

Gladly Customer Support Conversations - Email Support & Complex Issues

Part 2 of 4 | Conversations 271-540

Generated on 2025-09-22 12:38:46

Conversation: UccuPxPBQWWgivTLk546Lw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:30:31 UTC to 2025-09-16 13:47:59 UTC

PHONE_CALL | Customer (FA3YibQt...) | 2025-09-16 13:30:31 UTC

TOPIC CHANGE | Agent (Ms1as41J...) | 2025-09-16 13:47:49 UTC

Added: NCR2euIFTRyzoCpXePNHpw

EMAIL | Agent (Ms1as41J...) | 2025-09-16 13:47:52 UTC

From: support@halocollar.com

To: jmgeorge@fedex.com

Subject: Halo Support Follow Up

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

AGENT NOTE | Agent (Ms1as41J...) | 2025-09-16 13:47:58 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: John George Email: jmgeorge@fedex.com Phone Number: 19014135364 Collar SN: 25h4302651rt Collar FW: v.03.00.05 Collar Purchased From: Amazon Resources: AP, Gladly, KB, Halo Recap/TS: Cx wanted help with his fence told me his dog keeps getting into his garden Suggested a Zone beacon Next Steps: Follow up email with articles on beacons

STATUS CHANGE | Agent (Ms1as41J...) | 2025-09-16 13:47:59 UTC | Status: CLOSED

Conversation: Oep7fz5PRPqSa_X3cWKT1w

Messages: 13 | Customers: 1 | Duration: 2025-09-16 13:30:33 UTC to 2025-09-16 13:58:49 UTC

Customer (iY8Xrksj...) | 2025-09-16 13:30:33 UTC | halocollar.com

My dog has not had her Halo collar long and it's had to be replaced because of the battery 3 or 4 different times and it was just replaced and it's doing the same battery issue and not charging again.

System/AI | 2025-09-16 13:31:07 UTC | halocollar.com

I'm really sorry to hear about the ongoing battery issues with your Halo collar. Let's try a few steps to fix the charging problem: Make sure the charging port is clean and dry. You can use a Q-tip with rubbing alcohol if needed. Test the USB-C cable and charging block with another device to ensure they're working. Perform a hard reset by plugging the collar in for 5 minutes, then holding the power button for 15 seconds. If these steps don't solve the issue, please reach out to our live support for further help or a replacement. Let us know if you need anything else!

Customer (iY8Xrksj...) | 2025-09-16 13:32:22 UTC | halocollar.com

i have done that and it did not work. I paid over \$600 for this collar and it's has had to be replaced 4 times now and have not even had it long

System/AI | 2025-09-16 13:32:41 UTC | halocollar.com

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

PHONE_CALL | Customer (iY8Xrksj...) | 2025-09-16 13:39:19 UTC

EMAIL | Agent (6ow_I6yX...) | 2025-09-16 13:53:54 UTC

From: support@halocollar.com

To: shelbyhix0@gmail.com

Subject: Halo Support Accessories Order

Hello Shelby, My name is Coswayne, and I'll be assisting you. I've gone ahead and submitted the request to have your H4 Charging Adaptor Kit shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. Halo 4 Charging Block Specs Input: 100–240V, 0.7A MaxOutput: 5.0V—3.0A, 9.0V—2.22A, 12V—1.67A (20W max) If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (6ow_I6yX...) | 2025-09-16 13:54:05 UTC

Added: 76jKdDJqQKG1X52gm4kjGg

TOPIC CHANGE | Agent (6ow_I6yX...) | 2025-09-16 13:54:10 UTC

Added: -LmskJFZShWIOOnMJUmqlA

AGENT NOTE | Agent (6ow_I6yX...) | 2025-09-16 13:54:26 UTC

First and Last Name: Shelby Hix Email: shelbyhix0@gmail.com Collar SN: 25h4325875rt, 25h4195457rt Collar FW: v.03.00.05 Resources: AP Recap/TS: CX states having to replace the collar 3 or 4 times due to battery issues 25h4325875rt -- CX just received a

replacement 2 days ago and is having battery issues again Next Steps: AP shows last heard a few seconds ago @ 0%. Collar was at 1% at the start of the call. Collar is currently on the charger Collar flashes green and then red and green CX has used the charging accessories from the other collar and still has the issues with charging and battery life. CX has an embedded usb outlet in the wall socket Advising the cx to use a proper usb charging block ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Shelby Hix Email: shelbyhix0@gmail.com Phone number: (615) 588-7491 Collar SN: 25h4325875rt Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 2 Carr Hollow Ln City: Gordonsville State: TN Postal code: 38563 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Charging Adaptor Kit For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

STATUS CHANGE | Agent (6ow_I6yX...) | 2025-09-16 13:54:28 UTC | Status: CLOSED

STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 13:55:21 UTC | Status: OPEN

AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 13:58:43 UTC

Accessory Order Number-1660316 H4 Charging Adp. Kit

STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 13:58:49 UTC | Status: CLOSED

Conversation: 6OvwIPZVTSi-GVmrmK-Fbw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:31:10 UTC to 2025-09-16 13:31:13 UTC

STATUS CHANGE | Agent (wIA9Uacl...) | 2025-09-16 13:31:10 UTC | Status: OPEN

EMAIL | Agent (wIA9Uacl...) | 2025-09-16 13:31:11 UTC

From: support@halocollar.com

To: spencerj@centurytel.net

Subject: Re: Halo Support Follow Up

Hello Spencer, Thank you so much for your patience. Great news! Your Halo Collar for Juno is on its way! It's scheduled to arrive: 9/17/25 FedEx Tracking Number: 393226703098 You can also monitor it here: Halo Collar Order Status We've packed your items with care, and they'll arrive shortly! If you have any further questions, please don't hesitate to contact us. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 9:42 AM support@halocollar.com wrote: > Hello Spencer, > > Thank you for calling Halo Support today. This is Psyche. It was truly a pleasure speaking with you. > > I will send another email as soon as tracking information is available for the replacement collar. > > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > > Thank you for being part of our pack! > > With pawsitivity, > Psyche > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

STATUS CHANGE | Agent (wIA9Uacl...) | 2025-09-16 13:31:13 UTC | Status: CLOSED

Conversation: LNb4glpuRpabcD_0UV32SA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 13:31:33 UTC to 2025-09-16 14:05:34 UTC

EMAIL | Customer (_ds4kV-X...) | 2025-09-16 13:31:33 UTC

From: david.22hosemann@gmail.com

To: support@halocollar.com

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

Yes, I need help in learning howto set up the fence on my property. Thanks On Tue, Sep 2, 2025 at 10:29 AM Halo Collar wrote: > Hello Connie, > > My name is Alexis, from the Halo Dog Park. I'm sorry we missed you today. > It looks like we had trouble connecting to the video call. We were looking > forward to helping you and your pup! If you still need support, please > reply to this message, and we'll be happy to assist you. > > If hopping back into the Dog Park isn't convenient, not to worry. Our > phone support team is available and ready to assist you. > > *To join the Dog Park through the Halo App, just follow these quick steps:* > > - Tap Settings > - Tap Halo Dog Park > - Tap Halo Support > - Tap Join Session > > *Phone support* (+1 (214) 238-9788) available hours: > > - 9:00 AM - 5:00 PM EST (Monday-Friday) > - 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > We know how important it is to keep your pup safe and happy, and we're > here to help every step of the way. > > With pawsitivity, > Alexis > Halo Customer Support > *Halo Collar* | Here for you and your best friend■ > > *Need more help?* > ■*support@halocollar.com* | ■*Halo Help Center* > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > - 9:00 am - 8:00 pm EST *7 days a week* > > *Join Session* to speak with the next available agent > > On Tuesday, September 2, 2025, 9:46 AM support@halocollar.com wrote: > > To set up your Halo Collar, please download the Halo App from the App > Store or Google Play. Once installed, follow the in-app instructions to > pair your collar and complete the setup process. > > If you need further assistance, you can join the Halo Dog Park for live > support or contact our support team at support@halocollar.com. We're here > to help! > The Halo Collar Virtual Assistant > > On Tuesday, September 2, 2025, 1:46 PM "David Hosemann" david.22hosemann@gmail.com> wrote: > > Please let me know how I can get support in training to set up my collar. > I bought months ago. I believe my acct# is 1576488. I'll await your reply. > Thanks > > >

TOPIC CHANGE | Agent (UNfbdmGc...) | 2025-09-16 13:41:58 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

TOPIC CHANGE | Agent (UNfbdmGc...) | 2025-09-16 13:44:58 UTC

Added: g5apmYsrTuGLWnaVZyD4ng

AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 13:57:53 UTC

Live Team Notes Serial Numbers: 25h4033191rt FW: v.03.00.05 Issue/ Need: Cx needs help to set up the first fence Troubleshooting & Actions Taken: Walked cx through the first fence creation. Explained fences and feedback settings. Explained the training and app learn options. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?t=ab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (UNfbdmGc...) | 2025-09-16 14:05:31 UTC

From: support@halocollar.com

To: david.22hosemann@gmail.com

Subject: Re: Setup

Hello Connie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just

Conversation: sHWwozpMQne8RzROlqt6HQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:31:38 UTC to 2025-09-16 15:33:12 UTC

Customer (dL92cCtl...) | 2025-09-16 13:31:38 UTC | halocollar.com

Hi there! Are you able to replace the rubber strap only that connects to the collar?

System/AI | 2025-09-16 13:32:19 UTC | halocollar.com

Absolutely! You can replace just the rubber strap for your Halo Collar. You can find replacement straps in the Accessories section of the Halo website. If you're a Silver or Gold Pack member, remember to log into your Halo Account to enjoy additional savings on your accessory orders. The discount will be automatically applied at checkout. Feel free to reach out if you need any more help!

