tue, Sep 16, 2025 at 7:33 AM Halo Collar > > wrote: > > > > Hello Wesley, > > > > Thank you for reaching out again. We apologize for the delay. Could you > > > please provide more details about your request or the issue you're > > > experiencing? This will help us address your concerns more effectively. > > > > We appreciate your patience and look forward to resolving this for you > > > soon. > > > > Best regards, > > > > Halo Collar Customer Experience Team > > > The Halo Collar Virtual Assistant > > > > On Tuesday, September 16, 2025, 11:32 AM "Wesley Burbank" > > > wesleyburbank07@gmail.com> wrote: > > > > Hello, I am reaching out again as I have not gotten a response. Please > > > update me on where we are at with this. > > > > On Fri, Sep 12, 2025 at 8:49 AM Wesley Burbank > > > wesleyburbank07@gmail.com> wrote: > > > > > Hello, I've now tried all of these things and they did not work. What > > > is the next step? > > > > > On Thu, Sep 11, 2025 at 6:44 AM Halo Collar > > > wrote: > > > > > Hello Wesley, > > > > > Thank you for contacting us regarding the charging issue with your > > > > Halo Collar. > > > > We understand how frustrating this can be, but we're here to assist > > > > you! > > > > > Here are troubleshooting steps to help get your collar charging > > > > effectively: > > > > > \*1. Check the Power Source\* > > > > > > - Ensure the collar is connected to the power cord and charging > > > > adapter. > > > > > - Confirm that no lights turn on when the device is plugged in. > > > > > - Verify that



## Conversation: xddVMwgETjm8E946h7s8ig

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:33:06 UTC to 2025-09-16 11:33:11 UTC

EMAIL | Agent (FaDnBtgn...) | 2025-09-16 11:33:06 UTC

**From:** support@halocollar.com

**To:** daniellejoyfoley@gmail.com

**Subject:** Halo Collar Return

Hello Danielle and Stephen, You're welcome! I did check, and I do see your subscription is set to cancel July 4th, 2026. If you need anything else, please don't hesitate to reach back out! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 5:43 PM "Danielle Joy Foley" wrote: > Hi Tiff, > Thank you for this return confirmation. I believe already canceled the > subscription. > > Thanks for your help! > > Danielle > > On Sat, Sep 13, 2025 at 11:56 AM Halo Collar wrote: > > > Hello Danielle and Stephen, > > > My name is Tiff, and I'm with the Billing Team here at Halo. I hope you > > are doing well today! > > > I have opened your return, and your RMA number is AAZWUQ5Q. I have > > attached the return label in this email to send the collar back to us. > > > Would you like me to cancel your subscription as well? Keep in mind, as > > soon as it's canceled the collar will no longer work. > > > I look forward to hearing from you! > > > Best Regards, > > Tiff > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > >

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 11:33:10 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 11:33:11 UTC

Added: rxefklGaTXGCpjC7oGEfPg

## Conversation: ryvR6-yvRdKdd-4gSmrWjA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 11:35:23 UTC to 2025-09-16 13:39:02 UTC

### EMAIL | Customer (OviyKsRj...) | 2025-09-16 11:35:23 UTC

**From:** halo\_reverse\_h4@icloud.com

**To:** support@halocollar.com

**Subject:** F Grade 24h3363599rt

24h3363599rt has been received and checked in at the warehouse with an F grade. RMA: AW-20250828-42559. Sent from my iPhone

### EMAIL | Customer (OviyKsRj...) | 2025-09-16 11:48:35 UTC

**From:** halo\_reverse\_h4@icloud.com

**To:** support@halocollar.com

**Subject:** F Grade 24h3200083rt

24h3200083rt has been received and checked in at the warehouse with an F grade. RMA: AW-20250801-36826. Sent from my iPhone

### EMAIL | Customer (OviyKsRj...) | 2025-09-16 12:50:29 UTC

**From:** halo\_reverse\_h4@icloud.com

**To:** support@halocollar.com

**Subject:** INM 24h4401594rt

24h4401594rt has been received at the warehouse and checked in as INM (Information Not Matching). RMA: 129606166. Reason: Unknown RMA number. Sent from my iPhone

### EMAIL | Customer (OviyKsRj...) | 2025-09-16 13:39:02 UTC

**From:** halo\_reverse\_h4@icloud.com

**To:** support@halocollar.com

**Subject:** F Grade 24h3434348rt

24h3434348rt has been received and checked in at the warehouse with an F grade. RMA: AW-20250903-43680. Sent from my iPhone

## Conversation: xRF2Hk-JTm-DedRqIpZ8JQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:38:17 UTC to 2025-09-16 11:38:23 UTC

EMAIL | Agent (FaDnBtgn...) | 2025-09-16 11:38:17 UTC

**From:** support@halocollar.com

**To:** braderic2002@gmail.com

**Subject:** Subscription Cancellation

Hello Brad, Thank you for the confirmation of your Amazon return! I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge of \$203.78. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 3:36 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 8:36 PM "Brad David" wrote: > > > > Sent from my iPhone

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 11:38:22 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 11:38:23 UTC

Added: OfTt8viJQcq6OAbjGHi0iQ

## Conversation: N3qCzqSGS1K9\_sQjjSAFEA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 11:41:14 UTC to 2025-09-16 11:41:18 UTC

EMAIL | Agent (FaDnBtgn...) | 2025-09-16 11:41:14 UTC

**From:** support@halocollar.com

**To:** jrwalker86@icloud.com

**Subject:** Halo Collar Subscription

Hello Justin, Thank you for the confirmation! I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Saturday, September 13, 2025, 5:39 PM "Justin Walker" wrote: > No, the collar is not in use. > On Sep 13, 2025, at 12:27 PM, Halo Collar wrote: > > Hello Justin, > > My name is Tiff, and I'm with the Billing Team here at Halo. I hope you are doing well today! > > I understand you'd like to cancel your subscription. Currently, our system shows Piper's collar is still in use. Before we can proceed with the cancellation, we'll need confirmation that the collar is no longer in use, as it will stop working once the subscription is cancelled. > > Could you please confirm Piper's collar is not in use? Once we have that, we'll be able to complete the cancellation for you. > > I look forward to hearing from you! > > Best Regards , > Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend

> > On Saturday, September 13, 2025, 2:05 PM support@halocollar.com wrote: > Hello Justin, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request to cancel has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > Here's what you can expect: > \* Our team is reviewing the details of your request and any related activity. > \* We're checking systems to get a complete picture. > \* You'll hear back from us as soon as we have an update or resolution to share. In the meantime: > \* Please know we're prioritizing this for you. > \* We truly appreciate your patience while we dig in and work on a solution. > \* Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > With pawsitivity, > Paisley Halo Customer Support Halo Collar | Here for you and your best friend

> Need more help? support@halocollar.com | Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 11:56 AM "Justin Walker" wrote: 152919 > > Sent from my iPhone > On Sep 13, 2025, at 9:03 AM, Halo Collar wrote: > Hello Justin, > Thank you for reaching out to Halo Support! My name is Mustafa, and I'll be assisting you. We've just sent you a separate email with a 24-hour access code that allows us to securely view your account. > Next Steps: Locate the email from the Halo Team Reply to this message with the access code. I can check your account and see if I am able to cancel it for you. We look forward to hearing from you! Please do not hesitate to let us know if you have any questions. We are here to help! > With pawsitivity, > Mustafa Halo Customer Support Halo Collar | Here for you and your best friend

> Need more help? support@halocollar.com | Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 10:12 AM "Justin Walker" wrote: Please cancel my plan, I tried in my account and it wouldn't let me > On Sep 12, 2025, at 8:07 PM, Katie Wilson wrote: > > Hey Justin, > Katie Wilson from Halo Collar here. It looks like your subscription payment of \$10.83 didn't go through. Please update your information here and we'll give it another try. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3Da493cf21-70a5-4812-b7e3-288a430305e8%26at%3D1/e08F/3AjHAQ/AQ/e62dc563-fb60-4328-9fb8-a2423329c095/1/2fNF4g44Ka](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3Da493cf21-70a5-4812-b7e3-288a430305e8%26at%3D1/e08F/3AjHAQ/AQ/e62dc563-fb60-4328-9fb8-a2423329c095/1/2fNF4g44Ka)) > Let us know if you have any questions. > — > Katie Wilson > Customer Success

STATUS CHANGE | Agent (FaDnBtgn...) | 2025-09-16 11:41:18 UTC | Status: CLOSED

## Conversation: 2j\_aJTOXSCu5bW3MaEMbXA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 11:43:18 UTC to 2025-09-16 13:07:20 UTC

**Customer (APrq4wra...)** | 2025-09-16 11:43:18 UTC | halocollar.com

Lost charger adapter

**System/AI** | 2025-09-16 11:43:44 UTC | halocollar.com

Hey there! You can grab a replacement charger adapter for your Halo Collar from our Accessory Shop on the Halo website. Just make sure to pick the right adapter for your collar model to ensure it works perfectly. If you're a Silver or Gold Pack member, don't forget to log into your Halo Account to enjoy extra discounts. Need more help? Just let us know!

**Customer (APrq4wra...)** | 2025-09-16 12:01:29 UTC | halocollar.com

Can we get emergency shipping? We have no way to charge the collaar

**System/AI** | 2025-09-16 12:02:15 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Agent (YYRYgGjy...)** | 2025-09-16 13:07:08 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [mlawsonmom359@gmail.com](mailto:mlawsonmom359@gmail.com)

**Subject:** Halo Collar Shipping Details

Hello Maria, Thanks so much for reaching out. My name is Ariel, and I'll be assisting you. I know how exciting it is to get started with Halo! Here's what to expect with your order: Collars typically ship within 3-5 Business Days of your order. You'll receive an email with tracking details as soon as your items have shipped. It's normal for tracking updates to pause for more than 24 hours while your package is in transit, especially during long-distance travel. If your order includes multiple items, they may arrive in separate shipments. For more info: View My Order Shipping FAQs. If you have any questions or need help along the way, reply to this email. We're always happy to assist! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend. Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 13:07:18 UTC

Added: J6SkFGXlQuSCNs7po8eoOQ, 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 13:07:20 UTC | Status: CLOSED

## Conversation: 6lyGAe3wTq6T5TzuDKT9ZQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:46:43 UTC to 2025-09-16 13:47:31 UTC

**Customer (S5lf9kLL...)** | 2025-09-16 11:46:43 UTC | halocollar.com

Has my replacement collar shipped

**System/AI** | 2025-09-16 11:47:08 UTC | halocollar.com

Hi there! To check if your replacement collar has shipped, please visit our Order Status Dashboard using your order number and email. Once shipped, you should receive a tracking number via email, and delivery usually takes 3–5 business days. Don't forget to check your spam or junk folders for any shipping confirmations or tracking updates. If you need more help, feel free to reach out to our support team. Have a great day!

**STATUS CHANGE** | Unknown | 2025-09-16 13:47:31 UTC | Status: CLOSED



## Conversation: y-zRfnbjQWKQQayfo-8kZQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:48:18 UTC to 2025-09-16 13:49:33 UTC

**Customer (twwlin5R...)** | 2025-09-16 11:48:18 UTC | halocollar.com

Is there a subscription fee for using the collar?

**System/AI** | 2025-09-16 11:48:48 UTC | halocollar.com

Yes, there is a subscription fee for using the Halo Collar. You can choose from three membership plans: Bronze (\$9.99/month), Silver (\$14.99/month), and Gold (\$19.99/month). Each plan offers different features, such as the number of fences you can create and access to advanced tracking and training content. For more details on each plan, you can visit the Halo Collar plans page. Let me know if you have any more questions!

**STATUS CHANGE** | Unknown | 2025-09-16 13:49:33 UTC | Status: CLOSED

## Conversation: VRIOVXv2RmC-J7jXlgbfuQ

Messages: 13 | Customers: 1 | Duration: 2025-09-16 11:49:04 UTC to 2025-09-16 16:19:08 UTC

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 11:49:04 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**EMAIL | Agent (SWItncR...) | 2025-09-16 11:59:41 UTC**

**From:** support@halocollar.com

**To:** stacy.berg179@gmail.com

**Subject:** Re: dog collar connectors

Hi Stacy, Thank you for reaching out about Gracie's collar. I understand how important it is to have her collar fully secure, and I appreciate you letting us know about the missing rivets. Unfortunately, we don't have a way to send replacement rivets separately. However, we can send a replacement collar that comes with all the rivets already attached, so you'll have everything you need to secure Gracie's collar properly. If you'd like, one of our support representatives can assist you directly with this process and make sure the replacement gets to you as quickly as possible. You can connect with a live agent anytime through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: support@halocollar.com We're happy to make sure Gracie's collar is safe and fully functional for her walks and adventures! With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:35 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 10:35 PM "stacy berg" wrote: > > > Hello, > > > Our dog Gracie has a collar and she seems to have lost the little rivet > > looking things that hold the collar together. I have temporarily used a > > blank connector to hold it together but I was wondering if there was a way > > to get a couple more connectors? I appreciate your help very much. > > > Most sincerely, > > > Stacy Berg > >

**STATUS CHANGE** | Agent (SWItncR...) | 2025-09-16 11:59:42 UTC | Status: CLOSED

**EMAIL | Customer (\_pCscYmZ...) | 2025-09-16 13:08:02 UTC**

**From:** stacy.berg179@gmail.com

**To:** support@halocollar.com

**Subject:** Re: dog collar connectors

When you say a new collar can be sent out, do you mean I would need to buy a new collar? What would the cost be? Thanks, Stacy Sent from my iPhone On Sep 16, 2025, at 4:59 AM, Halo Collar wrote: Hi Stacy, Thank you for reaching out about Gracie's collar. I understand how important it is to have her collar fully secure, and I appreciate you letting us know about the missing rivets. Unfortunately, we don't have a way to send replacement rivets separately. However, we can send a replacement collar that comes with all the rivets already attached, so you'll have everything you need to secure Gracie's collar properly. If you'd like, one of our support representatives can assist you directly with this process and make sure the replacement gets to you as quickly as possible. You can connect with a live agent anytime through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST)

Email Support: support@halocollar.com We're happy to make sure Gracie's collar is safe and fully functional for her walks and adventures! With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:35 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Monday, September 15, 2025, 10:35 PM "stacy berg" wrote: Hello, Our dog Gracie has a collar and she seems to have lost the little rivet looking things that hold the collar together. I have temporarily used a blank connector to hold it together but I was wondering if there was a way to get a couple more connectors? I appreciate your help very much. Most sincerely, Stacy Berg

**STATUS CHANGE** | Customer (\_pCscYmZ...) | 2025-09-16 13:08:02 UTC | Status: OPEN

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:45:45 UTC**

**From:** support@halocollar.com

**To:** stacy.berg179@gmail.com

**Subject:** Re: dog collar connectors

Hello Stacy, Thank you for reaching out to our Halo Support team! I understand that you need the replacement rivets. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. Please confirm the following information, and we will send you the screws. Shipping address Phone number The email address on the account. The collar serial number. ■ With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:08 AM "stacy berg" wrote: > When you say a new collar can be sent out, do you mean I would need to buy a new collar? What would the cost be? > > Thanks, > > Stacy > > Sent from my iPhone > On Sep 16, 2025, at 4:59 AM, Halo Collar wrote: > > Hi Stacy, > Thank you for reaching out about Gracie's collar. I understand how important it is to have her collar fully secure, and I appreciate you letting us know about the missing rivets. > > Unfortunately, we don't have a way to send replacement rivets separately. However, we can send a replacement collar that comes with all the rivets already attached, so you'll have everything you need to secure Gracie's collar properly. > > If you'd like, one of our support representatives can assist you directly with this process and make sure the replacement gets to you as quickly as possible. You can connect with a live agent anytime through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: support@halocollar.com > We're happy to make sure Gracie's collar is safe and fully functional for her walks and adventures! > With pawsitivity, > Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 6:35 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 10:35 PM "stacy berg" wrote: > Hello, > > Our dog Gracie has a collar and she seems to have lost the little rivet looking things that hold the collar together.

I have temporarily used a blank connector to hold it together but I was wondering if there was a way to get a couple more connectors? I appreciate your help very much. > > Most sincerely, > > Stacy Berg

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:45:46 UTC**

First and Last Name: stacy berg Email: stacy.berg179@gmail.com Phone Number: Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: The cx needs replacement screws. Next Steps: Email the cx to confirm the following information, and we will send them the screws. Shipping address Phone number The email address on the account. The collar serial number. Submit as resolved.

*STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 13:45:48 UTC | Status: CLOSED*

**EMAIL | Customer (\_pCscYmZ...) | 2025-09-16 15:48:57 UTC**

**From:** stacy.berg179@gmail.com

**To:** support@halocollar.com

**Subject:** Re: dog collar connectors

Thank you so much! I really appreciate that. My info: Stacy Berg 2214 W Dry Creek Rd Ellensburg, WA 98926 skippy179@hotmail.com 509-929-2745 25-H4070918-RT On Tue, Sep 16, 2025 at 6:45 AM Halo Collar wrote: > Hello Stacy, > > Thank you for reaching out to our Halo Support team! I understand that you > need the replacement rivets. I apologize for any inconvenience this may > have caused. Please rest assured that I am here to assist you. > > Please confirm the following information, and we will send you the screws. > Shipping address > Phone number > The email address on the account. > The collar serial number.■ > > > With pawsitivity, > Rabindra > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Tuesday, September 16, 2025, 9:08 AM "stacy berg" stacy.berg179@gmail.com> wrote: > > When you say a new collar can be sent out, do you mean I would need to buy > a new collar? What would the cost be? > > Thanks, > > Stacy > Sent from my iPhone > > On Sep 16, 2025, at 4:59 AM, Halo Collar wrote: > > ■ > Hi Stacy, > Thank you for reaching out about Gracie's collar. I understand how > important it is to have her collar fully secure, and I appreciate you > letting us know about the missing rivets. > > Unfortunately, we don't have a way to send replacement rivets separately. > However, we can send a replacement collar that comes with all the rivets > already attached, so you'll have everything you need to secure Gracie's > collar properly. > > If you'd like, one of our support representatives can assist you directly > with this process and make sure the replacement gets to you as quickly as > possible. You can connect with a live agent anytime through the \*Dog Park\* > in the Halo App or by phone/email: > > - \*Dog Park Live Support:\* Tap \*Settings → Halo Dog Park → Halo > Support → Join Session\* > - \*Phone Support:\* +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; > Sat-Sun 10:00 am – 4:00 pm EST) > - \*Email Support:\* support@halocollar.com > > We're happy to make sure Gracie's collar is safe and fully functional for > her walks and adventures! > > With pawsitivity, > Symantha > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Monday, September 15, 2025, 6:35 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web using this link > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 10:35 PM "stacy berg" stacy.berg179@gmail.com> wrote: > > Hello, > > Our dog Gracie has a collar and she seems to have lost the little rivet > looking things that hold the collar together. I have temporarily used a > blank connector to hold it together but I was wondering if there was a way > to get a couple more connectors? I appreciate your help very much. > > Most

sincerely, > > Stacy Berg > > > >

**STATUS CHANGE** | Customer (\_pCscYmZ...) | 2025-09-16 15:48:57 UTC | Status: OPEN

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 16:18:38 UTC**

**From:** support@halocollar.com

**To:** stacy.berg179@gmail.com

**Subject:** Re: dog collar connectors

Hello stacy, You're very welcome. Thank you for sending your address. I'm happy to let you know that your order for a strap adjustment kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status. If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■

On Tuesday, September 16, 2025, 11:48 AM "stacy berg" wrote: > Thank you so much! I really appreciate that. > > My info: > > Stacy Berg > 2214 W Dry Creek Rd > Ellensburg, WA 98926 > skippy179@hotmail.com > 509-929-2745 > 25-H4070918-RT > > On Tue, Sep 16, 2025 at 6:45 AM Halo Collar wrote: > > > Hello Stacy, > > > Thank you for reaching out to our Halo Support team! I understand that you > > need the replacement rivets. I apologize for any inconvenience this may > > have caused. Please rest assured that I am here to assist you. > > > Please confirm the following information, and we will send you the screws. > > Shipping address > > Phone number > > The email address on the account. > > The collar serial number. ■ > > > > With pawsitivity, > > Rabindra > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > > On Tuesday, September 16, 2025, 9:08 AM "stacy berg" > stacy.berg179@gmail.com > wrote: > > > > When you say a new collar can be sent out, do you mean I would need to buy > > a new collar? What would the cost be? > > > > Thanks, > > > > Stacy > > Sent from my iPhone > > > > On Sep 16, 2025, at 4:59 AM, Halo Collar wrote: > > > > ■ > > > Hi Stacy, > > Thank you for reaching out about Gracie's collar. I understand how > > important it is to have her collar fully secure, and I appreciate you > > letting us know about the missing rivets. > > > > Unfortunately, we don't have a way to send replacement rivets separately. > > However, we can send a replacement collar that comes with all the rivets > > already attached, so you'll have everything you need to secure Gracie's > > collar properly. > > > > If you'd like, one of our support representatives can assist you directly > > with this process and make sure the replacement gets to you as quickly as > > possible. You can connect with a live agent anytime through the \*Dog Park\* > > in the Halo App or by phone/email: > > > > - \*Dog Park Live Support:\* Tap \*Settings → Halo Dog Park → Halo > > Support → Join Session\* > > - \*Phone Support:\* +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; > > Sat-Sun 10:00 am – 4:00 pm EST) > > - \*Email Support:\* support@halocollar.com > > > > We're happy to make sure Gracie's collar is safe and fully functional for > > her walks and adventures! > > > > With pawsitivity, > > Symantha > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > > \*Need more help?\* > > > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > On Monday, September 15, 2025, 6:35 PM support@halocollar.com wrote: > > > > Thank you for reaching out! I've shared your inquiry with our customer > > support team, and they will be in touch with you within the next 24 hours > > to assist you further. For a quicker resolution, we highly suggest reaching > > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > > requested permissions. You can also join us via web using this link > > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Monday, September 15, 2025, 10:35 PM "stacy berg" > stacy.berg179@gmail.com > wrote: > > > > Hello, > > > > Our dog Gracie has a collar and she seems to have lost the little rivet > > looking things that hold the collar together. I have temporarily used a > > blank connector to hold it together but I was wondering if there was a way > > to get a couple more

connectors? I appreciate your help very much. > > > Most sincerely, > > > Stacy Berg  
> > > > > > > > >

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 16:19:04 UTC**

Accessory Order Number-1660370 Strap adj. kit

***STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 16:19:08 UTC | Status: CLOSED*

## Conversation: eaDmqtp1QfKnV1R45d\_ZLw

*Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:50:11 UTC to 2025-09-16 13:51:35 UTC*

**Customer (UP23lQg\_...)** | 2025-09-16 11:50:11 UTC | halocollar.com

How do I turn the collar off?

**System/AI** | 2025-09-16 11:50:41 UTC | halocollar.com

The Halo Collar can't be completely turned off, but it does have a Low Power Mode to save battery life when not in use. This is handy if you won't be using the collar for a while or don't have access to a charger. For the best performance, try to charge the collar daily. It will automatically enter Sleep Mode when idle to conserve energy. If you have any more questions, just let me know!

**STATUS CHANGE** | *Unknown* | 2025-09-16 13:51:35 UTC | Status: CLOSED

## Conversation: UuScSL-fSiqqhIEmwWIOEA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:54:51 UTC to 2025-09-16 13:55:42 UTC

**Customer (fuB-fg77...)** | 2025-09-16 11:54:51 UTC | halocollar.com

Collar not charging

**System/AI** | 2025-09-16 11:55:14 UTC | halocollar.com

Hi there! If your Halo Collar isn't charging, try these steps: Check Power Source: Use a USB-C cable and charging block, not a computer. Inspect Charging Port: Ensure the port is clean and dry. Use canned air if needed. Test Charger and Cable: Try them on another device to ensure they work. Perform a Hard Reset: Plug in the collar for 5 minutes, hold the power button for 15 seconds, then release. If these steps don't help, please contact our live support for further assistance.

**STATUS CHANGE** | Unknown | 2025-09-16 13:55:42 UTC | Status: CLOSED



## Conversation: XvEx7PsuQJmsgKm6p55Sow

Messages: 4 | Customers: 1 | Duration: 2025-09-16 11:56:09 UTC to 2025-09-16 11:59:32 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 11:56:09 UTC

CAD Return AW-20250915-46059 Tracking I.D 791941743272  
[<https://www.fedex.com/apps/fedextrack/?action=track&tracknumbers;=791941743272>]

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 11:57:41 UTC

**From:** support@halocollar.com

**To:** jennifermlester12@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Jennifer, My name is Tiff, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 09/30/2025, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 11:59:32 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 11:59:32 UTC

Added: rxfklGaTXGCpjC7oGEfPg

## Conversation: mytoJ-xEQm6YvHsAMuh5xg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 11:58:18 UTC to 2025-09-16 13:58:42 UTC

**Customer (KPcaik6Z...)** | 2025-09-16 11:58:18 UTC | halocollar.com

Turn off fence

**System/AI** | 2025-09-16 11:58:39 UTC | halocollar.com

To turn off a fence in the Halo app, open the app and tap the My Map icon. Then, tap your pet's icon, swipe up on the Pet Card, and tap the Fences button. The button will turn gray, and the label will change to Ignore, indicating that fences are now off. If you need further assistance, feel free to ask!

**STATUS CHANGE** | Unknown | 2025-09-16 13:58:42 UTC | Status: CLOSED

## Conversation: uw5tZMIGRyeyORQXltr5eg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:00:43 UTC to 2025-09-16 12:11:21 UTC

**TOPIC CHANGE** | Agent (SWltnccR...) | 2025-09-16 12:00:43 UTC

Added: bDcJwjoMTjeffz13hM6gAA, Of8t8viJQcq6OAbjGHI0iQ

**EMAIL | Agent (SWltnccR...) | 2025-09-16 12:11:20 UTC**

**From:** support@halocollar.com

**To:** wayneandpeyton@gmail.com

**Subject:** Re: 2nd notice: Another unsuccessful payment for your Halo Collar account

Hi Sherry, Thank you for reaching out. I understand that you'd like to cancel your Halo Collar subscription, and we completely respect your decision. Before we proceed, we'd love the opportunity to see if there's anything we can do to keep you as a valued member of the Halo family. If there's an issue or concern that we can assist with, we're happy to help and explore solutions that might work better for you. If you still wish to go ahead with canceling your subscription, we can guide you through the process quickly and make it as easy as possible. You can contact our live support team through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: support@halocollar.com Please let us know how you'd like to proceed—we're here to help either way. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:06 PM "Sherry Basham" wrote: > I'm was wanting to cancel my subscription any ways > > On Sun, Sep 14, 2025, 1:59 AM Katie Wilson > wrote: > > Hey Sherry, > > > Just tried to process again the \$9.99 subscription payment, but > > unfortunately it didn't go through. To keep your account active please > > update your information here > > ! > > > > Let us know if you have any questions. > > > — > > Katie Wilson > > Customer Success > > > >

**STATUS CHANGE** | Agent (SWltnccR...) | 2025-09-16 12:11:21 UTC | Status: CLOSED

## Conversation: gnmlbFEpTEiLi9CKgUvPhw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 12:01:05 UTC to 2025-09-16 13:05:40 UTC

**PHONE\_CALL** | Customer (aLcha-hl...) | 2025-09-16 12:01:05 UTC

### AGENT NOTE | Agent (OVaCilev...) | 2025-09-16 12:16:43 UTC

First and Last Name: Katie Church Email: jj@churchsflooring.com , coachchurch01@gmail.com Collar SN: 25h4140148th [Deke] Collar FW: v.03.00.05 Resources: AP, Gladly Recap/TS: Both screws fell out of collar CX suggested Halo do something thoughtful if a pup in the Halo Pack passes away like Chewy did for them (they sent a small bunch of flowers w/ condolences) Verified Phone/Address for ARF Next Steps Follow-up? Emailed T1 ARF guidance Escalated to Accessories Request Full Name: Katie Church Email: coachchurch01@gmail.com Phone number: 3152095642 Collar SN: 25h4140148th [Deke] Collar Model: HC4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 4879 State Route 364 City: Rushville State: NY Postal code: 14544 Country: US What are we sending the customer? (specify which model and color) If sending more than 1 of an item please specify: Halo 4 Strap Adjustment Kit For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why". N/A

### EMAIL | Agent (OVaCilev...) | 2025-09-16 12:16:53 UTC

**From:** support@halocollar.com

**To:** jj@churchsflooring.com

**Subject:** Halo Support Accessories Order

Hello Katie, My name is Rob, and I'll be assisting you. I've gone ahead and submitted the request to have your Halo4 Strap Adjustment Kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (OVaCilev...) | 2025-09-16 12:17:03 UTC

Added: 9J6\_cepqS5yGgLK5NOsVwww, -LmskJFZShWIO0nMJuMqlA

**STATUS CHANGE** | Agent (OVaCilev...) | 2025-09-16 12:17:12 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:00:56 UTC | Status: OPEN

### EMAIL | Agent (sR--y62-...) | 2025-09-16 13:05:39 UTC

**From:** support@halocollar.com

**To:** jj@churchsflooring.com

**Subject:** Re: Halo Support Accessories Order

Hello Katie, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a strap adjustment kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 8:16 AM support@halocollar.com wrote: > Hello Katie, > > My name is Rob, and I'll be assisting you. > > I've gone ahead and submitted the request to have your Halo4 Strap Adjustment Kit shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your

accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Rob > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:05:40 UTC | Status: CLOSED

## Conversation: xc4yPW\_6RA25Lb77u6ooxA

Messages: 13 | Customers: 1 | Duration: 2025-09-16 12:02:03 UTC to 2025-09-16 17:11:14 UTC

**Customer (q3La7ILS...) | 2025-09-16 12:02:03 UTC | halocollar.com**

My collar for Wilson still isn't fully charging to 30+ hours. Can I return and exchange it.

**Customer (q3La7ILS...) | 2025-09-16 12:02:25 UTC | halocollar.com**

I have no issues with Mollys collar, but Wilson's is not functioning correctly

**System/AI | 2025-09-16 12:03:00 UTC | halocollar.com**

I'm sorry to hear about the charging issue with Wilson's collar. Before proceeding with a return or exchange, try performing a hard reset: plug the collar into the charger, hold the power button for 15 seconds, then discharge and recharge it fully. If the issue persists, you can initiate a return or exchange within 90 days of purchase if bought from our website. Please ensure you have a Return Merchandise Authorization (RMA) before sending it back. If you need further assistance, feel free to reach out to our live support team.

**Customer (q3La7ILS...) | 2025-09-16 12:04:14 UTC | halocollar.com**

I will try this one more time. I've done it twice already.

**System/AI | 2025-09-16 12:04:44 UTC | halocollar.com**

Sure thing! Please try the hard reset once more. If it still doesn't fix the issue, our support team is ready to assist you with a return or exchange. Just have your purchase information handy, and don't forget to get a Return Merchandise Authorization (RMA). We want everything to be perfect for Wilson!

**STATUS CHANGE** | Unknown | 2025-09-16 14:04:55 UTC | Status: CLOSED

**Customer (q3La7ILS...) | 2025-09-16 17:05:31 UTC | halocollar.com**

Ok, did what you guys said. And charged it 100%, I took it off the charger and it says 22hrs

**STATUS CHANGE** | Customer (q3La7ILS...) | 2025-09-16 17:05:31 UTC | Status: OPEN

**System/AI | 2025-09-16 17:06:01 UTC | halocollar.com**

Hi there! It sounds like your Halo Collar might not be holding a charge as expected. Just to recap, the battery life can vary by model: Halo 4 typically lasts up to 30 hours, while Halo 3 and 2+ last around 20 hours. To try recalibrating the battery, plug in the collar and hold the power button for 15 seconds, then release. Fully discharge the collar, let it rest for 5 hours, and then fully charge it again. Keep an eye on the battery life for the next 48 hours. If you're still having trouble, please reach out to our support team for more help. We're here for you!

**Customer (q3La7ILS...) | 2025-09-16 17:09:43 UTC | halocollar.com**

Oh, good to know. Did you guys replace my halo 4, with an older version??? Bc I had originally bought two halo 4's, Molly and Wilson. And Wilson's battery got switched out a couple weeks ago and since then won't hold a charge like Mollys. Please check.

**System/AI | 2025-09-16 17:10:25 UTC | halocollar.com**

I understand your concern. If Wilson's collar was replaced, it should still be a Halo 4 model, as we currently only sell Halo 4 and Halo 3 models. If Wilson's collar isn't holding a charge like Molly's, it might be due to a specific issue with that unit. Please check if the firmware is updated and follow the recalibration steps provided earlier. If the problem persists, contact our customer support to verify the model and address any warranty or replacement concerns. We're here to help ensure both collars are working correctly.

**Customer (q3La7ILS...) | 2025-09-16 17:11:00 UTC | halocollar.com**

I did the recalibration 3 times already

**System/AI | 2025-09-16 17:11:14 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team.  
Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo  
Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other  
ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270  
Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: 16BrUTXoRGCrWUlv8VNW1g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:04:35 UTC to 2025-09-16 12:04:40 UTC

**EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 12:04:35 UTC**

**From:** support@halocollar.com

**To:** clchaplin33@yahoo.com

**Subject:** Re: Log Submission

Hello Cassandra, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started? Any error messages or unusual behavior you've seen? Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Lacey  
Halo Customer Support Halo Collar | Here for you and your best friend  
■ Need more help?  
■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:10 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 11:10 PM "Cassandra Chaplin" wrote: > > > > Sent from my iPhone

**AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 12:04:36 UTC**

Live Team Notes Serial Numbers: na FW: na Issue/ Need: Log Submission  
Troubleshooting & Actions Taken: Sent Troubleshooting- App Logs Empty macro  
Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, gladly  
Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 12:04:38 UTC**

Added: 2ne7xWQcT7SR-eLsslslsQ

**STATUS CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 12:04:40 UTC | Status: CLOSED**



## Conversation: LPHyFhG5TuiZCLynHaZNJQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 12:05:09 UTC to 2025-09-16 12:52:35 UTC

**PHONE\_CALL** | Customer (XKCpjS01...) | 2025-09-16 12:05:09 UTC

### AGENT NOTE | Agent (aENgd0M-...) | 2025-09-16 12:12:08 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Brian Ommen Email: Brianommen@hotmail.com Phone number: +116128495027 Collar SN: 25h4160439rt Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 22196 174th street northwest City: Big Lake State: Minnesota Postal code: 55309 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Strap Adjustment Kit (JUST the tools to attach & adjust size) For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

### EMAIL | Agent (aENgd0M-...) | 2025-09-16 12:13:43 UTC

**From:** support@halocollar.com

**To:** brianommen@hotmail.com

**Subject:** Halo Collar Order Update

Hello Brian, My name is Gabriel, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for Halo 4 strap adjustment kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 3-5 business days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. With pawsitivity, Gabriel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (aENgd0M-...) | 2025-09-16 12:14:03 UTC

Added: -LmskJFZShWIO0nMJuMqlA

### AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 12:52:33 UTC

Accessory Order Number-1660265 Strap Adj. Kit

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 12:52:35 UTC | Status: CLOSED

## Conversation: TfaJ\_NHRQAaH8dzxaRC8FA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 12:06:28 UTC to 2025-09-16 14:34:09 UTC

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:06:28 UTC

Added: Yzbn8c0\_TPW-jn3czqo5bg

**EMAIL | Agent (nNKLv8vG...) | 2025-09-16 12:10:08 UTC**

**From:** support@halocollar.com

**To:** shaundurkee14@gmail.com

**Subject:** Re: Your ■ payment for Halo Collar failed - Monthly Bronze plan active as of Sep 15, 2025 5:54 PM

Hello Shaun, Thank you so much for your update. We want you to know how much we appreciate you being part of the Halo family. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:10 PM "Shaun Durkee" wrote: > I'm sorry about that! I had to get a new card, due to fraudulent charges on it and I totally forgot to update you guys! > > Sent from my iPhone > On Sep 14, 2025, at 6:04 PM, Katie Wilson wrote: > > ■ > > Hey Shaun, > Katie Wilson from Halo Collar here. It looks like your subscription payment of \$9.99 didn't go through. Please update your information here and we'll give it another try. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3D4f9f491b-ff8a-4631-9b4f-cb24655b2ff1%26at%3D1/e08F/7RLHAQ/AQ/5b36493f-ebc6-4a97-b3d6-98190275e256/1/vYa4h6ZOIk](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3D4f9f491b-ff8a-4631-9b4f-cb24655b2ff1%26at%3D1/e08F/7RLHAQ/AQ/5b36493f-ebc6-4a97-b3d6-98190275e256/1/vYa4h6ZOIk)) > Let us know if you have any questions. > — > Katie Wilson > Customer Success

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 12:10:10 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Shaun Paul Email: shaundurkee14@gmail.com Phone Number: unknown Collar SN: 25h4140029rt (Poppy Jane) - Halo 4 from order #1579603 Collar FW: v.03.00.05 on 08/22/2025 20:31 Collar Purchased From: Halo/1579603 Resources: Verified CX in AP, Gladly Recap/TS: CX updated cc in the account and has an active Monthly Bronze Plan. Next Steps: email

**STATUS CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:10:12 UTC | Status: CLOSED

**EMAIL | Customer (yqomEHBi...) | 2025-09-16 14:03:38 UTC**

**From:** shaundurkee14@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Your ■ payment for Halo Collar failed - Monthly Bronze plan active as of Sep 15, 2025 5:54 PM

Thank you!! ■ Sent from my iPhone On Sep 16, 2025, at 8:10 AM, Halo Collar wrote: Hello Shaun, Thank you so much for your update. We want you to know how much we appreciate you being part of the Halo family. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:10 PM "Shaun Durkee" wrote: I'm sorry about that! I had to get a new card, due to fraudulent charges on it and I totally forgot to update you guys! Sent from my iPhone On Sep 14, 2025, at 6:04 PM, Katie Wilson wrote: ■ Hey Shaun, Katie Wilson from Halo Collar here. It looks like your subscription payment of \$9.99 didn't go through. Please update your information here and we'll give it another try. (<https://track.pstmrk.it/3s/www.h>

alocollar.com%2F%3F\_\_pw\_iic%3D4f9f491b-ff8a-4631-9b4f-cb24655b2ff1%26at%3D1/e08F/7RLHAQ/AQ/5b36493f-ebc6-4a97-b3d6-98190275e256/1/vYa4h6ZOIk) Let us know if you have any questions. — Katie Wilson Customer Success

**STATUS CHANGE** | Customer (yqomEHBi...) | 2025-09-16 14:03:38 UTC | Status: OPEN

**EMAIL | Agent (poWIULpl...) | 2025-09-16 14:34:07 UTC**

**From:** support@halocollar.com

**To:** shaundurkee14@gmail.com

**Subject:** Re: Your ■ payment for Halo Collar failed - Monthly Bronze plan active as of Sep 15, 2025 5:54 PM

Hello Shaun, You're welcome! We want you to know how much we appreciate you being part of the Halo family. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■  
Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:03 AM "Shaun Durkee" wrote: > Thank you!! ■ > > Sent from my iPhone > On Sep 16, 2025, at 8:10 AM, Halo Collar wrote: > > Hello Shaun, > > Thank you so much for your update. > We want you to know how much we appreciate you being part of the Halo family. > > If we can help you in any way in the future, please don't hesitate to let me know. > We wish you and your pup all the best on your adventures together. > With pawsitivity, > Michele Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 7:10 PM "Shaun Durkee" wrote: I'm sorry about that! I had to get a new card, due to fraudulent charges on it and I totally forgot to update you guys! > > Sent from my iPhone > On Sep 14, 2025, at 6:04 PM, Katie Wilson wrote: > > ■ > > Hey Shaun, > Katie Wilson from Halo Collar here. It looks like your subscription payment of \$9.99 didn't go through. Please update your information here and we'll give it another try. ([https://track.pstmrk.it/3s/www.halocollar.com%2F%3F\\_\\_pw\\_iic%3D4f9f491b-ff8a-4631-9b4f-cb24655b2ff1%26at%3D1/e08F/7RLHAQ/AQ/5b36493f-ebc6-4a97-b3d6-98190275e256/1/vYa4h6ZOIk](https://track.pstmrk.it/3s/www.halocollar.com%2F%3F__pw_iic%3D4f9f491b-ff8a-4631-9b4f-cb24655b2ff1%26at%3D1/e08F/7RLHAQ/AQ/5b36493f-ebc6-4a97-b3d6-98190275e256/1/vYa4h6ZOIk)) > Let us know if you have any questions. > — > Katie Wilson > Customer Success

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 14:34:09 UTC | Status: CLOSED

## Conversation: EhgdSxeIT0Cp41B2JWoYJQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:07:02 UTC to 2025-09-16 14:07:57 UTC

Customer ([\\_Z\\_g1OHQ...](#)) | 2025-09-16 12:07:02 UTC | [halocollar.com](#)

I'm wondering if there is an estimated date for my replacement collar

System/AI | 2025-09-16 12:07:31 UTC | [halocollar.com](#)

Hi there! Your replacement collar should arrive within 3-5 business days after it ships. You'll receive an email to confirm your shipping address, so please keep an eye on your inbox, including spam or junk folders. You can track your order status anytime using your order number and email on the Order Status Dashboard. If you haven't received the confirmation email, feel free to reach out to our live support team for assistance.