STATUS CHANGE | *Unknown* | 2025-09-16 15:33:12 UTC | Status: *CLOSED*

Conversation: WJqZVaqT0yZWRaAO9Yqpg

Messages: 16 | Customers: 1 | Duration: 2025-09-16 13:31:41 UTC to 2025-09-16 17:12:25 UTC

EMAIL | Customer (Q4n2L0sv...) | 2025-09-16 13:31:41 UTC

From: trayc9@sbcglobal.net

To: support@halocollar.com

Subject: Collar malfunction

Good morning, I just received a message regarding Zara's collar on my account. The warranty replacement has been ordered. In addition, not too long ago, a replacement for Zane's collar was also initiated. Zane's collar is not working properly either. It is not charging fully. I talked to support on Sunday. They advised the collar was in a firmware update. Once that was completed to hold the power button for 15 seconds and to drain the battery down to nothing and then recharge. I did that and this morning, the battery was only at 20 hours while the other collar was on 36 hours. Since you will be sending a replacement for Zara, please send two replacements, not refurbished. These collars are 5 months old. I would like new replacements. Please advise. Tracey Scherdin

EMAIL | Agent (chgMWdgT...) | 2025-09-16 15:08:55 UTC

From: support@halocollar.com

To: trayc9@sbcglobal.net

Subject: Re: Collar malfunction

Hello Tracy, Thank you for contacting Halo Support! My name is Brandon, and I'm happy to assist you today. I'm sorry to hear your collar is having issues. I want to assure you that all our replacement collars are certified as like-new and undergo rigorous inspection and testing by our warehouse team before being sent out. We take quality seriously, especially when it comes to ensuring your dog's safety and providing you with peace of mind. If you have any questions about your replacement, setup, or anything else, we're here and ready to help. Thank you for being part of the Halo Pack. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 9:32 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 1:31 PM "Tracey Scherdin" wrote: > > > Good morning, > > I just received a message regarding Zara's collar on my account. The warranty replacement has been ordered. In addition, not too long ago, a replacement for Zane's collar was also initiated. Zane's collar is not working properly either. It is not charging fully. I talked to support on Sunday. They advised the collar was in a firmware update. Once that was completed to hold the power button for 15 seconds and to drain the battery down to nothing and then recharge. I did that and this morning, the battery was only at 20 hours while the other collar was on 36 hours. Since you will be sending a replacement for Zara, please send two replacements, not refurbished. These collars are 5 months old. I would like new replacements. Please advise. > > Tracey Scherdin > >

AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 15:11:35 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX states their other collar 25h4290053rt isn't fully charging. Recap (When/Where/What the customer wants) They completed all the TS steps given to them by the DP They also state they want both reps to be new collars. Not like-new Informed CX we can only send Like-new reps Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

TOPIC CHANGE | Agent (chgMWdgT...) | 2025-09-16 15:11:55 UTC

Added: wOOHNF34TjWK3GOxS4wVjQ, w4-N2LKvQhW0agGKylANbg

STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 15:11:58 UTC | Status: CLOSED

STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 15:12:01 UTC | Status: OPEN

STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 15:12:07 UTC | Status: CLOSED

EMAIL | Customer (Q4n2L0sv...) | 2025-09-16 16:09:33 UTC

From: trayc9@sbcglobal.net

To: support@halocollar.com

Subject: Re: Collar malfunction

I would like the other collar replaced as well. Please ship out two replacements together. The original replacement we received is having battery issues. Tracey Scherdin > On Sep 16, 2025, at 10:08 AM, Halo Collar wrote: > > Hello Tracy, > > Thank you for contacting Halo Support! My name is Brandon, and I'm happy to assist you today. > > I'm sorry to hear your collar is having issues. > > I want to assure you that all our replacement collars are certified as like-new and undergo rigorous inspection and testing by our warehouse team before being sent out. > > We take quality seriously, especially when it comes to ensuring your dog's safety and providing you with peace of mind. > > If you have any questions about your replacement, setup, or anything else, we're here and ready to help. > Thank you for being part of the Halo Pack. > > > Best Regards, > Brandon > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 9:32 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 1:31 PM "Tracey Scherdin" wrote: > >

STATUS CHANGE | Customer (Q4n2L0sv...) | 2025-09-16 16:09:33 UTC | Status: OPEN

EMAIL | Agent (chgMWdgT...) | 2025-09-16 16:57:12 UTC

From: support@halocollar.com

To: trayc9@sbcglobal.net

Subject: Re: Collar malfunction

Hello Tracy, I'd like to recommend that you contact our Live Support team for further assistance. They will need to check a few other things first. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park Via the Halo App: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:09 PM "Tracey Scherdin" wrote: > I would like the other collar replaced as well. Please ship out two replacements together. The original replacement we received is having battery issues. > Tracey Scherdin > > > On Sep 16, 2025, at 10:08 AM, Halo Collar wrote: > > > Hello Tracy, > > > Thank you for contacting Halo Support! My name is Brandon, and I'm happy to assist you today. > > > I'm sorry to hear your collar is having issues. > > > I want to assure you that all our replacement collars are certified as like-new and undergo rigorous inspection and testing by our warehouse team before being sent out. > > > We take quality seriously, especially when it comes to ensuring your dog's safety and providing you with peace of mind. > > > If you have any questions about your replacement, setup, or anything else, we're here and ready to help. > > Thank you for being part of the Halo Pack. > > > > > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend■ > > > > On

Tuesday, September 16, 2025, 9:32 AM support@halocollar.com wrote: > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > On Tuesday, September 16, 2025, 1:31 PM "Tracey Scherdin" wrote: > > > >

STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 16:57:24 UTC | Status: CLOSED

EMAIL | Customer (Q4n2L0sv...) | 2025-09-16 17:07:33 UTC

From: trayc9@sbcglobal.net

To: support@halocollar.com

Subject: Re: Collar malfunction

I already talked with them on Sunday. Are there additional details that weren't discussed already? Firmware update, resetting the collar, zero out battery and recharge? Tracey Scherdin On Sep 16, 2025, at 11:57 AM, Halo Collar wrote: Hello Tracy, I'd like to recommend that you contact our Live Support team for further assistance. They will need to check a few other things first. Live Support via the Virtual Halo Dog Park: Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. How to Join: Via Web: Click here to join the Dog Park (<https://dogpark.halocollar.com/services/support>) Via the Halo App: * Tap Settings * Tap Halo Dog Park * Tap Halo Support * Tap Join Session * Allow any requested permissions Dog Park Hours of Operation: 9:00 AM – 8:00 PM EST (7 days a week) We look forward to speaking with you and resolving your issue. We want to ensure you and your pup are taken care of. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:09 PM "Tracey Scherdin" wrote: I would like the other collar replaced as well. Please ship out two replacements together. The original replacement we received is having battery issues. Tracey Scherdin On Sep 16, 2025, at 10:08 AM, Halo Collar wrote: Hello Tracy, Thank you for contacting Halo Support! My name is Brandon, and I'm happy to assist you today. I'm sorry to hear your collar is having issues. I want to assure you that all our replacement collars are certified as like-new and undergo rigorous inspection and testing by our warehouse team before being sent out. We take quality seriously, especially when it comes to ensuring your dog's safety and providing you with peace of mind. If you have any questions about your replacement, setup, or anything else, we're here and ready to help. Thank you for being part of the Halo Pack. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 9:32 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Tuesday, September 16, 2025, 1:31 PM "Tracey Scherdin" wrote:

STATUS CHANGE | Customer (Q4n2L0sv...) | 2025-09-16 17:07:33 UTC | Status: OPEN

EMAIL | Agent (DRL3eEs5...) | 2025-09-16 17:11:59 UTC

From: support@halocollar.com

To: trayc9@sbcglobal.net

Subject: Re: Collar malfunction

Hello Tracy, Thanks for reaching out to Halo Support! My name is Robinson, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar for Zane. What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be

confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 1:07 PM "Tracey Scherdin" wrote: > I already talked with them on Sunday. Are there additional details that weren't discussed already? Firmware update, resetting the collar, zero out battery and recharge? > > Tracey Scherdin > On Sep 16, 2025, at 11:57 AM, Halo Collar wrote: > > Hello Tracy, > > I'd like to recommend that you contact our Live Support team for further assistance. They will need to check a few other things first. > Live Support via the Virtual Halo Dog Park: > Join our virtual Halo Dog Park to speak with a live agent through video chat. Cameras are NOT required. > How to Join: Via Web: Click here to join the Dog Park (<https://dogpark.halocollar.com/services/support>) Via the Halo App: > * Tap Settings > * Tap Halo Dog Park > * Tap Halo Support > * Tap Join Session > * Allow any requested permissions Dog Park Hours of Operation: > 9:00 AM – 8:00 PM EST (7 days a week) > > We look forward to speaking with you and resolving your issue. > We want to ensure you and your pup are taken care of. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 12:09 PM "Tracey Scherdin" wrote: I would like the other collar replaced as well. Please ship out two replacements together. The original replacement we received is having battery issues. > Tracey Scherdin > > On Sep 16, 2025, at 10:08 AM, Halo Collar wrote: > Hello Tracy, > Thank you for contacting Halo Support! My name is Brandon, and I'm happy to assist you today. > I'm sorry to hear your collar is having issues. > I want to assure you that all our replacement collars are certified as like-new and undergo rigorous inspection and testing by our warehouse team before being sent out. > We take quality seriously, especially when it comes to ensuring your dog's safety and providing you with peace of mind. > If you have any questions about your replacement, setup, or anything else, we're here and ready to help. Thank you for being part of the Halo Pack. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 9:32 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 1:31 PM "Tracey Scherdin" wrote:

AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 17:12:25 UTC

Live Team Notes Serial Numbers: 25h4290053rt FW: Issue/ Need: cx having battery issues, TS completed Troubleshooting & Actions Taken: WR submitted Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/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 17:12:25 UTC | Status: CLOSED

Conversation: uR3GtqNOQZmj5QWAPVL-9g

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:33:58 UTC to 2025-09-16 15:35:12 UTC

Customer (k83YxYsQ...) | 2025-09-16 13:33:58 UTC | halocollar.com

my collar will not connect to app due to incorrect pin, how do I fix this

System/AI | 2025-09-16 13:34:27 UTC | halocollar.com

Hi there! Let's get your collar connected to the app. Here are a few steps to try: Make sure your collar is fully charged and the charging port is clean. Ensure Bluetooth is enabled on your phone and that it's within 50 feet of the collar. For Android devices, check that location and Bluetooth permissions are enabled for the Halo app. For iPhones, ensure Bluetooth permissions are granted for the app. If these steps don't work, try resetting your collar and re-pairing it with the app using the instructions in the app's setup guide. Let me know if you need further assistance!

STATUS CHANGE | Unknown | 2025-09-16 15:35:12 UTC | Status: CLOSED

Conversation: oYrnOFdfRUS2iXwch2G4EQ

Messages: 10 | Customers: 1 | Duration: 2025-09-16 13:34:15 UTC to 2025-09-16 14:00:10 UTC

Customer (v8FIHu0h...) | 2025-09-16 13:34:15 UTC | halocollar.com

I cannot find the Halo collar that I need to return to you. Will you send a signal to it so it starts making noise so I can find it please?

System/AI | 2025-09-16 13:34:28 UTC | halocollar.com

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

Customer (v8FIHu0h...) | 2025-09-16 13:36:44 UTC | halocollar.com

I cannot find the color I need to return to you. Can you send a signal to it so it will make noise so I can find it?

PHONE_CALL | Customer (v8FIHu0h...) | 2025-09-16 13:38:21 UTC

EMAIL | Agent (wIA9Uacl...) | 2025-09-16 13:44:39 UTC

From: support@halocollar.com

To: stephaniemtate@yahoo.com

Subject: Helga's Collar

Hello Stephanie, 392909778810 With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 13:55:38 UTC

Live Team Notes Serial Numbers: 24h3450552rt FW: 2.08.11 Issue/ Need: Lost collar Troubleshooting & Actions Taken: Cx said they had their grandkids at their house and had gone thru their stuffs Said she can't find the defective collar that they're supposed to return Asking if we can send signal to it for her to hear where it is Collar is at 2% battery Adv the replacement collar has also been delivered to their address, sent link with tracking number, 392909778810 Said that it is not their house, but found out later that it was delivered to the stables Cx is finding out who has received the package as it was delivered on 9/9/25 Checked with RES, escalate to management about the lost defective collar and lost delivered collar Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, order status, fedex site Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 13:59:36 UTC

Manager Request Notes Customer Information Serial Number: 24h3450552rt Firmware Version: 2.08.11 Order Number: AW-20250902-43379 Why is this being escalated? (What happened?) Defective collar lost and cx also hasn't received the delivered replacement collar What is the customer requesting? Cx wants to return the defective collar but can't find it anywhere, asking for exception Cx also said they have not received the replacement collar that shows in the FedEx site that it was delivered, tracking number 392909778810 Cx is still trying to investigate if anyone has received the replacement collar What has already been done with the customer? (Previous steps taken?) Sent tracking info to cx Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) phone Phone number: 16153748153 Email address: stephaniemtate@yahoo.com Please do not promise a time frame for a response.

EMAIL | Agent (wIA9Uacl...) | 2025-09-16 13:59:54 UTC

From: support@halocollar.com

To: stephanieamtate@yahoo.com

Subject: Halo Collar Your Request Has Been Escalated

Hello Stephanie, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:44 AM support@halocollar.com wrote: > Hello Stephanie, > > 392909778810 > > With pawsitivity, > Psyche > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

TOPIC CHANGE | Agent (wIA9Uacl...) | 2025-09-16 14:00:02 UTC

Added: y5p26f9RQxiykowWrcyu6Q

STATUS CHANGE | Agent (wIA9Uacl...) | 2025-09-16 14:00:10 UTC | Status: CLOSED

Conversation: 1yD6ebNPQKyzp44VP01jAg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:34:17 UTC to 2025-09-16 13:45:55 UTC

TOPIC CHANGE | Agent (M0svworG...) | 2025-09-16 13:34:17 UTC

Added: rxefklGaTXGCpjC7oGEfPg

AGENT NOTE | Agent (M0svworG...) | 2025-09-16 13:43:36 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx granted return extension due to all of the issues Cx would also like to cancel/pro-rated refund of annual plan Recap (When/Where/What the customer wants) Task has been set up to monitor return/refund AP; collar last heard 9/14 Went ahead and cancelled plan immediately in Stripe & refunded prorated time (\$54.01) Return label still hasn't been used yet Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Most likely will need an alt refund Optional Additional Info:

EMAIL | Agent (M0svworG...) | 2025-09-16 13:45:51 UTC

From: support@halocollar.com

To: tmattucci@yahoo.com

Subject: Halo Collar Return Process

Hello Tony and Nancy, Thank you so much for your reply and honest feedback. We are glad to hear you've had such a positive customer service experience with us! I wanted to let you know that we have gone ahead and cancelled your annual plan and refunded your pro-rated amount of unused plan time in the amount of \$54.01 to the original payment method. Please allow 5-10 business days for this to reflect back on your account. Please let us know if you have any further questions! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 3:04 PM "tony mattucci" wrote: > Hello Katherine - Thank you for making this happen. Cancelling our subscription and returning collar was the last thing we wanted. We tried 6 other times in 6 1/2 months to make Halo work for us and unfortunately it didn't. > We will pack up collar tomorrow and send back. > If Halo had the same energy and investment in making the collar full proof like they have in customer service you'd sell millions of them. I have never experienced the level of customer service like I did with Halo. It's a darn shame the product doesn't have the same level of quality. > Thank you > Tony Mattucci 443-676-0678 > > On Friday, September 12, 2025 at 04:43:55 PM EDT, Halo Collar wrote: > > Hello Tony > Thank you for reaching out about your return and refund—we are saddened to hear of your experience, but we completely understand your frustrations and reasoning for wanting to return. > I wanted to let you know that we have manually pushed through your return, and your RMA return number is SP04P24C. > I have included your prepaid FedEx return label in this email. > Additionally, we can also cancel and refund the prorated amount left on your annual membership. For safety purposes, we just need your explicit permission that Enzo is not currently wearing the collar, as once we cancel the plan the collars GPS features will no longer work. We cannot move forward with this until we have your confirmation. > Here's what to expect: > - Once your return arrives at our warehouse, our team will inspect the item. > - After inspection, we'll process your refund for the purchase price minus the return fee outlined in our Return Policy. > - Please allow 7–10 business days from the date we receive your return for processing. > - Refunds typically take 1–2 billing cycles to appear on your statement, depending on your credit card company. > - You'll receive an email confirmation as soon as your refund has been issued. > > We truly appreciate your patience and understanding throughout this process. > If you have any questions in the meantime, don't hesitate to reach out. > We're always happy to help. > Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > On Friday, September 12, 2025, 9:04 AM "tony mattucci" wrote: > thank you - I hadn't heard back so I scheduled another call at 7:45 pm, we can cancel that is the issue has not been taken care of > My expectation is 100% refund on the collar itself and whatever unused portion of the monitoring fee > Tony Mattucci 443-676-0678 > > On Friday, September 12, 2025 at 10:58:44 AM EDT, Halo Collar wrote: > > Hello Tony, > Thank you for your message. I

completely understand your frustration, and I'm here to help. > I can confirm that you are still within your return window, which does not expire until November 8, 2025. Since the system did not allow you to begin the return, I'll notify our Billing Team right away so they can assist directly and make sure the process goes through correctly. > You'll hear back from us as soon as Billing reviews and updates your request. In the meantime, please hold on to the collar and accessories until you receive further instructions. > Thank you for your patience while we get this sorted out—we'll make sure everything is handled for you. > With pawsitivity, Hannah Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Friday, September 12, 2025, 9:14 AM "tony mattucci" wrote: > Hannah you told me I could return the collar for a full refund - this is message I received, when I tried > Halo Wireless Dog Fence and GPS Dog CollarMidnight Blue\$599.00\$574.00x 1Outside of the return window. > > Tony Mattucci 443-676-0678 > > On Friday, September 12, 2025 at 09:31:34 AM EDT, Halo Collar wrote: > > Hello Tony, > My name is Hannah, and I would like to thank you for contacting us about your return. I'm here to help make the process as smooth as possible. > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > Here's what you can expect: > - Our team is reviewing the details of your request and any related activity. > - We're checking systems to get a complete picture. > - You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > - Please know we're prioritizing this for you. > - We truly appreciate your patience while we dig in and work on a solution. > - Our goal, always, is to keep tails wagging and give you peace of mind. > > You may be eligible for a refund under our Return Policy.Here is everything you need to know to get started: > - Return Policy > - How to Return Your Halo Collar for a Refund > If you have any questions or encounter any issues along the way, please reply to this email.We're always happy to help and want to ensure everything goes smoothly for you and your pup! > With pawsitivity,HannahHalo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join a Session to speak with the next available agent > > >

STATUS CHANGE | Agent (M0svworG...) | 2025-09-16 13:45:55 UTC | Status: CLOSED

Conversation: 0P0jYgN9SPaINeYJg5C3YQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 13:37:28 UTC to 2025-09-16 15:38:24 UTC

EMAIL | Customer (qrTc992q...) | 2025-09-16 13:37:28 UTC

From: cartelae@miamioh.edu

To: support@halocollar.com

Subject: Order 1623663

Hello, I hope you are having a good day! I would like to return a Halo Collar I bought on June 29th (Order # 1623663) I bought it for my french bulldog and he has just had a really hard time tolerating it on his neck. I know the training starts with acclimating them to the collar and he has such a short and chunky neck that he tries to get it off and whines with it on. I have really tried to acclimate him but it is too thick for his bulldog neck. I read that I have 90 days to return it. Can you please help me with that process? Thank you so much, Ashley Johnson *Ashley Cartell Johnson, PhD* Senior Clinical Professor, she/her EDP Assistant Chair Inclusive Education Teacher Preparation Disability Studies Miami University, 201J McGuffey Hall cartelae@miamioh.edu 513.529.6629 *Helpful Links:* If you would like to schedule a virtual appointment with me, you can do so here. If you would like to request an adjustment to your DAR, please fill out this form . If you would like to submit an ROR for an EDP or DST course, you can do so here. If you would like to declare an EDP or DST major or minor, please fill out this form . If you have a question regarding petitions for a thematic sequence or Miami Plan, you can find more information here.