**STATUS CHANGE** | *Unknown* | 2025-09-16 14:07:57 UTC | Status: *CLOSED*

## Conversation: JFtHLU8oSVqRb-wk7GmQpw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:08:33 UTC to 2025-09-16 12:11:07 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 12:08:33 UTC

CAD Return AW-20250915-45917 Tracking I.D 791941760047  
[<https://www.fedex.com/apps/fedextrack/?action=track&tracknumbers;=791941760047>]

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 12:11:01 UTC

**From:** support@halocollar.com

**To:** ffurrttop.k@gmail.com

**Subject:** Halo Collar Shipping Label

Hello Kendall, My name is Tiff, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 09/30/2025, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 12:11:07 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 12:11:07 UTC

Added: WprjYFTuRsSIVmqirbejqg, rxefklGaTXGCpjC7oGEfPg

## Conversation: HHbZVOjXTOamQDIDF5gEbQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:08:38 UTC to 2025-09-16 12:13:48 UTC

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 12:08:38 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

**EMAIL | Agent (poWIULpl...) | 2025-09-16 12:08:39 UTC**

**From:** support@halocollar.com

**To:** tjdejong04@gmail.com

**Subject:** Halo Collar Subscription Cancellation Information

Hello Tyler, I'm happy to help! Here are the steps to cancel your membership plan: Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" Important Information: Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed Let us know if you need any help along the way — we're always here for you and your pup! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:47 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 11:46 PM "Tyler DeJong" wrote: > > Hello, unfortunately I no longer am the owner of this halo collar but my > > card is still being charged monthly. Can you remove the payment method > > ending in 9317 from the account please? > >

**AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 12:13:47 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Tyler DeJong Email: [tjdejong04@gmail.com](mailto:tjdejong04@gmail.com) Phone Number: Collar SN: 23h3422758rt Collar FW: v.02.08.11 Collar Purchased From: Amazon Resources: Gladly, AP Recap/TS: Cx says they don't own the collar anymore and want to cancel sub. Email cx "Halo Collar Subscription Cancellation Information" Next Steps: Resolved.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 12:13:48 UTC | Status: CLOSED

## Conversation: 3RjtH1-DTrCcl2woIZ5CDQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:09:08 UTC to 2025-09-16 14:09:58 UTC

**Customer (UQNHFfKH...)** | 2025-09-16 12:09:08 UTC | [halocollar.com](https://halocollar.com)

I'd like to cancel my membership but the option to do so is grayed out

**System/AI** | 2025-09-16 12:09:30 UTC | [halocollar.com](https://halocollar.com)

Hi there! To cancel your Halo membership, please log into your account on the Halo website. Once you're logged in, head over to your My Account dashboard and click on 'Cancel Plan.' If the option is grayed out, it might be due to account restrictions or technical issues. Make sure your account information is up-to-date and give it another try. If you're still having trouble, feel free to reach out to our customer support for help. Remember, your plan will stay active until the end of the billing cycle, and you can cancel or restore it anytime. Let us know if you need anything else!

**STATUS CHANGE** | *Unknown* | 2025-09-16 14:09:58 UTC | Status: *CLOSED*

## Conversation: 23RWebxMQvuRg2XuZdz45A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:11:40 UTC to 2025-09-16 12:23:04 UTC

**PHONE\_CALL** | Customer (OvHe8TsP...) | 2025-09-16 12:11:40 UTC

### AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 12:22:35 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Gabriel DAnnunzio Email: dannunz@yahoo.com Phone Number: +17742783541 Collar SN: 25h4288383rt Collar FW: Collar Purchased From: Halo Resources: Gladly, a/p Recap/TS: Cx wants to return collar, but says info entered is incorrect. Advsd cx in to initiate return. Next Steps: Snding phn f/u p/r

### EMAIL | Agent (DBqblO4n...) | 2025-09-16 12:22:53 UTC

**From:** support@halocollar.com

**To:** dannunz@yahoo.com

**Subject:** Halo Support Follow Up

Hello Gabriel, Thank you for calling Halo Support today. This is Aljerome. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (DBqblO4n...) | 2025-09-16 12:23:02 UTC

Added: rxefklGaTXGCpjC7oGEfPg

**STATUS CHANGE** | Agent (DBqblO4n...) | 2025-09-16 12:23:04 UTC | Status: CLOSED



## Conversation: 7FEHCjyGT72bd22EIIU-kw

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 12:11:41 UTC to 2025-09-16 12:11:41 UTC*

**STATUS CHANGE** | Agent (fjgXI6FE...) | 2025-09-16 12:11:41 UTC | Status: CLOSED

## Conversation: LwMmgtdtSoav27UbVm\_Q-g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:12:22 UTC to 2025-09-16 23:39:27 UTC

**TOPIC CHANGE** | Agent (SWItncR...) | 2025-09-16 12:12:22 UTC

Added: bDcJwjoMTjeffz13hM6gAA

**EMAIL | Agent (SWItncR...) | 2025-09-16 12:21:37 UTC**

**From:** support@halocollar.com

**To:** mckee.ash@gmail.com

**Subject:** Re: Halo Collar Tracking Information

Hi Ashley, Thank you for reaching out. I'm sorry to hear that your package hasn't arrived yet, and I understand how frustrating this must be. We'd like to assist you in tracking down your Halo Collar and ensuring it gets to you as soon as possible. To do so, one of our support representatives can review your order and coordinate with FedEx on your behalf if needed. You can reach our live support team anytime through the Dog Park in the Halo App or by phone/email: Dog Park Live Support: Tap Settings → Halo Dog Park → Halo Support → Join Session Phone Support: +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; Sat-Sun 10:00 am – 4:00 pm EST) Email Support: support@halocollar.com We're here to make sure your Halo Collar reaches you safely and quickly. Please let us know if you'd like us to assist directly. With pawsitivity, With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:56 PM "Ashley Nichols" wrote: > Hello. I have not yet received my package. I have also reached out to FED > EX to let them know my package is missing. > > On Sun, Sep 7, 2025, 8:32 AM Halo Collar wrote: > > > Hello Ashley, > > > Great news! Your Halo Collar for Bluey is on its way! > > > \*It's scheduled to arrive:\* Tuesday, 09/09/25 > > \*FedEx Tracking Number:\* 392896719656 > > > > You can also monitor it here: Halo Collar Order Status > > > > We've packed your items with care, and they'll arrive shortly! > > > If you have any further questions, please don't hesitate to contact us. > > > > > > > With pawsitivity, > > Jen! > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > >

**STATUS CHANGE** | Agent (SWItncR...) | 2025-09-16 12:21:38 UTC | Status: CLOSED

**EMAIL | Customer (YWqvPf5M...) | 2025-09-16 23:39:27 UTC**

**From:** mckee.ash@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Tracking Information

I found my package today! Thank you so much! On Tue, Sep 16, 2025, 7:21 AM Halo Collar wrote: > Hi Ashley, > Thank you for reaching out. I'm sorry to hear that your package hasn't > arrived yet, and I understand how frustrating this must be. > We'd like to assist you in tracking down your Halo Collar and ensuring it > gets to you as soon as possible. To do so, one of our support > representatives can review your order and coordinate with FedEx on your > behalf if needed. > You can reach our live support team anytime through the \*Dog Park\* in the > Halo App or by phone/email: > > - \*Dog Park Live Support:\* Tap \*Settings → Halo Dog Park → Halo > Support → Join Session\* > - \*Phone Support:\* +1 (214) 238-9788 (Mon-Fri 9:00 am – 5:00 pm EST; > Sat-Sun 10:00 am – 4:00 pm EST) > - \*Email Support:\* support@halocollar.com > > We're here to make sure your Halo Collar reaches you safely and quickly. > Please let us know if you'd like us to assist directly. > With pawsitivity, > > With pawsitivity, > Symantha > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend ■ > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join

Session\* to speak with the next available agent > > On Monday, September 15, 2025, 7:56 PM "Ashley Nichols" mckee.ash@gmail.com> wrote: > > Hello. I have not yet received my package. I have also reached out to FED > EX to let them know my package is missing. > > On Sun, Sep 7, 2025, 8:32 AM Halo Collar wrote: > >> Hello Ashley, >> >> Great news! Your Halo Collar for Bluey is on its way! >> >> \*It's scheduled to arrive:\* Tuesday, 09/09/25 >> \*FedEx Tracking Number:\* 392896719656 >> >> >> You can also monitor it here: Halo Collar Order Status >> >> >> We've packed your items with care, and they'll arrive shortly! >> >> If you have any further questions, please don't hesitate to contact us. >> >> >> >> >> With pawsitivity, >> Jen! >> Halo Customer Support >> \*Halo Collar\* | Here for you and your best friend■ >> >> \*Need more help?\* >> ■\*support@halocollar.com\* | ■\*Halo Help >> Center\* >> >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >> >> >> - 9:00 am - 8:00 pm EST \*7 days a week\* >> >> \*Join Session\* to speak with the next available agent >> > >

**STATUS CHANGE** | Customer (YWqvPf5M...) | 2025-09-16 23:39:27 UTC | Status: OPEN

## Conversation: T82ISNGPSRiU1zq-vnw0rQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:13:45 UTC to 2025-09-16 12:15:53 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 12:13:45 UTC

CAD Return AW-20250915-45939 Tracking I.D 791941768232

[<https://www.fedex.com/apps/fedextrack/?action=track&tracknumbers;=791941768232>]

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 12:15:46 UTC

**From:** support@halocollar.com

**To:** alexander\_j@live.ca

**Subject:** Halo Collar Shipping Label

Hello Jon, My name is Tiff, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 09/30/2025, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 12:15:52 UTC | Status: CLOSED

**TOPIC CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 12:15:53 UTC

Added: WprjYFTuRsSlVmqirbejqg, rxefklGaTXGCpjC7oGEfPg

## Conversation: 2MWp64ECQrSmJvv9CFPKSg

*Messages: 2 | Customers: 1 | Duration: 2025-09-16 12:14:29 UTC to 2025-09-16 12:16:10 UTC*

**PHONE\_CALL** | Customer (r6YfMrS1...) | 2025-09-16 12:14:29 UTC

**STATUS CHANGE** | Unknown | 2025-09-16 12:16:10 UTC | Status: CLOSED

## Conversation: k6MH0ZUVTgWAgX2gb5P7rQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:15:08 UTC to 2025-09-16 13:21:39 UTC

### EMAIL | Customer (za3viWyQ...) | 2025-09-16 12:15:08 UTC

**From:** bryannoshoes@gmail.com

**To:** info@halocollar.com

**Subject:** Re: Final notice: Need updated Halo Collar billing information

Hi there. I was until recently unemployed. I'll be putting money on the card Thursday. -B  
On Mon, Sep 15, 2025, 9:25 PM Katie Wilson wrote: > Hey Bryan, > > We just tried to  
process the \$9.99 subscription payment for the fourth > time, but unfortunately it failed  
once again. > > You can update your billing information here. > > If the next charge fails,  
your account will be cancelled automatically. > > Let us know if you have any questions, >  
> — > Katie Wilson > Customer Success > >

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:21:33 UTC

Added: Yzbn8c0\_TPW-jn3czqo5bg

### EMAIL | Agent (poWIULpl...) | 2025-09-16 13:21:38 UTC

**From:** support@halocollar.com

**To:** bryannoshoes@gmail.com

**Subject:** Halo Collar Thank You For Your Update

Hello Bryan, Thank you so much for your update. We want you to know how much we  
appreciate you being part of the Halo family. If we can help you in any way in the future,  
please don't hesitate to let me know. We wish you and your pup all the best on your  
adventures together. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for  
you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help  
Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days  
a week Join Session to speak with the next available agent On Tuesday, September 16,  
2025, 8:15 AM "Bryan Moore" wrote: > Hi there. I was until recently unemployed. I'll be  
putting money on the > card Thursday. > > -B > > On Mon, Sep 15, 2025, 9:25 PM Katie  
Wilson > wrote: > > > Hey Bryan, > > > > We just tried to process the \$9.99 subscription  
payment for the fourth > > time, but unfortunately it failed once again. > > > You can  
update your billing information here. > > > > If the next charge fails, your account will be  
cancelled automatically. > > > > Let us know if you have any questions, > > > > — > >  
Katie Wilson > > Customer Success > > > >

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:21:39 UTC | Status: CLOSED

## Conversation: D8VWr8oPQvCkqsCU8nFVFg

Messages: 16 | Customers: 1 | Duration: 2025-09-16 12:15:17 UTC to 2025-09-16 20:57:31 UTC

**Customer (q7AFvTyB...)** | 2025-09-16 12:15:17 UTC | halocollar.com

Annie's collar is not working

**System/AI** | 2025-09-16 12:15:53 UTC | halocollar.com

Hi there! I'm sorry to hear that Annie's collar isn't working. Let's try a few steps to troubleshoot: Charge the Collar: Make sure the collar is charged using the original Halo charging cable. Look for a blinking green battery light. Bluetooth Connection: Ensure Bluetooth is enabled on your phone and that it's within 50 feet of the collar. App Setup: Open the Halo App and follow the steps to ensure the collar is paired and connected. If these steps don't fix the issue, please reach out for further assistance. We're here to help!

**TOPIC CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 13:14:32 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, majmLeKgR.JekuZZECNBxAQ

**AGENT NOTE** | Agent (1LZgqfXS...) | 2025-09-16 13:14:32 UTC

Live Team Notes Serial Numbers: 25h4291672rt FW: v.03.00.05 Issue/ Need: Cx says that the collar for Annie is stuck in another location and has been for a day  
Troubleshooting & Actions Taken: Conducted Reset on the collar Took collar out to hand test/ pet pin working as it should Fw update pushed for all 3 collars Survey mentioned  
Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Tier 1 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL** | Agent (1LZgqfXS...) | 2025-09-16 13:14:43 UTC

**From:** support@halocollar.com  
**To:** marianne8ate68@gmail.com  
**Subject:** Halo Collar: Thank you!

Hello Marianne, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 13:15:02 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 13:23:45 UTC | Status: OPEN

**EMAIL** | Agent (1LZgqfXS...) | 2025-09-16 13:23:46 UTC

**From:** support@halocollar.com  
**To:** marianne8ate68@gmail.com  
**Subject:** Halo Collar: Thank you!

Hello Marianne, I hope you're doing well! I wanted to let you know that the firmware updates for all three of your Halo Collars have been successfully completed. Each collar is now running the latest version, ensuring optimal performance and access to the newest features and improvements. Wishing you and your pup many safe, happy adventures

ahead! Please do not hesitate to contact our customer support. We are here to help! With pawstivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (1LZgqfXS...) | 2025-09-16 13:24:06 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (wAn6p-ZP...) | 2025-09-16 20:50:18 UTC | Status: OPEN

**EMAIL | Customer (wAn6p-ZP...) | 2025-09-16 20:50:18 UTC**

**From:** marianne8ate68@gmail.com

**To:** support@halocollar.com

**Subject:** Re: A Halo Collar Was Unlinked From Your Account

hi , could I please receive a rebate for having only 2 working collars on my account, and the major inconvenience every time one of my collars malfunctions, I've lost count but this is the tenth time i've needed to replace one of my dogs collars. thanks, and any insight as to why this is happening every month would be appreciated Sent from my iPhone On Sep 16, 2025, at 2:10 PM, Halo Team wrote: Halo A Halo Collar Was Unlinked From Your Account Halo Collar (serial number 25-H4291672-RT) was unlinked from your account. You now have 2 collar(s) linked to your account. As a reminder, your Halo Subscription Plan covers 3 collars. If you don't intend to replace this collar, you might consider reducing the number of collars on your Plan to avoid paying for any extra collar(s). To reduce the number of collars on your Plan, please visit the My Account page on our website. ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg2b3cLW8-2FIExpCWWTyjsELs3864-2B0p4mMcmdvi1c-2FYMX12-\\_d2mloWmaHN9uEIWsaXGXS-2Bc-2FtpGIXq8W8HrM69q2uxV2RoHMQ-2BBDrUJ-2FzkVCYOW-2B8bDN-2BHaJEbobJ-2F-2BYESFrI96bcQ5R6dkZ0-2FP4iYYjVAc3NPuxEkQvVS66-2F-2FCASS6rdJzAVkWwYMtVBqU-2B7ero-2BQeEj08nL0Q2BK2ZZLY1wC3njYvMb8nF8bdGY4kOzbMcK4gzBzV0JlgX4rL3lmKzeg-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg2b3cLW8-2FIExpCWWTyjsELs3864-2B0p4mMcmdvi1c-2FYMX12-_d2mloWmaHN9uEIWsaXGXS-2Bc-2FtpGIXq8W8HrM69q2uxV2RoHMQ-2BBDrUJ-2FzkVCYOW-2B8bDN-2BHaJEbobJ-2F-2BYESFrI96bcQ5R6dkZ0-2FP4iYYjVAc3NPuxEkQvVS66-2F-2FCASS6rdJzAVkWwYMtVBqU-2B7ero-2BQeEj08nL0Q2BK2ZZLY1wC3njYvMb8nF8bdGY4kOzbMcK4gzBzV0JlgX4rL3lmKzeg-3D-3D)) Thanks for being a part of the Halo Pack! — The Halo Team Complete Halo Subscription Plan Terms and Conditions ([https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEV151dbXcLSXrVAL0QS M0BUWlpW2qpBLcVgpihYDNDdijRgk7vs1XeRYWBWk-2BEfrX1gkNEZ5tPQg-3DNIXV\\_d2mloWmaHN9uEIWsaXGXS-2Bc-2FtpGIXq8W8HrM69q2uxV2RoHMQ-2BBDrUJ-2FzkVCYOW-2B8bDN-2BHaJEbobJ-2F-2BYESFrI-2BD1Zgrq7W2CGv7-2BKEyZWMiJUi0hE02k6pbVm-2BcFx7QShd0lIMpJAZaP1yPUMHbY3jULChkrvxAtlPSWQdhw5Rwg1avP4aApGy0vTyloCRhNL-2BjnKLuVhDUAdpGs3KnCBQ-3D-3D](https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEV151dbXcLSXrVAL0QS M0BUWlpW2qpBLcVgpihYDNDdijRgk7vs1XeRYWBWk-2BEfrX1gkNEZ5tPQg-3DNIXV_d2mloWmaHN9uEIWsaXGXS-2Bc-2FtpGIXq8W8HrM69q2uxV2RoHMQ-2BBDrUJ-2FzkVCYOW-2B8bDN-2BHaJEbobJ-2F-2BYESFrI-2BD1Zgrq7W2CGv7-2BKEyZWMiJUi0hE02k6pbVm-2BcFx7QShd0lIMpJAZaP1yPUMHbY3jULChkrvxAtlPSWQdhw5Rwg1avP4aApGy0vTyloCRhNL-2BjnKLuVhDUAdpGs3KnCBQ-3D-3D)) Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677

**EMAIL | Customer (wAn6p-ZP...) | 2025-09-16 20:53:51 UTC**

**From:** marianne8ate68@gmail.com

**To:** support@halocollar.com

**Subject:** rebate request

hi , could I please receive a rebate for having only 2 working collars on my account, and the major inconvenience every time one of my collars malfunctions, I've lost count but this is the tenth time i've needed to replace one of my dogs collars. thanks, and any insight as to why this is happening every month would be appreciated marianne smith Sent from my iPhone

**AGENT NOTE | Agent (5Xverlxv...) | 2025-09-16 20:57:17 UTC**

First and Last Name: Marianne Smith Email: marianne8ate68@gmail.com Other contact info if possible:6137940091 Sidekick Handoff (Y\*N) Already with another agent If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

**EMAIL | Agent (5Xverlxv...) | 2025-09-16 20:57:24 UTC**

**From:** support@halocollar.com

**To:** marianne8ate68@gmail.com

**Subject:** Re: rebate request



Hello Marianne, My name is Renee, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday)10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawstivity, Renee Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 4:54 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 8:53 PM "marianne smith" wrote: > > > hi , > > could I please receive a rebate for having only 2 working collars on my account, and the major inconvenience every time one of my collars malfunctions, I've lost count but this is the tenth time i've needed to replace one of my dogs collars. > > thanks, > > and any insight as to why this is happening every month would be appreciated > > marianne smith > > > > > Sent from my iPhone

**TOPIC CHANGE** | Agent (5Xverlxv...) | 2025-09-16 20:57:31 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw | Removed: 5PPI2RS4TSeSg5z-6z7TAQ, majmLeKgRJekuZZECNBxAQ

**STATUS CHANGE** | Agent (5Xverlxv...) | 2025-09-16 20:57:31 UTC | Status: CLOSED

## Conversation: -Hy13iAkSfaV0hdrOeVWQg

Messages: 6 | Customers: 1 | Duration: 2025-09-16 12:15:50 UTC to 2025-09-16 14:44:55 UTC

**EMAIL | Customer (HrjJ61-o...) | 2025-09-16 12:15:50 UTC**

**From:** chaysherman@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Collar?

What are my other options for getting this to work? Sent from Yahoo Mail for iPhone On Friday, September 12, 2025, 8:42 AM, Rachel Sherman wrote: I tried adding collar and pressed the button to add while the app was open, it said that collar is linked to a different account.... Sent from Yahoo Mail for iPhone On Thursday, September 11, 2025, 10:03 AM, Halo Collar wrote: Hi Rachel, It sounds like there might be a syncing issue with your Halo Collar account. This can often refresh the connection and resolve the issue. If the problem persists, please let us know, and we can explore further troubleshooting steps. Thank you for your patience! The Halo Collar Virtual Assistant On Thursday, September 11, 2025, 2:03 PM "Rachel Sherman" wrote: I had a hard time getting into my account, finally got in and it's saying I have no fence or collar attached. Susie has had her halo callor for a few years not sure why it's saying this?Any idea what's going on? Thank youRachel Sherman Sent from Yahoo Mail for iPhone

**EMAIL | Customer (HrjJ61-o...) | 2025-09-16 13:25:57 UTC**

**From:** chaysherman@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Collar?

My callar seems to be working for my dog Susie, but when I open my app it doesn't show up, I have tried adding collar and press the button to do that on the collar and it says "collar is linked to another account." This makes no sense to me. I need to adjust my fence but can't because the caller and app are not synced. Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 8:16 AM, Halo Collar wrote: Hi Rachel, Thank you for reaching out! To better assist you, could you please provide more details about the issue you're experiencing? This will help us offer the best possible solution tailored to your needs. Looking forward to your response! Best regards, Halo Collar Customer Experience Team The Halo Collar Virtual Assistant On Tuesday, September 16, 2025, 12:15 PM "Rachel Sherman" wrote: What are my other options for getting this to work? Sent from Yahoo Mail for iPhone On Friday, September 12, 2025, 8:42 AM, Rachel Sherman wrote: I tried adding collar and pressed the button to add while the app was open, it said that collar is linked to a different account.... Sent from Yahoo Mail for iPhone On Thursday, September 11, 2025, 10:03 AM, Halo Collar wrote: Hi Rachel, It sounds like there might be a syncing issue with your Halo Collar account. This can often refresh the connection and resolve the issue. If the problem persists, please let us know, and we can explore further troubleshooting steps. Thank you for your patience! The Halo Collar Virtual Assistant On Thursday, September 11, 2025, 2:03 PM "Rachel Sherman" wrote: I had a hard time getting into my account, finally got in and it's saying I have no fence or collar attached. Susie has had her halo callor for a few years not sure why it's saying this?Any idea what's going on? Thank youRachel Sherman Sent from Yahoo Mail for iPhone

**TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 14:39:33 UTC**

Added: 2ne7xWQcT7SR-eLsslslsQ

**EMAIL | Agent (poWIULpl...) | 2025-09-16 14:40:07 UTC**

**From:** support@halocollar.com

**To:** chaysherman@yahoo.com

**Subject:** Re: Collar?

Hello Rachel, Thanks for reaching out Halo Support! According to our system, it shows your collar on your account and it shows you have a fence (last updated Sept 3, 2025). We

**STATUS CHANGE** / Agent (poWIULpl...) / 2025-09-16 14:44:55 UTC / Status: CLOSED

## Conversation: QlawtaVrTkq2Ltbv46XCeg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:16:25 UTC to 2025-09-16 14:17:01 UTC

**Customer (X9lBr7uq...)** | 2025-09-16 12:16:25 UTC | halocollar.com

My collar is not charging

**System/AI** | 2025-09-16 12:16:56 UTC | halocollar.com

Hi there! If your Halo Collar isn't charging, try these steps: Check Power Source: Use a USB-C cable and charging block, not a computer. Ensure LED lights appear. Remove Case: If using a Halo Pro Case, remove it for proper charging contact. Test Charger and Cable: Ensure they work with another device. Inspect Charging Port: Clean the gold pins with a Q-tip and rubbing alcohol. Allow to dry fully. Perform a Hard Reset: Keep the collar plugged in for 5 minutes, hold the power button for 15 seconds, then release. If issues persist, please contact Halo live support for further assistance.

**STATUS CHANGE** | Unknown | 2025-09-16 14:17:01 UTC | Status: CLOSED

## Conversation: TltBymWbQ4iitcR2eQyjTg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:16:26 UTC to 2025-09-16 13:30:16 UTC

**EMAIL | Customer (flsdbLnE...) | 2025-09-16 12:16:26 UTC**

**From:** carolyncoxbarne@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Warranty replacement

Good morning. Thank you for your help. I guess after you sent the email a prompt popped up on my app to confirm my address. I completed that. I need to know if a new collar has been sent? I also got notice that the current collar has been automatically unlinked for my account. I am now stuck with no collar, which is fine because the other one would not quit beeping. beeping. Please update me as to where this case is? I have been through the app and I cannot find any info on if the new collar has been processed and sent thank you Sent from my iPhone. Please excuse all typos. Carolyn Barnes [O] 770-530-0674 On Sep 13, 2025, at 2:05 PM, Halo Collar wrote: Hello Carolyn, I have sent a new link to you via email (separate from this one). If that does not work, please visit us in the Dog Park or call us at (214) 238-9788 for assistance. With pawsitivity, Paisley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 10:46 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Saturday, September 13, 2025, 5:46 PM "Carolyn Barnes" wrote: Was told diagnostic for collar showed it was bad and needed address to send. Link does not work. Please help. This is the 3rd time you guys have had to send me a new collar!!! Sent from my iPhone. Please excuse all typos. Carolyn Barnes [O] 770-530-0674

**EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:30:07 UTC**

**From:** support@halocollar.com

**To:** carolyncoxbarne@gmail.com

**Subject:** Re: Warranty replacement

Hello Carolyn, Thank you for reaching out to our Halo Support team! I understand that you are checking on the status of your replacement collar. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. As soon as the order is shipped, you will receive an email with the tracking number. Please don't hesitate to contact us with any further questions or concerns. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:16 AM "Carolyn Barnes" wrote: > Good morning. Thank you for your help. I guess after you sent the email a prompt popped up on my app to confirm my address. I completed that. I need to know if a new collar has been sent? I also got notice that the current collar has been automatically unlinked for my account. I am now stuck with no collar, which is fine because the other one would not quit beeping. beeping. Please update me as to where this case is? I have been through the app and I cannot find any info on if the new collar has been processed and sent thank you > Sent from my iPhone. Please excuse all typos. > Carolyn Barnes > [O] > 770-530-0674 > On Sep 13, 2025, at 2:05 PM, Halo Collar wrote: > > Hello Carolyn, > > I have sent a new link to you via email (separate from this one). If that does not work, please visit us in the Dog Park or call us at (214) 238-9788 for assistance. > With pawsitivity, > Paisley Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our

Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 10:46 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Saturday, September 13, 2025, 5:46 PM "Carolyn Barnes" wrote: Was told diagnostic for collar showed it was bad and needed address to send. Link does not work. Please help. This is the 3rd time you guys have had to send me a new collar!!! > Sent from my iPhone. Please excuse all typos. > Carolyn Barnes > [O] > 770-530-0674

**AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:30:08 UTC**

First and Last Name: Carolyn Barnes Email: carolyncoxbarnes@gmail.com Phone Number: 17705300674 Collar SN: 25h4193396rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The cx is checking on the status of their replacement collar. Next Steps: Email the cx letting them know that they will receive an email with the tracking number as soon as the order is shipped. Submit as resolved.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 13:30:14 UTC

Added: yuytZ0InRc2UDUrYWXc\_JQ

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 13:30:16 UTC | Status: CLOSED

## Conversation: SfUP3ujnRXGGbZCM0ldOcw

Messages: 2 | Customers: 1 | Duration: 2025-09-16 12:16:52 UTC to 2025-09-16 14:18:01 UTC

**EMAIL | Customer (W1TFeBc1...) | 2025-09-16 12:16:52 UTC**

**From:** janicemstrong@gmail.com

**To:** support@halocollar.com

**Subject:** Cancel order of charger

Hi is it too late to cancel the order #1016-0166? I found mine! Thanks Janice strong Sent from my iPhone

**STATUS CHANGE** | Unknown | 2025-09-16 14:18:01 UTC | Status: CLOSED

## Conversation: VJAT5Lz0RpS4Md52e65B2w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:17:06 UTC to 2025-09-16 13:37:05 UTC

### EMAIL | Customer (aSULOakx...) | 2025-09-16 12:17:06 UTC

**From:** j77mzx@gmail.com

**To:** support@halocollar.com

**Subject:** Package not coming

Hey there, I'm hoping you guys can get this package moving along on FedEx's end. I spoke with someone on the live chat the other day and they told me to give it a couple days. I have attached a screenshot with the tracking number for my order. The package has been in the same location for 11 days. Thank you

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:34:00 UTC

Added: yuytZ0lnRc2UDUrYWXc\_JQ

### EMAIL | Agent (poWIULpl...) | 2025-09-16 13:34:01 UTC

**From:** support@halocollar.com

**To:** j77mzx@gmail.com

**Subject:** Re: Package not coming

Hello Justin, Thanks for reaching out to Halo Support! Since FedEx does not deliver to P.O Boxes, they handed over your order to USPS (via FedEx SmartPost) on Sept 5, 2025, for delivery to you. Hence FedEx tracking will end on that date due to the hand off to USPS. Please be patient as Halo Collar nor FedEx can track your order after USPS takes it. If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:17 AM

support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:17 PM "Justin Murphy" wrote: > > Hey there, > > > I'm hoping you guys can get this package moving along on FedEx's end. I > > spoke with someone on the live chat the other day and they told me to give > > it a couple days. I have attached a screenshot with the tracking number for > > my order. The package has been in the same location for 11 days. > > > Thank you > >

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 13:37:04 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Justin Murphy Email: j77mzx@gmail.com Phone Number: Collar SN: Collar FW: Collar Purchased From: Halo Resources: Gladly, AP, FedEx Recap/TS: Cx is WISMO replacements. According to previous notes, shipping address was a PO Box. According to FedEx, order was handed over to USPS via FedEx SmartPost on Sept 5, 2025. Email cx the info and to be patient. Next Steps: Resolved.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:37:05 UTC | Status: CLOSED



## Conversation: 7q0BXe5SThyYwKEXvCYLUg

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 12:17:34 UTC to 2025-09-16 12:17:34 UTC*

**STATUS CHANGE** | Agent (fjgXI6FE...) | 2025-09-16 12:17:34 UTC | Status: CLOSED

## Conversation: v3ly14-4QwCiK\_wGRgeYWA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:18:24 UTC to 2025-09-16 12:19:54 UTC

EMAIL | Agent (nNKLv8vG...) | 2025-09-16 12:18:24 UTC

**From:** support@halocollar.com

**To:** courtneyirene15@gmail.com

**Subject:** Halo 3 collar needs a firmware update - Firmware can only update when charging and connected to your Wi-Fi

Hello Courtney, Thank you so much for your update. We want you to know how much we appreciate you being part of the Halo family. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. If we can help you in any way in the future, please don't hesitate to let me know. We wish you and your pup all the best on your adventures together. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:51 PM "Courtney Osbakken" wrote: > I bought the collar in May 2024 and we didn't start regularly using it until September 2024. So essentially the collars only last 12-16 months? I will pass on buying a new collar. > > Thanks for the information. > > Sent from my iPhone > On Sep 15, 2025, at 3:20 PM, Halo Collar wrote: > > Hi Courtney, > > My name is Robinson with the Collar Evaluation Technical Team. Thank you for your patience while we completed the evaluation of your Halo Collar. After a thorough review, we've determined that your collar requires replacement. > > Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: > Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. (<https://support.halocollar.com/hc/en-us/articles/4407672236055-What-is-Halo-Care>) > Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. (<https://support.halocollar.com/hc/en-us/articles/5729323187991-What-is-Halo-Protection>) > > Here are the steps on How to Upgrade to the Latest Halo Model. (<https://support.halocollar.com/hc/en-us/articles/16928320022167-How-to-Upgrade-to-a-Halo-Collar-3>) > Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. > > You can review our warranty policy here. (<https://www.halocollar.com/unified-terms-and-conditions/#LimitedWarranty>) > > Please let us know if you have any additional questions! > We're here to help! > > If you have any questions, please do not hesitate to reach out, and we'll be happy to help! > > Best Regards , > Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ > > On Monday, September 15, 2025, 2:51 PM "Courtney Osbakken" wrote: The email address on file is courtneyirene15@gmail.com > Thanks! > > Sent from my iPhone > On Sep 15, 2025, at 12:33 PM, Halo Collar wrote: > > Hello Courtney, > > Before we can proceed to assist you further, please confirm the email address associated with the account, as this email address is not associated with any account. > With pawsitivity, > Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent

face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 1:30 PM "Courtney Osbakken" wrote: Starting this morning at like 6am I got a notification that the collar was dying every minute. I understand needing to know that the collar is going to die but the notifications were very excessive to the point of turning them off and now hoping Payton doesn't go through the boundary because I won't get a notification if she does. I'll attach a video of the amount of notifications I received. > > Sent from my iPhone > On Sep 15, 2025, at 8:28 AM, Halo Collar wrote: > > Hi Courtney, > I know the mobile app can be frustrating, but I am here to lend a hand. I am reaching out today because you initiated a troubleshooting ticket from your mobile app. I need some additional information concerning the error message you received. Could you please provide any screenshots of the error alongside a detailed description of the effects this error had on the collar or its performance? If you have already solved the issue or if this troubleshooting ticket was made in error disregard this message. Otherwise, you may reply to this message and we will be happy to begin the troubleshooting process with you. Or you can reach us by phone at (214) 238-9788 our phone hours are 8:00 am to 6:00 pm EST (Monday through Friday) and 10:00 am to 4:00 pm EST (Saturday and Sunday). You can schedule additional support by visiting our Halo Dog Park here. ([https://dogpark.halocollar.com/services/support?\\_gl=1\\*1ybmgee\\*\\_gcl\\_au\\*MTc5ODExODIwMC4xNzAwMjYyMzU2\\*FPAU\\*MTc5ODExODIwMC4xNzAwMjYyMzU2\\*\\_ga\\*MTM5NjcyOTA5LjE3MDAyNjIzNTc.\\*\\_ga\\_FJCH89P7CZ\\*MTcwMTE4MDE5MC40LjEuMTcwMTE4MDM2Ni4wLjAuMA..\\*\\_fplc\\*WWpzZzBXRIFCV3FjRjNkY0IEMIR1WmpPM09NakxxdCUyQmpHd3ZQM2c0UkEwaWtjcE9HeklvYjZGeE5xc3laV1kyT2slMki0UkJvakMxeEtmTVRZeVB5RHZCRzB3bXFJQ2c1VURiejJjZ2lIdmNFMXVtZ2JvYjdjYkpmFNZeUR0dyUzRCUzRA..](https://dogpark.halocollar.com/services/support?_gl=1*1ybmgee*_gcl_au*MTc5ODExODIwMC4xNzAwMjYyMzU2*FPAU*MTc5ODExODIwMC4xNzAwMjYyMzU2*_ga*MTM5NjcyOTA5LjE3MDAyNjIzNTc.*_ga_FJCH89P7CZ*MTcwMTE4MDE5MC40LjEuMTcwMTE4MDM2Ni4wLjAuMA..*_fplc*WWpzZzBXRIFCV3FjRjNkY0IEMIR1WmpPM09NakxxdCUyQmpHd3ZQM2c0UkEwaWtjcE9HeklvYjZGeE5xc3laV1kyT2slMki0UkJvakMxeEtmTVRZeVB5RHZCRzB3bXFJQ2c1VURiejJjZ2lIdmNFMXVtZ2JvYjdjYkpmFNZeUR0dyUzRCUzRA..)) > With pawsitivity, > Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 7:38 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 11:38 AM "Courtney Osbakken" wrote:

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:19:30 UTC

Removed: bDcJwjoMTjeffz13hM6gAA

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:19:51 UTC

Added: PT5SzfGLQx6qJKX6efjzxA

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 12:19:52 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Courtney Hendrickson Email: courtneyirene15@gmail.com Phone Number: unknown Collar SN: 24h3132724rt (Payton) - Halo 3 purchased from Scheels/18353213 / OWW by 127 days. Collar FW: v.02.08.11 on 07/29/2025 15:02 (pushed FW update) Collar Purchased From: Scheels/18353213 Resources: Verified CX in AP, Gladly. Recap/TS: Halo 3 collar / OWW by 127 days needs FW update - CX sent OWW upgrade options Next Steps: email

**STATUS CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:19:54 UTC | Status: CLOSED

## Conversation: 0n6TX1RISX6oQuhf\_ik-Ww

Messages: 2 | Customers: 1 | Duration: 2025-09-16 12:23:20 UTC to 2025-09-16 12:23:24 UTC

EMAIL | Agent (FaDnBtgn...) | 2025-09-16 12:23:20 UTC

**From:** support@halocollar.com

**To:** lgreenlund@verizon.net

**Subject:** Refund

Hello Lisa, I have gone ahead and issued you a \$50 gift card for the difference. If you need anything else, please don't hesitate to reach back out. Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Friday, September 12, 2025, 3:49 PM "lisa greenlund" wrote: > Hi Tiff, at no point did i return a collar so shiping/restocking fee does not apply here. Please advise. Thank you! > Lisa > > Yahoo Mail: Search, Organize, Conquer > > On Fri, Sep 12, 2025 at 3:26 PM, Halo Collar wrote: Hello Lisa, > We hope you and your pup are doing well today. > We're here to help with your Halo Collar refund and wanted to share a quick update. > We're having a little trouble processing the refund through our automated system, so we'd like to send it another way using a "Tremendous" gift card in the amount of \$574.00. > Here's how it works: > - The card functions like a VISA > - You can use it almost anywhere, or even deposit it into your bank account > - It will be emailed to you by Tremendous within the next couple of days > - If you don't see it, check your junk or spam folder > We want to make this as smooth as possible for you. > As outlined in the policy, the following amounts were withheld: > - \$25 for return shipping and restocking > - The original shipping cost (plus sales tax, where applicable) > > You can find full details here: [Return Policy Details](#) > If you have any questions at all, we're just a message away and happy to help. > > Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■

> On Friday, September 12, 2025, 1:00 PM "lisa greenlund" wrote: > Hi Tiff, im emailing you to let you know that I still have not received a refund for my October purchase of the defective collar that I replaced through Amazon after getting a bit of a run around with Halo. Can you provide me with an update as it has been two or three weeks now since the refund was approved. Thank you! Lisa Greenlund > > Yahoo Mail: Search, Organize, Conquer > > On Sat, Aug 23, 2025 at 1:24 PM, Halo Collar wrote: Its completely okay that you missed my call! I just wanted to call you with the good news! > It was our pleasure! Glad to hear you will be a continued happy customer. We appreciate you being part of the Halo pack. > I hope you and Tobey have a great weekend! > Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■

> On Saturday, August 23, 2025, 12:18 PM "lisa greenlund" wrote: > Thank you Tiff! I'm sorry that I missed your call. I appreciate the refund and I will continue to be a happy customer. Thank you and please extend a Thank you to Jamie also. > > Lisa Greenlund and Tobey > > Yahoo Mail: Search, Organize, Conquer > > On Sat, Aug 23, 2025 at 12:04 PM, Halo Collar wrote: Hello Lisa, > My name is Tiff, and I'm with the Management team here at Halo. I hope you and Tobey are doing well! > I have reviewed your case and details on wanting to get a refund on your collar. I want to say I am truly sorry for any inconvenience this may have caused you and Tobey and this is not the experience we want you too have! > I have gone ahead and started a refund for you and you should see it return to your original payment method in about a week, depending on your bank. > I also went ahead and deactivated collar SN 25h4280727. This was the dead unit collar that you called in to trouble shoot. You will need to dispose of it according to your local guidelines on disposal of lithium batteries. > If you need anything else I will place my call scheduling link below, or you could follow up to this email at any time if none of those times work for you! > Tiff's call schedule link. > I look forward to hearing from you! > Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > > > >

STATUS CHANGE | Agent (FaDnBtgn...) | 2025-09-16 12:23:24 UTC | Status: CLOSED

## Conversation: 0poDeOFzTR2PW4qu5o\_nVA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:23:32 UTC to 2025-09-16 13:02:45 UTC

**PHONE\_CALL** | Customer (46RXm7YJ...) | 2025-09-16 12:23:32 UTC

### **AGENT NOTE | Agent (aENgd0M-...) | 2025-09-16 13:02:07 UTC**

Live Team Notes Serial Numbers: FW: Issue/ Need: WISMO replacement Troubleshooting & Actions Taken: No tracking information yet, advised cx it will be sent as soon as its available. Resources Used (provide details): (KB articles, Slack posts, internal docs.):kb, gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **EMAIL | Agent (aENgd0M-...) | 2025-09-16 13:02:36 UTC**

**From:** support@halocollar.com

**To:** herbert.raymor@gmail.com

**Subject:** Halo Support Follow Up

Hello Herb, Thank you for calling Halo Support today. This is Gabriel. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Gabriel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (aENgd0M-...) | 2025-09-16 13:02:41 UTC

Added: yuytZ0InRc2UDUrYWXc\_JQ

**STATUS CHANGE** | Agent (aENgd0M-...) | 2025-09-16 13:02:45 UTC | Status: CLOSED

## Conversation: PlrOiQIPQSGINAIj-A21mA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 12:26:52 UTC to 2025-09-16 13:46:12 UTC

EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 12:26:52 UTC

**From:** support@halocollar.com

**To:** twowheelsforpaws@gmail.com

**Subject:** Re: Halo Collar Replacement Request

Hi Todd, Thank you for reaching out to Halo Collar Support! We surely understand your concern with this, and I am more than happy to assist you. Although we do put 2-day air shipping on all of our warranty replacement deliveries, the estimated timeline for delivery is still 3-5 business days. The estimated delivery day you received of Wednesday, 9/17/25, will be the third business day. Should you have any further questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:20 PM "Todd Palmer" wrote: > "Marissa > Halo Senior Customer Support" had a conversation that covered this topic > in detail, she told me delivery by Wednesday via Fed-x 2 day. Please share > this message with her. > Thank you > Todd Palmer > > On Mon, Sep 15, 2025 at 4:22 PM Halo Collar wrote: > > > Hello Todd, > > > They are usually delivered in 3-5 business days. Today is the first > > business day since the address was confirmed. You will receive an email > > once it ships. > > > Please let us know if you need any other assistance. > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > On Monday, September 15, 2025, 4:35 PM "Todd Palmer" > twowheelsforpaws@gmail.com> wrote: > > > > When will they ship?? > > > > On Mon, Sep 15, 2025 at 3:02 PM Halo Collar > > wrote: > > > > Hello Todd, > > > > My name is Brandon, and I'm happy to assist you! > > Here is the latest information on your replacement request. > > > > - As soon as your order ships, you'll receive an email with your > > tracking details, allowing you to monitor the delivery. > > - You track your order here:\* Halo Collar Order Tracking\* > > > > > If you have any more questions, please don't hesitate to let us know. > > Thank you for being part of the Halo Family! > > > > > > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > > > On Monday, September 15, 2025, 3:48 PM "Todd Palmer" > twowheelsforpaws@gmail.com> wrote: > > > > I have no tracking information for the two warranty collars, where do I > > find them? > > > > On Sun, Sep 14, 2025 at 12:19 PM Halo Collar > > wrote: > > > > > Hi Todd, > > > > > Thank you so much for speaking with me today. > > > > > As discussed, we'll be issuing a refund of your annualized plan and a > > > > > refund for your collars purchased in April. As soon as you receive your > > > > > replacement collars, please send me an email so I can go ahead and set up > > > > > the return authorization and get a label sent. > > > > > Let me know if you have any additional questions or concerns, in the > > > > > meantime. > > > > > Best Regards, > > > > > Marissa > > > > > Halo Senior Customer Support > > > > > \*Halo Collar\* | Here for you and your best friend ■ > > > > > On Saturday, September 13, 2025, 11:28 AM support@halocollar.com wrote: > > > > > Hello Todd, > > > > > Thank you for reaching out and sharing your concern. We're genuinely > > > > > sorry for the trouble you've experienced. > > > > > We understand how important this is to you, and we want you to know that > > > > > your voice matters deeply to us. We've escalated your case to the right > > > > > person on our \*Management Team\* who is best equipped to help. > > > > > > > They'll be reaching out as soon as possible to support you directly and > > > > > work toward the best solution. We're committed to making this right for you > > > > > and your pup, and we truly appreciate your patience while we resolve the > > > > > issue. > > > > > If you need anything in the meantime, we're right here and happy to help. > > > > > > > With pawsitivity, > > > > > Able > > > > > Halo Customer Support > > > > > \*Halo Collar\* | Here for you and your best friend ■ > > > > > \*Need more help?\* > > > > > ■\*support@halocollar.com\* | ■\*Halo Help > > > > > Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > >



AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 12:27:11 UTC

**TOPIC CHANGE** | Agent (Rxxv4SeJw...) | 2025-09-16 12:27:19 UTC

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 12:27:20 UTC | Status: CLOSED

Just another over-promised and under delivered situation with Halo. On Tue, Sep 16, 2025 at 7:26 AM Halo Collar wrote: > Hi Todd, > > Thank you for reaching out to Halo Collar Support! We surely understand > your concern with this, and I am more than happy to assist you. > > Although we do put 2-day air shipping on all of our warranty replacement > deliveries, the estimated timeline for delivery is still 3-5 business days. > The estimated delivery day you received of Wednesday, 9/17/25, will be the > third business day. > > Should you have any further questions or concerns, please don't hesitate > to ask us! > > With pawsitivity, > Lacey > Halo Customer Support > \*Halo Collar\* | Here for you and your

best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\*  
> > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST  
\*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Monday,  
September 15, 2025, 7:20 PM "Todd Palmer" twowheelsforpaws@gmail.com> wrote: > >  
"Marissa > Halo Senior Customer Support" had a conversation that covered this topic > in  
detail, she told me delivery by Wednesday via Fed-x 2 day. Please > share this message  
with her. > Thank you > Todd Palmer > > On Mon, Sep 15, 2025 at 4:22 PM Halo Collar >  
wrote: > >> Hello Todd, > >> They are usually delivered in 3-5 business days. Today is  
the first >> business day since the address was confirmed. You will receive an email >>  
once it ships. >> >> Please let us know if you need any other assistance. >> >> Best  
Regards, >> Brandon >> Halo Senior Customer Support >> \*Halo Collar\* | Here for you  
and your best friend■ >> >> On Monday, September 15, 2025, 4:35 PM "Todd Palmer" >  
twowheelsforpaws@gmail.com> wrote: >> >> When will they ship?? >> >> On Mon, Sep  
15, 2025 at 3:02 PM Halo Collar >> wrote: >> >>> Hello Todd, >>> >>> My name is  
Brandon, and I'm happy to assist you! >>> Here is the latest information on your  
replacement request. >>> >>> - As soon as your order ships, you'll receive an email with  
your >>> tracking details, allowing you to monitor the delivery. >>> - You track your order  
here:\* Halo Collar Order Tracking\* >>> >>> >>> If you have any more questions, please  
don't hesitate to let us know. >>> Thank you for being part of the Halo Family! >>> >>>  
>>> >>> Best Regards, >>> Brandon >>> Halo Senior Customer Support >>> \*Halo  
Collar\* | Here for you and your best friend■ >>> >>> On Monday, September 15, 2025,  
3:48 PM "Todd Palmer" >> twowheelsforpaws@gmail.com> wrote: >>> >>> I have no  
tracking information for the two warranty collars, where do I >>> find them? >>> >>> On  
Sun, Sep 14, 2025 at 12:19 PM Halo Collar >>> wrote: >>> >>>> Hi Todd, >>>> >>>>  
Thank you so much for speaking with me today. >>>> >>>> As discussed, we'll be issuing  
a refund of your annualized plan and a >>>> refund for your collars purchased in April. As  
soon as you receive your >>>> replacement collars, please send me an email so I can go  
ahead and set up >>>> the return authorization and get a label sent. >>>> >>>> Let me  
know if you have any additional questions or concerns, in the >>>> meantime. >>>> >>>>  
Best Regards, >>>> Marissa >>>> Halo Senior Customer Support >>>> \*Halo Collar\* |  
Here for you and your best friend■ >>>> >>>> On Saturday, September 13, 2025, 11:28  
AM support@halocollar.com wrote: >>>> >>>> Hello Todd, >>>> >>>> Thank you for  
reaching out and sharing your concern. We're genuinely >>>> sorry for the trouble you've  
experienced. >>>> We understand how important this is to you, and we want you to know  
>>>> that your voice matters deeply to us. We've escalated your case to the >>>> right  
person on our \*Management Team\* who is best equipped to help. >>>> >>>> They'll be  
reaching out as soon as possible to support you directly and >>>> work toward the best  
solution. We're committed to making this right for you >>>> and your pup, and we truly  
appreciate your patience while we resolve the >>>> issue. >>>> >>>> If you need  
anything in the meantime, we're right here and happy to >>>> help. >>>> >>>> >>>> With  
pawsitivity, >>>> Able >>>> Halo Customer Support >>>> \*Halo Collar\* | Here for you and  
your best friend■ >>>> >>>> \*Need more help?\* >>>> ■\*support@halocollar.com\* |  
■\*Halo Help >>>> Center\* >>>> >>>> ■\*Speak to a live agent face-to-face at our \*\*Dog  
Park\* >>>> >>>> >>>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>>> >>>> \*Join  
Session\* to speak with the next available agent >>>> >>>> On Saturday, September 13,  
2025, 11:04 AM support@halocollar.com wrote: >>>> >>>> Hello Todd, >>>> >>>> My  
name is Able, and I want to thank you for your call. >>>> >>>> \*Please discontinue using  
your current collar immediately, as it will >>>> be deactivated due to a technical issue.\*  
>>>> >>>> We understand the importance of your Halo Collar in keeping your pup >>>>  
safe. This step is being taken to prioritize your dog's well-being. >>>> >>>> \*Here's what  
to expect:\* >>>> >>>> - Why it's being deactivated: A technical issue was identified that  
>>>> could affect how the collar works. >>>> - Why this matters: Using a collar with a  
known issue could result >>>> in unreliable tracking or feedback. Deactivation helps  
prevent a false >>>> sense of safety. >>>> - Your new collar will ship as soon as possible.  
You'll receive >>>> tracking details once it's on the way. >>>> >>>> >>>> \*Once your  
replacement collar arrives:\* >>>> >>>> - The package should include your pre-paid return  
shipping label as >>>> well as instructions on what to send back to us. >>>> - You will  
\*ONLY\* be sending back the Halo Unit, and keep all of >>>> the accessories that came  
with your collar originally. (Strap, Case, >>>> Charging Equipment, Contact Tips, Etc.)  
>>>> - You can return your defective collar in the same packaging the >>>> replacement  
came in. >>>> - If your package is missing the return shipping label, please >>>> contact



support so we can send you a new one. >>>> >>>> >>>> We understand this may be inconvenient, and we truly appreciate your >>>> patience. >>>> Please do not hesitate to\* contact our customer support\* >>>> . >>>> We are here to help! >>>> >>>> >>>> With pawsitivity, >>>> Able >>>> Halo Customer Support >>>> \*Halo Collar\* | Here for you and your best friend■ >>>> >>>> \*Need more help?\* >>>> ■\*support@halocollar.com\* | ■\*Halo Help >>>> Center\* >>>> >>>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >>>> >>>> >>>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>>> >>>> \*Join Session\* to speak with the next available agent >>>> >>>> >>>> >>>> >>>> >>>> >>>>

**STATUS CHANGE** | Customer (S4K009Ku...) | 2025-09-16 13:06:52 UTC | Status: OPEN

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:46:12 UTC | Status: CLOSED

## Conversation: 0Zs5RM46RxmyFQ2d3RaPTA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:28:16 UTC to 2025-09-16 14:00:58 UTC

### EMAIL | Customer (SNMZVKbU...) | 2025-09-16 12:28:16 UTC

**From:** sillylucy5@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

The collar light does not work. Hasn't worked in a while. I never know if it's charged or not. Luckily he stays in the yard now, so I imagine I'll be cancelled the monthly subscription. On Fri, Sep 12, 2025, 12:42 PM Halo Collar wrote: > Hello Deidre, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar > Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar > hasn't gone as expected. Thank you for taking the time to share your > feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, > and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us > — whichever is > easier for you. I'm here and ready to help however I can. > > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, > Bree > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ >

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 13:56:47 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx having issue with collar 25h4132812rt No lights Recap (When/Where/What the customer wants) Collar has 0% battery Last heard 10 hours ago Is This Resolved/Follow-Up Required? Sending troubleshooting steps If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:56:54 UTC

Added: SMYZ9ncRSlyKFeGsLX1pew

### EMAIL | Agent (sR--y62-...) | 2025-09-16 14:00:56 UTC

**From:** support@halocollar.com

**To:** sillylucy5@gmail.com

**Subject:** Re: Halo Collar Your Satisfaction Is Important!

Hello Deidre, Thank you for reaching out about the battery performance of your Halo Collar. chatMy name is Don, and I'll be assisting you. To get started, please follow the steps below to reset and evaluate the battery: Fully discharge the collar- Use the collar until the battery is completely drained and the device powers off. Leave it powered off for at least 5 hours- This rest period helps reset the battery behavior. Charge the collar fully- Plug it in and allow it to reach 100% without interruption. Monitor over the next 48 hours- Use the collar as usual and keep an eye on the battery life. If the issue persists after completing these steps, please reply to this email. We'll send your case to our Collar Evaluation Team to determine next steps. We're here to help! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 8:28 AM "Dee Eichstedt" wrote: > The collar light does not work. Hasn't worked in a while. I never know if > it's charged or not. Luckily he stays in the yard now, so I imagine I'll be > cancelled the monthly subscription. > > On Fri, Sep 12, 2025, 12:42 PM Halo Collar wrote: > > > Hello Deidre, > > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar > > Customer Success Team. > > > I'm sincerely sorry to hear that your experience with the Halo Collar > > hasn't gone as expected. Thank you for taking the time to share your > > feedback. It's extremely important for us to improve. > > > Our goal is always to make sure every member of our Pack feels supported, > > and I'd love the chance to help turn things around for you. > > > You can either reply directly to this email or book a call with us > > — whichever is > > easier for you. I'm here and ready to help however I can. > > > Thanks again for your time, and I hope we'll talk soon. > > > > Best Regards, > > Bree > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > >

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 14:00:58 UTC | Status: CLOSED

## Conversation: mHGRvDPYSlqJYoaiFU4kTQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:29:00 UTC to 2025-09-16 14:31:38 UTC

### EMAIL | Customer (ZyKe5UQK...) | 2025-09-16 12:29:00 UTC

**From:** laurapownall2023@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Jaynee's collar does not fully charge and seems to have trouble connecting

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:47:32 UTC

Added: 76jKdDJqQKG1X52gm4kjGg

### EMAIL | Agent (poWIULpl...) | 2025-09-16 13:47:53 UTC

**From:** support@halocollar.com

**To:** laurapownall2023@gmail.com

**Subject:** Halo Collar Charging Issue Troubleshooting Steps

Hello Laura, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively:

1. Check the Power SourceEnsure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer.
2. Check the Protective CaseSometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again.
3. Test the Charging EquipmentTo verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly.
4. Inspect Charging PortCheck the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting.
5. Perform a Hard ResetPlug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue.

If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend

■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:29 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:29 PM "Laura Pownall" wrote: > > Jaynee's collar does not fully charge and seems to have trouble connecting > >

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 14:31:36 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Laura Pownall Email: laurapownall2023@gmail.com Phone Number: Collar SN: 25h4280944r Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx 's collar not

fully charging and has issues with connectivity. Email cx "Halo Collar Charging Issue Troubleshooting Steps" Next Steps: Wait for cx to F/U.

**STATUS CHANGE** | Agent (poWIULpl...) | 2025-09-16 14:31:38 UTC | Status: CLOSED

## Conversation: NnhnXNlyRrGO69nPU-Wq0w

Messages: 8 | Customers: 1 | Duration: 2025-09-16 12:30:26 UTC to 2025-09-16 13:09:17 UTC

PHONE\_CALL | Customer (mPdkJ4ac...) | 2025-09-16 12:30:26 UTC

EMAIL | Agent (OVaCilev...) | 2025-09-16 12:47:53 UTC

**From:** support@halocollar.com

**To:** danhampton900@gmail.com

**Subject:** Halo Support Warranty Request Submitted

Hello Daniel, My name is Rob, and I want to thank you for your call this morning regarding your experience with the warranty. I'm glad we could team up to confirm what to expect next and address replacing Zeik's collar strap also. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Typically, replacement collars are delivered in 3-5 business days for most address locations. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. I've gone ahead and submitted the request to have your replacement Halo 4 Collar Strap shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (OVaCilev...) | 2025-09-16 12:51:50 UTC

First and Last Name: Daniel Hampton Email: danhampton900@gmail.com Collar SN: 25h4176517rt [Zeik] Collar FW: v.03.00.05 Resources: AP, Gladly Recap/TS: WISMO - replacement Address verified yesterday - today is BD #1 Also needs replacement Gray HC4 CX has made NUMEROUS referrals, but didn't realize we had the Refer a Friend - advised for future Verified Phone/Address for ARF Next Steps Follow-up? Emailed T1 ARF guidance Escalated to Accessories Request Full Name: Daniel Hampton Email: danhampton900@gmail.com Phone number: 8287126022 Collar SN: 25h4176517rt [Zeik] Collar Model: HC4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 190 Triple R Drive City: Canton State: NC Postal code: 28716 Country: US What are we sending the customer? (specify which model and color) If sending more than 1 of an item please specify: HC4 Collar Strap - Graphite Gray For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why". N/A

TOPIC CHANGE | Agent (OVaCilev...) | 2025-09-16 12:51:58 UTC

Added: yuytZ0InRc2UDUrYWXc\_JQ, -LmskJFZShWIO0nMJuMqlA

STATUS CHANGE | Agent (OVaCilev...) | 2025-09-16 12:52:01 UTC | Status: CLOSED

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 13:05:45 UTC | Status: OPEN

EMAIL | Agent (sR--y62-...) | 2025-09-16 13:09:16 UTC

**From:** support@halocollar.com

**To:** danhampton900@gmail.com

**Subject:** Re: Halo Support Warranty Request Submitted

Hello Daniel, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a graphite strap kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status. If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend. ■ On Tuesday, September 16, 2025, 8:47 AM support@halocollar.com wrote: > Hello Daniel, > > My name is Rob, and I want to thank you for your call this morning regarding your experience with the warranty. I'm glad we could team up to confirm what to expect next and address replacing Zeik's collar strap also. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. > > Here's what to expect: > Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Typically, replacement collars are delivered in 3-5 business days for most address locations. > > Once your replacement collar arrives: > The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. > > I've gone ahead and submitted the request to have your replacement Halo 4 Collar Strap shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > We understand this may be inconvenient, and we truly appreciate your patience. > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Rob > Halo Customer Support > Halo Collar | Here for you and your best friend. ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:09:17 UTC | Status: CLOSED

## Conversation: g146md0sTBeYOzyJ-za\_1g

Messages: 10 | Customers: 1 | Duration: 2025-09-16 12:32:01 UTC to 2025-09-16 19:54:39 UTC

**PHONE\_CALL** | Customer (gAB5E1Tj...) | 2025-09-16 12:32:01 UTC

### AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 12:37:20 UTC

First and Last Name: Suzanne Brett Email: suzannejcasey@gmail.com Collar SN: 23h3310498rt Collar FW: v.03.00.05 Resources: AP Answers Recap/TS: Charging port damaged Requested pic Warranty still active Next Steps Once CX provide pic, verify charging port pulling out. Then initiate WR

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 12:37:46 UTC

Added: 4NylcZCDQ\_-IGn\_argWl\_w

### EMAIL | Agent (t75aKvM6...) | 2025-09-16 12:38:04 UTC

**From:** support@halocollar.com  
**To:** suzannejcasey@gmail.com  
**Subject:** Halo Support Follow Up

Hello Suzanne, Thank you for calling Halo Support today. This is Ronald. It was truly a pleasure speaking with you and learning more about you and Ryder. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 12:38:07 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (gAB5E1Tj...) | 2025-09-16 19:47:16 UTC | Status: OPEN

### EMAIL | Customer (gAB5E1Tj...) | 2025-09-16 19:47:16 UTC

**From:** suzannejcasey@gmail.com  
**To:** support@halocollar.com  
**Subject:** Broken charging port  
Sent from my iPhone

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 19:53:35 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx has provided photo of damaged port on collar 23h3310498rt Battery level 0% Collar is within warranty window Recap (When/Where/What the customer wants) Sending macro to confirm collar is not in use Is This Resolved/Follow-Up Required? Once confirmed collar is not in use, please submit RMA thru AP If Follow Up Is Required (What/When) Cx will then need to verify shipping address Optional Additional Info: n/a

### EMAIL | Agent (sR--y62-...) | 2025-09-16 19:54:38 UTC

**From:** support@halocollar.com  
**To:** suzannejcasey@gmail.com  
**Subject:** Re: Broken charging port

Hello Suzanne, Thanks so much for the photo! I'm happy to submit your replacement request. We want to make sure everything is handled as smoothly as possible for you. Before we can move forward, we just need a quick confirmation: Is Ryder currently using the collar? For your pup's safety, we can't proceed until we know the collar is no longer in



use. Once the request is submitted, the collar will be deactivated and will no longer function. Once we receive your confirmation: We'll send you an email to verify your shipping address. After you confirm, your replacement will be processed and shipped as soon as possible. Please note that you will receive an email confirmation when the order ships. Please keep your eyes out for it! If you have any questions in the meantime, just let me know. We're here to help! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 3:47 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 7:47 PM "Suzanne Casey" wrote: > > > > Sent from my iPhone

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 19:54:39 UTC | Status: CLOSED

## Conversation: mSXuelucTAi3KnceLrLoNA

Messages: 20 | Customers: 1 | Duration: 2025-09-16 12:32:15 UTC to 2025-09-16 17:09:15 UTC

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:32:15 UTC

Added: oa5e98htSpOozRqx9wftLg

**EMAIL | Agent (nNKLv8vG...) | 2025-09-16 12:33:50 UTC**

**From:** support@halocollar.com

**To:** ktfishpaw@yahoo.com

**Subject:** RMA: AW-20250914-45757 (24h4412037rt) Warranty Replacement - Please confirm your shipping address to complete the process via the resent link within the Halo App.

Hello Kellie, Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:25 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 11:25 PM "Kellie Fishpaw" wrote: > > > Hi Hope your day is going well so far. > > I messaged the Halo Dog Park website. The friendly bot advised I email or call a service representative. I decided to email first so I can lay out the issue in exhaustive and probably annoying level of detail. > > Problem: my dog's collar will not stop beeping when my dog is wearing it. We have a split rail fence on 2.3 acres. We need the collar for her (Winnie) to be outside unattended. > > To trouble shoot the annoying beeping, I check that it's charged. It sat on the charger all night so it should be but who knows. A green light and a red light. oooooo Tricky! I put it back on the charger. Beeping stops. To figure out this green / red light thing I check my app. I see that a notification is on my "Settings". Hmmm I see that my collar has a critical issue! But what? I keep clicking to find more / perhaps actionable information. > > - A few clicks in and the Collar Diagnostic finally tells me something. "We've detected an issue with your collar that requires a replacement. We want to correct this right away and get a replacement collar on your dog. We just need you to confirm your shipping information to start the warranty process." > > - I click on the highlighted text that says "confirm your shipping information". > > - I get an notice that says "check your email. an email with next steps was sent to ktfishpaw@yahoo.com" > > - I got to my email. The email from Halo DOES NOT HAVE NEXT STEPS. Hmmm However, it does tell me to "sign in to my account" which i didn't realize was separate from the account i was just signed in to on my app. > > - I select "sign in to my account". I am taken to a screen asking for my login. > > - I login and am presented a home page. Nowhere does it ask me for my shipping information. I think i'm kinda smart and go to to the "Account Details" link. I only see Billing Information. THERE IS NO WHERE TO ADD SHIPPING. But it does say to "Refresh Account / Collar" and "Link a Collar to your Account". I assume it can't be the second option because I clearly have a collar THAT ISN'T WORKING. lol > > - So I select "Refresh Account / Collars". Alas, nothing happens. Well, not nothing. the Screen spins for a minute then comes back to itself. So nothing of importance happens except it gave me a

tiny bit of hope. > > - I then think well maybe I'm supposed to "Replace the Collar" even though it said I just need to update shipping. I select that option anyway. Only 2 options are presented: "Submit Warranty Replacement" or "Redeem Halo Care or Protection". > > - Seems logical to select "Submit Warranty Replacement" and so I do. > > - I am met with another screen that says "Warranty Replacement: we've got you covered with Halo's Warranty and Protection Plans". See screenshot attached. The net of the screenshot is > > > > - When an issue is automatically detected someone will notify me to confirm my shipping information. Well, a) i wasn't proactively notified. I had to see that in my app because the collar didn't stop beeping. and b) see Step 4 above. > > - Manual requests. I can contact Halo Dog Park and they will help me troubleshoot. \*sigh\* And here we are. > > Its obviously not your fault that I'm experiencing this odd loop. However, its a loop that the app development / account dev teams need to figure out. > > I think the net of my problem is... I need to update my shipping address and perhaps my phone number so that y'all can confirm my shipping and get me new battery as soon as possible. :) > > MY SHIPPING ADDRESS: 413 Meadowcreek RdCoppell TX 75019 > > MY PHONE NUMBER: 972-375-2141 > > I don't know the other information that would help figure this out but the Halo Collar seems to have serial number 24-H4412037-RT. I bought the new Halo Collar 4, All New GPS Wireless Dog Fence on June 9, 2025 from Amazon. Order #114-5992682-8397803. It was delivered on June 11, 2025 to my shipping address above. > > It was almost \$600 so its a little expensive to have the battery go out after 3 months. :( I'm sure you can understand. I mean ... the satellite mapping to the collar is almost worth it but maybe the battery and app communications need some improvement. > > I hope this email provides enough detail that it can be resolved on your end. But do call if you need further clarification or more information. 972-375-2141 > > Thank you so much! Kellie Fishpaw > >

**EMAIL | Agent (nNKLv8vG...) | 2025-09-16 12:34:08 UTC**

**From:** support@halocollar.com

**To:** ktfishpaw@yahoo.com

**Subject:** Re: RMA: AW-20250914-45757 (24h4412037rt) Warranty Replacement - Please confirm your shipping address to complete the process via the resent link within the Halo App.

Hello Kellie, My name is Michele and I want to thank you for your email. Please discontinue use of the collar immediately. Your Halo Collar will be deactivated due to a technical issue. We understand the importance of the collar in keeping your dog safe, and this decision is made with your pet's well-being as our top priority. Here's what to expect: Why it's being deactivated: A technical issue was detected that could impact the collar's performance. Why this matters: Using a collar with a known issue could lead to inconsistent tracking or functionality. Deactivation helps prevent any false sense of security. If you're waiting on a replacement: Your new collar will be shipped as soon as possible, and we'll send tracking details when it's on the way. Order information: Order Status Dashboard Requirements For Replacement Collars: All replacement requests require shipping address confirmation. Ensure the Halo App has been downloaded to your phone. You will receive an email that you will need to open on your phone. Click the link to confirm your shipping address. We understand that this can be inconvenient, but safety is our top priority. We appreciate your patience. If you have any questions, please don't hesitate to reach out. We're here to help! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:33 AM support@halocollar.com wrote: > Hello Kellie, > > Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. > I submitted your warranty request, and we are preparing your replacement collar. > > What to expect next: > You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > > Thank you for being part of our Halo Pack! > > With pawsitivity, > Michele > Halo

Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help?  
> ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at  
our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the  
next available agent > > On Monday, September 15, 2025, 7:25 PM  
support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry  
with our customer support team, and they will be in touch with you within the next 24 hours  
to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog  
Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap  
Halo Support → Tap Join Session → Allow any requested permissions. You can also join  
us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214)  
712-2270 > > > On Monday, September 15, 2025, 11:25 PM "Kellie Fishpaw" wrote: > >  
> > > Hi Hope your day is going well so far. > > > I messaged the Halo Dog Park website.  
The friendly bot advised I email or call a service representative. I decided to email first so I  
can lay out the issue in exhaustive and probably annoying level of detail. > > > Problem:  
my dog's collar will not stop beeping when my dog is wearing it. We have a split rail fence  
on 2.3 acres. We need the collar for her (Winnie) to be outside unattended. > > > To  
trouble shoot the annoying beeping, I check that it's charged. It sat on the charger all night  
so it should be but who knows. A green light and a red light. oooooo Tricky! I put it back on  
the charger. Beeping stops. To figure out this green / red light thing I check my app. I see  
that a notification is on my "Settings". Hmmm I see that my collar has a critical issue! But  
what? I keep clicking to find more / perhaps actionable information. > > > - A few clicks in  
and the Collar Diagnostic finally tells me something. "We've detected an issue with your  
collar that requires a replacement. We want to correct this right away and get a  
replacement collar on your dog. We just need you to confirm your shipping information to  
start the warranty process." > > > - I click on the highlighted text that says "confirm your  
shipping information". > > > - I get an notice that says "check your email. an email with  
next steps was sent to ktfishpaw@yahoo.com" > > > - I got to my email. The email from  
Halo DOES NOT HAVE NEXT STEPS. Hmmm However, it does tell me to "sign in to my  
account" which i didn't realize was separate from the account i was just signed in to on my  
app. > > > - I select "sign in to my account". I am taken to a screen asking for my login. > >  
> > - I login and am presented a home page. Nowhere does it ask me for my shipping  
information. I think i'm kinda smart and go to to the "Account Details" link. I only see Billing  
Information. THERE IS NO WHERE TO ADD SHIPPING. But it does say to "Refresh  
Account / Collar" and "Link a Collar to your Account". I assume it can't be the second  
option because I clearly have a collar THAT ISN'T WORKING. lol > > > - So I select  
"Refresh Account / Collars". Alas, nothing happens. Well, not nothing. the Screen spins for  
a minute then comes back to itself. So nothing of importance happens except it gave me a  
tiny bit of hope. > > > - I then think well maybe I'm supposed to "Replace the Collar" even  
though it said I just need to update shipping. I select that option anyway. Only 2 options  
are presented: "Submit Warranty Replacement" or "Redeem Halo Care or Protection". > >  
> > - Seems logical to select "Submit Warranty Replacement" and so I do. > > > - I am met  
with another screen that says "Warranty Replacement: we've got you covered with Halo's  
Warranty and Protection Plans". See screenshot attached. The net of the screenshot is >  
> > > > > - When an issue is automatically detected someone will notify me to confirm my  
shipping information. Well, a) i wasn't proactively notified. I had to see that in my app  
because the collar didn't stop beeping. and b) see Step 4 above. > > > - Manual requests.  
I can contact Halo Dog Park and they will help me troubleshoot. \*sigh\* And here we are. >  
> > Its obviously not your fault that I'm experiencing this odd loop. However, its a loop that  
the app development / account dev teams need to figure out. > > > I think the net of my  
problem is... I need to update my shipping address and perhaps my phone number so that  
y'all can confirm my shipping and get me new battery as soon as possible. :) > > > MY  
SHIPPING ADDRESS: 413 Meadowcreek RdCoppell TX 75019 > > > MY PHONE  
NUMBER: 972-375-2141 > > > I don't know the other information that would help figure  
this out but the Halo Collar seems to have serial number 24-H4412037-RT. I bought the  
new Halo Collar 4, All New GPS Wireless Dog Fence on June 9, 2025 from Amazon.  
Order #114-5992682-8397803. It was delivered on June 11, 2025 to my shipping address  
above. > > > It was almost \$600 so its a little expensive to have the battery go out after 3  
months. :( I'm sure you can understand. I mean ... the satellite mapping to the collar is  
almost worth it but maybe the battery and app communications need some improvement.  
> > > I hope this email provides enough detail that it can be resolved on your end. But do  
call if you need further clarification or more information. 972-375-2141 > > > Thank you so

much! Kellie Fishpaw > > >

**AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 12:34:36 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Kellie Fishpaw Email: ktfishpaw@yahoo.com Phone Number: Collar SN: 24h4412037rt (Winnie) - Halo 4 purchased from Amazon/AM-FBA18JPK7MH7 received critical error needs WR. RMA: AW-20250914-45757 - CX still needs to confirm shipping address (2 bd) - resent link & deactivation notice. Collar FW: v.03.00.05 on 08/18/2025 23:21 Collar Purchased From: Amazon/AM-FBA18JPK7MH7 Resources: Verified CX in AP, Gladly Recap/TS: RMA: AW-20250914-45757 (24h4412037rt) Wismo/tracking # question. CX still needs to confirm shipping address (2 bd) - resent link & deactivation notice. Next Steps: email

**STATUS CHANGE | Agent (nNKLv8vG...) | 2025-09-16 12:34:37 UTC | Status: CLOSED**

**EMAIL | Customer (RN0H1vsD...) | 2025-09-16 14:42:00 UTC**

**From:** ktfishpaw@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: RMA: AW-20250914-45757 (24h4412037rt) Warranty Replacement - Please confirm your shipping address to complete the process via the resent link within the Halo App.

No surprise here. I did not receive the email asking for me to confirm my shipping address. I can't understand why yall can't figure this out. I provided my address. PLEASE UPDATE MY ACCOUNT SINCE YOIR EMAIL LOOPING SYSTEM DOESNT WORK. On Sep 16, 2025, at 7:33 AM, Halo Collar wrote: Hello Kellie, Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:25 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Monday, September 15, 2025, 11:25 PM "Kellie Fishpaw" wrote: Hi Hope your day is going well so far. I messaged the Halo Dog Park website. The friendly bot advised I email or call a service representative. I decided to email first so I can lay out the issue in exhaustive and probably annoying level of detail. Problem: my dog's collar will not stop beeping when my dog is wearing it. We have a split rail fence on 2.3 acres. We need the collar for her (Winnie) to be outside unattended. To trouble shoot the annoying beeping, I check that it's charged. It sat on the charger all night so it should be but who knows. A green light and a red light. oooooo Tricky! I put it back on the charger. Beeping stops. To figure out this green / red light thing I check my app. I see that a notification is on my "Settings". Hmmm I see that my collar has a critical issue! But what? I keep clicking to find more / perhaps actionable information. Its obviously not your fault that I'm experiencing this odd loop. However, its a loop that the app development / account dev teams need to figure out. \* A few clicks in and the Collar Diagnostic finally tells me something. "We've detected an issue with your collar that requires a replacement. We want to correct this right away and get a replacement collar on your dog. We just need you to confirm your shipping information to

start the warranty process." \* I click on the highlighted text that says "confirm your shipping information". \* I get an notice that says "check your email. an email with next steps was sent to ktfishpaw@yahoo.com" \* I got to my email. The email from Halo DOES NOT HAVE NEXT STEPS. Hmmm However, it does tell me to "sign in to my account" which i didn't realize was separate from the account i was just signed in to on my app. \* I select "sign in to my account". I am taken to a screen asking for my login. \* I login and am presented a home page. Nowhere does it ask me for my shipping information. I think i'm kinda smart and go to to the "Account Details" link. I only see Billing Information. THERE IS NO WHERE TO ADD SHIPPING. But it does say to "Refresh Account / Collar" and "Link a Collar to your Account". I assume it can't be the second option because I clearly have a collar THAT ISN'T WORKING. lol \* So I select "Refresh Account / Collars". Alas, nothing happens. Well, not nothing. the Screen spins for a minute then comes back to itself. So nothing of importance happens except it gave me a tiny bit of hope. \* I then think well maybe I'm supposed to "Replace the Collar" even though it said I just need to update shipping. I select that option anyway. Only 2 options are presented: "Submit Warranty Replacement" or "Redeem Halo Care or Protection". \* Seems logical to select "Submit Warranty Replacement" and so I do. \* I am met with another screen that says "Warranty Replacement: we've got you covered with Halo's Warranty and Protection Plans". See screenshot attached. The net of the screenshot is \* When an issue is automatically detected someone will notify me to confirm my shipping information. Well, a) i wasn't proactively notified. I had to see that in my app because the collar didn't stop beeping. and b) see Step 4 above. \* Manual requests. I can contact Halo Dog Park and they will help me troubleshoot. \*sigh\* And here we are. I think the net of my problem is... I need to update my shipping address and perhaps my phone number so that y'all can confirm my shipping and get me new battery as soon as possible. :) MY SHIPPING ADDRESS: 413 Meadowcreek Rd Coppell TX 75019 MY PHONE NUMBER: 972-375-2141 I don't know the other information that would help figure this out but the Halo Collar seems to have serial number 24-H4412037-RT. I bought the new Halo Collar 4, All New GPS Wireless Dog Fence on June 9, 2025 from Amazon. Order #114-5992682-8397803. It was delivered on June 11, 2025 to my shipping address above. It was almost \$600 so its a little expensive to have the battery go out after 3 months. :( I'm sure you can understand. I mean ... the satellite mapping to the collar is almost worth it but maybe the battery and app communications need some improvement. I hope this email provides enough detail that it can be resolved on your end. But do call if you need further clarification or more information. 972-375-2141 Thank you so much! Kellie Fishpaw

*STATUS CHANGE | Customer (RN0H1vsD...) | 2025-09-16 14:42:00 UTC | Status: OPEN*

**EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 14:54:50 UTC**

**From:** support@halocollar.com

**To:** ktfishpaw@yahoo.com

**Subject:** Re: RMA: AW-20250914-45757 (24h4412037rt) Warranty Replacement - Please confirm your shipping address to complete the process via the resent link within the Halo App.

Hi Kellie! We apologize for the inconvenience you have experienced. Here is how to confirm your address and submit the warranty: Login to your account at halocollar.com Open a new tab and click the link or copy and paste the link in the new tab: <https://haloapp.app.link/dynamic-warranty?dlref=https%3a%2f%2fhalocollar.com%2fwarranty-access%3fwarrantyID%3dAW-20250914-45757> Please let us know if you require further assistance. With pawitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:42 AM "Kellie Fishpaw" wrote: > No surprise here. I did not receive the email asking for me to confirm my shipping address. I can't understand why y'all can't figure this out. I provided my address. PLEASE UPDATE MY ACCOUNT SINCE YOIR EMAIL LOOPING SYSTEM DOESNT WORK. > On Sep 16, 2025, at 7:33 AM, Halo Collar wrote: > Hello Kellie, > Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. > What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your



address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > Thank you for being part of our Halo Pack! > With pawsitivity, > Michele Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 7:25 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 11:25 PM "Kellie Fishpaw" wrote: > Hi > Hope your day is going well so far. > > I messaged the Halo Dog Park website. The friendly bot advised I email or call a service representative. I decided to email first so I can lay out the issue in exhaustive and probably annoying level of detail. > > Problem: my dog's collar will not stop beeping when my dog is wearing it. We have a split rail fence on 2.3 acres. We need the collar for her (Winnie) to be outside unattended. > > To trouble shoot the annoying beeping, I check that it's charged. It sat on the charger all night so it should be but who knows. A green light and a red light. oooooo Tricky! I put it back on the charger. Beeping stops. To figure out this green / red light thing I check my app. I see that a notification is on my "Settings". Hmmmm I see that my collar has a critical issue! But what? I keep clicking to find more / perhaps actionable information. Its obviously not your fault that I'm experiencing this odd loop. However, its a loop that the app development / account dev teams need to figure out. > \* A few clicks in and the Collar Diagnostic finally tells me something. "We've detected an issue with your collar that requires a replacement. We want to correct this right away and get a replacement collar on your dog. We just need you to confirm your shipping information to start the warranty process." > \* I click on the highlighted text that says "confirm your shipping information". > \* I get an notice that says "check your email. an email with next steps was sent to ktfishpaw@yahoo.com" > \* I got to my email. The email from Halo DOES NOT HAVE NEXT STEPS. Hmmmm However, it does tell me to "sign in to my account" which i didn't realize was separate from the account i was just signed in to on my app. > \* I select "sign in to my account". I am taken to a screen asking for my login. > \* I login and am presented a home page. Nowhere does it ask me for my shipping information. I think i'm kinda smart and go to to the "Account Details" link. I only see Billing Information. THERE IS NO WHERE TO ADD SHIPPING. But it does say to "Refresh Account / Collar" and "Link a Collar to your Account". I assume it can't be the second option because I clearly have a collar THAT ISN'T WORKING. lol > \* So I select "Refresh Account / Collars". Alas, nothing happens. Well, not nothing. the Screen spins for a minute then comes back to itself. So nothing of importance happens except it gave me a tiny bit of hope. > \* I then think well maybe I'm supposed to "Replace the Collar" even though it said I just need to update shipping. I select that option anyway. Only 2 options are presented: "Submit Warranty Replacement" or "Redeem Halo Care or Protection". > \* Seems logical to select "Submit Warranty Replacement" and so I do. > \* I am met with another screen that says "Warranty Replacement: we've got you covered with Halo's Warranty and Protection Plans". See screenshot attached. The net of the screenshot is > \* When an issue is automatically detected someone will notify me to confirm my shipping information. Well, a) i wasn't proactively notified. I had to see that in my app because the collar didn't stop beeping. and b) see Step 4 above. > \* Manual requests. I can contact Halo Dog Park and they will help me troubleshoot. \*sigh\* And here we are. > > I think the net of my problem is... I need to update my shipping address and perhaps my phone number so that y'all can confirm my shipping and get me new battery as soon as possible. :) > > MY SHIPPING ADDRESS: > 413 Meadowcreek Rd > Coppell TX 75019 > > MY PHONE NUMBER: > 972-375-2141 > > I don't know the other information that would help figure this out but the Halo Collar seems to have serial number 24-H4412037-RT. I bought the new Halo Collar 4, All New GPS Wireless Dog Fence on June 9, 2025 from Amazon. Order #114-5992682-8397803. It was delivered on June 11, 2025 to my shipping address

above. > > It was almost \$600 so its a little expensive to have the battery go out after 3 months. :( I'm sure you can understand. I mean ... the satellite mapping to the collar is almost worth it but maybe the battery and app communications need some improvement. > > I hope this email provides enough detail that it can be resolved on your end. But do call if you need further clarification or more information. 972-375-2141 > > Thank you so much! > Kellie Fishpaw

**AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 14:56:08 UTC**

Live Team Notes Serial Numbers:24h4412037rt FW:v.03.00.05 Issue/ Need: needs link to confirm addi Troubleshooting & Actions Taken: sent link to confirm addi Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap

*STATUS CHANGE | Agent (YC\_UAXeV...) | 2025-09-16 14:56:15 UTC | Status: CLOSED*

**EMAIL | Customer (RN0H1vsD...) | 2025-09-16 16:55:26 UTC**

**From:** ktfishpaw@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: RMA: AW-20250914-45757 (24h4412037rt) Warranty Replacement - Please confirm your shipping address to complete the process via the resent link within the Halo App.