STATUS CHANGE | Unknown | 2025-09-16 15:38:24 UTC | Status: CLOSED

Conversation: 5ydBn6XxR3-kkXLYz43YnA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:38:11 UTC to 2025-09-16 15:39:24 UTC

Customer (p5lcNIqj...) | 2025-09-16 13:38:11 UTC | halocollar.com

How do I edit the dogs name on the collar

System/AI | 2025-09-16 13:38:39 UTC | halocollar.com

To edit your dog's name on the Halo Collar, open the Halo App and go to the My Map screen. Tap on your pet's name or icon, swipe up to open the Pet Card, and tap "Edit Pet" located in the bottom left corner. From there, you can change your pet's name, assigned color, and other details. Remember to save your changes when finished. If you have any other questions, feel free to ask!

STATUS CHANGE | *Unknown* | 2025-09-16 15:39:24 UTC | Status: *CLOSED*

Conversation: h430TgTtSjOa_s9dfieuUg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:39:28 UTC to 2025-09-16 14:10:00 UTC

EMAIL | Customer (bY8j-nSi...) | 2025-09-16 13:39:28 UTC

From: support@halocollar.com

To: support@halocollar.com

Subject: Update Your Halo Collar Firmware

Halo Collar Firmware Update! Dear Alan Byler, Your collar is due for an upgrade, but cannot be upgraded wirelessly. To benefit from the improvements included in the latest upgrade, please perform the wired upgrade process using your computer and Halo USB cable. Please click the button below to download the upgrade file. Follow instructions on how to transfer the file to the Halo Collar via USB. (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgwetnqFtSulm1w4Mbq38XBCOtVXYsWzphEDqf8-2FHDVueaPUSirtiul1D7wRVzfeJAdt1GZNOLNfSk2rheW-2FAhI-3DFNPR_wmc-2BViHeaSAOdjPZKiSJ-2FXV4U64W0cCgDkfgzKNlyJGlbB5JmPQjTaViaVLibkEE-2FiloMrtGLDhZHWx-2FpwgoimcdzW8uMqUaszjJ7KTvbdKzOLdIRi3S7gRjCln6dnK6We3w4HWvxPISemaqedLskgJZdGDmZlJ12fSi3S9qfiM5RhQQx6sOF2IH88vRDqX-2B8VL-2FMPxGPR0cAal7Yrhw-3D-3D) Download File (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg2FSsRVPJ0mhpHW-2FC2x6ABmgulJocsWNA4NgWqtmEXT-2BMzB4fhtq-2BFNIFSy49mWAchCwekn6UttFAJPcMvKiNKQq0cB-2BWjf83KNLE6eikZuMD1oKmD6nNi7cBxTfj4uTA3fT1DskK7I2SGveZN3qRNP-2FFVn7TRLxzBcoJn5z8R6-2B9PT814nl-2FwANKppBpBxXwJXeZ8brzXaCz-2BnTv2PnSn97wEnvNN-2FrdJJJ-2BdR22yL5tg0WdcihedKmJ2VapXP4Bw-3D-3Dmk7g_wmc-2BViHeaSAOdjPZKiSJ-2FXV4U64W0cCgDkfgzKNlyJGlbB5JmPQjTaViaVLibkEETJw-2BNJBrtJqY3Lkqfui7oAYaLWWZTf0FcVc5hg2ASft5Dg4yUpLkZDo0HWy051pLH-2Fs0cXjfrnYRKRkLmw101vjZZc-2BKzdEaZqth9unsSV6FNy9veBVkbPE1kBaCii7c8ne4OjGLk3PqVc-2BBM-2FRatQ-3D-3D) — The Halo Team Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677

TOPIC CHANGE | Agent (jAlUuvEy...) | 2025-09-16 14:09:57 UTC

Added: w4-N2LKvQhW0agGKyIANbg

STATUS CHANGE | Agent (jAlUuvEy...) | 2025-09-16 14:10:00 UTC | Status: CLOSED

Conversation: iswFffrgRCq2Dz_4ZR8Zqg

Messages: 1 | Customers: 1 | Duration: 2025-09-16 13:41:54 UTC to 2025-09-16 13:41:54 UTC

EMAIL | Customer (Ud7LRRZz...) | 2025-09-16 13:41:54 UTC

From: halo_reverse_h5@icloud.com

To: support@halocollar.com

Subject: INM 25h4163982rt

25h4163982rt has been received at the warehouse and checked in as INM (Information Not Matching). RMA: 55HFNH31. Reason: Return RMA Expired. Sent from my iPhone

Conversation: chzql-2uQliKnK2jJIVYzA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 13:42:37 UTC to 2025-09-16 16:13:47 UTC

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 13:42:37 UTC

From: support@halocollar.com

To: janetkormondy@yahoo.com

Subject: Re: Halo Collar- Your Thoughts Matter!

Hello Janet, Thank you for getting back to us. You're correct—you didn't leave any written comments. However, we did notice that you left a zero-star rating, and we just wanted to reach out to see how we can help. Your feedback is really important to us, and we'd love the chance to make things right. Please let us know what issues you've experienced, and we'll do our best to resolve them quickly. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 3:41 PM "Janet Kormondy" wrote: > Which comments are you referring to? > I haven't submitted any in a while... > > Janet Kormondy > On Sep 15, 2025, at 9:26 AM, Halo Collar wrote: > > Hello Janet, > > My name is Bree, and I want to thank you for sharing your feedback. I read your comments , and I completely understand how important this is for you and your dog's safety. > I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) > I'm here when you're ready. Your dog's safety always comes first. > > Best Regards , > Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 13:42:45 UTC | Status: CLOSED

EMAIL | Customer (cTXs4zA1...) | 2025-09-16 15:13:22 UTC

From: janetkormondy@yahoo.com

To: support@halocollar.com

Subject: Re: Halo Collar- Your Thoughts Matter!

I gave the zero rating when I was trying to find my dog, who had crossed the boundary without our knowledge, over 25 minutes earlier and no notification was received... for the umpteenth time! He was eventually found in a field adjacent to our property. I've spent hours talking to Halo about this recurring problem. Marissa suggested we try a long range WiFi router, which I will do now that we're home from a trip. Please don't suggest that we connect with tech support or send in app data... done that several times and apparently 'the collar is working'. Aloha Janet Kormondy On Sep 16, 2025, at 3:42 AM, Halo Collar wrote: Hello Janet, Thank you for getting back to us. You're correct—you didn't leave any written comments. However, we did notice that you left a zero-star rating, and we just wanted to reach out to see how we can help. Your feedback is really important to us, and we'd love the chance to make things right. Please let us know what issues you've experienced, and we'll do our best to resolve them quickly. Best Regards , Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 3:41 PM "Janet Kormondy" wrote: Which comments are you referring to? I haven't submitted any in a while... Janet Kormondy On Sep 15, 2025, at 9:26 AM, Halo Collar wrote: Hello Janet, My name is Bree, and I want to thank you for sharing your feedback. I read your comments , and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) I'm here when you're ready. Your dog's safety always comes first. Best Regards , Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

STATUS CHANGE | Customer (cTXs4zA1...) | 2025-09-16 15:13:22 UTC | Status: OPEN

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:13:46 UTC

From: support@halocollar.com

To: janetkormondy@yahoo.com

Subject: Re: Halo Collar- Your Thoughts Matter!

Hello Janet, Thank you for your message and for sharing your experience so clearly. We completely understand how stressful it must have been to not receive a timely notification while your dog was out of the boundary—especially after multiple attempts to resolve the issue. Your safety concerns are completely valid. We appreciate that you're willing to try the long-range WiFi router suggested by Marissa. While it's unfortunate that previous troubleshooting hasn't resolved the problem, we want to ensure the system works reliably for you. Please let us know how the router setup goes, and if the issue persists, we'll escalate your case internally to see what additional solutions can be offered beyond standard support steps. We value your patience and feedback, and we want to make sure you feel confident in your Halo system moving forward. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 11:13 AM "Janet Kormondy" wrote: > I gave the zero rating when I was trying to find my dog, who had crossed the boundary without our knowledge, over 25 minutes earlier and no notification was received... for the umpteenth time! > He was eventually found in a field adjacent to our property. > I've spent hours talking to Halo about this recurring problem. > Marissa suggested we try a long range WiFi router, which I will do now that we're home from a trip. > > Please don't suggest that we connect with tech support or send in app data... done that several times and apparently 'the collar is working'. > > Aloha > > Janet Kormondy > On Sep 16, 2025, at 3:42 AM, Halo Collar wrote: > > Hello Janet, > > Thank you for getting back to us. You're correct—you didn't leave any written comments. However, we did notice that you left a zero-star rating, and we just wanted to reach out to see how we can help. Your feedback is really important to us, and we'd love the chance to make things right. > > Please let us know what issues you've experienced, and we'll do our best to resolve them quickly. > > Best Regards , > Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Monday, September 15, 2025, 3:41 PM "Janet Kormondy" wrote: Which comments are you referring to? > I haven't submitted any in a while... > > Janet Kormondy > On Sep 15, 2025, at 9:26 AM, Halo Collar wrote: > > Hello Janet, > > My name is Bree, and I want to thank you for sharing your feedback. I read your comments , and I completely understand how important this is for you and your dog's safety. > I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) > I'm here when you're ready. Your dog's safety always comes first. > > Best Regards , > Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

STATUS CHANGE | Agent (oXl3CnvV...) | 2025-09-16 16:13:47 UTC | Status: CLOSED

Conversation: Z7p1gH2fRCWZHwp7TfkTtg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:43:14 UTC to 2025-09-16 16:08:09 UTC

EMAIL | Agent (vi_2Fjmb...) | 2025-09-16 13:43:14 UTC

From: support@halocollar.com

To: alessandran06@gmail.com

Subject: Halo Collar Order Tracking Information

Hello Alessandra, My name is Monica, and I'm here to assist you! We understand the importance of staying updated on your order, so we wanted to let you know that your Halo Collar is on its way and will arrive within the estimated delivery timeframe by FedEx: SCHEDULED DELIVERY DATE Wednesday 9/17/25 before 8:00 PM Estimated between 11:10 AM - 3:10 PM You can track your shipment here: 393220193996 Our team packed your order with care, and we're excited for you and your pup to get started! We apologize for the delays and inconveniences. If you have any questions in the meantime, we're here and happy to help. With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:09 PM support@halocollar.com wrote: > Hello Alessandra, > > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. > We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > > If you need anything in the meantime, we're right here and happy to help. > > With pawsitivity, > > Monica > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

AGENT NOTE | Agent (vi_2Fjmb...) | 2025-09-16 13:43:52 UTC

Sent the tracking # provided by Ashley on Slack to the cx but she is still waiting for a phone call from a Manager.

AGENT NOTE | Agent (M0svworG...) | 2025-09-16 15:57:01 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Management - cx requesting call from the management due to recent WR delay issues Recap (When/Where/What the customer wants) Gladly history; shows there was a delay in cx receiving their replacement for their recent WR that impacted their vacation AW-20250906-44359 ; showing shipped Tracking: 393220193996 [https://www.fedex.com/fedextrack/?trknbr=393220193996&trkqual;=2460934000~393220193996~FX] Cx has already been sent tracking details Looks like there was a glitch with AP/NS which resulted in the shipping delay AP; cx has had 3 recent warranty replacements Is This Resolved/Follow-Up Required? FU - sending Calendly link & offering \$25 GC for shipping delay If Follow Up Is Required (What/When) See if cx still wants a phone call. Optional Additional Info:

EMAIL | Agent (M0svworG...) | 2025-09-16 16:08:04 UTC

From: support@halocollar.com

To: alessandran06@gmail.com

Subject: Halo Management Request

Hello Alessandra, My name is Katherine and I'm a part of the Halo Management Team. I have looked through your account details and history, and I am sorry again for the delay in getting your replacement collar out to you. I know this impacted your vacation, and I can only imagine how frustrating that must have felt. Thank you for hanging in there with us while we worked through the technical error on our side. The good news is your collar has

now shipped for AW-20250906-44359. Tracking Number: 393220193996 To make up for the delay and the unused plan time, I would like to send you a \$25 Tremendous gift card. This gift card works like a Visa and can be used almost anywhere or directly deposited into your bank account. Please let us know if this is something you would be interested in, and I'll get that sent out to you right away! If you'd still like to chat directly, here's my scheduling link: Katherine's Scheduling Link. I'd be glad to connect whenever it's convenient for you! Thank you so much for your patience and understanding—I truly appreciate you giving us the chance to make this right. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 7:43 AM support@halocollar.com wrote: > Hello Alessandra, > > My name is Monica, and I'm here to assist you! > > We understand the importance of staying updated on your order, so we wanted to let you know that your Halo Collar is on its way and will arrive within the estimated delivery timeframe by FedEx: SCHEDULED DELIVERY DATE Wednesday 9/17/25 before 8:00 PM Estimated between 11:10 AM - 3:10 PM > > You can track your shipment here: 393220193996 > > Our team packed your order with care, and we're excited for you and your pup to get started! We apologize for the delays and inconveniences. > > If you have any questions in the meantime, we're here and happy to help. > > With pawsitivity, > Monica > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 6:09 PM support@halocollar.com wrote: > > > Hello Alessandra, > > > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. > > We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > > > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > > > If you need anything in the meantime, we're right here and happy to help. > > > With pawsitivity, > > > Monica > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

STATUS CHANGE | Agent (M0svworG...) | 2025-09-16 16:08:09 UTC | Status: CLOSED

Conversation: OMXfjCXzS-2wjYotOJwh8A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:43:36 UTC to 2025-09-16 13:43:49 UTC

TOPIC CHANGE | Agent (1LZgqfXS...) | 2025-09-16 13:43:36 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E_3WUdWpR2CLXta3n6vNgw

AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 13:43:36 UTC

First and Last Name: n/a Email: Srreadings1@gmail.com Other contact info if possible: n/a
Sidekick Handoff (Y*N) n If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

EMAIL | Agent (1LZgqfXS...) | 2025-09-16 13:43:47 UTC

From: support@halocollar.com

To: srreadings1@gmail.com

Subject: Halo Support Sorry We Were Unable To Connect!

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

STATUS CHANGE | Agent (1LZgqfXS...) | 2025-09-16 13:43:49 UTC | Status: CLOSED

Conversation: 2woz5Ep7T0q2_Ws2ObFSzg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:44:02 UTC to 2025-09-16 13:48:26 UTC

AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 13:44:02 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants refund on her order Recap (When/Where/What the customer wants) Cx wants refund on their order Order number 1659001 SN 25h4306173rt Tracking number 393202983277 Order was shipped to the incorrect address No REP order was submitted Cx placed another order on their own Order number 1659004 Deactivated the collar that was shipped to wrong address Refunded via woo Is This Resolved/Follow-Up Required? Resolved - y If Follow Up Is Required (What/When) Sending cx email that we refunded the order Optional Additional Info:

EMAIL | Agent (FaDnBtgn...) | 2025-09-16 13:48:24 UTC

From: support@halocollar.com

To: joe@northcentralfab.com

Subject: Refund

Hello Danielle, My name is Tiff, and I'm with the Billing Team here at Halo. I hope you are doing well today! We've processed your refund in the amount of \$476.73 to your original payment method in accordance with our Return Policy. You can find full details here: Return Policy Details Please allow 7–10 business days for the refund to reflect on your account, depending on your bank's processing time. If you have any questions or need further assistance, reply to this email. We're happy to help. Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 12:30 PM support@halocollar.com wrote: > Hello Danielle, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Rodrigo > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

STATUS CHANGE | Agent (FaDnBtgn...) | 2025-09-16 13:48:26 UTC | Status: CLOSED

Conversation: I0lqCJiRRi-bpXOx8l4HFA

Messages: 1 | Customers: 1 | Duration: 2025-09-16 13:47:22 UTC to 2025-09-16 13:47:22 UTC

EMAIL | Customer (ReYtbXOf...) | 2025-09-16 13:47:22 UTC

From: bonnel89@hotmail.com

To: support@halocollar.com

Subject: [HALO-APP] Login issue

Conversation: fk10d0EDSaiTgQYxz9QI5g

Messages: 6 | Customers: 1 | Duration: 2025-09-16 13:47:47 UTC to 2025-09-16 14:08:52 UTC

PHONE_CALL | Customer (nxRm8l-5...) | 2025-09-16 13:47:47 UTC

AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 14:02:33 UTC

Billing Team Escalation Notes Affected Serial Number: 25h4274403rt FW: v.03.00.05
Order ID: RMA Ticket #:2025 Subscription Start Date: Aug 6, 2025 Reason for Escalation:
Cx is WISMO replacement. Currently day 5 since address confirmation. Order Status still
shows replacement processing. Requested Action: Send replacement to cx ASAP, as this
is unusual for the replacement to be still processing 5 days after address confirmation.

EMAIL | Agent (poWIULpl...) | 2025-09-16 14:02:45 UTC

From: support@halocollar.com

To: schraweld@gmail.com

Subject: Halo Support: Your Request is Under Review

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

TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 14:02:56 UTC

Added: jHyQ0PKARAKhHUZ_rEmu6w

EMAIL | Agent (poWIULpl...) | 2025-09-16 14:08:40 UTC

From: support@halocollar.com

To: schraweld@gmail.com

Subject: Follow Up

Hello Jeff, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:02 AM support@halocollar.com wrote: > Hello Jeff, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you

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

STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 14:08:52 UTC | Status: CLOSED

Conversation: tf3Sv4G4RRCcJ42YHC0wEA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:50:03 UTC to 2025-09-16 13:50:23 UTC

AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 13:50:03 UTC

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

EMAIL | Agent (Xia3KyCm...) | 2025-09-16 13:50:10 UTC

From: support@halocollar.com

To: rspurr@rochester.rr.com

Subject: Halo Support Sorry We Were Unable To Connect!

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

TOPIC CHANGE | Agent (Xia3KyCm...) | 2025-09-16 13:50:17 UTC

Added: E_3WUdWpR2CLXta3n6vNgw

STATUS CHANGE | Agent (Xia3KyCm...) | 2025-09-16 13:50:23 UTC | Status: CLOSED

Conversation: RPQVu14IRhWvx3SPsQJeiQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 13:51:41 UTC to 2025-09-16 13:51:43 UTC

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 13:51:41 UTC

From: support@halocollar.com

To: davidgilding19@gmail.com

Subject: Re: Halo Support: Troubleshooting

Hello David, Thank you for your update—it sounds like a solid plan to wait until you were back before swapping the collars. Please let us know once the change has been made, and we'll be here if you need any assistance during the process. I also really appreciate your feedback about your overall Halo experience. While I'm sorry for the bumps along the way (including the name mix-up), I'm glad to hear you and your wife are finding value in the interface and considering expanding for your other LGD. Regarding your question about used collars: yes, if you're considering purchasing a pre-owned Halo Collar, you can absolutely reach out to us with the device details. We'll be happy to check that it's in good working condition, confirm it can be added to your account, and ensure it isn't locked or restricted in any way before you invest in it. We want you to feel confident in any decision you make, so please don't hesitate to contact us with the information on any collar you're considering. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend

■ On Monday, September 15, 2025, 5:31 PM "D G" wrote: > Hello, > > I received your email. I have been away on business so I have not had a chance to swap out the collar. I told my wife to wait until I got back. I believe the last email is correct with the one we will keep being the newest one. I will try to get this done today or tomorrow and will let you know once it is swapped over. > > On another note, my wife and I were discussing the Halo experience as we are considering a second collar for our other Livestock Guardian Dog (LGD). We concluded that despite the collar issues, the sending of a part instead of a new collar, and being called the wrong name, we are happy with the Halo interface. > > As we are now invested in the collar (not returnable) we started looking on the marketplace for a used Halo. We were looking used because of the cost of new. > > If we find one used, can we reach out to you with the info on the collar to confirm it is working and we are able to add it? Kind of like a used cell phone and being locked. > > Please let me know. > Thank you > David > On Sep 7, 2025, at 10:14 AM, Halo Collar wrote: > > Hello David, > > Perfect, thank you for the update! > > From the interaction, it appears we sent a new unit to replace 25h4280704rt, which is the collar we sent as a replacement for 25h4195362rt. > > Since we sent a brand new unit, we will deactivate 25h4280704rt. > > You can remove the current collar from your account and add the new one, which is 25h4241834rt. > > The box that we sent the first replacement (25h4280704rt) in should have had a return label. If you didn't have a label, no worries. I do not want to complicate the issue further for you as I know this has been a frustrating issue! > > However, if you do see the label in the replacement box (not the new unit recently sent), you could put both the defective unit and the replacement we sent. > > We want to make sure 25h4280704rt is no longer being used, so we can deactivate it, and then you can add your new one! > > If there's anything I may be misunderstanding about the situation, please let me know! > > My goal is to assist in what is best for you and your pup. I'm happy to help with any other concerns or questions you may have. > > We greatly appreciate your patience and are working to improve our process so a situation like this does not occur again. > > Best Regards , > Emma Halo Senior Customer Support Halo Collar | Here for you and your best friend

■ > > On Sunday, September 7, 2025, 12:36 PM "David" wrote: > Got the new one. I was only asking about the defective one (serial # 25-H4195362-RT) that was making noises, and it seems you already deactivated it, according to the email I got. Will put it in electronics recycling. > > On Sun, Sep 7, 2025 at 9:24 AM Halo Collar wrote: (mailto:support@halocollar.com) > > Hello David, > > We're sincerely sorry for the trouble experienced. > > My name is Emma and I am a member of the Success Team at Halo. Our Team is here to help in any way possible and help resolve any remaining problems or concerns. > > I've reviewed your communication with the previous agents and the Management Team. On August 3rd, Marissa from the Management Team reached out to confirm we were sending a new Halo 4 Kit. From the tracking information, it looks like the collar has arrived. > > However, I do not see that the

collar has been connected to your account. Did you receive the package? > > As for the old unit, we will deactivate it once you confirm it is no longer in use. Then you can recycle/dispose of the collar safely by following your local guidelines for lithium-ion batteries. > > Please let me know any other questions or concerns you may have. I look forward to hearing back from you! > > Best Regards , > Emma Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Saturday, September 6, 2025, 9:36 PM "D G" wrote: (mailto:davidgilding19@gmail.com) So not surprised, given our experience with your company, that there was no follow up on this. > > Do you have a shipping label so I can ship the other collar back? Or what do you want me to do with it? > Thank you > David > On Jul 29, 2025, at 7:12 AM, Halo Collar wrote: (mailto:support@halocollar.com) > > Hi Eugene, > > My name is Marissa and I'm with the Management Team at Halo. I want to personally acknowledge the frustration you've experienced — I'm truly saddened to hear things haven't gone as expected, and I understand how disappointing and exhausting that can be. > > This device has been thoroughly tested and is in full working order. We're confident that it will provide the performance and peace of mind you expect. We're happy to send you the necessary accessories, and apologize for any confusion or frustration this has caused. > > Can you confirm your shipping address and color preference for your new case and strap? > > Thank you so much for your patience! > > Best regards , > Marissa Halo Management Team Halo Collar | Here for you and your best friend■ > > On Monday, July 28, 2025, 10:47 AM "David J Gilding" wrote: (mailto:davidgilding19@gmail.com) Also nowhere in your solution did you say it's a new collar with no cover and a new strap kit. > > I agreed to a new color and I would send the old one back. > > Never received a carabiner either. Not sure what that was for. > Thank you, > David > On Jul 8, 2025, at 6:23 AM, Halo Collar wrote: (mailto:support@halocollar.com) > > Hello David, > > My name is Bree and I am with the management team here at Halo Support. > > Thank you for reaching out and for sharing your experience. I completely understand how concerning it is to deal with both battery and hardware issues — especially when you rely on the collar for Karma's safety across such a large property. > > We are taking several steps to support you and ensure this next unit is up to the standard you expect: > * A replacement collar is being processed and will be shipped to you soon, we do first need confirmation that the current collar is not in use. > * A return label will be included so you can send the current collar back with ease. > * We will also including a new carabiner kit with your shipment. > * If any accessories are missing, just let us know and we'll include them as well. > * A partial subscription refund has been issued to your account as a gesture of goodwill, for three months worth of subscription totaling \$28.43. > > In addition, we've implemented more thorough inspection and quality assurance processes. Every replacement collar now undergoes enhanced testing before shipment, and we're confident the one you receive will meet your expectations. > We appreciate your patience and the chance to make this right. If there's anything else you or Karma need, we're here for you. > > Best Regards , > Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Monday, July 7, 2025, 11:11 PM "David J Gilding" wrote: (mailto:davidgilding19@gmail.com) > Hello, > > Please connect me with a manager or higher who cares about business's reputation and their customers. > -Issues: > > We have had battery issues at least three times. Collar was charged (it is every night) and the same day by evening it is at zero. Happened today as I write this. > > The two screws that hold the receiving end of the buckle came out (unthreaded) on their own. Collar fell off. Thankfully close to home and midday. Only found one screw by chance. Collar could've fell off in the over 80 acre property and I may have never found it. Especially with the battery issues. > > -Solution: > > Send us a new collar with a return label, I'll send you this one back. Before doing so, please specify if the replacement has any 90 day guarantee. If it doesn't, please advise what options we have. I need to know this as I am seriously concerned the defects of screws and battery may be more prevalent than I care to gamble my money with. > > -Review we will be writing if you can't resolve this to our satisfaction. > > "Factory installed screws on the collar unthreaded themselves within the first month and the collar fell off the dog. Luckily found the collar as it was mid day and was still operating (see battery issues below). > > Battery has had issues even though it has been charged every night. It won't even last a full day. > > Customer service was unsympathetic and offered to send new screws for an obviously defective product. > > Other solution offered defied common sense. Offered to allow us to return the collar under the 90 day guarantee, but would not just replace the collar. > > We would be without a collar altogether and

would have to wait for shipping if we ordered a new one from them. We have already pre-paid for two years of subscription and invested in their ecosystem. No recognition of that. > > This collar is for a working livestock guardian dog on a ranch. If you are a ranch or business or have acreage, this product and company is not for you. Based on the quality of the product and the customer service solutions, this is more of a novelty." > Thank you, > David > On Jun 27, 2025, at 5:04 PM, Halo Collar wrote: (mailto:support@halocollar.com) > Hello David, > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > Whether you needed a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. > Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! pawsitivity, > Christina Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 13:51:43 UTC | Status: CLOSED

Conversation: gDFiityoTcGf-35XzEqf7w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:52:33 UTC to 2025-09-16 14:06:54 UTC

PHONE_CALL | Customer (yRjKOCJn...) | 2025-09-16 13:52:33 UTC

AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 14:04:24 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Desiree Webb Email: desiwebb@yahoo.com Phone Number: 19898204633 Collar SN: 24h3363448rt Collar FW: v.02.08.11 Collar Purchased From: Amazon Resources: Recap/TS: Cx states collar seems to "lose connection" and almost lost pup today. Had cx HR and gps walk collar. Issue resolved. Advsd cx to monitor collar and reply to email if issue persists. Next Steps: Snding phone f/u p/r.

EMAIL | Agent (DBqblO4n...) | 2025-09-16 14:06:38 UTC

From: support@halocollar.com

To: desiwebb@yahoo.com

Subject: Halo Support Follow-Up

Hello Desiree, Thank you for calling Halo Support today. This is Aljerome. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. As discussed, if the issue with Miles's collar reoccurs, please reply to this email with a screenshot of the app showing the collar not connected, and we can escalate this to our Tier 2 team for further troubleshooting. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (DBqblO4n...) | 2025-09-16 14:06:50 UTC

Added: jA7bmx2vRtKLkLkJqniCkQ

STATUS CHANGE | Agent (DBqblO4n...) | 2025-09-16 14:06:54 UTC | Status: CLOSED

Conversation: GMLxu5V6QJezyYsCaAua6A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:52:33 UTC to 2025-09-16 13:57:14 UTC

TOPIC CHANGE | Agent (WBbod4uN...) | 2025-09-16 13:52:33 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 4NylcZCDQ_-IGn_argWL_w

EMAIL | Agent (WBbod4uN...) | 2025-09-16 13:52:35 UTC

From: support@halocollar.com

To: sabrina.bearheart2@gmail.com

Subject: Halo Collar: Thank you!