This did not work either. No surprise. Just another series of links to nowhere. On Tuesday, September 16, 2025 at 09:54:52 AM CDT, Halo Collar wrote: Hi Kellie! We apologize for the inconvenience you have experienced. Here is how to confirm your address and submit the warranty: Login to your account at halocollar.com Open a new tab and click the link or copy and paste the link in the new tab: <https://haloapp.app.link/dynamic-warranty?dlref=https%3a%2f%2fhalocollar.com%2fwarranty-access%3fwarrantyID%3dAW-20250914-45757> Please let us know if you require further assistance. With pawsitivity, Heather OHalo Customer SupportHalo Collar | Here for you and your best friend■ Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:42 AM "Kellie Fishpaw" wrote: No surprise here. I did not receive the email asking for me to confirm my shipping address. I can't understand why yall can't figure this out. I provided my address. PLEASE UPDATE MY ACCOUNT SINCE YOIR EMAIL LOOPING SYSTEM DOESNT WORK. On Sep 16, 2025, at 7:33 AM, Halo Collar wrote: ■Hello Kellie, Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. What to expect next: - You'll receive an email shortly with a link to review and confirm (or update) your address. - Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. - Once your address is confirmed, we'll move forward with shipping your replacement. - Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Michele Halo Customer SupportHalo Collar | Here for you and your best friend■ Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:25 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further.For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App→ Tap Settings→ Tap Halo Dog Park→ Tap Halo Support→ Tap Join Session→ Allow any requested permissions.You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Monday, September 15, 2025, 11:25 PM "Kellie Fishpaw" wrote: Hi Hope your day is going well so far. I messaged the Halo Dog Park website. The friendly bot advised I email or call a service representative. I decided to email first so I can lay out the issue in exhaustive and probably annoying level of detail. Problem: my dog's collar will not stop beeping when my dog is wearing it. We have a split rail fence on 2.3 acres. We need the collar for her (Winnie) to be outside unattended. To trouble shoot the annoying beeping, I check that it's charged. It sat on the charger all night so it should be but who knows. A



green light and a red light. oooooo Tricky! I put it back on the charger. Beeping stops. To figure out this green / red light thing I check my app. I see that a notification is on my "Settings". Hmmmm I see that my collar has a critical issue! But what? I keep clicking to find more / perhaps actionable information. - A few clicks in and the Collar Diagnostic finally tells me something. "We've detected an issue with your collar that requires a replacement. We want to correct this right away and get a replacement collar on your dog. We just need you to confirm your shipping information to start the warranty process." - I click on the highlighted text that says "confirm your shipping information". - I get an notice that says "check your email. an email with next steps was sent to ktfishpaw@yahoo.com" - I got to my email. The email from Halo DOES NOT HAVE NEXT STEPS. Hmmmm However, it does tell me to "sign in to my account" which i didn't realize was separate from the account i was just signed in to on my app. - I select "sign in to my account". I am taken to a screen asking for my login. - I login and am presented a home page. Nowhere does it ask me for my shipping information. I think i'm kinda smart and go to to the "Account Details" link. I only see Billing Information. THERE IS NO WHERE TO ADD SHIPPING. But it does say to "Refresh Account / Collar" and "Link a Collar to your Account". I assume it can't be the second option because I clearly have a collar THAT ISN'T WORKING. lol - So I select "Refresh Account / Collars". Alas, nothing happens. Well, not nothing. the Screen spins for a minute then comes back to itself. So nothing of importance happens except it gave me a tiny bit of hope. - I then think well maybe I'm supposed to "Replace the Collar" even though it said I just need to update shipping. I select that option anyway. Only 2 options are presented: "Submit Warranty Replacement" or "Redeem Halo Care or Protection". - Seems logical to select "Submit Warranty Replacement" and so I do. - I am met with another screen that says "Warranty Replacement: we've got you covered with Halo's Warranty and Protection Plans". See screenshot attached. The net of the screenshot is - When an issue is automatically detected someone will notify me to confirm my shipping information. Well, a) i wasn't proactively notified. I had to see that in my app because the collar didn't stop beeping. and b) see Step 4 above. - Manual requests. I can contact Halo Dog Park and they will help me troubleshoot. \*sigh\* And here we are. Its obviously not your fault that I'm experiencing this odd loop. However, its a loop that the app development / account dev teams need to figure out. I think the net of my problem is... I need to update my shipping address and perhaps my phone number so that y'all can confirm my shipping and get me new battery as soon as possible. :) MY SHIPPING ADDRESS: 413 Meadowcreek RdCoppell TX 75019 MY PHONE NUMBER: 972-375-2141 I don't know the other information that would help figure this out but the Halo Collar seems to have serial number 24-H4412037-RT. I bought the new Halo Collar 4, All New GPS Wireless Dog Fence on June 9, 2025 from Amazon. Order #114-5992682-8397803. It was delivered on June 11, 2025 to my shipping address above. It was almost \$600 so its a little expensive to have the battery go out after 3 months. :( I'm sure you can understand. I mean ... the satellite mapping to the collar is almost worth it but maybe the battery and app communications need some improvement. I hope this email provides enough detail that it can be resolved on your end. But do call if you need further clarification or more information. 972-375-2141 Thank you so much! Kellie Fishpaw

**STATUS CHANGE** | Customer (RN0H1vsD...) | 2025-09-16 16:55:26 UTC | Status: OPEN

**PHONE\_CALL** | Customer (cwqm4SGe...) | 2025-09-16 16:57:19 UTC

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 16:58:52 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**TOPIC CHANGE** | Agent (kx0B3Ww9...) | 2025-09-16 16:59:09 UTC

Removed: E\_3WUdWpR2CLXta3n6vNgw

**AGENT NOTE** | Agent (chgMWdgT...) | 2025-09-16 17:01:27 UTC

<https://www.halocollar.com/warranty-access?warrantyID=AW-20250914-45757>  
[<https://www.halocollar.com/warranty-access?warrantyID=AW-20250914-45757>]

**EMAIL** | Agent (WCBmyO3-...) | 2025-09-16 17:03:20 UTC

**From:** support@halocollar.com

**To:** ktfishpaw@yahoo.com

**Subject:** Halo Collar Support: Address Confirmation Link

Hello Kellie, Thanks for reaching out to Halo Support! My name is Lindsay, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. What to expect next: Here is the link to confirm your shipping address. Address Confirmation Link Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Lindsay Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](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, 12:55 PM "Kellie Fishpaw" wrote: > This did not work either. No surprise. Just another series of links to nowhere. > On Tuesday, September 16, 2025 at 09:54:52 AM CDT, Halo Collar wrote: > > Hi Kellie! > We apologize for the inconvenience you have experienced. > Here is how to confirm your address and submit the warranty: > Login to your account at [halocollar.com](https://halocollar.com) > Open a new tab and click the link or copy and paste the link in the new tab: <https://haloapp.app.link/dynamic-warranty?dlref=https%3a%2f%2fhalocollar.com%2fwarranty-access%3fwarrantyID%3dAW-20250914-45757> > Please let us know if you require further assistance. > With pawsitivity, Heather 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 > On Tuesday, September 16, 2025, 10:42 AM "Kellie Fishpaw" wrote: > > No surprise here. I did not receive the email asking for me to confirm my shipping address. I can't understand why yall can't figure this out. I provided my address. PLEASE UPDATE MY ACCOUNT SINCE YOIR EMAIL LOOPING SYSTEM DOESNT WORK. > > On Sep 16, 2025, at 7:33 AM, Halo Collar wrote: > > > ■ Hello Kellie, > Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. > What to expect next: > - You'll receive an email shortly with a link to review and confirm (or update) your address. > - Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. > - Once your address is confirmed, we'll move forward with shipping your replacement. > - Your address must be confirmed before we can proceed with the shipping process. > > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > Thank you for being part of our Halo Pack! > With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Monday, September 15, 2025, 7:25 PM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > On Monday, September 15, 2025, 11:25 PM "Kellie Fishpaw" wrote: > Hi Hope your day is going well so far. > I messaged the Halo Dog Park website. The friendly bot advised I email or call a service representative. I decided to email first so I can lay out the issue in exhaustive and probably annoying level of detail. > Problem: my dog's collar will not stop beeping when my dog is wearing it. We have a split rail fence on 2.3 acres. We need the collar for her (Winnie) to be outside unattended. > To trouble shoot the annoying beeping, I check that it's charged. It sat on the charger all night so it should be but who knows. A green light and a red light. oooooo Tricky! I put it back on the charger. Beeping stops. To figure out this green / red light thing I check my app. I see that a notification is on my "Settings". Hmmm I see that my collar has a critical issue! But what? I keep clicking to find more / perhaps actionable information. > - A few clicks in and the Collar Diagnostic finally tells me something. "We've detected an issue with your collar that requires a replacement. We want to correct this right away and get a replacement collar on your dog. We just need you

to confirm your shipping information to start the warranty process." > - I click on the highlighted text that says "confirm your shipping information". > - I get an notice that says "check your email. an email with next steps was sent to ktfishpaw@yahoo.com" > - I got to my email. The email from Halo DOES NOT HAVE NEXT STEPS. Hmmmm However, it does tell me to "sign in to my account" which i didn't realize was separate from the account i was just signed in to on my app. > - I select "sign in to my account". I am taken to a screen asking for my login. > - I login and am presented a home page. Nowhere does it ask me for my shipping information. I think i'm kinda smart and go to the "Account Details" link. I only see Billing Information. THERE IS NO WHERE TO ADD SHIPPING. But it does say to "Refresh Account / Collar" and "Link a Collar to your Account". I assume it can't be the second option because I clearly have a collar THAT ISN'T WORKING. lol > - So I select "Refresh Account / Collars". Alas, nothing happens. Well, not nothing. the Screen spins for a minute then comes back to itself. So nothing of importance happens except it gave me a tiny bit of hope. > - I then think well maybe I'm supposed to "Replace the Collar" even though it said I just need to update shipping. I select that option anyway. Only 2 options are presented: "Submit Warranty Replacement" or "Redeem Halo Care or Protection". > - Seems logical to select "Submit Warranty Replacement" and so I do. > - I am met with another screen that says "Warranty Replacement: we've got you covered with Halo's Warranty and Protection Plans". See screenshot attached. The net of the screenshot is > > - When an issue is automatically detected someone will notify me to confirm my shipping information. Well, a) i wasn't proactively notified. I had to see that in my app because the collar didn't stop beeping. and b) see Step 4 above. > - Manual requests. I can contact Halo Dog Park and they will help me troubleshoot. \*sigh\* And here we are. > Its obviously not your fault that I'm experiencing this odd loop. However, its a loop that the app development / account dev teams need to figure out. > I think the net of my problem is... I need to update my shipping address and perhaps my phone number so that y'all can confirm my shipping and get me new battery as soon as possible. :) > MY SHIPPING ADDRESS: 413 Meadowcreek RdCoppell TX 75019 > MY PHONE NUMBER: 972-375-2141 > I don't know the other information that would help figure this out but the Halo Collar seems to have serial number 24-H4412037-RT. I bought the new Halo Collar 4, All New GPS Wireless Dog Fence on June 9, 2025 from Amazon. Order #114-5992682-8397803. It was delivered on June 11, 2025 to my shipping address above. > It was almost \$600 so its a little expensive to have the battery go out after 3 months. :( I'm sure you can understand. I mean ... the satellite mapping to the collar is almost worth it but maybe the battery and app communications need some improvement. > I hope this email provides enough detail that it can be resolved on your end. But do call if you need further clarification or more information. 972-375-2141 > Thank you so much! Kellie Fishpaw > > > > >

**EMAIL | Agent (WCBmyO3-...) | 2025-09-16 17:04:28 UTC**

**From:** support@halocollar.com

**To:** ktfishpaw@yahoo.com

**Subject:** Re: Halo Collar Support: Address Confirmation Link

Hi Kellie, Thank you for contacting Halo Collar Support. Here is the link to confirm your shipping address. Address Confirmation Link With pawsitivity, Lindsay Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 1:03 PM support@halocollar.com wrote: > Hello Kellie, > > Thanks for reaching out to Halo Support! My name is Lindsay, and I'll be assisting you. > I submitted your warranty request, and we are preparing your replacement collar. > > What to expect next: > Here is the link to confirm your shipping address. Address Confirmation LinkPlease open the email on your mobile device and ensure the Halo App is installed to access the link successfully.Once your address is confirmed, we'll move forward with shipping your replacement.Your address must be confirmed before we can proceed with the shipping process. > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > > Thank you for being part of our Halo Pack! > > With pawsitivity, > Lindsay > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at

our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 12:55 PM "Kellie Fishpaw" wrote: > > > This did not work either. No surprise. Just another series of links to nowhere. > > On Tuesday, September 16, 2025 at 09:54:52 AM CDT, Halo Collar wrote: > > > > Hi Kellie! > > We apologize for the inconvenience you have experienced. > > Here is how to confirm your address and submit the warranty: > > Login to your account at [halocollar.com](https://halocollar.com) > > Open a new tab and click the link or copy and paste the link in the new tab: <https://haloapp.app.link/dynamic-warranty?dlref=https%3a%2f%2fhalocollar.com%2fwarranty-access%3fwarrantyID%3dAW-20250914-45757> > > Please let us know if you require further assistance. > > With pawsitivity, Heather OHalo Customer SupportHalo Collar | Here for you and your best friend■ > > Need more help?■[support@halocollar.com](mailto:support@halocollar.com) | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > > - 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 10:42 AM "Kellie Fishpaw" wrote: > > > > No surprise here. I did not receive the email asking for me to confirm my shipping address. I can't understand why yall can't figure this out. I provided my address. PLEASE UPDATE MY ACCOUNT SINCE YOIR EMAIL LOOPING SYSTEM DOESNT WORK. > > > > On Sep 16, 2025, at 7:33 AM, Halo Collar wrote: > > > > > > ■Hello Kellie, > > Thanks for reaching out to Halo Support! My name is Michele, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. > > What to expect next: > > - You'll receive an email shortly with a link to review and confirm (or update) your address. > > - Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. > > - Once your address is confirmed, we'll move forward with shipping your replacement. > > - Your address must be confirmed before we can proceed with the shipping process. > > > > > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > > Thank you for being part of our Halo Pack! > > With pawsitivity, Michele Halo Customer SupportHalo Collar | Here for you and your best friend■ > > Need more help?■[support@halocollar.com](mailto:support@halocollar.com) | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > > - 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 7:25 PM [support@halocollar.com](mailto:support@halocollar.com) wrote: > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App→ Tap Settings→ Tap Halo Dog Park→ Tap Halo Support→ Tap Join Session→ Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Monday, September 15, 2025, 11:25 PM "Kellie Fishpaw" wrote: > > Hi Hope your day is going well so far. > > I messaged the Halo Dog Park website. The friendly bot advised I email or call a service representative. I decided to email first so I can lay out the issue in exhaustive and probably annoying level of detail. > > Problem: my dog's collar will not stop beeping when my dog is wearing it. We have a split rail fence on 2.3 acres. We need the collar for her (Winnie) to be outside unattended. > > To trouble shoot the annoying beeping, I check that it's charged. It sat on the charger all night so it should be but who knows. A green light and a red light. oooooo Tricky! I put it back on the charger. Beeping stops. To figure out this green / red light thing I check my app. I see that a notification is on my "Settings". Hmmm I see that my collar has a critical issue! But what? I keep clicking to find more / perhaps actionable information. > > - A few clicks in and the Collar Diagnostic finally tells me something. "We've detected an issue with your collar that requires a replacement. We want to correct this right away and get a replacement collar on your dog. We just need you to confirm your shipping information to start the warranty process." > > - I click on the highlighted text that says "confirm your shipping information". > > - I get an notice that says "check your email. an email with next steps was sent to [ktfishpaw@yahoo.com](mailto:ktfishpaw@yahoo.com)" > > - I got to my email. The email from Halo DOES NOT HAVE NEXT STEPS. Hmmm However, it does tell me to "sign in to my account" which i didn't realize was separate from the account i was just signed in to on my app. > > - I select "sign in to my account". I am taken to a screen asking for my login. > > - I login and am presented a home page. Nowhere does it ask me for my shipping information. I think i'm kinda smart and go to to the "Account Details" link. I only see Billing Information. THERE IS NO WHERE TO ADD SHIPPING. But it does say to "Refresh Account / Collar" and "Link a Collar to your Account". I assume it can't be the second option because I clearly have a collar THAT

**STATUS CHANGE** | Agent (WCBmyO3-...) | 2025-09-16 17:09:15 UTC | Status: CLOSED

## Conversation: M0OooxR4RTa6SMYszkXDRw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:33:00 UTC to 2025-09-16 12:33:51 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 12:33:00 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants to cancel sub Recap (When/Where/What the customer wants) Cx wants to cancel sub Cx doesn't want to add a card on file to do the cancellation Collar last heard from on account 21 hours ago Cancelled cx sub via stripe Is This Resolved/Follow-Up Required? Resolved - Y If Follow Up Is Required (What/When) Sending cx email that sub was cancelled Optional Additional Info:

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 12:33:45 UTC

**From:** support@halocollar.com

**To:** ramseyheather606@gmail.com

**Subject:** Subscription Cancellation

Hello Heather, Thanks for reaching out to Halo Support! My name is Tiff. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Monday, September 15, 2025, 5:04 PM support@halocollar.com wrote: > Hello Heather, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Hannah > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join a Session to speak with the next available agent

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 12:33:51 UTC | Status: CLOSED



## Conversation: QQQiL2eYRyKJlcMN987jOA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 12:34:02 UTC to 2025-09-16 13:10:57 UTC

**Customer (s73OMAI\_...)** | 2025-09-16 12:34:02 UTC | halocollar.com

One of the metal Allen clamps that hold my new collar together is missing

**System/AI** | 2025-09-16 12:34:36 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**TOPIC CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 13:05:59 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**AGENT NOTE** | Agent (\_mb2l5Ls...) | 2025-09-16 13:10:49 UTC

Live Team Notes Serial Numbers: 25h4261148rt FW: v.03.00.05 Issue/ Need: Rivets came off on both ends of the collar Troubleshooting & Actions Taken: Sending kit over to cx Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Order #1660277 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL** | Agent (\_mb2l5Ls...) | 2025-09-16 13:10:54 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [jason.molinari290@gmail.com](mailto:jason.molinari290@gmail.com)

**Subject:** Halo Collar: Thank you!

Hello Jason, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jazmine Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (\_mb2l5Ls...) | 2025-09-16 13:10:57 UTC | Status: CLOSED

## Conversation: Bf9ecO2rTx-WSV68FYNWEg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:35:04 UTC to 2025-09-16 13:01:17 UTC

**PHONE\_CALL** | Customer (xgEdUdnC...) | 2025-09-16 12:35:04 UTC

### **AGENT NOTE | Agent (aENgd0M-...) | 2025-09-16 13:00:17 UTC**

Live Team Notes Serial Numbers: 25h4264391rt FW: v.03.01.02 Issue/ Need: Dead unit wont charge Troubleshooting & Actions Taken: Submitted WR Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly, AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### **EMAIL | Agent (aENgd0M-...) | 2025-09-16 13:01:11 UTC**

**From:** support@halocollar.com

**To:** tnewton2112@hotmail.com

**Subject:** Halo Support Follow Up

Hello Tara, Thank you for calling Halo Support today. This is Gabriel. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Gabriel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (aENgd0M-...) | 2025-09-16 13:01:15 UTC

Added: f5K70j-7T1qdE8RdQP8GZg

**STATUS CHANGE** | Agent (aENgd0M-...) | 2025-09-16 13:01:17 UTC | Status: CLOSED



## Conversation: aT12Y-FhTBeRf\_eUHyDjQg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:35:41 UTC to 2025-09-16 14:36:24 UTC

**Customer (tQ2v-xob...)** | 2025-09-16 12:35:41 UTC | halocollar.com

where is my replacement collar that malfunctioned over a week ago. Halo told me it was shipped but I still haven't received it. I eliminated my previous dog management system and totally rely on Halo. This is the second replacement collar and I am pretty frustrated. please get me the new collar.

**System/AI** | 2025-09-16 12:36:07 UTC | halocollar.com

I'm sorry to hear about the delay with your replacement collar. Typically, replacement collars are delivered within 3-5 business days after shipping. Please check your email for a shipping confirmation and tracking number. You can also verify your order status using your order number and email on our Order Status Dashboard. If you haven't received a confirmation email, please check your spam or junk folders. If the issue persists, contact our live support for further assistance. We're here to help and ensure you receive your collar promptly.

**STATUS CHANGE** | Unknown | 2025-09-16 14:36:24 UTC | Status: CLOSED

## Conversation: cH2VmJ5sQnO-DDbCDcS7Rw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:37:36 UTC to 2025-09-16 12:42:32 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 12:37:36 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants refund on sub plan Recap (When/Where/What the customer wants) Cx wants refund on sub plan Cx said they returned their collar and cancelled the plan I see in AP it was an Amazon purchase Asking cx for proof of Amazon return before I can refund the sub Is This Resolved/Follow-Up Required? Unresolved - Y If Follow Up Is Required (What/When) Sending cx email asking for Amazon return Optional Additional Info:

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 12:42:15 UTC

**From:** support@halocollar.com

**To:** bruce.stolle@gmail.com

**Subject:** Halo Collar Subscription

Hello Bruce, My name is Tiff, and I'm with the Billing Team here at Halo. I hope you are doing well today! Thank you for reaching out regarding your subscription refund. Since your purchase was made through Amazon, we'll need proof of the return from Amazon before we can process the refund on our end. Please provide the following: A screenshot of your Amazon return confirmation. Once we have this documentation, we'll be happy to proceed with the refund. I look forward to hearing from you! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 4:41 PM support@halocollar.com wrote: > Hello Bruce, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Wisha > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 12:42:32 UTC | Status: CLOSED

## Conversation: 3UiKHPxSzmCH-tsTej9lw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:37:57 UTC to 2025-09-16 12:59:00 UTC

**EMAIL | Agent (YumuZHIE...) | 2025-09-16 12:37:57 UTC**

**From:** support@halocollar.com

**To:** ratcrew1@gmail.com

**Subject:** Halo Success Team Follow-Up

Hi James, Thanks so much for your patience while I followed up. I'm happy to share that after reviewing your collar, our engineering team didn't find any issues. It's possible that the feedback you noticed was caused by indoor GPS drift which can sometimes happen when satellite signals are disrupted by the roof or walls of a house. While you can always turn off your fences in the app when your dog is inside, I also suggested trying a Zone Beacon to see if it helps prevent indoor feedback. I set up the shipment for you yesterday, and you should receive a tracking email as soon as it goes out. It was great speaking with you yesterday and such a fun coincidence that we're from the same area! I'm hopeful the beacon will eliminate your concerns and keep Lily from receiving any indoor feedback from now on. Please feel free to reach out with any questions, and I'd love to hear how it works once you've had time to test it. I hope you have a great day! Best Regards, Haley Halo  
Senior Customer Support Halo Collar | Here for you and your best friend■

**AGENT NOTE | Agent (YumuZHIE...) | 2025-09-16 12:58:56 UTC**

Intermediate Notes Issue/ Need: Indoor feedback concerns Previous Steps:(previous interactions) Cx was contacted by Outreach in regard to Negative NPS feedback and scheduled a call to discuss Recap/TS: (current interaction) Cx made it clear he's overall happy with his collar and hasn't had any issues otherwise, but has recently noticed his dog Lily has been getting feedback while inside. I discussed options to eliminate the issue and cx felt it may be a good option to try a zone beacon since he keeps her collar on while inside. I did note that fences can be manually turned off but overall this may help with having to make those adjustments each time Lily goes in or out of the house. Had engineering review the collar and they were not able to identify any issues. With that, I followed-up with cx to summarize our discussion and confirm the findings along with the order I submitted for their zone beacon. Cx confirmed address while on the line with me. Resources: (Articles, Slack Threads, Docs) Admin Portal - collar info Slack - requested review by engineering Woo - setup beacon order (1659845) Next Steps: Cx will receive their zone beacon soon to see if that helps eliminate the indoor feedback. Nothing further needed at this time but can follow-up if they reach out with any questions or concerns moving forward.

**STATUS CHANGE | Agent (YumuZHIE...) | 2025-09-16 12:59:00 UTC | Status: CLOSED**

## Conversation: gELes3PQSCSFMCnYPPD1Qg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 12:38:21 UTC to 2025-09-16 12:39:00 UTC

**Customer (BHCPoC7g...)** | 2025-09-16 12:38:21 UTC | halocollar.com

What is your sales support phone number

**System/AI** | 2025-09-16 12:39:00 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: Br3LGuM5SlihIhrPDwvmrg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:38:22 UTC to 2025-09-16 12:39:22 UTC

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 12:38:22 UTC**

**From:** support@halocollar.com

**To:** anthonylopez22374@yahoo.com

**Subject:** Halo Collar Order Update

Hello Anthony, My name is Brandon, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a Halo 4 graphite strap kit has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-10 days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status. If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend. On Monday, September 15, 2025, 7:02 PM support@halocollar.com wrote: > Hello Anthony, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Adella > Halo Customer Support > Halo Collar | Here for you and your best friend. > > Need more help? > support@halocollar.com | Halo Help Center > Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 12:39:19 UTC**

Accessory Order Number-1660248 H4 graphite strap kit

**STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 12:39:22 UTC | Status: CLOSED**

## Conversation: TBee3ZFMQg6j2BqTOHNn9w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:39:13 UTC to 2025-09-16 13:36:43 UTC

### EMAIL | Customer (TzYHqjl4...) | 2025-09-16 12:39:13 UTC

**From:** kennethksmith09@gmail.com

**To:** support@halocollar.com

**Subject:** Log Submission

Big delay in feedback. Kenneth K. Smith Cell Phone: 6143903090 "Persistence: Nothing in this world can take the place of Persistence." -Calvin Coolidge "Failure will never overtake me if my determination to succeed is strong enough"

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:33:18 UTC

Added: ZKYz4UsHRG6\_\_sFoccYiEA

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 13:33:20 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx states there is a big delay in feedback Cx has two collars 24h3151877rt and 24h3153804rt Unsure which collar is having an issue Recap (When/Where/What the customer wants) Sending info on managing feedback Is This Resolved/Follow-Up Required? resolved If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

### EMAIL | Agent (sR--y62-...) | 2025-09-16 13:36:41 UTC

**From:** support@halocollar.com

**To:** kennethksmith09@gmail.com

**Subject:** Re: Log Submission

Hello Kenneth, My name is Don and I'm happy to provide you with information about Prevention & Feedback. Here is an overview Learn how to set your preferences for Encouragement and Prevention feedback Choose which feedback prompts your dog will receive Adjust the volume and intensity level for each type of feedback Background Following the training program is strongly recommended The program helps evaluate how effective the Halo system is for your dog and ensures feedback settings are appropriate Important Warning: Warning feedback and encouragement are key parts of Halo Collar behavior training Complete the Behavior Training section in the Halo App before manually sending any feedback to your dog During training, you'll be guided to set warning feedback to the lowest level needed to get the right response These settings should always be used alongside the behavior training for the best results About Warning Feedback Warning feedback is delivered through audible, tactile, and static prompts During early training, static correction helps your dog learn to respond to audible or tactile warnings Over time, most dogs will respond to just the warning without needing static correction Some dogs may become too distracted to notice the warning alone In these cases, static correction can cut through distractions and may help keep your dog safe Encouragements: Encouragements are positive sounds your dog learns to associate with good behavior There are three types used in training: Good Dog – reinforces good behavior Heading Home – praise after multiple unsafe behaviors Whistle – teaches your dog to return to you How to Set or Adjust Feedback Intensity Tap the My Map icon at the bottom of the screen Select the pet whose settings you want to change Swipe up on the Pet Card to open it fully Tap Feedback Settings in the bottom right corner Use the drop-down menus for Prevention and Encouragement feedback Adjust the type and intensity of feedback for specific situations, including: Warning Feedback Boundary Feedback Emergency Feedback Good Dog Return Whistle Go Home How to Manually Send Feedback to Your Dog From the My Map screen Tap the My Map icon Select the pet you want to send feedback to Tap the blue and white Hand icon at the top left of the Pet Card You'll be taken to the Instant Feedback screen, where you can: Choose which pet(s) will receive feedback View the collar's connection status Tap the feedback you want to send Important information If connected via Bluetooth, feedback is sent instantly If using Wi-Fi or cellular, it may take a few seconds, depending on connection strength Additional Access Tip You

can also open the Instant Feedback screen by tapping the Hand icon on the right side of the My Map tab. There are two options to send an Encouragement or Prevention from the My Map screen : Click on the My Map icon at the bottom of the screen. Select the pet whom you would like to send an Encouragement or Prevention to Click the blue and white Hand icon on the top left portion of the Pet Card. Once selected, you are brought to the Instant Feedback Screen Additional Notes The Instant Feedback screen can also be opened by selecting the Hand Icon on the right side of the My Map tab If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 8:39 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:39 PM "Kenneth Smith" wrote: > > > Big delay in feedback. > > > > > Kenneth K. Smith > > Cell Phone: 6143903090 > > > "Persistence: Nothing in this world can take the place of Persistence." -Calvin Coolidge > > > "Failure will never overtake me if my determination to succeed is strong enough"

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:36:43 UTC | Status: CLOSED

## Conversation: 3sORK44eQea0jPw\_ELO79w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:39:42 UTC to 2025-09-16 13:35:20 UTC

### EMAIL | Customer (dRL3PG-U...) | 2025-09-16 12:39:42 UTC

**From:** agress823@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar: Thank you!

Hello, The collar is not responding to the GPS boundaries again. Our dog was outside her boundaries this morning for about 40mins while we were outside doing chores, and she did not receive any feedback during this timeframe (screenshot attached). All GPS is up to date with our collar. Please advise On Sat, Sep 13, 2025, 4:27 PM Halo Collar wrote: > Hello Amanda, > > Thank you so much for joining me in the Dog Park today! It was a pleasure > connecting with you and supporting you on your Halo journey! > > - \*Collar Orientation Article\* > > > Whether you need a little training guidance, help with setup, or just some > peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check > in. We're just a click or call away. We want to make sure that any issues > you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to \*contact our customer support\* > . > We are here to help! > > With pawsitivity, > Kaitlyn > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

### AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 13:35:12 UTC

Live Team Notes Serial Numbers:25h4153375rt FW:v.03.01.02 PRODBETA Issue/ Need: GPS not giving feedback Troubleshooting & Actions Taken: HR, reinitialize gps, then test gps levels and fences Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 13:35:14 UTC

**From:** support@halocollar.com

**To:** agress823@gmail.com

**Subject:** Halo Collar Troubleshooting

Hi, Amanda, Thank you for contacting Halo Support. We apologize for the difficulty you are experiencing with your GPS tracking in the App. We understand that you are facing issues with the Halo App's live tracking feature. Please use the troubleshooting steps below. Steps to Perform a Hard Reset Plug the collar into the chargerPlace it on a flat surface with the charging cable facing upPress and hold the power button for 60 secondsDo not release earlyYou may feel 3 vibrations and see a red flashing battery light, but continue holding for the full 60 secondsRelease the button and wait 15–20 seconds The collar should restart automatically: The battery light will turn solid green briefly, then start flashing greenThe Paw LED will flash once when the collar turns back onWhat to Expect After a Hard ResetThis will erase all GPS location data saved on the collarYou will need to reinitialize GPS after completing the reset-take the collar outside and walk around to regain the GPS data Next step is to check your GPS for accuracy: GPS Adjustments See more in this article. Additional Note After reinitializing, please follow the hand test instructions to test your fence. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:39 AM "Gress Acres" wrote: > Hello,



> > The collar is not responding to the GPS boundaries again. Our dog was > outside her boundaries this morning for about 40mins while we were outside > doing chores, and she did not receive any feedback during this timeframe > (screenshot attached). > > > All GPS is up to date with our collar. > > Please advise > > On Sat, Sep 13, 2025, 4:27 PM Halo Collar wrote: > > > Hello Amanda, > > > Thank you so much for joining me in the Dog Park today! It was a pleasure > > connecting with you and supporting you on your Halo journey! > > > > > - \*Collar Orientation Article\* > > > > > > > Whether you need a little training guidance, help with setup, or just some > > peace of mind, we're always here to lend a paw. > > > If you have any other questions, need a refresher, or just want to check > > in. We're just a click or call away. We want to make sure that any issues > > you're experiencing are completely resolved. > > > Wishing you and your pup many safe, happy adventures ahead! > > Please do not hesitate to \*contact our customer support\* > > . > > > We are here to help! > > > With pawsitivity, > > Kaitlyn > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > >

**TOPIC CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 13:35:20 UTC

Added: DWX7EuMeSkumrbZ8T4AUPQ

**STATUS CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 13:35:20 UTC | Status: CLOSED

## Conversation: jqGajALgRLGo1KE3r6RIJw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 12:39:57 UTC to 2025-09-16 13:12:20 UTC

### AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 12:39:57 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants to cancel sub plan as says he no longer has a collar Recap (When/Where/What the customer wants) Per AP 24h3194830rt - collar last heard 8/20/25 Cx enrolled in annual bronze plan Cancelled plan immediately in stripe Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Email cx that plan has been cancelled Optional Additional Info:

**TOPIC CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 12:40:14 UTC

Added: Ofтт8viJQc60AbjGHI0iQ, bDcJwjoMTjefz13hM6gAA

### EMAIL | Agent (K5Oem0q0...) | 2025-09-16 12:42:48 UTC

**From:** support@halocollar.com

**To:** seth.man.sko@gmail.com

**Subject:** Halo Collar Subscription Update

Hello Seth, Thanks for reaching out to Halo Support! My name is Jessica with the Billing Team. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription No further payments will be taken. If anything else comes up, we're always here for you and your pup! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Sunday, September 14, 2025, 1:48 PM support@halocollar.com wrote: > Hello Seth, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > > With pawsitivity, > Temitope > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 12:43:15 UTC | Status: CLOSED

### EMAIL | Customer (y7YWfIY0...) | 2025-09-16 13:12:20 UTC

**From:** seth.man.sko@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Subscription Update

Did you refund the yearly subscription that just processed? On Tue, Sep 16, 2025, 8:42 AM Halo Collar wrote: > Hello Seth, > > Thanks for reaching out to Halo Support! My name is Jessica with the > Billing Team. > > \*I'm reaching out with an update on your subscription:\* > > - I've gone ahead and canceled your subscription > - No further payments will be taken. > > > If anything else comes up, we're always here for you and your pup! > > > With pawsitivity, > Jessica > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend ■ > > \*Need more help?\* > ■support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Sunday, September 14, 2025, 1:48 PM support@halocollar.com

wrote: > > Hello Seth, > > Thank you for reaching out to the Halo Support Team, and for giving us the > chance to help. > > Your request has been sent to our Billing Team, and they're actively > investigating the issue to ensure we resolve it as quickly and accurately > as possible. > > \*Here's what you can expect:\* > > - Our team is reviewing the details of your request and any related > activity. > - We're checking systems to get a complete picture. > - You'll hear back from us as soon as we have an update or resolution > to share. > > \*In the meantime:\* > > - Please know we're prioritizing this for you. > - We truly appreciate your patience while we dig in and work on a > solution. > - Our goal, always, is to keep tails wagging and give you peace of > mind. > > > If you have any questions or if anything changes on your end, feel free to > reply to this message. We're here, and we're ready to help every step of > the way. > > > > With pawsitivity, > Temitope > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > >

**STATUS CHANGE** | Customer (y7YWfIY0...) | 2025-09-16 13:12:20 UTC | Status: OPEN

## Conversation: d8fLTHoIQdqPV5r\_poOJlg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:40:37 UTC to 2025-09-16 12:42:51 UTC

**Customer (PCpqupG7...) | 2025-09-16 12:40:37 UTC | halocollar.com**

Collars are slow to update position

**System/AI | 2025-09-16 12:41:05 UTC | halocollar.com**

Hi there! If your Halo Collar is slow to update its position, it might need GPS initialization. Simply take the collar outside to an open area with a clear sky view and keep it still until the GPS light blinks green (Halo 4) or blue (Halo 3/older), indicating active GPS. Make sure the collar is charged and connected to Wi-Fi for automatic satellite data downloads, which enhance GPS accuracy. If issues persist, please check that your collar's firmware is up-to-date and fitted properly on your dog. Let us know if you need further assistance!

**Customer (PCpqupG7...) | 2025-09-16 12:41:52 UTC | halocollar.com**

I have already tried this step and it did not work

**System/AI | 2025-09-16 12:42:51 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: D7N67EwNSsuyQCQ-zG8XXA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:40:43 UTC to 2025-09-16 13:26:59 UTC

PHONE\_CALL | Customer (yqiMfuVq...) | 2025-09-16 12:40:43 UTC

### AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 13:14:17 UTC

Live Team Notes Serial Numbers:24h3331012rt FW: Tracking Number: 791743251035 May 5 2025 received at warehouse Tracking Number: 797326059653 delivered May 5 2025 warranty ID: AW-20250902-43478 Issue/ Need: Customer is seeking an update on a replacement collar that was promised within 3–5 days (since Sunday). The app still shows “pending replacement” with no further updates. Verified a pending deactivation for replacement, but no new collar has been shipped. Customer unclear about previous replacement activity; does not recall a July warranty return. Order #1656146 is still under review, and billing is investigating if the collar meant to be returned was kept. CS system shows the replacement was already shipped, but status remains unclear. Customer was advised to wait for billing to complete their review. Case escalated to Billing Department due to conflicting records and unresolved replacement status. Troubleshooting & Actions Taken: Escalate to billing team to look into replacement status Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 13:18:25 UTC

Billing Team Escalation Notes Affected Serial Number: 24h3331012rt FW: v.02.08.11 Order ID: warranty ID: 20250902-43478 (RMA received) RMA Ticket #: Subscription Start Date: Feb 3 2024 Reason for Escalation: Customer is seeking an update on a replacement collar that was promised within 3–5 days (since Sunday). The app still shows “pending replacement” with no further updates. Verified a pending deactivation for replacement, but no new collar has been shipped. Customer unclear about previous replacement activity; does not recall a July warranty return. Order #1656146 is still under review, and billing is investigating if the collar meant to be returned was kept. CS system shows the replacement was already shipped, but status remains unclear. Customer was advised to wait for billing to complete their review. Case escalated to Billing Department due to conflicting records and unresolved replacement status. Requested Action: WR status for warranty ID: 20250902-43478

### EMAIL | Agent (R0Luxcqv...) | 2025-09-16 13:26:46 UTC

**From:** support@halocollar.com

**To:** andyconnor@yahoo.com

**Subject:** Halo Support Follow Up

Hello Andy, Thank you for calling Halo Support today. This is Sneha—it was a pleasure speaking with you and getting to know more about you and your pup. I understand you're looking for an update on your replacement collar, and I recognize how important it is to have clear and timely updates when it comes to your pet's safety. At this time, I can confirm that the collar is still showing as "RMA received" in our system. While our records indicate a prior shipment connected to a warranty return in July, you mentioned that you don't recall initiating that return. Our Team is actively reviewing Order #1656146, including the status of the collar that may not have been returned, which could be affecting your current request. The case has now been escalated to help clarify the status of your Warranty Replacement (ID: AW-20250902-43478) and ensure the next steps are handled accurately. If you have any further questions or need additional support in the meantime, please don't hesitate to reach out. We're here for you by phone, email, or live video support. Thank you for being part of the Halo pack! With pawsitivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (R0Luxcqv...) | 2025-09-16 13:26:59 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

## Conversation: hqX-c8zsSVaKbZ\_tMP1Oiw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:41:06 UTC to 2025-09-16 12:42:30 UTC

**Customer (6b57QP0Y...) | 2025-09-16 12:41:06 UTC | halocollar.com**

How do I add a caretaker to my account

**System/AI | 2025-09-16 12:41:36 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (6b57QP0Y...) | 2025-09-16 12:42:30 UTC | halocollar.com**

I need to add a dog sitter to my account so she can use the collar with my dog

## Conversation: 8KR2PfMXRiSOT7MhjsTMAQ

Messages: 8 | Customers: 1 | Duration: 2025-09-16 12:41:22 UTC to 2025-09-16 17:27:05 UTC

### EMAIL | Customer (rtD\_plbn...) | 2025-09-16 12:41:22 UTC

**From:** queensabrina8118@gmail.com

**To:** info@halocollar.com

**Subject:** Re: Your payment for Halo Collar failed

I want to cancel my account. Please tell me how to do so. On Mon, Sep 15, 2025 at 2:44 PM Katie Wilson wrote: > Hey Susan, > > Katie Wilson from Halo Collar here. It looks like your subscription > payment of \$14.99 didn't go through. Please update your information here > > and we'll give it another try. > > Let us know if you have any questions. > > — > Katie Wilson > Customer Success > >

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:37:34 UTC

**From:** support@halocollar.com

**To:** queensabrina8118@gmail.com

**Subject:** Cancel Subscription

Hello Susan, Thank you for reaching out to our Halo Support team! I understand that you would like to know how to cancel your subscription. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. Here are the steps to cancel your membership plan: Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" Important Information: Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:41 AM "Susan Reuschel" wrote: > I want to cancel my account. Please tell me how to do so. > > On Mon, Sep 15, 2025 at 2:44 PM Katie Wilson > wrote: > > > Hey Susan, > > > > Katie Wilson from Halo Collar here. It looks like your subscription > > payment of \$14.99 didn't go through. Please update your information here > > > > and we'll give it another try. > > > > Let us know if you have any questions. > > > > — > > Katie Wilson > > Customer Success > > > >

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 13:37:35 UTC

First and Last Name: Susan Reuschel Email: queensabrina8118@gmail.com Phone Number: Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: The cx wants to know how they can cancel their subscription. Next Steps: Email the cx the instructions for them to cancel their subscription. Submit as resolved.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 13:37:38 UTC

Added: OfTt8viJQc6OAbjGHI0iQ

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 13:37:41 UTC | Status: CLOSED

**STATUS CHANGE** | Customer (rtD\_plbn...) | 2025-09-16 15:25:59 UTC | Status: OPEN

### EMAIL | Customer (rtD\_plbn...) | 2025-09-16 15:25:59 UTC

**From:** queensabrina8118@gmail.com

**To:** support@halocollar.com

**Subject:** Cancel my plan

Hello, I want to cancel my plan. I went onto "My account" and the icon for cancel is not responding. Could you cancel my plan, please? Thank you, Susan Reuschel

**STATUS CHANGE** | Unknown | 2025-09-16 17:27:05 UTC | Status: CLOSED





## Conversation: PCzPS1bEToubLy3ctTmnLg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:41:32 UTC to 2025-09-16 12:59:11 UTC

**PHONE\_CALL** | Customer (8V\_IdkDT...) | 2025-09-16 12:41:32 UTC

### AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 12:58:36 UTC

First and Last Name: JD Hammons Email: Not Provided Collar SN: NA Collar FW: NA  
Resources: AP Answers Recap/TS: Pre-purchase Questions Next Steps Pre-Purchase  
Answers

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 12:58:43 UTC

Added: NCR2eulFTRyzoCpXePNHpw

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 12:59:11 UTC | Status: CLOSED

## Conversation: DmrK-EsIT9Cr16Z\_N0cCSA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 12:41:42 UTC to 2025-09-16 12:41:42 UTC*

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 12:41:42 UTC | Status: CLOSED

## Conversation: cfJ1H3UYR8GujbqEqAGnw

Messages: 12 | Customers: 1 | Duration: 2025-09-16 12:42:09 UTC to 2025-09-16 15:21:35 UTC

### EMAIL | Customer (aWNBD3lf...) | 2025-09-16 12:42:09 UTC

**From:** landonhhw@yahoo.com

**To:** support@halocollar.com

**Subject:** Log Submission

Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone

### EMAIL | Agent (6ow\_I6yX...) | 2025-09-16 13:33:16 UTC

**From:** support@halocollar.com

**To:** landonhhw@yahoo.com

**Subject:** Re: Log Submission

Hello Landon, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started? Any error messages or unusual behavior you've seen? Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend! ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:42 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 12:42 PM "landonhhw" wrote: > > Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone

**TOPIC CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:33:21 UTC

Added: mBJH5IIYT8e2\_OFrmpcDwA

**TOPIC CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:33:28 UTC

Added: tWVb8I74TQWoFOK-wNWbdw | Removed: mBJH5IIYT8e2\_OFrmpcDwA

### AGENT NOTE | Agent (6ow\_I6yX...) | 2025-09-16 13:33:34 UTC

First and Last Name: Landon Carlberg Email: landonhhw@yahoo.com Collar SN: 23h3262278rt, 24h3042278rt Collar FW: v.02.08.11 Resources: AP Gladly Recap/TS: Empty app logs Next Steps: F/u with empty app logs macro

**STATUS CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:33:35 UTC | Status: CLOSED

### EMAIL | Customer (aWNBD3lf...) | 2025-09-16 14:34:35 UTC

**From:** landonhhw@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Log Submission

Good morning Coswayne, The collar I did the submission on is not recharging. When I hold the power button for 1 minute and let go of it, it shows the green battery symbol, followed

by 2 single red battery blinks, and then it blinks red 3 times. Hopefully this information is helpful in diagnosing the issue with the collar. Thank you! Landon CarlbergCell (218)-729-0569Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone -----Original message -----From: Halo Collar Date: 9/16/25 8:33 AM (GMT-06:00) To: landonhwh@yahoo.com Subject: Re: Log Submission Hello Landon, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:42 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 12:42 PM "landonhwh" wrote: Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone

*STATUS CHANGE | Customer (aWNBD3lf...) | 2025-09-16 14:34:35 UTC | Status: OPEN*

**EMAIL | Customer (aWNBD3lf...) | 2025-09-16 14:36:05 UTC**

**From:** landonhwh@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Log Submission

Hello Coswayne, I forgot to mention, I just noticed this issue this morning as I am trying to charge the collar. Thanks, Landon CarlbergCell (218)-729-0569Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone -----Original message -----From: Halo Collar Date: 9/16/25 8:33 AM (GMT-06:00) To: landonhwh@yahoo.com Subject: Re: Log Submission Hello Landon, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:42 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 12:42 PM "landonhwh" wrote: Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone

**EMAIL | Agent (DRL3eEs5...) | 2025-09-16 15:21:04 UTC**

**From:** support@halocollar.com

**To:** landonhhw@yahoo.com

**Subject:** Re: Log Submission

Hello Landon, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively: 1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer. 2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again. 3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly. 4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting. 5. Perform a Hard Reset Plug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 10:36 AM "landonhhw" wrote: > Hello Coswayne, I forgot to mention, I just noticed this issue this morning as I am trying to charge the collar. Thanks, Landon Carlberg Cell (218)-729-0569 Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone > ----- Original message ----- From: Halo Collar Date: 9/16/25 8:33 AM (GMT-06:00) To: landonhhw@yahoo.com Subject: Re: Log Submission Hello Landon, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing When the issue started Any error messages or unusual behavior you've seen Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:42 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 12:42 PM "landonhhw" wrote: Sent via the Samsung Galaxy S24 Ultra, an AT&T; 5G smartphone

**AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 15:21:34 UTC**

Live Team Notes Serial Numbers: 24h3042278rt FW: Issue/ Need: cx's collar is not charging Troubleshooting & Actions Taken: sent dead unit steps, WB is not reporting anything odd on our end Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 15:21:35 UTC | Status: CLOSED

## Conversation: 2yDPFKJzRrS-UE-Ek-aQVQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:42:40 UTC to 2025-09-16 12:44:09 UTC

**Customer (uhWwVYRy...) | 2025-09-16 12:42:40 UTC | halocollar.com**

Rogers Halo fell off and battery died- we cannot locate it.