Hello Sabrina, Thank you so much for joining me in the Dog Park today! I am deeply saddened to hear that your collar was lost. At this time, the last known location, as per our system, is 38°57'04.0"N, 107°55'45.1"W. If you enter this into Google Maps, it may provide a better view for locating the collar. As well, I have included the link with information on possible replacement options below. How to Purchase Replacement Collars using Halo Care or Halo Protection If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 13:57:12 UTC

Live Team Notes Serial Numbers: 25h4270654rt FW: 03.00.05 Issue/ Need: Cx lost their collar Troubleshooting & Actions Taken: Cx states dog came home without their collar about 4 days ago and they are unable to find it Cx wanted to know if we could provide a better view of where it might be at Sent last know location per admin Let cx know lost collars are not covered under warranty Cx was not happy about this as they said they have not paid off the current collar Cx also noted they probably can not afford another collar at this time Sent info on HC/HPP and the last known location Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzceh hZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

STATUS CHANGE | Agent (WBbod4uN...) | 2025-09-16 13:57:14 UTC | Status: CLOSED

Conversation: X9yES88zS6-kaKJtg0oXAA

Messages: 10 | Customers: 1 | Duration: 2025-09-16 13:52:46 UTC to 2025-09-16 14:36:08 UTC

AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 13:52:46 UTC

Live Team Notes Nikki Moseley Serial Numbers: 25h4091515rt Ivy / 25h4301102rt Juniper / 25h4302329rt Lilly FW: v.03.00.05 - Issue/ Need: cx states her collar for Ivy is not charging as of last week Troubleshooting & Actions Taken: Checking ports to see if they are clean Cx has tried to use chargers from other collars no lights Having cx perform power cycle No change in AP still showing last heard 6hr ago and zero batt Adv cx I would ESC to CET to have a look at collar Cx will look for communication from CET Resources Used (provide details): (KB articles, Slack posts, internal docs.): T1 TS - Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (qY4E785E...) | 2025-09-16 13:52:51 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, SMYZ9ncRSlyKFeGsLX1pew

EMAIL | Agent (qY4E785E...) | 2025-09-16 13:52:57 UTC

From: support@halocollar.com

To: nicolemoe3@gmail.com

Subject: Halo Collar Next Steps Investigation

Hello Nikki, My name is Eddie, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (qY4E785E...) | 2025-09-16 13:53:12 UTC

Added: C601BWVnSViGn9DDMDr6WQ

AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 13:55:43 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 25h4091515rt Ivy Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Battery Date & Time of Occurrence: last week started Is the Issue Reproducible? (Yes/No – If Yes, include steps): Checking ports to see if they are clean Cx has tried to use chargers from other collars no lights Having cx perform power cycle No change in AP still showing last heard 6hr ago and zero batt Adv cx I would ESC to CET to have a look at collar Additional notes about the issue: Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] Steps Completed:(Y/N) & Outcome of Troubleshooting: same as above Required Attachments (Check if Included) Screen Recording with narration: (Yes/No)yes Screenshots: (Yes/No) no System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) not able to App Logs (App issues): (Yes/No) no

STATUS CHANGE | Agent (qY4E785E...) | 2025-09-16 13:55:46 UTC | Status: CLOSED

STATUS CHANGE | Agent (Rh0xdCH1...) | 2025-09-16 14:34:59 UTC | Status: OPEN

AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 14:35:01 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Ivy's (25h4091515rt) Recap (When/Where/What the

customer wants) Charging issue Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) Unit needs to be replaced wr, sending confirmation macro Optional Additional Info: MEMS_I2C_err 171 on 9/14 Collar is failing to connect to the Mems sensors Unit needs to be replaced

EMAIL | Agent (Rh0xdCH1...) | 2025-09-16 14:35:59 UTC

From: support@halocollar.com

To: nicolemo3@gmail.com

Subject: Re: Halo Collar Next Steps Investigation

Hello Nikki, My name is Quinn, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing charging issues with Ivy's Halo Collar (25h4091515rt). Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call. You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Quinn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:52 AM support@halocollar.com wrote: > Hello Nikki, > > My name is Eddie, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Eddie > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

STATUS CHANGE | Agent (Rh0xdCH1...) | 2025-09-16 14:36:08 UTC | Status: CLOSED

Conversation: iMeu2nHSQLeOGDAMIcd4bQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:54:32 UTC to 2025-09-16 13:54:42 UTC

AGENT NOTE | Agent (5Xverlxv...) | 2025-09-16 13:54:32 UTC

First and Last Name: James Douglas Email: Akvoltage@gmail.com *CS had no audio
Other contact info if possible: 850-774-1283 Sidekick Handoff (Y*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

EMAIL | Agent (5Xverlxv...) | 2025-09-16 13:54:37 UTC

From: support@halocollar.com

To: akvoltage@gmail.com

Subject: Halo Support Sorry We Were Unable To Connect!

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

TOPIC CHANGE | Agent (5Xverlxv...) | 2025-09-16 13:54:41 UTC

Added: E_3WUdWpR2CLXta3n6vNgw

STATUS CHANGE | Agent (5Xverlxv...) | 2025-09-16 13:54:42 UTC | Status: CLOSED

Conversation: SQxGiYO0T92Xz03KCRwCwQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:55:09 UTC to 2025-09-16 14:03:16 UTC

PHONE_CALL | Customer (wV4G3XSh...) | 2025-09-16 13:55:09 UTC

EMAIL | Agent (t75aKvM6...) | 2025-09-16 14:01:11 UTC

From: support@halocollar.com

To: speckharts@yahoo.com

Subject: Halo Collar Shipping Address Confirmation Needed - AW-20250916-46144

Hello Ashley, Thanks for reaching out to Halo Support! My name is Ronald, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. Please click here to confirm your shipping address: AW-20250916-46144 What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 support@halocollar.com | 📺 Halo Help Center 🗣️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 14:03:04 UTC

First and Last Name: Ashley Steckhart Email: speckharts@yahoo.com Collar SN: 24h3310690rt Collar FW: v.02.08.11 Resources: AP Answers Recap/TS: Verify account is active after changing payment information AW-20250916-46144 Address confirmation Next Steps Adv CX that account is active Provided address confirmation link via email

TOPIC CHANGE | Agent (t75aKvM6...) | 2025-09-16 14:03:12 UTC

Added: oa5e98htSpOozRqx9wftLg, Yzbn8c0_TPW-jn3czqo5bg

STATUS CHANGE | Agent (t75aKvM6...) | 2025-09-16 14:03:16 UTC | Status: CLOSED

Conversation: ykcLJFXHTfWZsywjpk9kKw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 13:55:31 UTC to 2025-09-16 15:56:33 UTC

Customer (N_axNNYu...) | 2025-09-16 13:55:31 UTC | halocollar.com

can I purchase an orange pro 4 case and strap

System/AI | 2025-09-16 13:55:56 UTC | halocollar.com

Hi there! We offer cases and straps in various designs, but the availability of specific colors like orange for the "Pro 4" edition may vary. I recommend checking our website or contacting our sales department for the most current selection and availability. If there's anything else you need help with, feel free to ask!

STATUS CHANGE | *Unknown* | 2025-09-16 15:56:33 UTC | Status: *CLOSED*

Conversation: 5J4OsG3CRwWa4fQuZ8oLCg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:56:50 UTC to 2025-09-16 13:56:54 UTC

TOPIC CHANGE | Agent (JuW94Dok...) | 2025-09-16 13:56:50 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E_3WUdWpR2CLXta3n6vNgw

AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 13:56:50 UTC

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

EMAIL | Agent (JuW94Dok...) | 2025-09-16 13:56:54 UTC

From: support@halocollar.com

To: akvoltage@gmail.com

Subject: Halo Support Sorry We Were Unable To Connect!

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

STATUS CHANGE | Agent (JuW94Dok...) | 2025-09-16 13:56:54 UTC | Status: CLOSED

Conversation: icYzUo1iQLWMiDBI-obaQg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 13:57:03 UTC to 2025-09-16 13:57:05 UTC

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 13:57:03 UTC

From: support@halocollar.com

To: gibbonsj@bevcomm.net

Subject: Re: Halo Collar- Your Thoughts Matter!

Hello Joe, Thank you for getting back to me! I'd be more than happy to schedule a time to connect with you. I really appreciate you being willing to share both the issues you've experienced and your suggestions for improvements—your feedback is incredibly valuable to us. Since you'll be available starting Wednesday, please let me know what day and time works best for you after then, and I'll do my best to accommodate. Once we have it scheduled, I'll send over the meeting details. Looking forward to our conversation! Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Monday, September 15, 2025, 5:34 PM "Joseph Gibbons" wrote: > Hi Bree, > > Thanks so much for reaching out! I would love to be able to talk with someone about this. Not only to try and resolve the issues I am having, but to let you know what I would like to see updated in your product. I won't be available until at least Wednesday of this week, but I'd like to schedule a time to talk to you if possible.. > > Thanks again for contacting me. > > Joe Gibbons > > > From: "Halo Collar" > To: "Gibbons Home" > Sent: Monday, September 15, 2025 12:28:08 PM > Subject: Halo Collar- Your Thoughts Matter! > > Hello Joe, > > My name is Bree, and I want to thank you for sharing your feedback. I read your comments , and I completely understand how important this is for you and your dog's safety. > > I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also [<https://calendly.com/d/cw2g-68w-55q/halo-support-call> | schedule a time] to speak with our Halo Concierge team. > > I'm here when you're ready. Your dog's safety always comes first. > > > Best Regards , > Bree > Halo Senior Customer Support > Halo Collar | Here for you and your best friend > >

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 13:57:05 UTC | Status: CLOSED

Conversation: SThpp-AkSTyb-TDukdDwrQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:58:22 UTC to 2025-09-16 13:59:45 UTC

AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 13:58:22 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants refund on most recent charge Recap (When/Where/What the customer wants) Cx wants refund on most recent charge of their sub plan Cx has 2 emails wj7nhcksnt@privaterelay.appleid.com - sub was previously cancelled on September 15th Kimberlybergmann@gmail.com - has no active account in stripe or AP Refunded last payment of \$9.99. Is This Resolved/Follow-Up Required? Resolved - Y If Follow Up Is Required (What/When) Sending cx email that the payment was refunded Optional Additional Info:

EMAIL | Agent (FaDnBtgn...) | 2025-09-16 13:59:35 UTC

From: support@halocollar.com

To: wj7nhcksnt@privaterelay.appleid.com

Subject: Subscription Refund

Hello Kimberly, Thanks for reaching out to Halo Support! My name is Tiff. I'm reaching out with an update on your subscription: I've gone ahead and refunded your most recent subscription charge of \$9.99. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Monday, September 15, 2025, 4:13 PM support@halocollar.com wrote: > Hello Kimberly, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Wisha > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

STATUS CHANGE | Agent (FaDnBtgn...) | 2025-09-16 13:59:44 UTC | Status: CLOSED

TOPIC CHANGE | Agent (FaDnBtgn...) | 2025-09-16 13:59:45 UTC

Added: bDcJwjoMTjeffz13hM6gAA

Conversation: OLqwsmqhRhqfO886ayTJZg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 13:59:20 UTC to 2025-09-16 14:43:05 UTC