**System/AI | 2025-09-16 12:42:55 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (uhWwVYRy...) | 2025-09-16 12:44:09 UTC | halocollar.com**

can we located a dead halo collar? it fell off



## Conversation: 4zUq1OOtQfeIYUAvjArGRA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 12:45:05 UTC to 2025-09-16 14:34:07 UTC

EMAIL | Customer (fmewgx6t...) | 2025-09-16 12:45:05 UTC

**From:** jalang1776@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Troubleshooting Information

Hi, I haven't heard anything back yet. I need this collar replaced. I just got a message from the halo app this morning saying the collar has not connected to let in 2 days. Jason On Mon, Sep 15, 2025, 5:25 AM Halo Collar wrote: > Hi Jason, > Thank you for sending the photo. I can confirm that we've received it and > have the serial number for your collar. > We'll use this to continue troubleshooting the LTE connection issue. > > A Halo representative will reach out if any additional information is > needed, or we'll follow up with the next steps shortly. > We appreciate your patience while we work on this! > \*To join the Dog Park through the Halo App, just follow these quick steps:\* > > - Tap Settings > - Tap Halo Dog Park > - Tap Halo Support > - Tap Join Session ■■■■ > > \*Phone support\* (+1 (214) 238-9788) available hours: > > - 9:00 AM - 5:00 PM EST (Monday-Friday) > - 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > > With pawsitivity, > Symantha > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Sunday, September 14, 2025, 6:59 PM "Jason Lang" > wrote: > > Absolutely. Thank you. Attached is a picture from the box. Not sure while > I which number you needed. > > > > Jason > > On Sun, Sep 14, 2025, 10:22 AM Halo Collar wrote: > > > Hello Jason, > > > Thank you for contacting Halo Collar Support. We need the Serial Number > > of the collar that is having issues. You have 3 collars on your account. > > Please provide the Serial number for the collar with issues. > > > Thank you, and we look forward to getting this resolved quickly. > > > With pawsitivity, > > [RES]Jamie > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Saturday, September 13, 2025, 10:13 PM "Jason Lang" > jalang1776@gmail.com> wrote: > > > The firmware is up to date. The lte in the diagnostic says it's ok. It > > will not switch or get the lte. My other two collars with just fine. > > > I need this collar warrantied out please. This needs to be fixed. Thanks > > > Jason > > > On Sat, Sep 13, 2025, 8:17 AM Halo Collar wrote: > > > > Hello Jason, > > > > Thank you for reaching out to our Halo Support. > > > > We understand that you may be experiencing some issues with LTE > > > connectivity on your collar. We apologize for any inconvenience caused but > > > rest assured, we are here to assist you. Please follow the steps below: > > > > 1. \*Firmware Check:\* It's important to regularly check the firmware > > > of your e-collar. This ensures that it is up-to-date and functioning > > > optimally. You can find instructions on how to review and update the > > > firmware in this article > > > . > > > 2. \*Collar Diagnostics:\* Check the collar diagnostics in your \*Collar > > > Settings\* and specifically view the LTE module. If you receive a > > > message stating that the LTE module is not working properly, please contact > > > our customer support team > > > . > > > 3. \*Transitioning from Wi-Fi to LTE:\* Ensure that your e-collar > > > successfully transitions from Wi-Fi to LTE whenever you walk outside and go > > > out of the Wi-Fi range. This transition is essential to maintain a seamless > > > connection. > > > \*Test on an Alternate Device:\* If possible, try using the collar's LTE > > > functionality on an alternate device. This can help determine if the issue > > > is specific to your current device or the collar. > > > > 1. Future Coverage Expansion: We understand the importance of having > > > reliable LTE coverage. We are actively working on extending our coverage to > > > other carriers in the future to provide you with even more options for > > > connectivity. > > > 2. Troubleshooting Logs and Diagnostics: If all the troubleshooting > > > steps mentioned above fail to resolve the issue, we may need to gather > > > system log files from your collar. Please reach out to our customer support > > > team, and they will guide you through the process of collecting the > > > necessary logs

and diagnostics >>> . >>> Our engineering team will then review the information to provide further >>> assistance. >>> >>> In addition, we'd like to share some additional resources about LTE >>> coverage: >>> >>> - Coverage Issues: Check if there is good cellular coverage in your >>> area. You can use the FCC Coverage Website >>> >>> to verify the coverage quality and signal strength. >>> - Environmental Factors: Sometimes, obstructions like buildings, >>> trees, or other physical barriers can affect LTE signal strength. Ensure >>> you are in an open area or test the LTE connectivity in different locations. >>> >>> >>> We apologize for any inconvenience caused. Our team is dedicated to >>> resolving this matter for you. If you have any further questions or need >>> additional assistance, please do not hesitate to contact our customer >>> support >>> . >>> >>> >>> Please also provide the email address associated with your Halo Collar >>> account and the serial number of the collar experiencing the issue. >>> >>> We are here to help! >>> >>> With pawsitivity, >>> Psyche >>> Halo Customer Support >>> \*Halo Collar\* | Here for you and your best friend■ >>> >>> \*Need more help?\* >>> ■\*support@halocollar.com\* | ■\*Halo Help >>> Center\* >>> >>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >>> >>> >>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>> >>> \*Join Session\* to speak with the next available agent >>> >>> On Friday, September 12, 2025, 10:54 AM "Jason Lang" >> jalang1776@gmail.com> wrote: >>> >>> Here are the logs for the Navy blue collar from our account. Our >>> account is under hrlang617@gmail.com. I dont have a support ticket >>> number I called in yesterday to get help. The collar is not connecting to >>> LTE. >>> >>> >>> >>> Jason >>> >>> >>> On Fri, Sep 12, 2025 at 7:20 AM Halo Collar >>> wrote: >>> >>>> Hello Jason, >>>> >>>> My name is Ronald, and I'm happy to assist you. >>>> >>>> Here is information on how to send System Logs or Diagnostic Files to >>>> Customer Support during troubleshooting. >>>> >>>> \*You'll need the following:\* >>>> >>>> - Your Halo Collar >>>> - A USB-C charging cable (the one that came with your collar or >>>> another USB-C cable) >>>> - A PC or Mac computer >>>> >>>> \*Step-by-Step Instructions:\* >>>> >>>> >>>> - Make sure the collar is turned ON >>>> - Press the power button once >>>> - The Logo light will start blinking >>>> - Recreate or observe the issue (if possible) >>>> - Try to reproduce the behavior by hand testing the collar >>>> >>>> \*Create a new diagnostic file:\* >>>> >>>> - Press the power button again (a short press) >>>> - This saves the log to the collar's internal storage >>>> - Connect the collar to your computer using the USB-C cable >>>> - Turn the collar OFF to enter low power mode >>>> - Press and hold the power button for 5 seconds >>>> - The collar will vibrate three times >>>> - Release the button when vibration ends >>>> - Open File Explorer (Windows) or Finder (Mac) on your computer >>>> - Your computer may show a notification that a new device was >>>> connected >>>> - If the collar does not appear, try a Hard Reset: >>>> - Hold the power button for 60 seconds, then try connecting again >>>> - Once connected, the collar will appear as a USB drive >>>> - On a PC: likely listed as D: or E: >>>> - On a Mac: likely listed as "noname" >>>> - Open the USB drive >>>> - You should see folders named: >>>> - log >>>> - logs >>>> - config >>>> - FW >>>> - sgee >>>> - diags >>>> - From here, follow any instructions from Customer Support on which >>>> files or folders to send. >>>> >>>> >>>> \*How to Send Log and Diag Files to Customer Support:\* >>>> >>>> - Open the collar's USB drive on your computer >>>> - Locate and copy the "log" folder >>>> - Paste or attach this folder to your email reply to Customer >>>> Support >>>> - These files are usually small, so you should be able to send >>>> the full folder >>>> - If needed, just attach the most recent log files >>>> - Next, locate and attach the "diags" folder >>>> - This folder contains several .json files >>>> - Attach it to the same email along with the log folder/files >>>> >>>> \*Where to Send the Files:\* >>>> >>>> - If you already have an open support ticket, reply to that email >>>> - If not, send a new email to: support@halocollar.com >>>> >>>> \*Important Notes:\* >>>> >>>> - If you're submitting files for more than one collar, send them in >>>> separate emails >>>> - Include the serial number of each collar in the email >>>> - Files do not indicate which collar they came from >>>> >>>> \*Once files are attached and sent:\* >>>> >>>> - Safely eject the collar from your computer >>>> - Press the ON button to turn the collar back on and resume use >>>> >>>> If you have any additional questions, please don't hesitate to reach >>>> out! We're here for you and your pup! >>>> >>>> With pawsitivity, >>>> Ronald >>>> Halo Customer Support >>>> \*Halo Collar\* | Here for you and your best friend■ >>>> >>>> \*Need more help?\* >>>> ■\*support@halocollar.com\* | ■\*Halo Help >>>> Center\* >>>> >>>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >>>> >>>> >>>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>>> >>>> \*Join Session\* to speak

Added: MllsYsoXS1qWWFbZys35mg

## Conversation: IL39BwOKTjyHYqGUR23VyA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 12:49:02 UTC to 2025-09-16 18:44:54 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 12:49:02 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx states their package was delivered, but stolen & they would like a REP order to be sent Recap (When/Where/What the customer wants) Order: 1653859 Tracking: 392809729934 [<https://www.fedex.com/fedextrack/?trknbr=392809729934&trkqual=2460922000~392809729934~FX>]; shows delivered with claim ticket open SNs: 25h4303072rt,25h4303296rt (deactivated) Is This Resolved/Follow-Up Required? FU - having cx verify their address first before submitting new REP order If Follow Up Is Required (What/When) Create REP order for 1653859 Optional Additional Info:

### EMAIL | Agent (M0svworG...) | 2025-09-16 12:57:05 UTC

**From:** support@halocollar.com

**To:** thegypsie72@yahoo.com

**Subject:** Halo Support/Lost or Stolen Package

Hello Misti, Thank you for reaching out to Halo Customer Support. We appreciate your patience as we reviewed your account and request. We are saddened to hear that your order was stolen from your porch. We know that must be incredibly frustrating and disappointing. I wanted to let you know we have gone ahead and deactivated the collars from your order. Moving forward, we can refund or replace your order that was stolen. If you would like us to send you another order, can you please confirm your address with us, and we will put that order in right away for you! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Saturday, September 13, 2025, 11:03 AM support@halocollar.com wrote: > Hello Misti, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Paisley > Halo Customer Support > Halo Collar | Here for you and your best friend

> > Need more help? > support@halocollar.com | Halo Help Center > Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 9:54 AM support@halocollar.com wrote: > > > Hello Misti, > > > Here is a link to the FedEx tracking for your package: click here > > > With pawsitivity, > > Paisley > > Halo Customer Support > > Halo Collar | Here for you and your best friend

> > > Need more help? > > support@halocollar.com | Halo Help Center > > Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Saturday, September 13, 2025, 9:53 AM support@halocollar.com wrote: > > > > Hello Misti, > > > > Here is a link to the FedEx tracking for your package: click here > > > > With pawsitivity, > > > > Paisley > > > > Halo Customer Support > > > > Halo Collar | Here for you and your best friend

> > > > Need more help? > > > support@halocollar.com | Halo Help Center > > > Speak to a live agent face-to-face at our Dog Park > > > 9:00 am - 8:00 pm EST 7 days a week > > > Join Session to speak with the next available agent > > >

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 12:57:34 UTC | Status: CLOSED

### EMAIL | Customer (MQMSmZQr...) | 2025-09-16 16:32:54 UTC

**From:** thegypsie72@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support/Lost or Stolen Package

Hello. Thank you so much for the speedy reply! I would very much appreciate you sending another set of collars. My address is 608 South Canyon Road Alamogordo NM 88310 Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 6:57 AM, Halo Collar wrote: Hello Misti, Thank you for reaching out to Halo Customer Support. We appreciate your patience as we reviewed your account and request. We are saddened to hear that your order was stolen from your porch. We know that must be incredibly frustrating and disappointing. I wanted to let you know we have gone ahead and deactivated the collars from your order. Moving forward, we can refund or replace your order that was stolen. If you would like us to send you another order, can you please confirm your address with us, and we will put that order in right away for you! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Saturday, September 13, 2025, 11:03 AM support@halocollar.com wrote: Hello Misti, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: - Our team is reviewing the details of your request and any related activity. - We're checking systems to get a complete picture. - You'll hear back from us as soon as we have an update or resolution to share. In the meantime: - Please know we're prioritizing this for you. - We truly appreciate your patience while we dig in and work on a solution. - Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Paisley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 9:54 AM support@halocollar.com wrote: Hello Misti, Here is a link to the FedEx tracking for your package: click here With pawsitivity, Paisley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 9:53 AM support@halocollar.com wrote: Hello Misti, Here is a link to the FedEx tracking for your package: click here With pawsitivity, Paisley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*STATUS CHANGE | Customer (MQMSmZQr...) | 2025-09-16 16:32:54 UTC | Status: OPEN*

**AGENT NOTE | Agent (M0svworG...) | 2025-09-16 18:41:01 UTC**

Accessory Order Number- 1660423 is replacing 1653859 (lost or stolen package)

**EMAIL | Agent (M0svworG...) | 2025-09-16 18:44:45 UTC**

**From:** support@halocollar.com

**To:** thegypsie72@yahoo.com

**Subject:** Halo Support/Lost or Stolen Package

Hello Misti, Thank you so much for your quick reply and confirming your address with us! I'm happy to let you know that your order for two Halo 4 Kits in Graphite has been successfully set up and will be shipping out shortly. Your order number is 1660423 You can expect your order to arrive within roughly 3-5 business days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 10:32 AM "misti parks" wrote: > Hello. Thank you so much for the speedy reply! I would very much appreciate you sending another set of collars. My address is > 608 South Canyon Road Alamogordo NM 88310 > > > Sent from Yahoo Mail for iPhone > > > On Tuesday,

September 16, 2025, 6:57 AM, Halo Collar wrote: > > Hello Misti, > Thank you for reaching out to Halo Customer Support. We appreciate your patience as we reviewed your account and request. > We are saddened to hear that your order was stolen from your porch. We know that must be incredibly frustrating and disappointing. I wanted to let you know we have gone ahead and deactivated the collars from your order. > Moving forward, we can refund or replace your order that was stolen. If you would like us to send you another order, can you please confirm your address with us, and we will put that order in right away for you! > Best Regards, Katherine Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Saturday, September 13, 2025, 11:03 AM support@halocollar.com wrote: > Hello Misti, > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > Here's what you can expect: > - Our team is reviewing the details of your request and any related activity. > - We're checking systems to get a complete picture. > - You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > - Please know we're prioritizing this for you. > - We truly appreciate your patience while we dig in and work on a solution. > - Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > With pawsitivity, Paisley Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Saturday, September 13, 2025, 9:54 AM support@halocollar.com wrote: > Hello Misti, > Here is a link to the FedEx tracking for your package: click here > With pawsitivity, Paisley Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Saturday, September 13, 2025, 9:53 AM support@halocollar.com wrote: > Hello Misti, > Here is a link to the FedEx tracking for your package: click here > With pawsitivity, Paisley Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > > > > > >

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 18:44:54 UTC | Status: CLOSED



## Conversation: dMz0Z5I\_RLaS8GTDskKYUg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:49:16 UTC to 2025-09-16 12:50:18 UTC

### AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 12:49:16 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx lost the collar they needed to return Recap (When/Where/What the customer wants) Cx lost the collar they needed to return Added to the warranty collars not returning sheet Sending cx further attention macro Will get with my lead tomorrow to see what the outcome will be Is This Resolved/Follow-Up Required? Y If Follow Up Is Required (What/When) Sending cx email that we are looking into it Optional Additional Info:

### EMAIL | Agent (FaDnBtgn...) | 2025-09-16 12:49:58 UTC

**From:** support@halocollar.com

**To:** farmerddj@gmail.com

**Subject:** Halo Collar Order Update

Hello Richard, My name is Tiff, and I hope you and your pup are having a great day! Just a quick update on the status of your request. After reviewing your case, we've looped in our Management Team for a closer look. They'll make sure everything is handled with care. Here's what's happening now: Your case has been sent to the right team. They're already digging in. We'll follow up soon with your next update. We understand that your dog's safety and your peace of mind are of the utmost importance. Thanks for your patience while we get things sorted. We're always here if you need anything in the meantime. Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Monday, September 15, 2025, 4:50 PM support@halocollar.com wrote: > Hello Richard, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Taylor > Halo Customer Support > Halo Collar | Here for you and your best friend

> > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 4:49 PM support@halocollar.com wrote: > > > Hello Richard, > > > My name is Taylor, and I would like to thank you for your patience while we processed your order request. > > > I'm happy to let you know that your order for Halo 4 Strap and Contact tips has been successfully set up and will be shipping out shortly. > > You can expect your order to arrive within roughly 3-5 business days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status > > If you have any questions in the meantime, just reply to this email. > > We're always here to help. > > > With pawsitivity, > > Taylor > > Halo Customer Support > > Halo Collar | Here for you and your best friend

> > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**STATUS CHANGE** | Agent (FaDnBtgn...) | 2025-09-16 12:50:18 UTC | Status: CLOSED

## Conversation: tLsZNUi0THiHj5SYk2K7Ag

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:49:43 UTC to 2025-09-16 14:50:31 UTC

**Customer (oNQPBdw7...)** | 2025-09-16 12:49:43 UTC | halocollar.com

I keep getting incorrect pin when I try to connect via blue tooth

**System/AI** | 2025-09-16 12:50:02 UTC | halocollar.com

Hi there! It sounds like you're having a common issue. Remember, the Halo Collar connects to your phone only through the Halo App, not your phone's standard Bluetooth settings. Please ensure the collar is fully charged, the Halo App is installed, and Bluetooth permissions are enabled for the app. Once you open the Halo App, it should automatically detect and connect to the collar. If you're still having trouble, make sure your collar's firmware is up to date and try using the nRF Connect Mobile App to see if the collar is discoverable. Let me know if this helps or if you have any more questions!

**STATUS CHANGE** | Unknown | 2025-09-16 14:50:31 UTC | Status: CLOSED



## Conversation: uZXWCExeRv2NMWrtCdy2RA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 12:51:35 UTC to 2025-09-16 14:58:34 UTC

**Customer (bfvsuPnU...)** | 2025-09-16 12:51:35 UTC | halocollar.com

Can I set up the collar without having it in hand?

**System/AI** | 2025-09-16 12:51:57 UTC | halocollar.com

To set up the Halo Collar, you'll need to have it with you. Make sure it's charged and turned on so you can pair it with the Halo App via Bluetooth. Keep the collar connected to the charger and your phone within 50 feet. Then, just follow the app's instructions to complete the setup, including adding pet details and connecting to Wi-Fi. If you have any more questions, feel free to ask!

**Customer (bfvsuPnU...)** | 2025-09-16 12:53:04 UTC | halocollar.com

Can more than one person use my account for the collar

**System/AI** | 2025-09-16 12:53:35 UTC | halocollar.com

Yes, more than one person can use your Halo account for the collar! Just share the same login credentials across multiple devices. This way, everyone can access tracking, manual feedback, and collar settings. Please ensure all users complete the User Training for safe and proper handling of the collar.

**Customer (bfvsuPnU...)** | 2025-09-16 12:57:15 UTC | halocollar.com

If someone else sets up the collar will I be able to see what's going on if I'm logged into my account?

**System/AI** | 2025-09-16 12:57:36 UTC | halocollar.com

Absolutely! If someone else sets up the collar using your account, you can still see all updates and information. Just use the same login credentials on your device. This way, you can access tracking, manual feedback, and collar settings from anywhere, keeping you informed about your dog's activities and safety.

**STATUS CHANGE** | Unknown | 2025-09-16 14:58:34 UTC | Status: CLOSED

## Conversation: MgmV6lWTQCSFEQEJINHKA<sub>g</sub>

Messages: 4 | Customers: 1 | Duration: 2025-09-16 12:53:28 UTC to 2025-09-16 14:54:33 UTC

**Customer (sYpGc9iC...)** | 2025-09-16 12:53:28 UTC | halocollar.com

How do I change my password

**Customer (sYpGc9iC...)** | 2025-09-16 12:53:54 UTC | halocollar.com

On the app

**System/AI** | 2025-09-16 12:54:28 UTC | halocollar.com

Hey there! To change your password in the Halo Collar app, just open the app and tap 'Log In.' Then, select 'Forgot Password?' and enter your email to get a recovery link. Once you receive the email, reset your password and tap 'Submit.' You can then log in with your new password. If you run into any issues, make sure to check your spam or junk folders for the recovery email. Need more help? Just let me know!

**STATUS CHANGE** | Unknown | 2025-09-16 14:54:33 UTC | Status: CLOSED

## Conversation: QuizNb\_9T86j-7F4OdSfPg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 12:54:34 UTC to 2025-09-16 12:56:12 UTC

### AGENT NOTE | Agent (nNKLv8vG...) | 2025-09-16 12:54:34 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Tara Cronbaugh Email: tara@thejavahouse.com Phone Number: 3193313073 Collar SN: 25h4246245rt (Teddy) - Halo 4 - NO purchase details in AP - Collar has a critical error in AP. Collar SN: 25h4262701rt (Charlie) - Halo 4 - NO purchase details in AP - Collar has a critical error in AP. Collar FW: both collars: v.03.00.05 on 08/20/2025 20:14 Collar Purchased From: Amazon Resources: Verified CX in AP, Gladly. Recap/TS: Both Halo 4 collars have critical errors in AP that need WR. CX purchased via Amazon and started a return for a refund. Next Steps: Prior Agent escalated to RMA for deactivation of collars.

**TOPIC CHANGE** | Agent (nNKLv8vG...) | 2025-09-16 12:54:35 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w, jjmywZ3VSKKjVyuw1USzJQ

### EMAIL | Agent (nNKLv8vG...) | 2025-09-16 12:56:12 UTC

**From:** support@halocollar.com

**To:** tara@thejavahouse.com

**Subject:** Halo Support: Your Request is Under Review

Hello Tara, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Michele Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 7:33 PM "Tara Cronbaugh" wrote: > Good evening, > > We will need to see about keeping these collars. > They work for our situation half time. (We could never leave the dogs > unattended) as we can only set the static except under strict supervision > as the collars GPS just jump all over and zap them) but they we can use the > collars for warning and keep them close enough to us.) Even with Teddy > collar at 800 and 1300 it will issue a random warning beeps on my bed, (■) > > Maybe we could settle on a beacon try and figure a resolve to recharge our > card. > > But given our situation, we will not be able to get the fence in fast > enough. Unfortunately, we just moved in this lake home and the septic now > needs replaced, so fence is not making it in time this fall or for Iowa > winter. > > Halo company initiated the Amazon refund, not myself. So not sure how you > want to proceed. > > Please advise and we can get you a credit card to recharge. > > Tara Cronbaugh, President > The Java House > d: 319 | 250 | 4736 > > > On Sat, Sep 6, 2025 at 1:23 PM Halo Collar wrote: > > > Hello Tara! > > > We are always happy to help! We would like to take a moment to thank you > > for reaching out to our customer service team. It was our pleasure to > > assist you, and we're glad we could help address your needs. > > > We're here for you whenever you need us and look forward to serving you in > > the future! > > > With pawsitivity, > > Steven > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > \*Need more help?\* > > ■ support@halocollar.com\* | ■ Halo Help Center\* > > > ■ \*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > > On Saturday, September 6, 2025, 1:11 PM "Tara Cronbaugh" > tara@thejavahouse.com>

write: > > > That is appreciated. We will continue to work the fence options. And are > > bummed the lake, trees and home on a slope presented inconsistency. New to > > Halo. > > > We too are not happy with the fence option. But I guess that is lake life. > > > Thank you > > > Tara Cronbaugh, President > > The Java House > > d: 319 | 250 | 4736 > > > > On Sat, Sep 6, 2025 at 11:39 AM Halo Collar > > wrote: > > > Hello Tara! > > > > We completely understand your frustrations. We have reactivated your > > collars temporarily. \*Please note that your collar's deactivation date > > has been moved to September 19th. \*We apologize for that confusion. > > > > If you have any further questions or concerns, please feel free to reach > > back out! > > > > Have a wonderful day! > > > > With pawsitivity, > > Steven > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help > > Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > > On Saturday, September 6, 2025, 9:04 AM "Tara Cronbaugh" > > tara@thejavahouse.com> wrote: > > > > It would be nice if you could have given us notice to make other > > provisions. We had to move to next option of fence given we know the > > collars over zap and GPS jumps. > > > > Reality is we cannot rely on the collars without watching our pups and > > going out with them which is the idea of collars. However, they were used > > to still keep them in an area. They just beep at the pups at our feet. So > > we can attempt to extend fence out further in the meantime while we work > > the fence. Which we have started. We shut the static off. > > > > We would appreciate to service active while we work to get the fence > > installed. > > > > Unfortunately, no one indicated this would be only option. > > > > We need time to get the fence installed. > > > > > Tara Cronbaugh, President > > The Java House > > d: 319 | 250 | 4736 > > > > > On Sat, Sep 6, 2025 at 7:18 AM Halo Collar > > wrote: > > > > Hello Tara, > > > > My name is Steven and I want to thank you for your email. > > > > \*Please discontinue use of the collar immediately. Your Halo Collar will > > > be deactivated due to an Amazon return issued.\* > > > > > \*Here's what to expect:\* > > > > > - Why it's being deactivated: A return was detected through the > > > Amazon portal. > > > - Why this matters: Using a collar with a known issue could lead to > > > inconsistent tracking or functionality. Deactivation helps prevent any > > > false sense of security. > > > > > > > We understand that this can be inconvenient, but safety is our top > > > priority. > > > > We appreciate your patience. If you have any questions, please don't > > > hesitate to reach out. > > > We're here to help! > > > > With pawsitivity, > > > Steven > > > Halo Customer Support > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > \*Need more help?\* > > > > > ■\*support@halocollar.com\* | ■\*Halo Help > > > Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > > > \*Join Session\* to speak with the next available agent > > > > > > > > > > >

## Conversation: sr-YMq9PTJuNzaX6PqgKSg

Messages: 10 | Customers: 1 | Duration: 2025-09-16 12:57:12 UTC to 2025-09-16 14:13:00 UTC

**PHONE\_CALL** | Customer (c4yVvgoL...) | 2025-09-16 12:57:12 UTC

**EMAIL | Agent (6ow\_I6yX...) | 2025-09-16 13:03:05 UTC**

**From:** support@halocollar.com

**To:** jenejordan2@mac.com

**Subject:** Halo Collar Subscription Cancellation Information

Hello Jene, I'm happy to help! Here are the steps to cancel your membership plan: Log in at [www.halocollar.com](http://www.halocollar.com) Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" Important Information: Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore" to keep your access just like nothing changed Let us know if you need any help along the way — we're always here for you and your pup! With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:03:21 UTC

Added: OfTt8viJQcq6OAbjGHi0iQ

**AGENT NOTE | Agent (6ow\_I6yX...) | 2025-09-16 13:03:26 UTC**

First and Last Name: Jene (Carolyn) Jordan Email: jenejordan2@mac.com Collar SN: Collar FW: Resources: AP Recap/TS: Cx states they cancelled their membership in Aug. CX states they were charged in September. Next Steps: AP shows an active Gold membership Second account found- carolyn.jordan1@gmail.com This account cancelled in Aug -- carolyn.jordan1@gmail.com Advised cx they have 2 accounts. CX will cancel the other account under husband's email

**STATUS CHANGE** | Agent (6ow\_I6yX...) | 2025-09-16 13:03:28 UTC | Status: CLOSED

**EMAIL | Customer (c4yVvgoL...) | 2025-09-16 13:24:05 UTC**

**From:** jenejordan2@mac.com

**To:** support@halocollar.com

**Subject:** Re: Halo Collar Subscription Cancellation Information

This does not work . I have no account to cancel. It tries to get me to select a plan > On Sep 16, 2025, at 9:03 AM, Halo Collar wrote: > > Hello

**STATUS CHANGE** | Customer (c4yVvgoL...) | 2025-09-16 13:24:05 UTC | Status: OPEN

**EMAIL | Agent (chgMWdgT...) | 2025-09-16 14:11:15 UTC**

**From:** support@halocollar.com

**To:** jenejordan2@mac.com

**Subject:** Re: Halo Collar Subscription Cancellation Information

Hello Jene, Thanks for reaching out to Halo Support! My name is Brandon. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge of \$19.99. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 9:24 AM "Jene Jordan" wrote: > This does not work . I have no account to cancel. It tries to get me to select a plan > > > On Sep 16, 2025, at 9:03 AM, Halo Collar wrote: > > > Hello > >

**AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 14:12:55 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX states they already canceled their plan and was charged again Recap (When/Where/What the customer wants) Canceled jenejordan2@mac.com and refunded \$19.99 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

**STATUS CHANGE** | Agent (chgMWdgT...) | 2025-09-16 14:13:00 UTC | Status: CLOSED

## Conversation: zCp3WQheR1WRRRA-QWiHE5A

Messages: 7 | Customers: 1 | Duration: 2025-09-16 12:57:22 UTC to 2025-09-16 13:15:51 UTC

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 12:57:22 UTC | Status: OPEN

### AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 12:57:54 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx looking for shipping status on AW-20250908-44636 Recap (When/Where/What the customer wants) Per AP 9/16 it has been updated: Shipped Replacement Status Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Emailing cx that the replacement collar has not been shipped Optional Additional Info:

### EMAIL | Agent (YYRYgGjy...) | 2025-09-16 13:00:42 UTC

**From:** support@halocollar.com

**To:** jocelynleelindgren@gmail.com

**Subject:** Halo Collar Tracking Information

Hello Jocelyn, Great news! Your Halo Collar for Maverick is on its way! It's scheduled to arrive: Wednesday, 9/17/2025 FedEx Tracking Number: 393227313290 You can also monitor it here: Halo Collar Order Status We've packed your items with care, and they'll arrive shortly! If you have any further questions, please don't hesitate to contact us. With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 3:18 PM

support@halocollar.com wrote: > Hello Jocelyn, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Ariel > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 10:00 AM

support@halocollar.com wrote: > > > Hello Jocelyn, > > > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I was deeply saddened to hear about the experience you have had with Halo lately and am hopeful we can try to help further. > > > > As discussed, I have reached out about your warranty request order for an update and more information. We will follow up with you here once we have an update. > > > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > > > Please do not hesitate to contact our customer support. We are here to help! > > > > With pawsitivity, > > Jessica > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > > On Friday, September 12, 2025, 2:44 PM support@halocollar.com wrote: > > > > > Hello Jocelyn, > > > > > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > > > > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > > > > > Here's what you can expect: > > > > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > > > > In the meantime: > > > > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind.

> > > > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > > > > With pawsitivity, > > > Taylor > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend ■ > > > > > Need more help? > > > ■support@halocollar.com | ■Halo Help Center > > > ■Speak to a live agent face-to-face at our Dog Park > > > 9:00 am - 8:00 pm EST 7 days a week > > > Join Session to speak with the next available agent > > >

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 13:00:47 UTC

Removed: U-i1ECnGRuuQs6yo6MyFzw

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 13:00:48 UTC | Status: CLOSED

**STATUS CHANGE** | Agent (K5Oem0q0...) | 2025-09-16 13:15:25 UTC | Status: OPEN

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 13:15:51 UTC | Status: CLOSED



## Conversation: dkXNvBiKQaqB1BcbMNdMDA

Messages: 17 | Customers: 1 | Duration: 2025-09-16 12:59:15 UTC to 2025-09-16 23:26:15 UTC

**Customer (VDCXesy4...)** | 2025-09-16 12:59:15 UTC | halocollar.com

My Halo is not showing the correct location of my dog

**System/AI** | 2025-09-16 12:59:39 UTC | halocollar.com

Hi there! To fix the location issue with your Halo Collar, it might need GPS initialization. Please take the collar outside to an open area, away from buildings or trees, and keep it still until the GPS light changes to blinking green (Halo 4) or blue (Halo 3 or older). Once initialized, give the collar a little shake or move it slightly to trigger the motion sensors and update its location in the app. Make sure the collar is charged and connected to Wi-Fi for the best results. If the problem continues, try using the diagnostics in the app's Collar Settings to check GPS accuracy. Let me know if you need any more help!

**STATUS CHANGE** | Unknown | 2025-09-16 15:00:35 UTC | Status: CLOSED

**Customer (VDCXesy4...)** | 2025-09-16 23:05:55 UTC | halocollar.com

Halo is not showing correct location of my dog

**STATUS CHANGE** | Customer (VDCXesy4...) | 2025-09-16 23:05:55 UTC | Status: OPEN

**System/AI** | 2025-09-16 23:06:24 UTC | halocollar.com

Hi there! To fix the location issue with your Halo, try initializing the GPS. Take the collar outside to an open area away from buildings or trees, and keep it still until the GPS light blinks green (Halo 4) or blue (Halo 3 or older). Then, shake or move the collar slightly to update its location in the app. Make sure your collar is charged and connected to Wi-Fi for the best performance. If the problem continues, check the diagnostics in the Halo App's Collar Settings and keep your firmware updated for optimal results.

**Customer (VDCXesy4...)** | 2025-09-16 23:08:31 UTC | halocollar.com

It's not blinking at all

**System/AI** | 2025-09-16 23:09:08 UTC | halocollar.com

Hi Jennifer! If your Halo Collar isn't blinking, it might need to be charged or powered on. Please connect the collar to its charger and ensure the battery lights up. Then, press the power button for one second to see if it turns on. Let me know if it's still not responding after these steps.

**Customer (VDCXesy4...)** | 2025-09-16 23:10:21 UTC | halocollar.com

if i press the power button the paw blinks orange once

**Customer (VDCXesy4...)** | 2025-09-16 23:10:38 UTC | halocollar.com

it is fully charged

**System/AI** | 2025-09-16 23:11:37 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Customer (VDCXesy4...)** | 2025-09-16 23:13:13 UTC

**From:** villagegunshop@yahoo.com

**To:** support@halocollar.com

**Subject:** Log Submission

Sent from my iPad Air! Village Pawn & Gun Shop 1207 E Caswell St. Wadesboro, NC 28170 704-694-6266 phone 704-695-1203 fax [www.villagepawnandgunshop.com](http://www.villagepawnandgunshop.com)

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 23:16:59 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 23:24:36 UTC**

Live Team Notes Serial Numbers: 21h2441642rt - Ozzy B FW: v.03.01.02 PRODBETA  
Issue/ Need: Stuck Pet Pin Troubleshooting & Actions Taken: Took the collar outside by hand No GPS satellite data detected GPS Signal Level staying a 50 App will not register any signal changes attempted Resources Used (provide details): (KB articles, Slack posts, internal docs.): Weak GPS Accuracy [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.wetmsfda2ba>]  
Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 23:25:51 UTC**

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 21h2441642rt - Ozzy B  
Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Date & Time of Occurrence: 9/16/25 @ 7:20 PM EST Is the Issue Reproducible? (Yes/No – If Yes, include steps): Yes  
Took the collar outside by hand No GPS satellite data detected GPS Signal Level staying a 50 App will not register any signal changes attempted Additional notes about the issue: Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>]  
Steps Completed:(Y/N) & Outcome of Troubleshooting: Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) Yes Screenshots: (Yes/No) System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) App Logs (App issues): (Yes/No)

**EMAIL | Agent (CgaCndlh...) | 2025-09-16 23:25:59 UTC**

**From:** support@halocollar.com

**To:** villagegunshop@yahoo.com

**Subject:** Halo Collar Next Steps Investigation

Hello Jennifer, My name is Alexis, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 7:13 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 11:13 PM "Village Gun Shop" wrote: > > > > Sent from my iPad Air! > > Village Pawn & Gun Shop > > 1207 E Caswell St. > > Wadesboro, NC 28170 > > 704-694-6266 phone > > 704-695-1203 fax > > [www.villagepawnandgunshop.com](http://www.villagepawnandgunshop.com) > > >

**TOPIC CHANGE** | Agent (CgaCndlh...) | 2025-09-16 23:26:15 UTC

Added: aIJbSEmbQouKVHTp2qhnKA, majmLeKgRJekuZZECNBxAQ

## Conversation: 8oOLTRemT3CkLWAvPsiq-A

Messages: 6 | Customers: 1 | Duration: 2025-09-16 12:59:33 UTC to 2025-09-16 13:42:32 UTC

EMAIL | Customer (mWIlmJmo...) | 2025-09-16 12:59:33 UTC

**From:** dbarnes\_tetra@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Log Submission

When will I receive the replacement collar? On Sep 15, 2025, at 9:36 AM, Halo Collar wrote: Hello Darrel, Thanks for your response. I have submitted your warranty request, and we are preparing your replacement collar. What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! Best Regards , Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 9:36 AM "Darrel Barnes" wrote: You're welcome and the collar is not on Ranger, I took it off the day it showed it wasn't connected. On Sep 15, 2025, at 8:29 AM, Halo Collar wrote: Hello Darrel, Thanks so much for reaching out! I'm happy to submit your replacement request. We want to make sure everything is handled as smoothly as possible for you. Before we can move forward, we just need a quick confirmation: \* Is Ranger currently using the collar? \* For your pup's safety, we can't proceed until we know the collar is no longer in use. Once the request is submitted, the collar will be deactivated and will no longer function. Once we receive your confirmation: \* We'll send you an email to verify your shipping address. \* After you confirm, your replacement will be processed and shipped as soon as possible. Please note that you will receive an email confirmation when the order ships. Please keep your eyes out for it! If you have any questions in the meantime, just let me know. We're here to help! Best Regards , Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 7:08 AM "Darrel Barnes" wrote: There are no lights coming on, blinking, or staying solid. We are leaving for vacation Wednesday and need a collar ASAP. Thanks, Darrel On Sep 14, 2025, at 5:49 AM, Halo Collar wrote: Hi Darrel, I'm sorry to hear your collar still isn't charging, I appreciate you already going through the troubleshooting steps we shared. Since you've confirmed those checks, I'd like to review this further on our side to get to the bottom of the issue. Could you please provide the following details so we can continue with a deeper review? \* The serial number (SN) of your collar (printed inside the strap near the buckle). \* A quick description of the charging lights or lack thereof when the collar is connected. \* If possible, a short photo or video showing the collar on the charger. This information will help us determine whether the issue may be with the collar hardware itself or if additional troubleshooting is possible. In the meantime, if you'd like live assistance, you can join us in the Halo Dog Park through the Halo App: \* Tap Settings \* Tap Halo Dog Park \* Tap Halo Support \* Tap Join Session ■ Phone support is also available at +1 (214) 238-9788 \* Monday–Friday: 9:00 AM – 5:00 PM EST \* Saturday & Sunday: 10:00 AM – 4:00 PM EST We'll make sure you get the support needed to resolve this issue. With pawsitivity, Symantha Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 7:28 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Saturday, September 13, 2025, 11:28 PM "Darrel Barnes" wrote:

**STATUS CHANGE** | Customer (mWllmJmo...) | 2025-09-16 12:59:33 UTC | Status: OPEN

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:40:00 UTC

Added: oa5e98htSpOozRqx9wftLg

**EMAIL | Agent (poWIULpl...) | 2025-09-16 13:40:01 UTC**

**From:** support@halocollar.com

**To:** dbarnes\_tetra@yahoo.com

**Subject:** Replacement Delivery Timeline

Hello Darrel, Thanks for reaching out to Halo Support! Delivery timeline for replacements is expediated at 3-5 business days, from the date of shipping address confirmation (Sept 16, 2025). If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:59 AM "Darrel Barnes" wrote: > When will I receive the replacement collar? > On Sep 15, 2025, at 9:36 AM, Halo Collar wrote: > Hello Darrel, > Thanks for your response. I have submitted your warranty request, and we are preparing your replacement collar. > What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. > Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. > Thank you for being part of our Halo Pack! > > Best Regards , > Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ > > On Monday, September 15, 2025, 9:36 AM "Darrel Barnes" wrote: > You're welcome and the collar is not on Ranger, I took it off the day it showed it wasn't connected. > On Sep 15, 2025, at 8:29 AM, Halo Collar wrote: > > Hello Darrel, > > Thanks so much for reaching out! > > I'm happy to submit your replacement request. > We want to make sure everything is handled as smoothly as possible for you. > > Before we can move forward, we just need a quick confirmation: > \* Is Ranger currently using the collar? > \* For your pup's safety, we can't proceed until we know the collar is no longer in use. Once the request is submitted, the collar will be deactivated and will no longer function. > Once we receive your confirmation: > \* We'll send you an email to verify your shipping address. > \* After you confirm, your replacement will be processed and shipped as soon as possible. > Please note that you will receive an email confirmation when the order ships. Please keep your eyes out for it! > > If you have any questions in the meantime, just let me know. We're here to help! > > Best Regards , > Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ > > On Monday, September 15, 2025, 7:08 AM "Darrel Barnes" wrote: > There are no lights coming on, blinking, or staying solid. We are leaving for vacation Wednesday and need a collar ASAP. > > Thanks, > Darrel > On Sep 14, 2025, at 5:49 AM, Halo Collar wrote: > > Hi Darrel, > I'm sorry to hear your collar still isn't charging, I appreciate you already going through the troubleshooting steps we shared. Since you've confirmed those checks, I'd like to review this further on our side to get to the bottom of the issue. > Could you please provide the following details so we can continue with a deeper review? > \* The serial number (SN) of your collar (printed inside the strap near the buckle). > \* A quick description of the charging lights or lack thereof when the collar is connected. > \* If possible, a short photo or video showing the collar on the charger. > This information will help us determine whether the issue may be with the collar hardware itself or if additional troubleshooting is possible. > In the meantime, if you'd like live assistance, you can join us in the Halo Dog Park through the Halo App: > \* Tap Settings > \* Tap Halo Dog Park > \* Tap Halo Support > \* Tap Join Session > ■ Phone support is also available at +1 (214) 238-9788 > \* Monday–Friday: 9:00 AM – 5:00 PM EST > \* Saturday & Sunday: 10:00 AM – 4:00 PM EST > We'll make sure you get the support needed to resolve this issue. > With pawsitivity, > Symantha Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 7:28 PM

support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Saturday, September 13, 2025, 11:28 PM "Darrel Barnes" wrote:

**AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 13:42:25 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Darrel Barnes Email: dbarnes\_tetra@yahoo.com Phone Number: Collar SN: AW-20250915-45958 Collar FW: Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx is WISMO replacement. Email cx the replacement delivery timeline Next Steps: Resolved.

**STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 13:42:32 UTC | Status: CLOSED**

## Conversation: P6PJDAqQ4K-gof47zGEIlg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 12:59:57 UTC to 2025-09-16 13:12:53 UTC

**PHONE\_CALL** | Customer (OP7shnqe...) | 2025-09-16 12:59:57 UTC

**EMAIL | Agent (OVaCilev...) | 2025-09-16 13:10:49 UTC**

**From:** support@halocollar.com

**To:** 121884cain@gmail.com

**Subject:** Halo Collar Contact Information

Hello Harold, Thank you for reaching out to Halo Collar Support. I'm glad we were able to confirm Boone's collar is charging, but with concerns about the feedback delivery to the collar, please reach back out when you have the collar, so we can troubleshoot any remaining issues. Please reach out to us at +1 (214) 238-9788 during these hours:  
Monday to Friday: 8:00 am - 6:00 pm EST  
Saturday and Sunday: 10:00 am - 4:00 pm EST  
Live Video Agent in the Dog Park 9:00 am - 8:00 pm EST (7 days a week)  
More resources: "How to Contact Customer Support" Help Desk We appreciate your patience and look forward to assisting you as soon as possible. If you have any further questions or concerns in the meantime, please don't hesitate to reach out. With pawsitivity, Rob Halo  
Customer Support Halo Collar | Here for you and your best friend  
■ Need more help?  
■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (OVaCilev...) | 2025-09-16 13:12:33 UTC**

First and Last Name: Harold Cain Email: 121884cain@gmail.com Collar SN: 24h3320970rt [Boone] Collar FW: v.02.08.11 Resources: AP, Gladly Recap/TS: HC not charging - already tried alt cable & mag adapter HC shows full charge & recent update in AP CX advised he is also unable to send manual feedback to the HC, but can send to the other collar CX is not at home w/ the HC now to TS Next Steps: Emailed follow-up CX will CB or DP when he gets back home to the HC to TS the feedback delivery issue

**TOPIC CHANGE** | Agent (OVaCilev...) | 2025-09-16 13:12:45 UTC

Added: 76jKdDJqQKG1X52gm4kjGg, JtcxbEt4TE6JoleFX4UU8Q

**STATUS CHANGE** | Agent (OVaCilev...) | 2025-09-16 13:12:53 UTC | Status: CLOSED



## Conversation: 62MrpFwWQP6XUUKMZkGVbg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 13:00:31 UTC to 2025-09-16 14:59:46 UTC

### EMAIL | Customer (nde28k98...) | 2025-09-16 13:00:31 UTC

**From:** chucksquier@squierinsurance.com

**To:** info@halocollar.com

**Subject:** RE: ■ Price Drop! Get \$50 off Halo Collar 4

My name is Charles Squier and I do not have my Halo Customer number available right now, but, I had to have my old dog Cash put down on August 8th. I now have a three month old yellow labrador puppy named Jubilee and Cash's collar would be way too big for Jube. At what age do you recommend using the Halo collar on a pup and can it be set just to vibrate? I may have to purchase a smaller collar for Jubilee for a good while anyway. Any suggestions? Chuck Squier Squier Insurance Agency, Inc. Phone: 618-576-2207 Fax: 618-576-2570 www.squierinsurance.com From: Halo Collar Sent: Friday, February 28, 2025 8:35 AM To: Chuck Squier Subject: ■ Price Drop! Get \$50 off Halo Collar 4 Save on the all-new Halo Collar 4. The safest GPS dog fence is \$549. [Halo®] [Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] [Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] [Facebook] [Instagram] [TikTok] [YouTube] Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 No longer want to receive these emails? Unsubscribe.

### EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 13:41:58 UTC

**From:** support@halocollar.com

**To:** chucksquier@squierinsurance.com

**Subject:** Support for your new pup

Hi Chuck, We are disheartened to hear about your dog cash. We understand you want to use this collar on your puppy, Jubilee. We recommend your dog be 6 months old to start using the collar. You have a Halo 3 which only comes in one size except for the collar strap. You may purchase another strap on our website if you need that in the meantime. Please let us know if you have any further questions we can assist you with. With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:00 AM "Chuck Squier" wrote: > My name is Charles Squier and I do not have my Halo Customer number available right now, but, I had to have my old dog Cash put down on August 8th. I now have a three month old yellow labrador puppy named Jubilee and Cash's collar would be way too big for Jube. At what age do you recommend using the Halo collar on a pup and can it be set just to vibrate? I may have to purchase a smaller collar for Jubilee for a good while anyway. Any suggestions? > > Chuck Squier > Squier Insurance Agency, Inc. > Phone: 618-576-2207 > Fax: 618-576-2570 > www.squierinsurance.com > > From: Halo Collar > Sent: Friday, February 28, 2025 8:35 AM > To: Chuck Squier > Subject: ■ Price Drop! Get \$50 off Halo Collar 4 > > Save on the all-new Halo Collar 4. The safest GPS dog fence is \$549. > [Halo®] > > > [Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] > > [Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] > > > [Facebook] > [Instagram] > [TikTok] > [YouTube] > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 > > > No longer want to receive these emails? Unsubscribe. > >

### AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 13:42:00 UTC

Live Team Notes Serial Numbers:24h3170357rt FW:v.02.08.11 Issue/ Need: cx's dog passed and wants to use the collar on his puppy, asking about age and the size Troubleshooting & Actions Taken: sending info to wait for 6 months old, size is one size with H3, the H4 is a bit smaller, but he has a lab, so the 3 should work for the size the dog will be Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#headi

ng=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

*STATUS CHANGE | Agent (YC\_UAXeV...) | 2025-09-16 13:42:17 UTC | Status: CLOSED*

**EMAIL | Customer (nde28k98...) | 2025-09-16 14:46:43 UTC**

**From:** chucksquier@squierinsurance.com

**To:** support@halocollar.com

**Subject:** RE: Support for your new pup

Heather – Thank you very much for getting back with me. I was fairly certain it would be six months because that's when pups are usually collar conditioned too. Makes sense. We live on a big farm out in the country and have a huge yard, but, it has fairly busy roads on two sides of it and Jube likes to get out on the road if you don't watch him really close when he's out his kennel. I guess I was just a little over anxious to get him broken from that. Thanks again for getting back with me and I've had at least 3 different under-ground dog fences in my day and the Halo system is by far in a way better in every way. Particularly maintenance. Chuck Squier Squier Insurance Agency, Inc. Phone: 618-576-2207 Fax: 618-576-2570 www.squierinsurance.com From: support@halocollar.com Sent: Tuesday, September 16, 2025 8:42 AM To: Chuck Squier Subject: Support for your new pup Hi Chuck, We are disheartened to hear about your dog cash. We understand you want to use this collar on your puppy, Jubilee. We recommend your dog be 6 months old to start using the collar. You have a Halo 3 which only comes in one size except for the collar strap. You may purchase another strap on our website if you need that in the meantime. Please let us know if you have any further questions we can assist you with. With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:00 AM "Chuck Squier" wrote: My name is Charles Squier and I do not have my Halo Customer number available right now, but, I had to have my old dog Cash put down on August 8th. I now have a three month old yellow labrador puppy named Jubilee and Cash's collar would be way too big for Jube. At what age do you recommend using the Halo collar on a pup and can it be set just to vibrate? I may have to purchase a smaller collar for Jubilee for a good while anyway. Any suggestions? Chuck Squier Squier Insurance Agency, Inc. Phone: 618-576-2207 Fax: 618-576-2570 www.squierinsurance.com From: Halo Collar Sent: Friday, February 28, 2025 8:35 AM To: Chuck Squier Subject: ■ Price Drop! Get \$50 off Halo Collar 4 Save on the all-new Halo Collar 4. The safest GPS dog fence is \$549. [Image removed by sender. Halo®] [Image removed by sender. Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] [Image removed by sender. Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] [Image removed by sender. Facebook] [Image removed by sender. Instagram] [Image removed by sender. TikTok] [Image removed by sender. YouTube] Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 No longer want to receive these emails? Unsubscribe.

*STATUS CHANGE | Customer (nde28k98...) | 2025-09-16 14:46:43 UTC | Status: OPEN*

**AGENT NOTE | Agent (YC\_UAXeV...) | 2025-09-16 14:58:42 UTC**

Live Team Notes Serial Numbers:24h3170357rt FW:v.02.08.11 Issue/ Need: thank you for sending the info he had requested Troubleshooting & Actions Taken: send a thank you for being part of the pack Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**EMAIL | Agent (YC\_UAXeV...) | 2025-09-16 14:59:34 UTC**

**From:** support@halocollar.com

**To:** chucksquier@squierinsurance.com



**Subject:** Halo Collar Thank you!

Hello Chuck, I certainly understand your eagerness to keep your pup safe! We want you to know how much we appreciate you being part of the Halo family. If we can support you in any way in the future, please don't hesitate to reach out. Wishing you and your pup all the best on your adventures together. With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:46 AM "Chuck Squier" wrote: >

Heather – > > Thank you very much for getting back with me. I was fairly certain it would be six months because that's when pups are usually collar conditioned too. Makes sense. We live on a big farm out in the country and have a huge yard, but, it has fairly busy roads on two sides of it and Jube likes to get out on the road if you don't watch him really close when he's out his kennel. I guess I was just a little over anxious to get him broken from that. > > Thanks again for getting back with me and I've had at least 3 different

under-ground dog fences in my day and the Halo system is by far in a way better in every way. Particularly maintenance. > > Chuck Squier > Squier Insurance Agency, Inc. >

Phone: 618-576-2207 > Fax: 618-576-2570 > www.squierinsurance.com > > From: support@halocollar.com > Sent: Tuesday, September 16, 2025 8:42 AM > To: Chuck Squier > Subject: Support for your new pup > > Hi Chuck, > > We are disheartened to hear about your dog cash. We understand you want to use this collar on your puppy, Jubilee.

We recommend your dog be 6 months old to start using the collar. > > You have a Halo 3 which only comes in one size except for the collar strap. You may purchase another strap on our website if you need that in the meantime. > > Please let us know if you have any further questions we can assist you with. > > With pawsitivity, > Heather O > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > \* 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 9:00 AM "Chuck Squier" wrote: >

> My name is Charles Squier and I do not have my Halo Customer number available right now, but, I had to have my old dog Cash put down on August 8th. I now have a three month old yellow labrador puppy named Jubilee and Cash's collar would be way too big for Jube. At what age do you recommend using the Halo collar on a pup and can it be set just to vibrate? I may have to purchase a smaller collar for Jubilee for a good while anyway. Any suggestions? > > Chuck Squier > Squier Insurance Agency, Inc. >

Phone: 618-576-2207 > Fax: 618-576-2570 > www.squierinsurance.com > > From: Halo Collar > Sent: Friday, February 28, 2025 8:35 AM > To: Chuck Squier > Subject: ■ Price Drop! Get \$50 off Halo Collar 4 > > Save on the all-new Halo Collar 4. The safest GPS dog fence is \$549. > [Image removed by sender. Halo®] > > > [Image removed by sender. Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] > > [Image removed by sender. Price Drop! Save \$50 on the safest GPS dog fence - Halo Collar 4.] > > > >

[Image removed by sender. Facebook] > [Image removed by sender. Instagram] > [Image removed by sender. TikTok] > [Image removed by sender. YouTube] > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 > >

> No longer want to receive these emails? Unsubscribe. > >

**STATUS CHANGE** | Agent (YC\_UAXeV...) | 2025-09-16 14:59:46 UTC | Status: CLOSED

## Conversation: DAFIqGONSyqPHC4iolleyg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:01:30 UTC to 2025-09-16 15:04:42 UTC

**Customer (lao56Qqe...)** | 2025-09-16 13:01:30 UTC | halocollar.com

My halo collar will not charge. It says it's 99% charged, but when i unplug it, it says critically low battery and that it only has 5 minutes.

**System/AI** | 2025-09-16 13:01:59 UTC | halocollar.com

It sounds like your Halo Collar might need a battery recalibration. To fix this, plug the collar into the charger and hold the power button for 15 seconds, then release it. Let the collar fully discharge until it turns off. After that, keep it powered off for at least 5 hours, then charge it fully to 100% without interruption. If the problem continues after these steps, please let us know so we can help you further. Also, make sure the charging pins are clean and the power source is working properly.

**Customer (lao56Qqe...)** | 2025-09-16 13:03:44 UTC | halocollar.com

Ok. I will try this. Thank you.

**System/AI** | 2025-09-16 13:04:06 UTC | halocollar.com

You're very welcome, Lisa! If you have any more questions or need further assistance, just let me know. Have a great day!

**STATUS CHANGE** | Unknown | 2025-09-16 15:04:42 UTC | Status: CLOSED

## Conversation: 2-C\_dsIIsoy33I2pre9AeA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:02:28 UTC to 2025-09-16 13:09:14 UTC

### AGENT NOTE | Agent (M0svworG...) | 2025-09-16 13:02:28 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx needs return pushed through due to expired label Recap (When/Where/What the customer wants) Tracking: 791937121853 - shows delivered 9/15 RMA QV7EBRU7 - shows resolved this morning 9/16 - cx has been refunded \$528.94 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

**TOPIC CHANGE** | Agent (M0svworG...) | 2025-09-16 13:02:33 UTC

Added: rxfklGaTXGCpjC7oGEfPg

### EMAIL | Agent (M0svworG...) | 2025-09-16 13:08:56 UTC

**From:** support@halocollar.com

**To:** anthonyjd81@gmail.com

**Subject:** Halo Return Processed

Hello Anthony, We've processed your refund for the \$528.94 to your original payment method in accordance with our Return Policy. As outlined in the policy, the following amounts were withheld: \$25 for return shipping and restockingThe original shipping cost (plus sales tax, where applicable) You can find full details here: Return Policy Details Please allow 7–10 business days for the refund to reflect on your account, depending on your bank's processing time. If you have any questions or need further assistance, reply to this email. We're happy to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Saturday, September 13, 2025, 12:17 PM "Anthony D'Anna" wrote: > Thank you. The return package has been shipped today. Tracking ID is > 791937121853. > > On Wed, Sep 10, 2025, 5:21 PM Halo Collar wrote: > > Hello Anthony, > > > Okay. I've just submitted a request for a new shipping label to be sent to > > your email. These typically arrive within 1–2 business days, so keep an eye > > on your inbox. > > > \*A few quick tips:\* > > > - The email will come directly from our shipping partner. > > - Be sure to check your spam or junk folder—sometimes it likes to hide > > there. > > - If you don't see it within 3 business days, let us know and we'll > > take another look. > > > > If you have any other questions, please let us know! > > > Best Regards, > > Don > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > On Wednesday, September 10, 2025, 5:14 PM "Anthony D'Anna" > anthonyjd81@gmail.com> wrote: > > > I am returning for a refund, thanks. > > > On Wed, Sep 10, 2025, 5:04 PM Halo Collar wrote: > > > > Anthony, > > > > Thank you for your response. Are you trying to return your collar for a > > > refund or is this for an RMA warranty replacement? > > > > Best Regards, > > > Don > > > Halo Senior Customer Support > > > \*Halo Collar\* | Here for you and your best friend■ > > > > On Wednesday, September 10, 2025, 4:59 PM "Anthony D'Anna" > anthonyjd81@gmail.com> wrote: > > > > I think RMAs must have gotten crossed because we still have our collar > > > and have not been able to ship without a return label. > > > > On Wed, Sep 10, 2025, 4:26 PM Halo Collar wrote: > > > > > Anthony, > > > > > Thank you for contacting Halo Support! My name is Don and I am with the > > > > > RMA Team. > > > > > Looking at your account I can confirm that we received your collar(s) on > > > > > 9/6. Our warehouse is currently working on processing your refund. Once it > > > > > has been issued you will receive an email update. It can take 7-10 business > > > > > days for your refund to be issued from the date we receive your collar. > > > > > If you have any other questions or concerns, please reach out anytime! > > > > > Best Regards, > > > > > Don > > > > > Halo Senior Customer Support > > > > > \*Halo Collar\* | Here for you and your best friend■ > > > > > On Wednesday, September 10, 2025, 3:52 PM "Anthony D'Anna" > anthonyjd81@gmail.com> wrote: > > > > > Hi, we started the return process previously, see below. FedEx shows > > > > > delivered but it appears to be the wrong address. We have not received a > > > > > label and hope it can simple be sent via email. > > > > > RMA #QV7EBRU7Sep 3, 2025 at 12:29 pm > > > > > Return status > > > > > Your package is on the way > > > > > FedEx®: 797591059881 > > > > > > > On Wed, Sep 10,

**STATUS CHANGE** | Agent (M0svworG...) | 2025-09-16 13:09:14 UTC | Status: CLOSED

## Conversation: NJkj3rYoQhax8PJ\_Fnm9-Q

Messages: 12 | Customers: 1 | Duration: 2025-09-16 13:03:03 UTC to 2025-09-16 13:19:11 UTC

**Customer (eCnZ11pA...)** | 2025-09-16 13:03:03 UTC | halocollar.com

My collar is not working again and I'm checking on if there's mailing a new one

**System/AI** | 2025-09-16 13:03:32 UTC | halocollar.com

Hi there! If your Halo Collar isn't working and you need a replacement, please check your email for a shipping address confirmation. This email is sent to the address linked to your Halo account. If you didn't receive a diagnostic error or can't find the confirmation email, please reach out to our Live Support for further assistance. Replacement collars are usually shipped within 3-5 business days after confirming your address. For more details on checking your order status, visit our Order Status Dashboard.

**Customer (eCnZ11pA...)** | 2025-09-16 13:04:04 UTC | halocollar.com

yes, I received a diagnostic error

**System/AI** | 2025-09-16 13:04:34 UTC | halocollar.com

Great, you're on the right track! Since you've received a diagnostic error, please check your email for the shipping address confirmation for your replacement. Make sure to look in your inbox, spam, junk, or promotions folders if it's not immediately visible. Once you confirm your address, the replacement collar will be shipped within 3-5 business days. If you need any more help, feel free to reach out to our Live Support team.

**Customer (eCnZ11pA...)** | 2025-09-16 13:04:48 UTC | halocollar.com

Can I get a telephone number for customer service?

**System/AI** | 2025-09-16 13:05:33 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**Customer (eCnZ11pA...)** | 2025-09-16 13:06:07 UTC | halocollar.com

Thank you

*PHONE\_CALL | Customer (i3-RGe6h...) | 2025-09-16 13:09:03 UTC*

**EMAIL | Agent (t75aKvM6...)** | 2025-09-16 13:14:26 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [harborel@msn.com](mailto:harborel@msn.com)

**Subject:** Halo Collar Shipping Address Confirmation Needed - AW-20250915-46028

Hello Lori, Thanks for reaching out to Halo Support! My name is Ronald, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. Please click here to confirm your shipping address: AW-20250915-46028 What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (t75aKvM6...)** | 2025-09-16 13:18:55 UTC

First and Last Name: Lori Lechtanski Email: harborel@msn.com Collar SN: Collar FW: Resources: AP Answers Recap/TS: AW-20250915-46028 Address Confirmation Next Steps Provided address confirmation link via email Walked CX through address confirmation CX missing strap adjustment screw. Requested pic. Once pic is received, request strap adjustment kit

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 13:19:06 UTC

Added: oa5e98htSpOozRqx9wftLg

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 13:19:11 UTC | Status: CLOSED

## Conversation: fhrMbdcJRZKak4pFwWri9A

Messages: 13 | Customers: 1 | Duration: 2025-09-16 13:04:02 UTC to 2025-09-16 14:06:30 UTC

**Customer (tBsgnYNY...) | 2025-09-16 13:04:02 UTC | halocollar.com**

I'm having a problem with a collar charging

**System/AI | 2025-09-16 13:04:30 UTC | halocollar.com**

Hi there! To help with your Halo Collar charging issue, please make sure you're using the original charging cable and that the charging port is clean and dry. Connect the collar to a USB-C cable and charging block, not a computer, and look for LED lights to confirm it's charging. If it still doesn't charge, try removing any protective case and test the charger with another device. Check the charging port for any debris and clean it gently. If the problem persists, you can perform a hard reset by holding the power button for 15 seconds while the collar is plugged in. If you're still having trouble, feel free to reach out to support for further assistance.

**Customer (tBsgnYNY...) | 2025-09-16 13:04:58 UTC | halocollar.com**

Ok

**System/AI | 2025-09-16 13:05:18 UTC | halocollar.com**

If you need any more help, feel free to ask. Have a great day! ■

**Customer (tBsgnYNY...) | 2025-09-16 13:05:29 UTC | halocollar.com**

Thanks

**System/AI | 2025-09-16 13:05:48 UTC | halocollar.com**

You're welcome! If you have more questions or need help in the future, just let me know. Have a wonderful day! ■

**Customer (tBsgnYNY...) | 2025-09-16 13:54:31 UTC | halocollar.com**

I tried the suggestions and the collar is not charging

**System/AI | 2025-09-16 13:54:49 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

*PHONE\_CALL | Customer (7JvJ20Pr...) | 2025-09-16 13:55:43 UTC*

**EMAIL | Agent (1S0meXH2...) | 2025-09-16 14:06:15 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [ht\\_6645@yahoo.com](mailto:ht_6645@yahoo.com)

**Subject:** Halo Support Follow-Up

Hello Heather, Thank you for calling Halo Support today. This is Abdul. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Abdul Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (1S0meXH2...) | 2025-09-16 14:06:21 UTC**

Live Team Notes Serial Numbers: 24h3153935rt FW: v.02.08.11 Issue/ Need: collar not charging Troubleshooting & Actions Taken: collar not going above 0% after being plugged

in -Cx has used a different charger, still not working -The charging port has been cleaned, and no debris -cx has done a HR with the case off -pushed fw update and cx would reach back if it does not still work Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (1SOmeXH2...) | 2025-09-16 14:06:29 UTC

Added: 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (1SOmeXH2...) | 2025-09-16 14:06:30 UTC | Status: CLOSED



## Conversation: saGoo71NTeWYcidkRJWEQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:05:12 UTC to 2025-09-16 13:05:35 UTC

### AGENT NOTE | Agent (5Xverlxv...) | 2025-09-16 13:05:12 UTC

Live Team Notes Serial Numbers:22h2190428rt - BEAR FW: v.03.00.05 Issue/ Need: \*CS has cut down GPS threshold due to pup getting shocked inside the home \*Now he is not able to accurately track bear \*Cs asked since he has been a long time customer and had multiple replacements if we could give him a deal Troubleshooting & Actions Taken: \*CS has HC \*Educated Cs on upgrading via HC Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (5Xverlxv...) | 2025-09-16 13:05:29 UTC

**From:** support@halocollar.com

**To:** jschneid100@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Joel, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! What is Halo Care? How to Purchase Replacement Collars using Halo Care or Halo Protection Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Renee Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (5Xverlxv...) | 2025-09-16 13:05:35 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 6jk7DobMRw2g1ATE6kOMjw

**STATUS CHANGE** | Agent (5Xverlxv...) | 2025-09-16 13:05:35 UTC | Status: CLOSED

## Conversation: aqMs4\_RaTiGVcadwuT3K0g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:06:03 UTC to 2025-09-16 13:06:28 UTC

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 13:06:03 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**TOPIC CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 13:06:06 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 13:06:10 UTC

First and Last Name: NA Email: cblakem@uky.edu Other contact info if possible: Cx did not join the call/hung up. Sidekick Handoff (Y\*N) If yes what was the handoff for? (Please assist customer via email) N If NO- Send "Failed to connect"

### EMAIL | Agent (UNfbdmGc...) | 2025-09-16 13:06:25 UTC

**From:** support@halocollar.com

**To:** cblakem@uky.edu

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello, My name is Aaron, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (UNfbdmGc...) | 2025-09-16 13:06:28 UTC | Status: CLOSED

## Conversation: Fz5RRXEKTASg0uNk33092Q

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:07:39 UTC to 2025-09-16 13:17:09 UTC

### AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 13:07:39 UTC

Live Team Notes Serial Numbers: 24h3201729rt FW: 02.08.11 Issue/ Need: Cx lost charging adapter for H3 collar, needs replacement ASAP Troubleshooting & Actions Taken: -Informed cx that an accessory request can be submitted for 2 day delivery -Cx was satisfied with assistance -Will submit accessory request for cx Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal, Woocommerce Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (LZsYfs6M...) | 2025-09-16 13:11:45 UTC

**From:** support@halocollar.com

**To:** mlawsonmom359@gmail.com

**Subject:** Halo Support Accessories Order

Hello Maria, My name is Taijon, and I'll be assisting you. I've gone ahead and submitted the request to have your H3 Charging Adaptor shipped. Your order number is 1660279. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Taijon Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 🏠 Halo Help Center 🗨️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*TOPIC CHANGE | Agent (LZsYfs6M...) | 2025-09-16 13:12:36 UTC*

*Added: 5PPI2RS4TSeSg5z-6z7TAQ, -LmskJFZShWIO0nMJuMqlA*

### AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 13:17:04 UTC

Accessory Order Number-1660286 H3 Mag Adapter

*STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 13:17:09 UTC | Status: CLOSED*

## Conversation: OdrUsIXaQNqO-j5wbA8sCQ

Messages: 8 | Customers: 1 | Duration: 2025-09-16 13:09:45 UTC to 2025-09-16 13:27:25 UTC

EMAIL | Agent (chgMWdgT...) | 2025-09-16 13:09:45 UTC

**From:** support@halocollar.com

**To:** lmnederhoed@yahoo.com

**Subject:** Re: Halo Collar Your Request Has Been Escalated

Hello Lisa, Good morning! We have sent you 2 Blaze strap kits, but they will arrive in separate packages. We had to send them as they became available. Please let us know if you need any other assistance. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Monday, September 15, 2025, 7:01 PM "Lisa Nederhoed" wrote: > Thank you for addressing this so quickly. Just making sure that I am receiving 2 sets of the blaze orange straps to match both of the orange covers I received. > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 15, 2025 at 5:11 PM, Halo Collar wrote: Hello Lisa, > My name is Don, and I would like to thank you for your patience while we processed your order request. > I'm happy to let you know that your order for a blaze strap kit has been successfully set up and will be shipping out shortly. > - You can expect your order to arrive within roughly 5-7 days > - You will receive an email confirmation when the order ships > - You can check the status of your shipment: Halo Collar Order Status > > If you have any questions in the meantime, just reply to this email. We're always here to help. > Best Regards, Don Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 15, 2025, 4:59 PM "Lisa Nederhoed" wrote: > I received the new straps and the orange covers. Please send me the orange straps as soon as they are available. The orange cover and miss matched straps does not look good at all so I will be waiting to use the orange covers until I have the matching straps. > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 3:18 PM, Halo Collar wrote: Lisa, > Thank you for your note. I've set up an order to send you one gray and one midnight strap kit to match your current collars. > Once the orange straps become available, I'll be happy to send those as well so they match the covers you have. > I'm glad I could help, and please don't hesitate to reach out if you need anything else in the meantime. > Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 8, 2025, 3:03 PM "Lisa Nederhoed" wrote: > Can you send me a grey and a blue set to match what I have now? Then when the orange is available send me those so they match the covers? Thank you for all you help. > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 3:01 PM, Halo Collar wrote: Lisa, > Thank you for letting me know your preference. At this time, I'm not sure when the orange straps will be available. In the meantime, would you like me to send you a different color option so you have what you need? > Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 8, 2025, 2:52 PM "Lisa Nederhoed" wrote: > I would like the orange ones when they become available so they match the cover please. > > Thank you > Lisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 2:45 PM, Halo Collar wrote: Lisa, > Thank you for your note. At this time, we don't have Blaze straps available to send. I can, however, send straps in grey, pink, yellow, or dark blue—just let me know which color you'd prefer for each collar. > Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 8, 2025, 1:37 PM "Lisa Nederhoed" wrote: > I am also supposed to get the blaze collar straps. Can you make sure I am getting those fur both collars also? Thank you for you help with getting this matter resolved. > > Thank you > Lisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 1:08 PM, Halo Collar wrote: Lisa, > I wanted to let you know that only one Blaze case was sent with your last order, as mentioned in the email sent yesterday. To make sure you receive the second one, I've created a new order for you, and another Blaze case. > Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 8, 2025, 11:25 AM support@halocollar.com wrote: > Hello Lisa, > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to

us. We've escalated your case to the right person on our Management Team who is best equipped to help. > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > If you need anything in the meantime, we're right here and happy to help. > > With pawsitivity, Able Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Sunday, September 7, 2025, 8:21 PM "Lisa Nederhoed" wrote: > I looked back and the person I was talking with was Marissa. Please get me what you had promised me when we talked in May. You had said you would get me the blaze orange accessories for both collars > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Sun, Sep 7, 2025 at 1:38 PM, Halo Collar wrote: Hi Lisa, > Absolutely. > You should receive that order this coming week. It is only one Blaze case, as previously mentioned. Our Blaze collars are low stock and in high demand, so our executive team only approved one courtesy case. > Best Regards, Marissa Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Sunday, September 7, 2025, 9:32 AM "Lisa Nederhoed" wrote: > Okay. I will activate this one. I still am waiting on the 2 sets of blaze orange covers and collars that were promised to me in Mayvan you please let me know when I will be receiving those? > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Sun, Sep 7, 2025 at 10:17 AM, Halo Collar wrote: Hi Lisa, > Yes, that's correct. As mentioned, we aren't able to send another kit since we had already extended the one-time courtesy of providing two new kits previously. At this time, you'll be receiving one replacement collar as part of this process. We truly hope this helps you and your pup get back on track and brings some peace of mind moving forward. > Let me know if you have any additional questions or concerns. I'm happy to help! > Best Regards, Marissa Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Thursday, September 4, 2025, 4:15 PM "Lisa Nederhoed" wrote: > I received just the collar part in the mail today. Is that the one that shipped from my call on Saturday? Do you know when I will receive the one that you had sent out? > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Wed, Sep 3, 2025 at 10:59 AM, Halo Collar wrote: Hi Lisa, > Each warrantied collar comes with a 1yr warranty, so your warranty will start over! > Thank you so much for all of your patience and understanding throughout this process. We appreciate you sticking with us and allowing us to make this right. > Let me know if you have any other questions or concerns. > Best Regards, Marissa Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Tuesday, September 2, 2025, 5:50 PM "Lisa Nederhoed" wrote: > Is the like new collar still going to be under warranty? I have only had the new collar for less the 4 months and it quit working. I want to make sure I if I have a problem again that it is going to be taken care of. I received the email for the gift card. Thank you. I will watch for the collar. And the blaze orange accessories for my other collar also > Thank you for all your help.Lisa Nederhoed > > Yahoo Mail: Search, Organize, Conquer > > On Tue, Sep 2, 2025 at 6:30 PM, Halo Collar wrote: Hi Lisa, > This is Marissa with Halo's Management Team. > Thank you for taking the time to speak with me this morning. I can only imagine how stressful it must have been to manage everything on your camping trip while worrying about your pup's safety—I completely understand how that would take away from the experience you were hoping for. Your dogs' safety and your peace of mind mean so much to us, and I want to do everything I can to support you. > I know you had requested a brand-new kit. I did check in with our Executive Team on this, but unfortunately, they were unable to approve a new kit replacement due to us previously sending two new kits as a one-time courtesy. I realize this may not be the update you were hoping for, so I want to reassure you that the refurbished units we provide are thoroughly restored, tested, and certified to be "like new" before they leave our facility. Many of our customers are using refurbished units successfully, and they are held to the same quality standards as our new devices. > That said, I absolutely want to make sure you're still supported in every way possible. I've arranged for the Blaze case you were promised to be sent your way, and I also issued the \$50 gift card to your account. While I'm unable to expedite the shipment of your replacement collar since it has already shipped, you should see tracking updates soon as it makes its way to you. > I truly appreciate your patience and understanding as we work through this with you. Please know I'll continue to be here every step of the way to make sure you and your pups feel confident and cared for. > Best Regards, Marissa Halo Senior

Thank you very much!! I will watch for them. Yahoo Mail: Search, Organize, Conquer On Tue, Sep 16, 2025 at 9:09 AM, Halo Collar wrote: Hello Lisa, Good morning! We have sent you 2 Blaze strap kits, but they will arrive in separate packages. We had to send them as they became available. Please let us know if you need any other assistance. Best Regards, Brandon Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 7:01 PM "Lisa Nederhoed" wrote: Thank you for addressing this so quickly. Just making sure that I am receiving 2 sets of the blaze orange straps to match both of the orange covers I received. Thank youLisa Yahoo Mail: Search, Organize, Conquer On Mon, Sep 15, 2025 at 5:11 PM, Halo Collar wrote: Hello Lisa, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for a blaze strap kit has been successfully set up and will be shipping out shortly. - You can expect your order to arrive within roughly 5-7 days - You will receive an email confirmation when the order ships - You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 4:59 PM "Lisa Nederhoed" wrote: I received the new straps and the orange covers. Please send me the orange straps as soon as they are available. The orange cover and miss matched straps does not look good at all so I will be waiting to use the orange covers until I have the matching straps. Thank youLisa Yahoo Mail: Search, Organize, Conquer On Mon, Sep 8, 2025 at 3:18 PM, Halo Collar wrote: Lisa, Thank you for your note. I've set up an order to send you one gray and one midnight strap kit to match your current collars. Once the orange straps become available, I'll be happy to send those as well so they match the covers you have. I'm glad I could help, and please don't hesitate to reach out if you need anything else in the meantime. Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Monday, September 8, 2025, 3:03 PM "Lisa Nederhoed" wrote: Can you send me a grey and a blue set to match what I have now? Then when the orange is available send me those so they match the covers? Thank you for all you help. Thank youLisa Yahoo Mail: Search, Organize, Conquer On Mon, Sep 8, 2025 at 3:01 PM, Halo Collar wrote: Lisa, Thank you for letting me know your preference. At this time, I'm not sure when the orange straps will be available. In the meantime, would you like me to send you a different color option so you have what you need? Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Monday, September 8, 2025, 2:52 PM "Lisa Nederhoed" wrote: I would like the orange ones when they become available so they match the cover please. Thank you Lisa Yahoo Mail: Search, Organize, Conquer On Mon, Sep 8, 2025 at 2:45 PM, Halo Collar wrote: Lisa, Thank you for your note. At this time, we don't have Blaze straps available to send. I can, however, send straps in grey, pink, yellow, or dark blue—just let me know which color you'd prefer for each collar. Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you

and your best friend■ On Monday, September 8, 2025, 1:37 PM "Lisa Nederhoed" wrote: I am also supposed to get the blaze collar straps. Can you make sure I am getting those fur both collars also? Thank you for your help with getting this matter resolved. Thank you Lisa

Yahoo Mail: Search, Organize, Conquer On Mon, Sep 8, 2025 at 1:08 PM, Halo Collar wrote: Lisa, I wanted to let you know that only one Blaze case was sent with your last order, as mentioned in the email sent yesterday. To make sure you receive the second one, I've created a new order for you, and another Blaze case. Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Monday, September 8, 2025, 11:25 AM support@halocollar.com wrote: Hello Lisa, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Able Halo Customer SupportHalo Collar | Here for you and your best friend■ Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Sunday, September 7, 2025, 8:21 PM "Lisa Nederhoed" wrote: I looked back and the person I was talking with was Marissa. Please get me what you had promised me when we talked in May. You had said you would get me the blaze orange accessories for both collars Thank youLisa Yahoo Mail: Search, Organize, Conquer On Sun, Sep 7, 2025 at 1:38 PM, Halo Collar wrote: Hi Lisa, Absolutely. You should receive that order this coming week. It is only one Blaze case, as previously mentioned. Our Blaze collars are low stock and in high demand, so our executive team only approved one courtesy case. Best Regards, Marissa Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Sunday, September 7, 2025, 9:32 AM "Lisa Nederhoed" wrote: Okay. I will activate this one. I still am waiting on the 2 sets of blaze orange covers and collars that were promised to me in Mayvan you please let me know when I will be receiving those? Thank youLisa Yahoo Mail: Search, Organize, Conquer On Sun, Sep 7, 2025 at 10:17 AM, Halo Collar wrote: Hi Lisa, Yes, that's correct. As mentioned, we aren't able to send another kit since we had already extended the one-time courtesy of providing two new kits previously. At this time, you'll be receiving one replacement collar as part of this process. We truly hope this helps you and your pup get back on track and brings some peace of mind moving forward. Let me know if you have any additional questions or concerns. I'm happy to help! Best Regards, Marissa Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Thursday, September 4, 2025, 4:15 PM "Lisa Nederhoed" wrote: I received just the collar part in the mail today. Is that the one that shipped from my call on Saturday? Do you know when I will receive the one that you had sent out? Thank youLisa Yahoo Mail: Search, Organize, Conquer On Wed, Sep 3, 2025 at 10:59 AM, Halo Collar wrote: Hi Lisa, Each warrantied collar comes with a 1yr warranty, so your warranty will start over! Thank you so much for all of your patience and understanding throughout this process. We appreciate you sticking with us and allowing us to make this right. Let me know if you have any other questions or concerns. Best Regards, Marissa Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Tuesday, September 2, 2025, 5:50 PM "Lisa Nederhoed" wrote: Is the like new collar still going to be under warranty? I have only had the new collar for less the 4 months and it quit working. I want to make sure I if I have a problem again that it is going to be taken care of. I received the email for the gift card. Thank you. I will watch for the collar. And the blaze orange accessories for my other collar also Thank you for all your help.Lisa Nederhoed Yahoo Mail: Search, Organize, Conquer On Tue, Sep 2, 2025 at 6:30 PM, Halo Collar wrote: Hi Lisa, This is Marissa with Halo's Management Team. Thank you for taking the time to speak with me this morning. I can only imagine how stressful it must have been to manage everything on your camping trip while worrying about your pup's safety—I completely understand how that would take away from the experience you were hoping for. Your dogs' safety and your peace of mind mean so much to us, and I want to do everything I can to support you. I know you had requested a brand-new kit. I did check in with our Executive Team on this, but unfortunately, they were unable to approve a new kit replacement due to us previously sending two new kits as a one-time courtesy. I realize this may not be the update you were



hoping for, so I want to reassure you that the refurbished units we provide are thoroughly restored, tested, and certified to be "like new" before they leave our facility. Many of our customers are using refurbished units successfully, and they are held to the same quality standards as our new devices. That said, I absolutely want to make sure you're still supported in every way possible. I've arranged for the Blaze case you were promised to be sent your way, and I also issued the \$50 gift card to your account. While I'm unable to expedite the shipment of your replacement collar since it has already shipped, you should see tracking updates soon as it makes its way to you. I truly appreciate your patience and understanding as we work through this with you. Please know I'll continue to be here every step of the way to make sure you and your pups feel confident and cared for. Best Regards, Marissa Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

*STATUS CHANGE | Customer (nBEIYgKJ...) | 2025-09-16 13:23:22 UTC | Status: OPEN*

**EMAIL | Agent (sR--y62-...) | 2025-09-16 13:27:24 UTC**

**From:** support@halocollar.com

**To:** lnederhoed@yahoo.com

**Subject:** Re: Halo Collar Your Request Has Been Escalated

Lisa, You're welcome. Please let us know if you need any further assistance. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 9:23 AM "Lisa Nederhoed" wrote: > Thank you very much!! I will watch for them. > > Yahoo Mail: Search, Organize, Conquer > > On Tue, Sep 16, 2025 at 9:09 AM, Halo Collar wrote: Hello Lisa, > Good morning! We have sent you 2 Blaze strap kits, but they will arrive in separate packages. We had to send them as they became available. > Please let us know if you need any other assistance. > Best Regards, Brandon Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 15, 2025, 7:01 PM "Lisa Nederhoed" wrote: > Thank you for addressing this so quickly. Just making sure that I am receiving 2 sets of the blaze orange straps to match both of the orange covers I received. > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 15, 2025 at 5:11 PM, Halo Collar wrote: Hello Lisa, > My name is Don, and I would like to thank you for your patience while we processed your order request. > I'm happy to let you know that your order for a blaze strap kit has been successfully set up and will be shipping out shortly. > - You can expect your order to arrive within roughly 5-7 days > - You will receive an email confirmation when the order ships > - You can check the status of your shipment: Halo Collar Order Status > > If you have any questions in the meantime, just reply to this email. We're always here to help. > Best Regards, Don Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 15, 2025, 4:59 PM "Lisa Nederhoed" wrote: > I received the new straps and the orange covers. Please send me the orange straps as soon as they are available. The orange cover and miss matched straps does not look good at all so I will be waiting to use the orange covers until I have the matching straps. > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 3:18 PM, Halo Collar wrote: Lisa, > Thank you for your note. I've set up an order to send you one gray and one midnight strap kit to match your current collars. > Once the orange straps become available, I'll be happy to send those as well so they match the covers you have. > I'm glad I could help, and please don't hesitate to reach out if you need anything else in the meantime. > Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 8, 2025, 3:03 PM "Lisa Nederhoed" wrote: > Can you send me a grey and a blue set to match what I have now? Then when the orange is available send me those so they match the covers? Thank you for all you help. > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 3:01 PM, Halo Collar wrote: Lisa, > Thank you for letting me know your preference. At this time, I'm not sure when the orange straps will be available. In the meantime, would you like me to send you a different color option so you have what you need? > Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 8, 2025, 2:52 PM "Lisa Nederhoed" wrote: > I would like the orange ones when they become available so they match the cover please. > > Thank you > Lisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 2:45 PM, Halo Collar wrote: Lisa, > Thank you for your note. At this time, we don't have



Blaze straps available to send. I can, however, send straps in grey, pink, yellow, or dark blue—just let me know which color you'd prefer for each collar. > Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 8, 2025, 1:37 PM "Lisa Nederhoed" wrote: > I am also supposed to get the blaze collar straps. Can you make sure I am getting those fur both collars also? Thank you for you help with getting this matter resolved. > > Thank you > Lisa > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 8, 2025 at 1:08 PM, Halo Collar wrote: Lisa, > I wanted to let you know that only one Blaze case was sent with your last order, as mentioned in the email sent yesterday. To make sure you receive the second one, I've created a new order for you, and another Blaze case. > Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 8, 2025, 11:25 AM support@halocollar.com wrote: > Hello Lisa, > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > If you need anything in the meantime, we're right here and happy to help. > > With pawsitivity, Able Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Sunday, September 7, 2025, 8:21 PM "Lisa Nederhoed" wrote: > I looked back and the person I was talking with was Marissa. Please get me what you had promised me when we talked in May. You had said you would get me the blaze orange accessories for both collars > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Sun, Sep 7, 2025 at 1:38 PM, Halo Collar wrote: Hi Lisa, > Absolutely. > You should receive that order this coming week. It is only one Blaze case, as previously mentioned. Our Blaze collars are low stock and in high demand, so our executive team only approved one courtesy case. > Best Regards, Marissa Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Sunday, September 7, 2025, 9:32 AM "Lisa Nederhoed" wrote: > Okay. I will activate this one. I still am waiting on the 2 sets of blaze orange covers and collars that were promised to me in Mayvan you please let me know when I will be receiving those? > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Sun, Sep 7, 2025 at 10:17 AM, Halo Collar wrote: Hi Lisa, > Yes, that's correct. As mentioned, we aren't able to send another kit since we had already extended the one-time courtesy of providing two new kits previously. At this time, you'll be receiving one replacement collar as part of this process. We truly hope this helps you and your pup get back on track and brings some peace of mind moving forward. > Let me know if you have any additional questions or concerns. I'm happy to help! > Best Regards, Marissa Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Thursday, September 4, 2025, 4:15 PM "Lisa Nederhoed" wrote: > I received just the collar part in the mail today. Is that the one that shipped from my call on Saturday? Do you know when I will receive the one that you had sent out? > Thank youLisa > > Yahoo Mail: Search, Organize, Conquer > > On Wed, Sep 3, 2025 at 10:59 AM, Halo Collar wrote: Hi Lisa, > Each warrantied collar comes with a 1yr warranty, so your warranty will start over! > Thank you so much for all of your patience and understanding throughout this process. We appreciate you sticking with us and allowing us to make this right. > Let me know if you have any other questions or concerns. > Best Regards, Marissa Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Tuesday, September 2, 2025, 5:50 PM "Lisa Nederhoed" wrote: > Is the like new collar still going to be under warranty? I have only had the new collar for less the 4 months and it quit working. I want to make sure I if I have a problem again that it is going to be taken care of. I received the email for the gift card. Thank you. I will watch for the collar. And the blaze orange accessories for my other collar also > Thank you for all your help.Lisa Nederhoed > > Yahoo Mail: Search, Organize, Conquer > > On Tue, Sep 2, 2025 at 6:30 PM, Halo Collar wrote: Hi Lisa, > This is Marissa with Halo's Management Team. > Thank you for taking the time to speak with me this morning. I can only imagine how stressful it must have been to manage everything on your camping trip while worrying about your pup's safety—I completely understand how that would take away from the experience you were hoping for. Your dogs' safety and your peace of mind mean so much

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:27:25 UTC | Status: CLOSED

## Conversation: xRR9IfM-T-aAVRwQmYJVqg

Messages: 6 | Customers: 1 | Duration: 2025-09-16 13:10:06 UTC to 2025-09-16 13:28:28 UTC

**PHONE\_CALL** | Customer (58JxICsA...) | 2025-09-16 13:10:06 UTC

**EMAIL | Agent (Ms1as41J...) | 2025-09-16 13:16:06 UTC**

**From:** support@halocollar.com  
**To:** tj166905@ohio.edu  
**Subject:** Halo Support Follow Up

Hello Tara, Thank you for calling Halo Support today. This is Tiffany. It was truly a pleasure speaking with you. You can submit your photo here. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Tiffany Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Customer (58JxICsA...) | 2025-09-16 13:17:41 UTC**

**From:** tj166905@ohio.edu  
**To:** support@halocollar.com  
**Subject:** Re: [External] Halo Support Follow Up

Please help with a refund for the double billing. We canceled last month but , realized we need it now. \_\_\_\_\_ From: support@halocollar.com on behalf of Halo Collar Sent: Tuesday, September 16, 2025 9:16 AM To: James, Tara Subject: [External] Halo Support Follow Up Use caution with links and attachments. Hello Tara, Thank you for calling Halo Support today. This is Tiffany. It was truly a pleasure speaking with you. You can submit your photo here. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Tiffany Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**EMAIL | Customer (58JxICsA...) | 2025-09-16 13:20:32 UTC**

**From:** tj166905@ohio.edu  
**To:** support@halocollar.com  
**Subject:** Re: [External] Halo Support Follow Up

[cid:f823a3df-6968-43ca-b61d-74c441d102fe]  
[cid:7d223758-82c1-46bf-a744-98dc9af38bc2] \_\_\_\_\_  
From: support@halocollar.com on behalf of Halo Collar Sent: Tuesday, September 16, 2025 9:16 AM To: James, Tara Subject: [External] Halo Support Follow Up Use caution with links and attachments. Hello Tara, Thank you for calling Halo Support today. This is Tiffany. It was truly a pleasure speaking with you. You can submit your photo here. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Tiffany Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park \* 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (Ms1as41J...) | 2025-09-16 13:28:24 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**AGENT NOTE | Agent (Ms1as41J...) | 2025-09-16 13:28:28 UTC**

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Tara Vance Email: tj166905@ohio.edu Phone Number: 18477728934 Collar SN: 23h3427141rt Collar FW: v.02.08.11 Collar Purchased From: Halo Resources: AP, Gladly, Slack Recap/TS: cx wanted to cancel sub plan since wasn't using the collar, and cc was lost. She missed a payment. Sub was cancelled. She decided to reopen acct to start using the collar again. She was billed twice and really wants to be refunded for the August payment since she wasn't using the collar. Next Steps: Escalate to billing Billing Team Escalation Notes Affected Serial Number: 23h3427141rt FW: v.02.08.11 Order ID: 1314348 RMA Ticket #: Subscription Start Date: Sep 16, 2025 8:58 AM Reason for Escalation: cx wanted to cancel sub plan since wasn't using the collar, and cc was lost. She missed a payment. Sub was cancelled. She decided to reopen acct to start using the collar again. She was billed twice and really wants to be refunded for the August payment since she wasn't using the collar. Requested Action: Refund last month sub membership plan please

## Conversation: bwgGGVFS0WS6hpoEFPuKA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 13:12:32 UTC to 2025-09-16 13:50:43 UTC

### EMAIL | Customer (4Xu6cWXP...) | 2025-09-16 13:12:32 UTC

**From:** mel.bri0803@gmail.com

**To:** support@halocollar.com

**Subject:** Beacon inconsistency

Purchased 2 beacons for zoning out the Kitchen and a stairwell. The feedback to the collars has been terribly inconsistent. I spent 30 minutes trying to find a range that worked predictably and could not establish a distance that I could count on. At times the collar would not get feedback until I was a foot from the beacon and then with the same range setting the collar would beep at 10 feet. The dogs were getting feedback in completely the wrong spot and were either nervous or starting to disregard as there was no consistency to the feedback location. My fear with this inconsistency is that it will affect the fence response so I have turned the beacons off. Unless you have some guidance for me on how to get the beacons to behave predictably, I would like to return them until this technology gets better. Thank you, Brian Johnson (account under email mel.bri0803@gmail.com)

### EMAIL | Customer (4Xu6cWXP...) | 2025-09-16 13:18:11 UTC

**From:** mel.bri0803@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Beacon inconsistency

I have done all the suggested/youtube pairings/updates/range settings and get the same results with both beacons. That result being that you cannot count on when the collar will respond to the beacon. I guess I have \$80 worth of paperweights now. On Tue, Sep 16, 2025 at 9:13 AM Halo Collar wrote: > We're sorry to hear about the issues you're experiencing with the beacons. > Here are a few troubleshooting steps you can try: > > - Ensure the beacons are properly paired with the Halo app and that > the app is updated. > > - Adjust the beacon's range settings in the app to find a more > consistent feedback distance. > > If these steps don't resolve the issue, please note that accessories like > beacons are non-refundable. However, our support team can assist you > further if you need help with your order. Let us know if you need any more > assistance! > The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 1:12 PM "Johnson Family" mel.bri0803@gmail.com> wrote: > > Purchased 2 beacons for zoning out the Kitchen and a stairwell. > > The feedback to the collars has been terribly inconsistent. I spent 30 > minutes trying to find a range that worked predictably and could not > establish a distance that I could count on. > > At times the collar would not get feedback until I was a foot from the > beacon and then with the same range setting the collar would beep at 10 > feet. > > The dogs were getting feedback in completely the wrong spot and were > either nervous or starting to disregard as there was no consistency to the > feedback location. > > My fear with this inconsistency is that it will affect the fence response > so I have turned the beacons off. > > Unless you have some guidance for me on how to get the beacons to behave > predictably, I would like to return them until this technology gets better. > > Thank you, > > Brian Johnson > (account under email mel.bri0803@gmail.com) > > >

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 13:50:31 UTC

**From:** support@halocollar.com

**To:** mel.bri0803@gmail.com

**Subject:** Re: Beacon inconsistency

Hello Johnson, Thank you for reaching out to the Halo Support Team. My name is Rabindra, and I'll be happy to assist you. I'm sorry to hear your Beacon isn't performing as expected, and I truly appreciate your patience. Below are a few steps that may help improve performance and ensure things are set up correctly. General Setup Tips: Make sure the Beacon is turned on Confirm the collar is fitted snugly and comfortably on your

**STATUS CHANGE** | Agent (jAlUuvEy...) | 2025-09-16 13:50:43 UTC | Status: CLOSED

## Conversation: bz-MbOIHSGSnB1vq9nyCQg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:13:28 UTC to 2025-09-16 13:14:30 UTC

### AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 13:13:28 UTC

Live Team Notes Chris Kelly - Bethann Kelly Serial Numbers: 24h4483540rt FW: Issue/ Need: cx got alert to replace collar due to malfunction cx says she thinks she completed it Troubleshooting & Actions Taken: Looking at AP showing WR in NetSuite Adv cx on shipping time line Adv cx to remove accessories from old collar Cx aware on how to send old dcollar back to us Resources Used (provide details): (KB articles, Slack posts, internal docs.): T1 TS Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (qY4E785E...) | 2025-09-16 13:13:33 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

### EMAIL | Agent (qY4E785E...) | 2025-09-16 13:14:28 UTC

**From:** support@halocollar.com

**To:** chris@southernconcretemachinery.com

**Subject:** Halo Support Warranty Request Submitted

Hello Chris & Bethann, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. This is your order # for replacement collar AW-20250916-46130. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (qY4E785E...) | 2025-09-16 13:14:30 UTC | Status: CLOSED



## Conversation: R5DJSx6KRf2im4zm8-9SHg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:14:22 UTC to 2025-09-16 13:22:16 UTC

**PHONE\_CALL** | Customer (M4xQWPfX...) | 2025-09-16 13:14:22 UTC

**EMAIL** | Agent (Rxv4SeJw...) | 2025-09-16 13:22:08 UTC

**From:** support@halocollar.com

**To:** rozeann100@gmail.com

**Subject:** Halo Support Follow-Up

Hello Rozeann, Thank you for calling Halo Support today. This is Laceyagain. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (Rxv4SeJw...) | 2025-09-16 13:22:10 UTC

Live Team Notes Serial Numbers:n/a FW:n/a Issue/ Need: Potential Cx is interested in getting halo collar but wants to know what size they should get - 5 months old dog - Goldendoodle - neck size now is 10 inches Troubleshooting & Actions Taken: Asked cx which model she is interested in and she advised the halo 3 collar - suggested for cx to get medium/large size and then she can adjust it to a smaller size if needed - cx forgot to hang up - I disconnected the call on our end Resources Used (provide details): (KB articles, Slack posts, internal docs.): gladly, halocollar.com [http://halocollar.com] Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rLOASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 13:22:13 UTC

Added: NCR2eulFTRyzoCpXePNHpw

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 13:22:16 UTC | Status: CLOSED



## Conversation: VYDzr94SQD64b0ES\_FDptw

Messages: 12 | Customers: 1 | Duration: 2025-09-16 13:14:41 UTC to 2025-09-16 13:30:29 UTC

**PHONE\_CALL** | Customer (I1N-Q7r8...) | 2025-09-16 13:14:41 UTC

### AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 13:19:03 UTC

Label Request Notes RMA Number from Admin Portal- AW-20250901-43294 Reason for Request- Return label not included with replacement Accessory or Collar- Collar Customer's Shipping Address- 269 Cana Road NE Check, VA 24072 If the Shipping Address or the RMA Number is missing, we will not be able to send the label and the conversation will be sent back to you to complete

### EMAIL | Agent (poWIULpl...) | 2025-09-16 13:19:30 UTC

**From:** support@halocollar.com  
**To:** ryanflenner@protonmail.com  
**Subject:** Halo Collar Shipping Label Update

Hello Ryan, Thanks for reaching out! My name is Kenny, and I'm happy to help get this sorted for you! I've just submitted a request for a new shipping label to be sent to your email. These typically arrive within 1–2 business days, so keep an eye on your inbox. A few quick tips: The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. If you have any other questions, please let us know! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (poWIULpl...) | 2025-09-16 13:19:34 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

### EMAIL | Agent (poWIULpl...) | 2025-09-16 13:20:51 UTC

**From:** support@halocollar.com  
**To:** ryanflenner@protonmail.com  
**Subject:** Follow Up

Hello Ryan, We hope you and your pup are doing great today! My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:19 AM support@halocollar.com wrote: > Hello Ryan, > > Thanks for reaching out! My name is Kenny, and I'm happy to help get this sorted for you! > > I've just submitted a request for a new shipping label to be sent to your email. > These typically arrive within 1–2 business days, so keep an eye on your inbox. > > A few quick tips: > The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. > > If you have any other questions, please let us know! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

*STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 13:20:53 UTC | Status: CLOSED*

*STATUS CHANGE | Customer (I1N-Q7r8...) | 2025-09-16 13:25:48 UTC | Status: OPEN*

*PHONE\_CALL | Customer (I1N-Q7r8...) | 2025-09-16 13:25:49 UTC*

**EMAIL | Agent (6ow\_I6yX...) | 2025-09-16 13:29:54 UTC**

**From:** support@halocollar.com

**To:** ryanflenner@protonmail.com

**Subject:** Halo Support Follow Up

Hello Ryan, Thank you for calling Halo Support today. This is Coswayne. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

*TOPIC CHANGE | Agent (6ow\_I6yX...) | 2025-09-16 13:30:16 UTC*

*Added: PIOeudXYRhqGCLwE5ykYeQ | Removed: Nf-QZDukQcG7MEnpW2vqLg*

**AGENT NOTE | Agent (6ow\_I6yX...) | 2025-09-16 13:30:28 UTC**

First and Last Name: James Flenner Email: RyanFlenner@protonmail.com Collar SN: 24h4453087rt Collar FW: na Resources: AP Recap/TS: CX just called about a missing label. CX just found the label Next Steps: Cancelled task for a replacement label CX will use the label they currently have.

*STATUS CHANGE | Agent (6ow\_I6yX...) | 2025-09-16 13:30:29 UTC | Status: CLOSED*

## Conversation: M5ajfvc8TGW4jGPtY870xw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:15:24 UTC to 2025-09-16 13:19:43 UTC

**Customer (AhMZrvSp...)** | 2025-09-16 13:15:24 UTC | halocollar.com

Dog getting shocked inappropriately

**System/AI** | 2025-09-16 13:15:38 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

**EMAIL | Agent (YYRYgGjy...)** | 2025-09-16 13:19:27 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [jordanrgross87@gmail.com](mailto:jordanrgross87@gmail.com)

**Subject:** Halo Collar Live Support

Hello Jordan, My name is Ariel, and I'd like to recommend that you contact our Live Support team for further assistance. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park Via the Halo App: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 13:19:42 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E4J13GBrQGCUEzqHyCu0GA, mBJH5IIYT8e2\_OFrmPcDwA, w4-N2LKvQhW0agGKylANbg

**STATUS CHANGE** | Agent (YYRYgGjy...) | 2025-09-16 13:19:43 UTC | Status: CLOSED

## Conversation: wvvpGmXMTQS6wNHDD22nhQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:15:37 UTC to 2025-09-16 14:00:14 UTC

**TOPIC CHANGE** | Agent (WBbod4uN...) | 2025-09-16 13:15:37 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, MUvO\_1r1QbCR89iFNUamMg, 6jk7DobMRw2g1ATE6kOMjw

**EMAIL** | Agent (WBbod4uN...) | 2025-09-16 13:15:39 UTC

**From:** support@halocollar.com

**To:** jp.mcd3@gmail.com

**Subject:** Halo Collar Out Of Warranty

Hi JP, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (WBbod4uN...) | 2025-09-16 14:00:13 UTC

Live Team Notes Serial Numbers: 24h3223660rt FW: .03.00.05 Issue/ Need: Cx has an H3 with a diag error Troubleshooting & Actions Taken: Collar found an LTE chip diag error while charging last night Collar is 90 days outside of the warranty window Cx states there were no issues with it before this Let cx know collar was oow and provided HC/HPP info Cx is going to look into the options Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Workbook Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (WBbod4uN...) | 2025-09-16 14:00:14 UTC | Status: CLOSED

## Conversation: uD9h3HqDSYqJpP8UBZ\_o-w

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:15:53 UTC to 2025-09-16 15:16:59 UTC

**Customer (T5KpHMI3...)** | 2025-09-16 13:15:53 UTC | halocollar.com

Hi. There was no place to enter my discount code on my order.

**System/AI** | 2025-09-16 13:16:15 UTC | halocollar.com

Hi there! Discount codes should be entered at checkout before completing your purchase. Unfortunately, once an order is placed, discount codes cannot be applied retroactively. For future orders, please make sure to apply any discount codes before submitting payment. If you have any more questions, feel free to ask!

**STATUS CHANGE** | Unknown | 2025-09-16 15:16:59 UTC | Status: CLOSED

## Conversation: gHUSKAVyTFOeG187QaFOxg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:16:09 UTC to 2025-09-16 14:29:16 UTC

**EMAIL | Customer (\_4yJAgOZ...) | 2025-09-16 13:16:09 UTC**

**From:** amongeon32@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Refund status

Thank you Steven, I was able to talk with someone in the live dog park and they said they would refer me to orders management for a refund. However, I have not heard anything from the escalation of my refund. Is there someone else I can be referred to to start my refund? Thank you Alicia On Sun, Aug 31, 2025 at 10:54 AM Halo Collar wrote: > Hello A, > > My name is Steven, and I would like to thank you for contacting us about > your return. I'm here to help make the process as smooth as possible. > > You may be eligible for a refund under our Return Policy. > Here is everything you need to know to get started: > > - \*Return Policy\* > > - \*How to Return Your Halo Collar for a Refund\* > > > If you have any questions or encounter any issues along the way, please > reply to this email. > We're always happy to help and want to ensure everything goes smoothly for > you and your pup! > > With pawsitivity, > Steven > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > \*Need more help?\* > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent > > On Saturday, August 30, 2025, 11:47 PM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer > support team, and they will be in touch with you within the next 24 hours > to assist you further. For a quicker resolution, we highly suggest reaching > out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → > Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any > requested permissions. You can also join us via web > <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Sunday, August 31, 2025, 3:47 AM "A M" wrote: > > Hello halo support, > > We have contacted halo support for issues with our collar giving our dog > fence feedback when he is not in the fence boundary. We are not able to > resolve this issue despite contacting halo support and adjustments to our > fence line. We would like a refund for our collar. When we purchased the > collar we were out of the country and would like to have an extension of > our refund since we had not used your product. This product does not work > as advertised and has been shocking our dog inappropriately despite > consulting the app/readjusting fences and the halo support system. Thank > you > > Alicia Mongeon > > >

**TOPIC CHANGE | Agent (sR--y62-...) | 2025-09-16 14:29:16 UTC**

Added: rxfklGaTXGCpjC7oGEfPg

**AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 14:29:16 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx states they spoke to someone in the Dog Park and was told her issue would be referred to management That conversation is under email address alm398@pitt.edu <https://halocollar.us-1.gladly.com/customer/rPB1jM3-TE-cBo5I4NOrow/cconversation/2p36UI3vSEyCQdMogL8DbQ> [https://halocollar.us-1.gladly.com/customer/rPB1jM3-TE-cBo5I4NOrow/cconversation/2p36UI3vSEyCQdMogL8DbQ] That conversation was closed on 9/2 when collar was out of return window by 37 days Recap (When/Where/What the customer wants) Escalating to Billing to research if return window can be extended Collar 25h4120959rt from order 1586661 is currently 51 days outside return window Is This Resolved/Follow-Up Required? Please advise cx whether window can be extended and collar can be returned for refund If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

Conversation: scjyJPeATPSwiTuuxH5D7Q

Messages: 5 / Customers: 1 / Duration: 2025-09-16 13:17:37 UTC to 2025-09-16 13:52:08 UTC

EMAIL | Customer (RsQBudUz...) | 2025-09-16 13:17:37 UTC

**From:** teresarosefoster1934@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Replacement strap

[illegible]

EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 13:51:54 UTC

**From:** support@halocollar.com

**To:** [teresarosefoster1934@gmail.com](mailto:teresarosefoster1934@gmail.com)

**Subject:** Re: Replacement strap

Hi Teresa, Thank you for reaching out to Halo Collar Support! We surely understand your concern with this, and I am more than happy to assist you. Here is the tracking link: 393138815040 Should you have any further questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 [support@halocollar.com](mailto:support@halocollar.com) | 🏠 Halo Help Center 🗣️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a



AGENT NOTE | Agent (Rxx4SeJw...) | 2025-09-16 13:52:00 UTC

TOPIC CHANGE | Agent (Rxxv4SeJw...) | 2025-09-16 13:52:05 UTC

**STATUS CHANGE** | Agent (Rxv4SeJw...) | 2025-09-16 13:52:08 UTC | Status: CLOSED



## Conversation: \_\_L8GFKbRDaaaJebpoTDug

Messages: 9 | Customers: 1 | Duration: 2025-09-16 13:18:37 UTC to 2025-09-16 20:35:56 UTC

**TOPIC CHANGE** | Agent (JuW94Dok...) | 2025-09-16 13:18:37 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E\_3WUdWpR2CLXta3n6vNgw

### AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 13:18:38 UTC

First and Last Name: Email: pcshovlhed@gmail.com Other contact info if possible:  
Sidekick Handoff (Y\*N) no If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

### EMAIL | Agent (JuW94Dok...) | 2025-09-16 13:18:40 UTC

**From:** support@halocollar.com

**To:** pcshovlhed@gmail.com

**Subject:** Halo Support Sorry We Were Unable To Connect!

Hello Phillman, My name is Kaitlyn, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday) 10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Kaitlyn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (JuW94Dok...) | 2025-09-16 13:18:41 UTC | Status: CLOSED

### EMAIL | Customer (PmfeD\_vY...) | 2025-09-16 20:27:56 UTC

**From:** pcshovlhed@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support Sorry We Were Unable To Connect!

Hi Kaitlin, I have a problem with my second collar. When I connect it to the charger it doesn't charge until you wiggle it around. Also, if you bend it in the middle while it's charging it stops and starts. I'm really concerned about the quality of the product at this point. They are very expensive and I'm having problems already. I don't think I should have to buy an extra plan in case they fail. I really like the way they work but, I can't afford \$1100/tear to replace them. What should I do? Thank you On Tue, Sep 16, 2025 at 9:18 AM Halo Collar wrote: > Hello Phillman, > > My name is Kaitlyn, from the Halo Dog Park. I'm sorry we missed you > today. > It looks like we had trouble connecting to the video call. We were looking > forward to helping you and your pup! If you still need support, please > reply to this message, and we'll be happy to assist you. > > If hopping back into the Dog Park isn't convenient, not to worry. Our > phone support team is available and ready to assist you. > > \*To join the Dog Park through the Halo App, just follow these quick steps:\* > > - Tap Settings > - Tap Halo Dog Park > - Tap Halo Support > - Tap Join Session > > \*Phone support\* (+1 (214) 238-9788) available hours: > > - 9:00 AM - 5:00 PM EST (Monday-Friday) > - 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > > We know how important it is to keep your pup safe and happy, and we're > here to help every step of the way. > > With pawsitivity, > Kaitlyn > Halo Customer Support > \*Halo Collar\* | Here for you and your best friend ■ > > \*Need more help?\* > ■ \*support@halocollar.com\* | ■ \*Halo Help Center\* > > ■ \*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > \*Join Session\* to speak with the next available agent >

**STATUS CHANGE** | Customer (PmfeD\_vY...) | 2025-09-16 20:27:56 UTC | Status: OPEN

**AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 20:33:20 UTC**

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx is having charging issue with one of their collars Cx has two collars 25h4221369rt and 25h4325589rt Recap (When/Where/What the customer wants) Unsure if cx is referring to charging cord of collar itself Is This Resolved/Follow-Up Required? Advising cx contact DP for troubleshooting If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

**EMAIL | Agent (sR--y62-...) | 2025-09-16 20:35:55 UTC**

**From:** support@halocollar.com

**To:** pcshovlhed@gmail.com

**Subject:** Re: Halo Support Sorry We Were Unable To Connect!

Hello Phillman, Thank you for sharing that with us. Based on the information you've provided, it sounds like we need to proceed with some visual troubleshooting. Please join us in our virtual Dog Park for troubleshooting assistance. Dog Park: Here's how to reach our live video support team via the app: - Open the Halo App - Tap Settings - Tap Halo Dog Park - Tap Halo Support - Tap Join Session - Allow any requested permissions Agents available 9 am - 8 pm EST, 7 days a week Phone: Call us at (214) 238-9788 - 8 am - 6 pm EST (M-F) - 10 am - 4 pm EST (Sat-Sun) Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 4:27 PM "Phillman Chissom" wrote: > Hi Kaitlin, > I have a problem with my second collar. When I connect it to the > charger it doesnt charge until you wiggle it around. > Also, if you bend it in the middle while it's charging it stops and > starts. I'm really concerned about the quality of the product at this > point. > They are very expensive and I'm having problems already. I don't think I > should have to buy an extra plan in case they fail. > I really like the way they work but, I cant afford \$1100/tear to replace > them. What should I do? Thank you > > On Tue, Sep 16, 2025 at 9:18 AM Halo Collar wrote: > > > Hello Phillman, > > > My name is Kaitlyn, from the Halo Dog Park. I'm sorry we missed you > > today. > > It looks like we had trouble connecting to the video call. We were looking > > forward to helping you and your pup! If you still need support, please > > reply to this message, and we'll be happy to assist you. > > > If hopping back into the Dog Park isn't convenient, not to worry. Our > > phone support team is available and ready to assist you. > > > \*To join the Dog Park through the Halo App, just follow these quick steps:\* > > > > - Tap Settings > > - Tap Halo Dog Park > > - Tap Halo Support > > - Tap Join Session > > > \*Phone support\* (+1 (214) 238-9788) available hours: > > > > - 9:00 AM - 5:00 PM EST (Monday-Friday) > > - 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > > > We know how important it is to keep your pup safe and happy, and we're > > here to help every step of the way. > > > With pawsitivity, > > Kaitlyn > > Halo Customer Support > > \*Halo Collar\* | Here for you and your best friend■ > > > \*Need more help?\* > > ■\*support@halocollar.com\* | ■\*Halo Help Center\* > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > \*Join Session\* to speak with the next available agent > > >

**STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 20:35:56 UTC | Status: CLOSED**

## Conversation: jTFuLE3tRbGB4D52p79Vvg

Messages: 8 | Customers: 1 | Duration: 2025-09-16 13:19:27 UTC to 2025-09-16 13:26:47 UTC

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 13:19:27 UTC

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 13:20:26 UTC

**From:** support@halocollar.com

**To:** ambermalinoski@gmail.com

**Subject:** Halo Collar We're Sorry We Missed You!

Hello Amber, We hope you and your pup are having a great day. My name is Hannah. I'm so sorry I missed you when I first called. I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. Looking forward to speaking with you soon! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 13:20:58 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, j8NwW1I9TISUaIRz8HLmTg

**PHONE\_CALL** | Agent (vayOmd0l...) | 2025-09-16 13:25:38 UTC

**EMAIL** | Agent (vayOmd0l...) | 2025-09-16 13:26:41 UTC

**From:** support@halocollar.com

**To:** ambermalinoski@gmail.com

**Subject:** Re: Halo Collar We're Sorry We Missed You!

Hello Amber, Thank you for contacting Halo Collar Support through a call request. My name is Hannah, and I'm sorry that I missed you at our scheduled time. Please feel free to contact our live support during business hours, as listed below, if you have any other questions or need further help. Dog Park (live video support) available hours: 9:00 am - 8 pm EST (7 days a week) Phone support (+1 (214) 238-9788) available hours: 8:00 am - 6:00 pm EST (M-F) 10:00 am - 4:00 pm EST (Sat-Sun) If you need any additional information on our customer support How to Contact Customer Support Help Desk Thank you for being part of our Halo Pack! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:20 AM support@halocollar.com wrote: > Hello Amber, > > We hope you and your pup are having a great day. My name is Hannah. > I'm so sorry I missed you when I first called. > > I wanted to follow up and let you know I'll be trying again in about 5 minutes to see if we can connect. Please be on the lookout for my call. > > If I'm still unable to reach you, I'll send over details on how to connect with our live support team, so you can get the help you need as soon as possible. > > Looking forward to speaking with you soon! > > With pawsitivity, > Hannah > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**AGENT NOTE** | Agent (vayOmd0l...) | 2025-09-16 13:26:43 UTC

Live Team Notes Serial Numbers: 24h4452928rt & 24h4450734rt FW: 03.00.05 Issue/ Need: Cx stated, "Collar replacement." Troubleshooting & Actions Taken: Collar 24h4452928rt WR AW-20250910-45006 address was confirmed yesterday Collar 24h4450734rt Was last heard Sep 1, 2025, 7:40 PM at 0% Called once, no answer, left a vm Call again, no answer, left a vm Resources Used (provide details): (KB articles, Slack

posts, internal docs.): AP Next Steps: General- Scheduled Call Follow Up- No Answer  
Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (vayOmd0l...) | 2025-09-16 13:26:46 UTC

Added: E\_3WUdWpR2CLXta3n6vNgw

**STATUS CHANGE** | Agent (vayOmd0l...) | 2025-09-16 13:26:47 UTC | Status: CLOSED

## Conversation: SEPnJbyISIC6kMd8Xmp--w

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:19:56 UTC to 2025-09-16 13:20:33 UTC

### AGENT NOTE | Agent (KiK-0-RR...) | 2025-09-16 13:19:56 UTC

Live Team Notes Serial Numbers: 25h4241772rt FW: v.03.00.05 Issue/ Need: Customer needed replacement rivets for her Halo 4 collar Troubleshooting & Actions Taken: Accessory order for a H4 Midnight Strap Kit Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (KiK-0-RR...) | 2025-09-16 13:20:02 UTC

**From:** support@halocollar.com

**To:** re.brendajames@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Brenda, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Ryan Halo Customer Support Halo Collar | Here for you and your best friend  
Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (KiK-0-RR...) | 2025-09-16 13:20:30 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

**STATUS CHANGE** | Agent (KiK-0-RR...) | 2025-09-16 13:20:33 UTC | Status: CLOSED

## Conversation: 4aSCITFMQ0W5eRw2cxjgYw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 13:20:21 UTC to 2025-09-16 13:51:19 UTC

**STATUS CHANGE** | Customer (Dvek-Kwf...) | 2025-09-16 13:20:21 UTC | Status: OPEN

**PHONE\_CALL** | Customer (Dvek-Kwf...) | 2025-09-16 13:20:21 UTC

**EMAIL | Agent (OVaCilev...) | 2025-09-16 13:45:50 UTC**

**From:** support@halocollar.com

**To:** deb-hargis@outlook.com

**Subject:** Re: Halo Collar Your Request Has Been Escalated

Hello Deborah, Thank you for calling Halo Support today. Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. ■■■■ We've escalated your case to the right person on our ■■■■ Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. Follow the instructions below to complete the pairing and activation of your collar: Ensure your collar is fully charged before beginning setup. You'll need access to Bluetooth, Wi-Fi, and GPS during this process. Removing an Old Collar (If Applicable) If you're replacing an old collar, you'll need to remove it from your account before adding the new one: Open the Halo App. Tap the Settings tab. Select My Collars. Tap on the collar you are replacing. Tap Delete Collar to remove it from your account. Once the old collar has been removed, you can proceed with adding your new collar. How to Add a New Collar Navigate to the My Map tab in the Halo App. Tap on your pet's name. Select Add Collar. Charge your Halo Collar, then tap Next. Follow the on-screen prompts to connect the collar to your Bluetooth device. Follow the on-screen prompts to set up your Wi-Fi connection. Review the update diagram, then tap Next. Once the update is complete, tap Next to continue. Follow the instructions to initialize the GPS. Review the information on Fence Synchronization. Tap I Understand to complete the setup. If you also want to change Blu's Emergency Feedback setting, you can repeat the process we did for did on Izzy's collar: How to Edit Feedback Settings If you need additional assistance, please contact Halo Collar Customer Service. We're happy to help! With pawsitivity, Rob Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 5:38 PM support@halocollar.com wrote: > Hello Deborah, > > Thank you for reaching out and sharing your concern. I have escalated this again to Manager Request. They'll investigate the details and reach out as soon as they finish their review. > > We're genuinely sorry for the trouble you've experienced. > We understand how important this is to you, and we want you to know that your voice matters deeply to us. > > They're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > > If you need anything in the meantime, we're right here and happy to help. > > With pawsitivity, > Mustafa > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 4:01 PM support@halocollar.com wrote: > > > Hello Deborah, > > > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. > > We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > > > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > > > If you need anything in the meantime, we're right here and happy to help. > > > With pawsitivity, > > Kenny > > Halo Customer

Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Monday, September 15, 2025, 3:42 PM support@halocollar.com wrote: > > > > Hello Deborah, > > > > Please send us the screenshots by replying to this email. > > > > With pawsitivity, > > > Kenny > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend■ > > > > Need more help? > > > ■support@halocollar.com | ■Halo Help Center > > > ■Speak to a live agent face-to-face at our Dog Park > > > 9:00 am - 8:00 pm EST 7 days a week > > > Join Session to speak with the next available agent > > >

**AGENT NOTE | Agent (OVaCilev...) | 2025-09-16 13:50:47 UTC**

First and Last Name: Deborah Hargis Email: deb-hargis@outlook.com Collar SN: 25h4030372rt [Izzy] Collar FW: v.03.00.05 Resources: AP, Gladly, KB, T2guide Recap/TS: Got the WR for Blu, but hasn't set it up yet Called yesterday w/ an emergency - Non-stop Emergency Feedback on Izzy's collar that severely traumatized the pup. Occurred on the porch where GPS interference could have been an issue Used extra empathy while assuring that the Manager Escalation was made & they would be following up real soon & addressed possible solutions CX had already removed CTs and installed Blanks Advised CX they could also change the FB settings for the Emerg fence layer to Sound or Vibration Guided CX through changing Emerg FB for Izzy CX wants to wait for their son to be there to help them with the TS for this issue - probably Saturday Next Steps: Emailed follow-up w/ guidance CX will CB when son is available to help TS Reassigned back to Management Team

*TOPIC CHANGE | Agent (OVaCilev...) | 2025-09-16 13:51:10 UTC*

*Added: E4J13GBrQGCUEzqHyCu0GA*

*STATUS CHANGE | Agent (OVaCilev...) | 2025-09-16 13:51:19 UTC | Status: CLOSED*



## Conversation: cM5FQqP4StmhTFMCJ2uMbw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:22:16 UTC to 2025-09-16 13:49:32 UTC

### EMAIL | Customer (bhl7eq5o...) | 2025-09-16 13:22:16 UTC

**From:** mrentz1@hotmail.com

**To:** support@halocollar.com

**Subject:** [HALO-APP] An unexpected error

Sent from my iPhone

### AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 13:49:04 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx sent in logs for collar 25h4020392rt Recap (When/Where/What the customer wants) Logs are empty Is This Resolved/Follow-Up Required? Advising cx contact the DP If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

### EMAIL | Agent (sR--y62-...) | 2025-09-16 13:49:24 UTC

**From:** support@halocollar.com

**To:** mrentz1@hotmail.com

**Subject:** Re: [HALO-APP] An unexpected error

Hello Mike, Thank you for sharing that with us. Based on the information you've provided, it sounds like we need to proceed with some troubleshooting. Please join us in our virtual Dog Park for troubleshooting assistance. Dog Park: Here's how to reach our live video support team via the app: - Open the Halo App - Tap Settings - Tap Halo Dog Park - Tap Halo Support - Tap Join Session - Allow any requested permissions Agents available 9 am - 8 pm EST, 7 days a week Phone: Call us at (214) 238-9788 - 8 am - 6 pm EST (M-F) - 10 am - 4 pm EST (Sat-Sun) Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 9:22 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 1:22 PM "Mike Rentz" wrote: > > > > > > > Sent from my iPhone > >

**TOPIC CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:49:31 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ

**STATUS CHANGE** | Agent (sR--y62-...) | 2025-09-16 13:49:32 UTC | Status: CLOSED



## Conversation: BAT\_k0TaT-iE8Iz-SOA-Fg

Messages: 15 | Customers: 1 | Duration: 2025-09-16 13:22:54 UTC to 2025-09-16 13:41:09 UTC

**Customer (-uL6fzTL...)** | 2025-09-16 13:22:54 UTC | halocollar.com

The collar is too slow to give warnings. There is a 10-15 second delay. The fence area is also

**Customer (-uL6fzTL...)** | 2025-09-16 13:23:06 UTC | halocollar.com

Changing and inconsistent

**Customer (-uL6fzTL...)** | 2025-09-16 13:23:36 UTC | halocollar.com

I can be standing on the road outside the fence before it even beeps

**System/AI** | 2025-09-16 13:24:05 UTC | halocollar.com

Hi there! It sounds like you're experiencing GPS drift and delay issues with your Halo Collar. GPS drift can cause feedback to trigger in slightly different spots, often due to satellite variation or poor signal. To reduce this, ensure the collar is snugly fitted and placed correctly on your dog. Additionally, make sure your collar's firmware is up to date and perform a hand test to ensure proper functioning. You can also adjust your virtual fence in the app if drift continues. If these steps don't resolve the issue, please reach out for further assistance.

**Customer (-uL6fzTL...)** | 2025-09-16 13:24:28 UTC | halocollar.com

They don't work

**System/AI** | 2025-09-16 13:25:05 UTC | halocollar.com

I'm sorry to hear that previous steps didn't help. Let's make sure GPS initialization is complete. Take the collar outdoors in an open area, away from buildings or trees, keep it still until the GPS light changes, and check if the light blinks green for Halo 4 or blue for older models. If issues persist, please contact our support team for further troubleshooting or replacement options. We're here to help resolve this for you.

**Customer (-uL6fzTL...)** | 2025-09-16 13:26:50 UTC | halocollar.com

It's blinking green

**Customer (-uL6fzTL...)** | 2025-09-16 13:27:10 UTC | halocollar.com

what is the support team number

**System/AI** | 2025-09-16 13:27:57 UTC | halocollar.com

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

*PHONE\_CALL | Customer (4S08o9U...) | 2025-09-16 13:28:52 UTC*

**EMAIL | Agent (Rxv4SeJw...)** | 2025-09-16 13:40:37 UTC

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [bill.greier@gmail.com](mailto:bill.greier@gmail.com)

**Subject:** Halo Support Follow-Up

Hello Bill, Thank you for calling Halo Support. It was nice meeting you today, and a joy to assist you! Please proceed to meet us at the Dog Park so we can examine the GPS inaccuracy/feedback delay issue. Here's how: Open the Halo App > Tap Settings > Tap Halo Dog Park > Tap Halo Support > Tap Join Session The Dog Park Hours of Operation: 9:00 am - 7:00 pm EST (M-F) 10:00 am - 6:00 pm EST (Sat-Sun) Should you have any questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 13:40:53 UTC**

Live Team Notes Serial Numbers:25h4303485rt FW:v.03.00.05 Issue/ Need: Cx says collar keeps beeping sporadically - cx says she can walk through boundary with collar and there is a delay in feedback Troubleshooting & Actions Taken: Did HR Did GPS recalibration Advsd of collar placement importance As we checked map during the GPS recalibration, it still showed an inaccurate GPS location Had cx meet us in DP so we can get a visual - collar was just added on 9/9/25 Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, gladly, ts t1 guide Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 13:41:01 UTC**

Added: DWX7EuMeSkumrbZ8T4AUPQ

**TOPIC CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 13:41:06 UTC**

Added: ZKYz4UsHRG6\_\_sFoccYiEA

**STATUS CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 13:41:09 UTC | Status: CLOSED**

## Conversation: wdTTflgBSpGen3CFaVnmgQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:23:03 UTC to 2025-09-16 14:00:04 UTC

**EMAIL | Customer (g7szHOYF...) | 2025-09-16 13:23:03 UTC**

**From:** martinezbelen1223@gmail.com

**To:** support@halocollar.com

**Subject:** Fwd: Your receipt from Halo Collar #2302-1933

We specifically cancelled this and you guys still charged me so i expect a refund. Begin forwarded message: From: Halo Collar Date: September 10, 2025 at 16:39:39 CDT To: martinezbelen1223@gmail.com Subject: Your receipt from Halo Collar #2302-1933 Reply-To: Halo Collar ■ Your receipt from Halo Collar #2302-1933 Your receipt from Halo Collar #2302-1933 (<http://www.halocollar.com>) Halo Collar Receipt from Halo Collar \$203.90 Paid September 10, 2025 ([https://59.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct\\_1Fa63gCo6bFb1KQt%2Flive\\_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9TeklmVEtFbnZka3PSWs1UGM2SGZmS01ZV1huU09oLDE0ODA4MTE3Mw0200BV6mOH9R%2Fpdf%3Fs=em/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/eJlZ9Jvfo1ou9V\\_gdjF60N2xvopodwl7YRM90KyzDGA=422](https://59.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct_1Fa63gCo6bFb1KQt%2Flive_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9TeklmVEtFbnZka3PSWs1UGM2SGZmS01ZV1huU09oLDE0ODA4MTE3Mw0200BV6mOH9R%2Fpdf%3Fs=em/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/eJlZ9Jvfo1ou9V_gdjF60N2xvopodwl7YRM90KyzDGA=422))) Download invoice (<https://59.email.stripe.com/CL0/https:%2F%2Fdashboard.stripe.com%2Freceipts%2Finvoices%2FCACQARoXChVhY2N0XzFGYTYzZ0NvNmJGYjFLUXQoleCHxgYyBg1yUEizRTovFpbZL5ON65LFPa5qHeleJA9oJ2wwB8maSRklp-17F0LWvuwm8lWhTspOr25z8h4%2Fpdf%3Fs=em/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/gU6MSkUsl57jv-Ot24lA20fFrwxz6OllcbVnjBJFs8o=422>) Download receipt Receipt number 2302-1933 Invoice number 4F15C86F-0004 Payment method - 9750 Receipt #2302-1933 Sep 3, 2025 – Sep 3, 2026 Halo Care Subscription Plan Qty 0 \$0.00 Gold Subscription Plan Qty 1 First 1 Qty 1 \$0.00 Flat fee for first 1 Qty 0 \$203.90 Sales Tax calculated by AvaTax Qty 1 \$0.00 Total \$203.90 Amount paid \$203.90 Questions? Visit our support site, contact us at (<https://support.halocollar.com>) support@halocollar.com, or call us at (mailto:support@halocollar.com) +1 214-712-2270. (tel:12147122270) Powered by | ([https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/\\_MqqUDCDYi4MWe66bO8HA6VIWtus9RwQKKf6q648u8g=422](https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/_MqqUDCDYi4MWe66bO8HA6VIWtus9RwQKKf6q648u8g=422)) Learn more about Stripe Billing (<https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com%2Fbilling/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/hu2jTHh2hxgFI1ebDhz2jFMN4D4NNe-a0G7XRu4V-CU=422>)

**EMAIL | Agent (Rxv4SeJw...) | 2025-09-16 13:57:32 UTC**

**From:** support@halocollar.com

**To:** martinezbelen1223@gmail.com

**Subject:** Re: Fwd: Your receipt from Halo Collar #2302-1933

Hello Belen, Thank you for reaching out to the Halo Support Team, and for giving us a chance to help. I totally understand how important it is to get this alleviated right away. I have escalated this matter to our Billing Team, and they will be sending an update via email as soon as possible. Should you have any further questions or concerns, please don't hesitate to ask us! With pawsitivity, Lacey Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:23 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 1:23 PM "belen martinez" wrote: > > We specifically cancelled this and you guys still charged me so i expect a refund. > > Begin forwarded message: > > From: Halo Collar > > Date: September 10, 2025 at 16:39:39 CDT > > To: martinezbelen1223@gmail.com > > Subject: Your receipt from Halo Collar #2302-1933 > > Reply-To: Halo Collar > > > ■ Your receipt from Halo Collar

#2302-1933 > > > > > Your receipt from Halo Collar #2302-1933 > > > > >  
(<http://www.halocollar.com>) > > > > > > Halo Collar > > > > > > > > > > > > >  
> > Receipt from Halo Collar > > \$203.90 > > Paid September 10, 2025 > > > > > > > (ht  
tps://59.email.stripe.com/CL0/https:%2F%2Fpay.stripe.com%2Finvoice%2Facct\_1Fa63g  
Co6bFb1KQt%2Flive\_YWNjdF8xRmE2M2dDbzZiRmlxS1F0LF9TeklmVEtFbnZka3IPSWs  
1UGM2SGZmS01ZV1huU09oLDE0ODA4MTE3Mw0200BV6mOH9R%2Fpdf%3Fs=em/1/  
010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/eJlZ9Jvfo1ou9V\_  
gdjF60N2xvopodwl7YRM90KyzDGA=422) Download invoice (<https://59.email.stripe.com/CL0/https:%2F%2Fdashboard.stripe.com%2Freceipts%2Finvoices%2FCACQARoXChVhY2N0XzFGYTYzZ0NvNmJGYjFLUXQoleCHxgYyBg1yUEizRTovFpbZL5ON65LFPa5qHel eJA9oJ2wwB8maSRklp-17F0LWvuwm8lWhTspOr25z8h4%2Fpdf%3Fs=em/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/gU6MSkUsl57jv-Ot24IA20fFr xwz6OllcbVnjBJFs8o=422>) Download receipt > > > > > Receipt number 2302-1933 > >  
> > Invoice number 4F15C86F-0004 > > > > > Payment method - 9750 > > > > > > > >  
> > > > > > > > Receipt #2302-1933 > > > > > Sep 3, 2025 – Sep 3, 2026 > > > >  
> > > Halo Care Subscription Plan > > > > > Qty 0 > > \$0.00 > > > > > Gold  
Subscription Plan > > > > > Qty 1 > > > > > First 1 > > > > > Qty 1 > > \$0.00 > > >  
> > Flat fee for first 1 > > > > > Qty 0 > > \$203.90 > > > > > Sales Tax calculated by  
AvaTax > > > > > Qty 1 > > \$0.00 > > > > > > > > > Total > > \$203.90 > > > > >  
> > > > Amount paid > > \$203.90 > > > > > > > > > Questions? Visit our support site,  
contact us at (<https://support.halocollar.com>) support@halocollar.com, or call us at  
(mailto:support@halocollar.com) +1 214-712-2270. (tel:12147122270) > > > > > > > >  
> > Powered by | ([https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/\\_MqqUDCDYi4MWe66bO8HA6VIWtus9RwQKKf6q648u8g=422](https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/_MqqUDCDYi4MWe66bO8HA6VIWtus9RwQKKf6q648u8g=422)) Learn more about Stripe Billing (<https://59.email.stripe.com/CL0/https:%2F%2Fstripe.com%2Fbilling/1/010101993591e9c6-6c070a4d-c249-427c-9300-d76dd1fdbd07-000000/hu2jTHh2hxgFI1ebDhz2jFMN4D4NNe-a0G7XRu4V-CU=422>)

**AGENT NOTE | Agent (Rxv4SeJw...) | 2025-09-16 13:59:53 UTC**

Billing Team Escalation Notes Affected Serial Number:The 21h2440644rt collar was removed from this account on 3/19/25 FW:n/a Order ID:n/a RMA Ticket #:n/a Subscription Start Date:n/a Reason for Escalation: Cx requested account be cancelled on 9/9/25 - cx was then charged for new year on 9/10/25 - RMA then canceled plan on 9/11/25 - cx needs refund Requested Action: Please refund the most recent pack plan fee

**TOPIC CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 13:59:58 UTC**

Added: Gw0dDqdqTzq781jSoMtrUA

**STATUS CHANGE | Agent (Rxv4SeJw...) | 2025-09-16 14:00:04 UTC | Status: CLOSED**

## Conversation: NwapzU46TsCHthCMan3rfw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:23:14 UTC to 2025-09-16 13:23:47 UTC

### AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 13:23:14 UTC

Live Team Notes Serial Numbers: 25h4232366rt FW:03.00.05 Issue/ Need: Collar gave emergency feedback to dog while in home Troubleshooting & Actions Taken: -Explained to cx that first thing we would check for this is the collar's GPS signal level settings and confirm if they need to be adjusted -Cx is not at home to confirm if collar is inside or outside but will call back later this evening to test with collar Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal, T1 TS Guide Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**TOPIC CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 13:23:40 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E4J13GBrQGCUEzqHyCu0GA

### EMAIL | Agent (LZsYfs6M...) | 2025-09-16 13:23:43 UTC

**From:** support@halocollar.com

**To:** jordanrgross87@gmail.com

**Subject:** Halo Collar: Thank you!

Hello Jordan, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taijon Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**STATUS CHANGE** | Agent (LZsYfs6M...) | 2025-09-16 13:23:47 UTC | Status: CLOSED

## Conversation: A3yiMN6MQmmV5Iyq4UFnyQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:23:58 UTC to 2025-09-16 14:01:04 UTC

### EMAIL | Customer (yM-JOHgS...) | 2025-09-16 13:23:58 UTC

**From:** jplouse@gmail.com

**To:** info@halocollar.com

**Subject:** Re: Final notice: Need updated Halo Collar billing information

I tried updating payment three times, I think its an error on your side. No reason for payment to fail. Thanks, Jack Plouse On Tue, Sep 16, 2025, 3:06 AM Katie Wilson wrote: > Hey Jack, > > We just tried to process the \$110.86 subscription payment for the fourth > time, but unfortunately it failed once again. > > You can update your billing information here. > > If the next charge fails, your account will be cancelled automatically. > > Let us know if you have any questions, > > — > Katie Wilson > Customer Success > >

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:00:54 UTC

**From:** support@halocollar.com

**To:** jplouse@gmail.com

**Subject:** Need updated Halo Collar billing information

Hello Jack, Thank you for reaching out to our Halo Support team! I understand that you are having difficulty updating your billing information. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. You can easily update your credit card on file or switch your Halo Membership Plan through your account on the Halo Collar website. To Change the Credit Card on File Log in to your Halo Account on the Halo Website Locate the Billing section and click Edit. Enter your new payment information. Click Update to save your changes. To Change Your Membership Plan Log in to your Halo Account on the Halo Website Click Change Plan. Review and check the boxes to agree to the Terms & Conditions. Click Change Plan under your desired plan. For more information on Halo Membership options, click here. If you have additional questions, please let me know. I'm here for you and your pup! With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:23 AM "Jack Plouse" wrote: > I tried updating payment three times, I think its an error on your side. No > reason for payment to fail. > > Thanks, > > Jack Plouse > > On Tue, Sep 16, 2025, 3:06 AM Katie Wilson > wrote: > > > Hey Jack, > > > > We just tried to process the \$110.86 subscription payment for the fourth > > time, but unfortunately it failed once again. > > > > You can update your billing information here. > > > > If the next charge fails, your account will be cancelled automatically. > > > > Let us know if you have any questions, > > > > — > > Katie Wilson > > Customer Success > > > >

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 14:00:55 UTC

First and Last Name: Jack Plouse Email: jplouse@gmail.com Phone Number: Collar SN: 24h3273292rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The cx is having difficulty updating the payment method. Next Steps: Email the cx the instructions on how they can edit their payment information. Submit as resolved.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 14:01:01 UTC

Added: Yzbn8c0\_TPW-jn3czqo5bg

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 14:01:04 UTC | Status: CLOSED



## Conversation: VcyVxhkQSECx2jDfEDVOXg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:24:40 UTC to 2025-09-16 14:19:00 UTC

EMAIL | Customer (V4cN\_ZgU...) | 2025-09-16 13:24:40 UTC

**From:** emh4401@gmail.com

**To:** support@halocollar.com

**Subject:** Re: Halo Support: Collar Inquiry

Hello. I have found the serial number on the collar. It is ---- s/n: 24-h4462058-rt I will attach the number. Please let us know what to do next as it is still not working. The email associated is linehand07@gmail.com (just a reminder) Thanks. Erin Blodgett On Wed, Sep 10, 2025, 12:15 PM Halo Collar wrote: > Hi Erin, > > Sounds good. Please let us know by then, and let us know if you have any > additional questions. > > Best Regards, > Robinson > Halo Senior Customer Support > \*Halo Collar\* | Here for you and your best friend■ > > On Wednesday, September 10, 2025, 12:22 PM "Erin Blodgett" emh4401@gmail.com> wrote: > > okay I will have to look on collar after work. thanks. We no longer have > the box. > > On Wed, Sep 10, 2025, 11:20 AM Halo Collar wrote: > >> Hello Erin, >> >> Thank you for providing the email. The serial number can be found on the >> inside of the collar. By removing the procase, you will be able to view it. >> Additionally, if you still possess the box in which the collar was >> packaged, the serial number is also located on that box. >> >> With pawsitivity, >> Sanecia >> Halo Customer Support >> \*Halo Collar\* | Here for you and your best friend■ >> >> \*Need more help?\* >> ■\*support@halocollar.com\* | ■\*Halo Help >> Center\* >> >> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >> >> >> - 9:00 am - 8:00 pm EST \*7 days a week\* >> >> \*Join Session\* to speak with the next available agent >> >> On Wednesday, September 10, 2025, 11:51 AM "Erin Blodgett" > emh4401@gmail.com> wrote: >> >> the email associated is linehand07@gmail.com >> >> Where is the serial number located? I am at work so don't have that >> available at this time. >> >> Thanks. >> >> On Wed, Sep 10, 2025, 10:48 AM Halo Collar >> wrote: >> >>> Hello Erin, >>> >>> Thank you for reaching out to Halo Collar Support. We understand that >>> you are inquiring regarding an issue you are experiencing with your Halo >>> collar. We apologize for any inconvenience caused, but rest assured, we are >>> here to assist you. >>> >>> We sincerely apologize, however, there does not appear to be a collar >>> linked to either email address that was provided. Is there another email >>> address the collar might be linked to? >>> >>> Would you kindly please provide the serial number of your collar? >>> >>> If you have any further questions or need additional assistance, please >>> do not hesitate to contact our customer support. We are here to help! >>> >>> Thank you for choosing Halo! >>> >>> >>> With Pawsitivity, >>> Peggy >>> Halo Customer Support >>> \*Halo Collar\* | Here for you and your best friend■ >>> >>> \*Need more help?\* >>> ■\*support@halocollar.com\* | ■\*Halo Help >>> Center\* >>> >>> ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* >>> >>> >>> - 9:00 am - 8:00 pm EST \*7 days a week\* >>> >>> \*Join Session\* to speak with the next available agent >>> >>> On Wednesday, September 10, 2025, 6:41 AM "Erin Blodgett" >> emh4401@gmail.com> wrote: >>> >>> Hello. I have done all of these troubleshooting steps. The collar will >>> charge for a short time period but will not work once taken off of the >>> charger. The blinking green light just turns off. I would like to see what >>> our options are now as we are still within the year from purchase date. Our >>> dog still really benefits from the collar. Please help! Thanks so much. >>> >>> Erin Blodgett >>> >>> On Wed, Sep 3, 2025, 12:45 PM Halo Collar >>> wrote: >>> >>>> Hello Erin, >>>> >>>> Thank you for contacting us regarding the charging issue with your Halo >>>> Collar. >>>> We understand how frustrating this can be, but we're here to assist >>>> you! >>>> >>>> Here are troubleshooting steps to help get your collar charging >>>> effectively: >>>> >>>> \*1. Check the Power Source\* >>>> >>>> - Ensure the collar is connected to the power cord and charging >>>> adapter. >>>> - Confirm that no lights turn on when the device is plugged in. >>>> - Verify that the power block is properly plugged into the wall, >>>> and ensure that any switches controlling the outlet are turned on. >>>> - We recommend charging your collar using a wall adapter rather >>>> than a computer. >>>> >>>> \*2. Check the Protective Case\* >>>> >>>> - Sometimes, the protective case can interfere with the charging >>>> connection. >>>> - Please remove the case by undoing the Velcro fasteners and try >>>> charging the collar again. >>>>

**To:** emh4401@gmail.com



**Subject:** Re: Halo Support: Collar Inquiry

Hello Erin, Thanks so much for reaching out! I'm happy to submit your replacement request. We want to make sure everything is handled as smoothly as possible for you. Please add the collar back to your account at your earliest convenience. Before we can move forward, we just need a quick confirmation: Is Bronco currently using the collar? For your pup's safety, we can't proceed until we know the collar is no longer in use. Once the request is submitted, the collar will be deactivated and will no longer function. Once we receive your confirmation: We'll send you an email to verify your shipping address. After you confirm, your replacement will be processed and shipped as soon as possible. Please note that you will receive an email confirmation when the order ships. Please keep your eyes out for it! If you have any questions in the meantime, just let me know. We're here to help! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend

■ On Tuesday, September 16, 2025, 9:24 AM "Erin Blodgett" wrote: > Hello. I have found the serial number on the collar. It is ---- s/n: > 24-h4462058-rt > > I will attach the number. Please let us know what to do next as it is still > not working. > > The email associated is linehand07@gmail.com (just a reminder) > > Thanks. > > Erin Blodgett > > > On Wed, Sep 10, 2025, 12:15 PM Halo Collar wrote: > > > Hi Erin, > > > Sounds good. Please let us know by then, and let us know if you have any > > additional questions. > > > Best Regards, > > Robinson > > Halo Senior Customer Support > > \*Halo Collar\* | Here for you and your best friend ■ > > > On Wednesday, September 10, 2025, 12:22 PM "Erin Blodgett" > emh4401@gmail.com > wrote: > > > okay I will have to look on collar after work. thanks. We no longer have > > the box. > > > On Wed, Sep 10, 2025, 11:20 AM Halo Collar wrote: > > > > Hello Erin, > > > > Thank you for providing the email. The serial number can be found on the > > inside of the collar. By removing the procase, you will be able to view it. > > Additionally, if you still possess the box in which the collar was > > packaged, the serial number is also located on that box. > > > > With pawsitivity, > > > Sanecia > > > Halo Customer Support > > > \*Halo Collar\* | Here for you and your best friend ■ > > > > \*Need more help?\* > > > ■\*support@halocollar.com\* | ■\*Halo Help > > > Center\* > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > \*Join Session\* to speak with the next available agent > > > > On Wednesday, September 10, 2025, 11:51 AM "Erin Blodgett" > emh4401@gmail.com > wrote: > > > > the email associated is linehand07@gmail.com > > > > Where is the serial number located? I am at work so don't have that > > > > available at this time. > > > > Thanks. > > > > On Wed, Sep 10, 2025, 10:48 AM Halo Collar > > > wrote: > > > > > Hello Erin, > > > > > Thank you for reaching out to Halo Collar Support. We understand that > > > > you are inquiring regarding an issue you are experiencing with your Halo > > > > collar. We apologize for any inconvenience caused, but rest assured, we are > > > > here to assist you. > > > > > We sincerely apologize, however, there does not appear to be a collar > > > > linked to either email address that was provided. Is there another email > > > > address the collar might be linked to? > > > > > Would you kindly please provide the serial number of your collar? > > > > > If you have any further questions or need additional assistance, please > > > > do not hesitate to contact our customer support. We are here to help! > > > > > Thank you for choosing Halo! > > > > > > > > > With Pawsitivity, > > > > > Peggy > > > > Halo Customer Support > > > > \*Halo Collar\* | Here for you and your best friend ■ > > > > > \*Need more help?\* > > > > > ■\*support@halocollar.com\* | ■\*Halo Help > > > > Center\* > > > > > ■\*Speak to a live agent face-to-face at our \*\*Dog Park\* > > > > > - 9:00 am - 8:00 pm EST \*7 days a week\* > > > > > \*Join Session\* to speak with the next available agent > > > > > On Wednesday, September 10, 2025, 6:41 AM "Erin Blodgett" > emh4401@gmail.com > wrote: > > > > > > Hello. I have done all of these troubleshooting steps. The collar will > > > > > charge for a short time period but will not work once taken off of the > > > > > charger. The blinking green light just turns off. I would like to see what > > > > > our options are now as we are still within the year from purchase date. Our > > > > > dog still really benefits from the collar. Please help! Thanks so much. > > > > > Erin Blodgett > > > > > > On Wed, Sep 3, 2025, 12:45 PM Halo Collar > > > > wrote: > > > > > > Hello Erin, > > > > > > > Thank you for contacting us regarding the charging issue with your Halo > > > > > Collar. > > > > > > We understand how frustrating this can be, but we're here to assist > > > > > you! > > > > > > Here are troubleshooting steps to help get your collar charging > > > > > > effectively: > > > > > > > > > \*1. Check the Power Source\* > > > > > > > - Ensure the collar is connected to the power cord and charging > > > > > > > adapter. > > > > > > > - Confirm that no lights turn on when the device



## Conversation: 5EQbD6GTRTKRBwvA1dYnWw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:24:45 UTC to 2025-09-16 15:26:04 UTC

**Customer (M5kagaPR...)** | 2025-09-16 13:24:45 UTC | halocollar.com

I was wondering if a refund was possible?

**System/AI** | 2025-09-16 13:25:09 UTC | halocollar.com

Hi there! Yes, refunds are possible if the Halo Collar was purchased directly from our website and is returned within 90 days of receipt. Just make sure the collar is not damaged or broken to be eligible for a refund. To start a return, you'll need a Return Merchandise Authorization (RMA). Please note that a \$25 return fee applies, and original shipping costs are non-refundable. For more details or to initiate the return process, you can visit our return policy page. If you need further assistance, feel free to reach out to our support team.

**STATUS CHANGE** | Unknown | 2025-09-16 15:26:04 UTC | Status: CLOSED

## Conversation: Ali9ArryQNOzHH-rdn0EYA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 13:25:56 UTC to 2025-09-16 13:26:29 UTC

**Customer (vMHW5bYI...) | 2025-09-16 13:25:56 UTC | halocollar.com**

All of a sudden my dog is crossing over her boundary, what am

**System/AI | 2025-09-16 13:26:29 UTC | halocollar.com**

Based on your question, we want to recommend that you reach out directly to our team. Highly suggested option is via your Halo App: Open the Halo App Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Other ways to reach us: Join us via web: <https://dogpark.halocollar.com> Call us: (214) 712-2270 Email us: [support@halocollar.com](mailto:support@halocollar.com)

## Conversation: U4TW1z4DSACpY5yoCAOGzQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:26:32 UTC to 2025-09-16 14:08:18 UTC

### EMAIL | Customer (9feyShmU...) | 2025-09-16 13:26:32 UTC

**From:** melbkpr83@gmail.com

**To:** info@halocollar.com

**Subject:** Re: 2nd notice: Another unsuccessful payment for your Halo Collar account

We need to cancel this subscription. The collars did not work for our LGDs so we haven't used them in years. I just keep forgetting to cancel. Thanks, \*Mellissa Foster\* \*Wife, Mom, Office & Property Manager\* \*Oregon\* On Mon, Sep 15, 2025, 11:20 PM Katie Wilson wrote: > Hey Mellissa, > > Just tried to process again the \$13.98 subscription payment, but > unfortunately it didn't go through. To keep your account active please > update your information here > ! > > > Let us know if you have any questions. > > — > Katie Wilson > Customer Success > >

### EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:07:52 UTC

**From:** support@halocollar.com

**To:** melbkpr83@gmail.com

**Subject:** Cancel Subscription

Hello Melissa, Thank you for reaching out to our Halo Support team! I understand that you would like us to cancel your subscription. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. I have escalated your request to cancel your subscription to our dedicated Cancellation team, who will handle the cancellation for you. They will confirm with you within 1-3 business days. Please don't hesitate to contact us with any further questions. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:26 AM "Mellissa Foster" wrote: > We need to cancel this subscription. > > The collars did not work for our LGDs so we haven't used them in years. I > just keep forgetting to cancel. > > Thanks, > \*Mellissa Foster\* > \*Wife, Mom, Office & Property Manager\* > \*Oregon\* > > On Mon, Sep 15, 2025, 11:20 PM Katie Wilson > wrote: > > > Hey Mellissa, > > > Just tried to process again the \$13.98 subscription payment, but > > unfortunately it didn't go through. To keep your account active please > > update your information here > > ! > > > > > Let us know if you have any questions. > > > > — > > Katie Wilson > > Customer Success > > > >

### AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 14:07:54 UTC

First and Last Name: Mellissa Foster Email: melbkpr83@gmail.com Phone Number: Collar SN: 23h3403651rt and 23h3402951rt Collar FW: v.01.15.04 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The cx says they keep forgetting to cancel their subscription and wants us to cancel it for them. Next Steps: Escalate to RMA Billing. Billing Team Escalation Notes Affected Serial Number: 23h3403651rt and 23h3402951rt FW: v.01.15.04 Order ID: 1303392 RMA Ticket #: Subscription Start Date: December 12, 2023. Reason for Escalation: The cx says they keep forgetting to cancel their subscription and wants us to cancel it for them. Requested Action: Please cancel the subscription for the cx. Thank you.

**TOPIC CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 14:07:59 UTC

Added: jHyQ0PKARAKhHUZ\_rEmu6w

**STATUS CHANGE** | Agent (jAIUuvEy...) | 2025-09-16 14:08:18 UTC | Status: CLOSED

## Conversation: TjUfw-TfT9CjFGmaw9uu-g

Messages: 7 | Customers: 1 | Duration: 2025-09-16 13:26:44 UTC to 2025-09-16 15:00:31 UTC

**EMAIL | Agent (YumuZHIE...) | 2025-09-16 13:26:44 UTC**

**From:** support@halocollar.com

**To:** jamo7bach@yahoo.com

**Subject:** Re: Halo Success Team

Hi Jamison, Thank you for letting me know. I'm sorry this has continued to be an issue for you. I've requested access so I can confirm your information on my end. If you're comfortable, please share the access code that was just sent to your email, along with the shipping address where you'd like the replacement sent. Once I have that information, I'll verify everything for you and provide an update as soon as it's processed. I truly appreciate your patience while I work to get this resolved, and I understand how frustrating this has been. Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Monday, September 15, 2025, 2:08 PM "Jamison Bach" wrote: > Every time I get an email to confirm my address it does not have that option and just logs into the account. It does not work. I have to call every time. > Thanks, > Jamison Bach > On Monday, September 15, 2025 at 11:41:11 AM CDT, Halo Collar wrote: > > Hello Jamison, > Thank you for reaching out to us. I'm disheartened to hear of the issues you've experienced and would love to get you back on track. > I have reviewed the collar on your account and see we submitted it for warranty replacement about 6 days ago and are awaiting your address confirmation so we can have it sent out to you as soon as possible. You may receive a new message to complete this, or you can follow the link below. Once you've completed this step, our team will get your replacement sent out within 1-2 business days. If you have any issues getting the verification submitted, please advise so I can try an alternate route. > Address Verification Link Here > Regarding your warranty, we handle each situation on a case-by-case basis. Even if you go beyond the one-year coverage period, we're always happy to talk through your options as we never want you to feel stuck. Your next replacement will include its own one-year warranty as a courtesy, so you won't have to worry about reaching that window too soon. > What I've done in the meantime is issued you a \$25 Tremendous gift card to help with any plan time you've lost out on during this process. Tremendous is a secure platform that allows you to choose how you'd like to receive the funds - whether that's a Visa gift card, PayPal, Venmo, or direct deposit. You should see an email from Tremendous shortly with your redemption details. > If you have any other questions or concerns, please don't hesitate to reach out. I'm happy to help however I can and look forward to getting this resolved for you quickly. > Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■

**STATUS CHANGE | Agent (YumuZHIE...) | 2025-09-16 13:27:23 UTC | Status: CLOSED**

**EMAIL | Customer (6XANGfBm...) | 2025-09-16 13:44:41 UTC**

**From:** jamo7bach@yahoo.com

**To:** support@halocollar.com

**Subject:** Re: Halo Success Team

517881 On Tuesday, September 16, 2025 at 08:26:46 AM CDT, Halo Collar wrote: Hi Jamison, Thank you for letting me know. I'm sorry this has continued to be an issue for you. I've requested access so I can confirm your information on my end. If you're comfortable, please share the access code that was just sent to your email, along with the shipping address where you'd like the replacement sent. Once I have that information, I'll verify everything for you and provide an update as soon as it's processed. I truly appreciate your patience while I work to get this resolved, and I understand how frustrating this has been. Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Monday, September 15, 2025, 2:08 PM "Jamison Bach" wrote: Every time I get an email to confirm my address it does not have that option and just logs into the account. It does not work. I have to call every time. Thanks, Jamison Bach

On Monday, September 15, 2025 at 11:41:11 AM CDT, Halo Collar wrote: Hello

Jamison, Thank you for reaching out to us. I'm disheartened to hear of the issues you've experienced and would love to get you back on track. I have reviewed the collar on your account and see we submitted it for warranty replacement about 6 days ago and are awaiting your address confirmation so we can have it sent out to you as soon as possible. You may receive a new message to complete this, or you can follow the link below. Once you've completed this step, our team will get your replacement sent out within 1-2 business days. If you have any issues getting the verification submitted, please advise so I can try an alternate route. [Address Verification Link Here](#) Regarding your warranty, we handle each situation on a case-by-case basis. Even if you go beyond the one-year coverage period, we're always happy to talk through your options as we never want you to feel stuck. Your next replacement will include its own one-year warranty as a courtesy, so you won't have to worry about reaching that window too soon. What I've done in the meantime is issued you a \$25 Tremendous gift card to help with any plan time you've lost out on during this process. Tremendous is a secure platform that allows you to choose how you'd like to receive the funds - whether that's a Visa gift card, PayPal, Venmo, or direct deposit. You should see an email from Tremendous shortly with your redemption details. If you have any other questions or concerns, please don't hesitate to reach out. I'm happy to help however I can and look forward to getting this resolved for you quickly. Best Regards, Haley Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

*STATUS CHANGE | Customer (6XANgfBm...) | 2025-09-16 13:44:41 UTC | Status: OPEN*

**EMAIL | Agent (YumuZHIE...) | 2025-09-16 14:54:59 UTC**

**From:** support@halocollar.com

**To:** jamo7bach@yahoo.com

**Subject:** Re: Halo Success Team

Hi Jamison, Thank you for getting back to me so quickly! I've gone ahead and processed your replacement on our end. I understand the earlier difficulties were frustrating, and I've made a note that using this process in the future is the best way to avoid any verification issues. Your replacement should be shipping soon, and you'll receive a tracking update via email once it's on its way. In the meantime, if there's anything else you need, please don't hesitate to reach out. I'm happy to help and hope this helps improve your experience moving forward. Best Regards, Haley Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 9:44 AM "Jamison Bach" wrote: > 517881 > > On Tuesday, September 16, 2025 at 08:26:46 AM CDT, Halo Collar wrote: > > Hi Jamison, > Thank you for letting me know. I'm sorry this has continued to be an issue for you. I've requested access so I can confirm your information on my end. If you're comfortable, please share the access code that was just sent to your email, along with the shipping address where you'd like the replacement sent. > Once I have that information, I'll verify everything for you and provide an update as soon as it's processed. I truly appreciate your patience while I work to get this resolved, and I understand how frustrating this has been. > Best Regards, Haley Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > On Monday, September 15, 2025, 2:08 PM "Jamison Bach" wrote: > Every time I get an email to confirm my address it does not have that option and just logs into the account. It does not work. I have to call every time. > Thanks, > Jamison Bach > On Monday, September 15, 2025 at 11:41:11 AM CDT, Halo Collar wrote: > > Hello Jamison, > Thank you for reaching out to us. I'm disheartened to hear of the issues you've experienced and would love to get you back on track. > I have reviewed the collar on your account and see we submitted it for warranty replacement about 6 days ago and are awaiting your address confirmation so we can have it sent out to you as soon as possible. You may receive a new message to complete this, or you can follow the link below. Once you've completed this step, our team will get your replacement sent out within 1-2 business days. If you have any issues getting the verification submitted, please advise so I can try an alternate route. > [Address Verification Link Here](#) > Regarding your warranty, we handle each situation on a case-by-case basis. Even if you go beyond the one-year coverage period, we're always happy to talk through your options as we never want you to feel stuck. Your next replacement will include its own one-year warranty as a courtesy, so you won't have to worry about reaching that window too soon. > What I've done in the meantime is issued you a \$25 Tremendous gift card to help with any plan

time you've lost out on during this process. Tremendous is a secure platform that allows you to choose how you'd like to receive the funds - whether that's a Visa gift card, PayPal, Venmo, or direct deposit. You should see an email from Tremendous shortly with your redemption details. > If you have any other questions or concerns, please don't hesitate to reach out. I'm happy to help however I can and look forward to getting this resolved for you quickly. > Best Regards, Haley Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > >

**AGENT NOTE | Agent (YumuZHIIE...) | 2025-09-16 15:00:26 UTC**

Intermediate Notes Issue/ Need: Replacement collar - 24h4410800rt Previous Steps:(previous interactions) Cx was contacted in regard to Negative NPS survey feedback Has responded advising their collar is having issues and they're frustrated that this has happened on multiple occasions. Asked to have us send another and wanted clarification on the warranty period and what happens if they go outside of the 1-year timeframe. Upon researching their account in AP - I noticed their collar was submitted for warranty 6 days prior but we were awaiting address verification. When I advised cx of this they noted they've had issues verifying their address and it's never successful, even through the direct link I provided. Recap/TS: (current interaction) Sent cx info on having me verify through OTAC to which cx accepted and provided the code. I was able to successfully submit the collar for warranty replacement this way. Confirmed with cx and made a note to use OTAC in the future if needed again in the details. Resources: (Articles, Slack Threads, Docs) Admin Portal - Sent access code to verify address on cx's behalf RMA - AW-20250908-44737 Next Steps: Cx to receive replacement soon and can reach back out if they have any additional questions or concerns in the future. Nothing needed at this time.

**STATUS CHANGE** | Agent (YumuZHIIE...) | 2025-09-16 15:00:31 UTC | Status: CLOSED



## Conversation: BQc3YpLDQzybFh9ujskILA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 13:27:57 UTC to 2025-09-16 13:39:17 UTC

PHONE\_CALL | Customer (Xg30rBhP...) | 2025-09-16 13:27:57 UTC

### AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 13:36:15 UTC

First and Last Name: Shane Hensley Email: hensleycs72@gmail.com Collar SN: 23h2061590rt Collar FW: v.02.08.11 Resources: AP Answers Recap/TS: Not charging Collar way OOW Asking about replacement options Next Steps Presented HP price Presented HC price and 60 requirement Provided dead unit ts.

### EMAIL | Agent (t75aKvM6...) | 2025-09-16 13:37:31 UTC

**From:** support@halocollar.com

**To:** hensleycs72@gmail.com

**Subject:** Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Shane, Thank you for reaching out. My name is Ronald. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order Important Notes Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

### EMAIL | Agent (t75aKvM6...) | 2025-09-16 13:38:13 UTC

**From:** support@halocollar.com

**To:** hensleycs72@gmail.com

**Subject:** What is Halo Care?

Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost - or for any other reason, such as wanting a new device or upgrading your older model to a newer model! The redemption price for the Halo Care plan depends on your membership plan. \* Bronze - \$199 Silver - \$174 Gold - \$149 You can enroll your collar(s) in Halo Care on the My Account screen when you are logged in to [halocollar.com](http://halocollar.com). Note: you can enroll in Halo Care at any time and redeem a reduced price replacement collar immediately. However, this subscription cannot be canceled for 60 days after enrollment. Halo Care is billed monthly at \$9.99 per collar Annual billing is available. If the Halo Care plan is canceled, remaining time will be used as a credited amount towards your next membership renewal. Save an additional \$25 on Halo Care or Halo Protection redemptions if you are a silver member. Save an additional \$50 on Halo Care or Halo Protection redemptions if you are a gold member. If you have multiple collars, you must enroll each one in Halo Care individually See Complete Halo Care Terms & Conditions Why Halo Care? The Halo lifestyle is about living life unleashed--and out in the world, anything can happen! This means you and your pup can get the most out of your Halo, with the confidence that you can easily get an affordable replacement if anything happens to your collar. Am I protected if I don't choose Halo Care? Yes! All Halo Pack members with an active plan are eligible for the Halo Protection, which requires no monthly/annual payment. Halo Protection offers

collar replacements for \$449, or \$399 for Halo Pack members who signed up for a Gold Plan when selecting a plan or have maintained a Gold Plan for 3 months or longer. Click [here](#) to learn more about the Halo Protection. See Complete Halo Protection Terms & Conditions. With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:37 AM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Hello Shane, > > Thank you for reaching out. My name is Ronald. I'll be assisting you. > > How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection > If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. > > Step-by-Step Instructions > Sign in to your account at [www.halocollar.com](http://www.halocollar.com) On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order > Important Notes > Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number > For more information on our coverage options, please refer to the following articles: > What is Halo Care? What is Halo Protection? > If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! > > With pawsitivity, > Ronald > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

**EMAIL | Agent (t75aKvM6...) | 2025-09-16 13:38:40 UTC**

**From:** [support@halocollar.com](mailto:support@halocollar.com)

**To:** [hensleycs72@gmail.com](mailto:hensleycs72@gmail.com)

**Subject:** Halo Collar Troubleshooting Steps

Hello Shane, Thank you for contacting us regarding the charging issue with your Halo Collar. We understand how frustrating this can be, but we're here to assist you! Here are troubleshooting steps to help get your collar charging effectively:

1. Check the Power Source Ensure the collar is connected to the power cord and charging adapter. Confirm that no lights turn on when the device is plugged in. Verify that the power block is properly plugged into the wall, and ensure that any switches controlling the outlet are turned on. We recommend charging your collar using a wall adapter rather than a computer.
2. Check the Protective Case Sometimes, the protective case can interfere with the charging connection. Please remove the case by undoing the Velcro fasteners and try charging the collar again.
3. Test the Charging Equipment To verify that the power block and charging cord are functioning properly, try using them with another device, such as a USB-C phone. Make sure the alternate device charges correctly.
4. Inspect Charging Port Check the gold pins for debris. Clean gently with a Q-tip and rubbing alcohol or mild soap. Dry fully before reconnecting.
5. Perform a Hard Reset Plug the collar into the power cord/adapter and ensure no lights are turning on. Wait 5 minutes, then press and hold the ON button on the collar for 15 seconds. Release the button and check for any LED lights. If the LED turns on, your collar should be good to go! If the LED lights on your collar do not turn on after this reset, please reach back out so we can assist with the next steps to resolve this issue. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ [support@halocollar.com](mailto:support@halocollar.com) | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:38 AM [support@halocollar.com](mailto:support@halocollar.com) wrote: > Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost - or for any other reason, such as wanting a new device or upgrading your older model to a newer model! > > The redemption price for the Halo Care plan depends on your membership plan. > \* Bronze - \$199 Silver - \$174 Gold - \$149 > You can enroll your collar(s) in Halo Care on the My Account screen when you are logged in to

halocollar.com. > > Note: you can enroll in Halo Care at any time and redeem a reduced price replacement collar immediately. However, this subscription cannot be canceled for 60 days after enrollment. > Halo Care is billed monthly at \$9.99 per collar. Annual billing is available. If the Halo Care plan is canceled, remaining time will be used as a credited amount towards your next membership renewal. Save an additional \$25 on Halo Care or Halo Protection redemptions if you are a silver member. Save an additional \$50 on Halo Care or Halo Protection redemptions if you are a gold member. If you have multiple collars, you must enroll each one in Halo Care individually > See Complete Halo Care Terms & Conditions > > Why Halo Care? > > The Halo lifestyle is about living life unleashed--and out in the world, anything can happen! > > This means you and your pup can get the most out of your Halo, with the confidence that you can easily get an affordable replacement if anything happens to your collar. > > Am I protected if I don't choose Halo Care? > > Yes! All Halo Pack members with an active plan are eligible for the Halo Protection, which requires no monthly/annual payment. > > Halo Protection offers collar replacements for \$449, or \$399 for Halo Pack members who signed up for a Gold Plan when selecting a plan or have maintained a Gold Plan for 3 months or longer. > > Click here to learn more about the Halo Protection. > > See Complete Halo Protection Terms & Conditions. > > With pawsitivity, > Ronald > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 9:37 AM support@halocollar.com wrote: > > > Hello Shane, > > > Thank you for reaching out. My name is Ronald. I'll be assisting you. > > > > How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection > > If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. > > > Step-by-Step Instructions > > Sign in to your account at www.halocollar.com On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order > > Important Notes > > Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number > > For more information on our coverage options, please refer to the following articles: > > What is Halo Care? What is Halo Protection? > > If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! > > > > With pawsitivity, > > Ronald > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > > Need more help? > > > ■ support@halocollar.com | ■ Halo Help Center > > ■ Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

**TOPIC CHANGE** | Agent (t75aKvM6...) | 2025-09-16 13:38:57 UTC

Added: 76jKdDJqQKG1X52gm4kjGg

**STATUS CHANGE** | Agent (t75aKvM6...) | 2025-09-16 13:39:17 UTC | Status: CLOSED

## Conversation: UDGun\_IER7acmBiLCo2rAw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:28:44 UTC to 2025-09-16 13:41:02 UTC

**PHONE\_CALL** | Customer (qnKVMt0R...) | 2025-09-16 13:28:44 UTC

**EMAIL** | Agent (1SOmeXH2...) | 2025-09-16 13:40:31 UTC

**From:** support@halocollar.com  
**To:** lizethramirez124@gmail.com  
**Subject:** Halo Support Follow-Up

Hello Lizeth, Thank you for calling Halo Support today. This is Abdul. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Abdul Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**AGENT NOTE** | Agent (1SOmeXH2...) | 2025-09-16 13:40:36 UTC

Live Team Notes Serial Numbers: FW: Issue/ Need: needs help with the collar with a diagnostic error message Troubleshooting & Actions Taken: WR window is expired Educated cx about the 1-year warranty and advised to enroll in Halo Care to be able to upgrade her collar Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

**STATUS CHANGE** | Agent (1SOmeXH2...) | 2025-09-16 13:41:02 UTC | Status: CLOSED

## Conversation: OZ-\_qOBkSBuo\_DSb7QVfYw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:30:00 UTC to 2025-09-16 13:30:35 UTC

### AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 13:30:00 UTC

Live Team Notes Serial Numbers: 25h4110851rt FW: v.03.00.05 Issue/ Need: Dog is going out of boundary Saying out of range There are trees and bushes near the area he is not getting Troubleshooting & Actions Taken: Checked settings and it shows connected to Wi-Fi Collar is loose Adv to tighten collar Adv on hard reset Sent firmware update to collar And trees and bushes can sometimes cause GPS interference Cx wants to do these adjustments and test the collar out and then call us back if needed Resources Used (provide details): (KB articles, Slack posts, internal docs.): Tier 1 TS Halo App Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

### EMAIL | Agent (VM047vR9...) | 2025-09-16 13:30:13 UTC

**From:** support@halocollar.com

**To:** anitaljordan@hotmail.com

**Subject:** Halo Collar: Thank you!

Hello Anita, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend! Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

**TOPIC CHANGE** | Agent (VM047vR9...) | 2025-09-16 13:30:34 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, ZKYz4UsHRG6\_\_sFoccYiEA, yUdj74HoRguBsTQ2B0ZktA

**STATUS CHANGE** | Agent (VM047vR9...) | 2025-09-16 13:30:35 UTC | Status: CLOSED

## Conversation: MmMSQpLMQ5ig38rEtvUCsA

*Messages: 1 | Customers: 1 | Duration: 2025-09-16 13:30:03 UTC to 2025-09-16 13:30:03 UTC*

**EMAIL | Customer (yzm3SYE9...) | 2025-09-16 13:30:03 UTC**

**From:** halo\_reverse\_h2@icloud.com

**To:** support@halocollar.com

**Subject:** INM 25h4307199rt

25h4307199rt has been received at the warehouse and checked in as INM (Information Not Matching). RMA: Not available. Reason: Missing RMA number.