EMAIL | Customer (zrVTLsv2...) | 2025-09-16 13:59:20 UTC

From: jerry.gibson1691@gmail.com

To: support@halocollar.com

Subject: Re: Warranty

Good morning, do you know when I'll be getting the new collar? Thank you On Thu, Sep 4, 2025 at 11:36 AM Halo Collar wrote: > Hello Jerry, > > Thank you for reaching out to our Halo Support team! I understand that > your Halo Collar charging port has fallen off the collar. I apologize for > any inconvenience this may have caused. Please rest assured that I am here > to assist you. > > I have submitted a warranty request on your behalf. An email will be sent > to you with a link to verify your shipping address, allowing us to process > the warranty. > > *Please discontinue using your current collar immediately, as it will be > deactivated due to a technical issue.* > > We understand the importance of your Halo Collar in keeping your pup > safe. This step is being taken to prioritize your dog's well-being. > > *Here's what to expect:* > > - Why it's being deactivated: A technical issue was identified that > could affect how the collar works. > - Why this matters: Using a collar with a known issue could result in > unreliable tracking or feedback. Deactivation helps prevent a false sense > of safety. > - Your new collar will ship as soon as possible. You'll receive > tracking details once it's on the way. > > *Once your replacement collar arrives:* > > - The package should include your pre-paid return shipping label as > well as instructions on what to send back to us. > - You will *ONLY* be sending back the Halo Unit, and keep all of > the accessories that came with your collar originally. (Strap, Case, > Charging Equipment, Contact Tips, Etc.) > - You can return your defective collar in the same packaging the > replacement came in. > - If your package is missing the return shipping label, please contact > support so we can send you a new one. > > > We understand this may be inconvenient, and we truly appreciate your > patience. > Please do not hesitate to* contact our customer support*. We are here to > help! > > With pawsitivity, > Rabindra > Halo Customer Support > *Halo Collar* | Here for you and your best friend■ > > *Need more help?* > ■*support@halocollar.com* | ■*Halo Help Center* > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > - 9:00 am - 8:00 pm EST *7 days a week* > > *Join Session* to speak with the next available agent > > On Thursday, September 4, 2025, 11:03 AM "Jerry Gibson" jerry.gibson1691@gmail.com> wrote: > > No the collar is no longer in use > Thank you > > On Thu, Sep 4, 2025 at 9:46 AM Halo Collar wrote: > > > Hello Jerry, > > > Thanks so much for sending the picture requested. > > > I'm happy to submit your replacement request. > > We want to make sure everything is handled as smoothly as possible for > > you. > > > Before we can move forward, we just need a quick confirmation: > > > - Is Ace currently using the collar? > > > - For your pup's safety, we can't proceed until we know the collar is > > no longer in use. > > > - *Once the request is submitted, the collar will be deactivated and > > will no longer function.* > > > *Once we receive your confirmation:* > > > - We'll send you an email to verify your shipping address. > > - After you confirm, your replacement will be processed and shipped > > as soon as possible. > > > *Please note that you will receive an email confirmation when the order > > ships. Please keep your eyes out for it! * > > If you have any questions in the meantime, just let me know. We're here > > to help! > > > > > With pawsitivity, > > Heather O > > Halo Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > *Need more help?* > > > ■*support@halocollar.com* | ■*Halo Help Center* > > > > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > > > - 9:00 am - 8:00 pm EST *7 days a week* > > > *Join Session* to speak with the next available agent > > > On Wednesday, September 3, 2025, 7:37 PM "Jerry Gibson" > jerry.gibson1691@gmail.com> wrote: > > > > > On Tue, Sep 2, 2025 at 1:32 PM Halo Collar > > wrote: > > > > > Hello Jerry, > > > > > We hope you and your pup are having a great day. My name is Hannah. > > > I'm so sorry I missed you when I first called. > > > > > I wanted to follow up and let you know I'll be trying again in about 5 > > > minutes to see if we can connect. Please be on the lookout for my call. > > > > > If I'm still unable to reach you, I'll send over details on how to > > > connect with our live support team, so you can get the help you need as > > > soon as possible. > > > > > Looking forward to speaking with you

soon! >>> >>> With pawsitivity, >>> Hannah >>> Halo Customer Support >>> *Halo Collar* | Here for you and your best friend■ >>> >>> *Need more help?* >>> ■*support@halocollar.com* | ■*Halo Help >>> Center* >>> >>> ■*Speak to a live agent face-to-face at our **Dog Park* >>> >>> >>> - 9:00 am - 8:00 pm EST *7 days a week* >>> >>> *Join Session* to speak with the next available agent >>> >> >> >

EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:42:48 UTC

From: support@halocollar.com
To: jerry.gibson1691@gmail.com
Subject: Re: Warranty

Hello Jerry, Thank you for reaching out to our Halo Support team! I understand that your Halo Collar charging port has fallen off the collar. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. I have submitted a warranty request on your behalf. An email will be sent to you with a link to verify your shipping address, allowing us to process the warranty. Please verify your shipping address for the warranty to be processed. Without verifying the address, you will not receive the replacement collar. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:59 AM "Jerry Gibson" wrote: > Good morning, do you know when I'll be getting the new collar? > Thank you > > On Thu, Sep 4, 2025 at 11:36 AM Halo Collar wrote: > > > Hello Jerry, > > > Thank you for reaching out to our Halo Support team! I understand that > > your Halo Collar charging port has fallen off the collar. I apologize for > > any inconvenience this may have caused. Please rest assured that I am here > > to assist you. > > > I have submitted a warranty request on your behalf. An email will be sent > > to you with a link to verify your shipping address, allowing us to process > > the warranty. > > > *Please discontinue using your current collar immediately, as it will be > > deactivated due to a technical issue.* > > > We understand the importance of your Halo Collar in keeping your pup > > safe. This step is being taken to prioritize your dog's well-being. > > > *Here's what to expect:* > > > - Why it's being deactivated: A technical issue was identified that > > could affect how the collar works. > > - Why this matters: Using a collar with a known issue could result in > > unreliable tracking or feedback. Deactivation helps prevent a false sense > > of safety. > > - Your new collar will ship as soon as possible. You'll receive > > tracking details once it's on the way. > > > > > *Once your replacement collar arrives:* > > > > - The package should include your pre-paid return shipping label as > > well as instructions on what to send back to us. > > - You will *ONLY* be sending back the Halo Unit, and keep all of > > the accessories that came with your collar originally. (Strap, Case, > > Charging Equipment, Contact Tips, Etc.) > > - You can return your defective collar in the same packaging the > > replacement came in. > > - If your package is missing the return shipping label, please contact > > support so we can send you a new one. > > > > > We understand this may be inconvenient, and we truly appreciate your > > patience. > > Please do not hesitate to* contact our customer support*. We are here to > > help! > > > > With pawsitivity, > > Rabindra > > Halo Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > *Need more help?* > > ■support@halocollar.com* | ■*Halo

Conversation: nwCxLulvTGSIgLyZJbMTKw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 13:59:40 UTC to 2025-09-16 14:01:07 UTC

EMAIL | Agent (vi_2Fjmb...) | 2025-09-16 13:59:40 UTC

From: support@halocollar.com

To: rspurr@rochester.rr.com

Subject: Halo Support Warranty Request Submitted - Piper's

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

TOPIC CHANGE | Agent (vi_2Fjmb...) | 2025-09-16 14:00:26 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, rdUSmYttSwKQFfR2AdKalw, oa5e98htSpOozRqx9wftLg

AGENT NOTE | Agent (vi_2Fjmb...) | 2025-09-16 14:01:00 UTC

Live Team Notes Serial Numbers: 24h4452780rt (1522965 - added Dec 3, 2024 10:20 AM) FW: v. 03.00.05 Applied Issue/ Need: Got a message that the collar needs to be returned Says that is a critical issue with it or something Troubleshooting & Actions Taken: Asked him to go to Settings >Piper's >CollarDiagnostics >Batterey level issue AP shows Warranty ID: AW-20250916-46078 Sent the link on the chat, the cx was able to confirm the address Now AP shows RMA created in NetSuite The cx got disconnected from the call Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

STATUS CHANGE | Agent (vi_2Fjmb...) | 2025-09-16 14:01:07 UTC | Status: CLOSED

Conversation: bv4Trc9kTT63yK262-V9tA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 13:59:40 UTC to 2025-09-16 14:43:05 UTC

PHONE_CALL | Customer (NwaqTJia...) | 2025-09-16 13:59:40 UTC

EMAIL | Agent (6ow_I6yX...) | 2025-09-16 14:41:40 UTC

From: support@halocollar.com

To: ivy.rose5800@gmail.com

Subject: Halo Support: Your Request is Under Review

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

TOPIC CHANGE | Agent (6ow_I6yX...) | 2025-09-16 14:41:55 UTC

Added: bDcJwjoMTjeffz13hM6gAA

TOPIC CHANGE | Agent (6ow_I6yX...) | 2025-09-16 14:42:11 UTC

Added: UNYy8zJMRzuqZ0-CQlyc1Q, PT5SzfGLQx6qJKX6efjzxA

TOPIC CHANGE | Agent (6ow_I6yX...) | 2025-09-16 14:42:18 UTC

Added: jHyQ0PKARAKhHUZ_rEmu6w

AGENT NOTE | Agent (6ow_I6yX...) | 2025-09-16 14:43:04 UTC

First and Last Name: Anna Anthony Email: ivy.rose5800@gmail.com Collar SN: 24h3293127rt, 24h3291717rt Collar FW: v.02.08.11 Resources: AP Gladly Slack RES Recap/TS: CX called in recently because she bought collar from FB. CX cannot get the collar to connect to the app 1 collar is connected to another account. 24h3291717rt collar is having trouble connecting - shows up in app but does not connect Caller called the seller and was told to contact us. Seller called us and was told by us that the collars are not attached to her account Prev owner gave the incorrect serial when she called- 23h3452321rt Next Steps: AP shows cx does not have an active membership 24h3293127rt - attached to kellylwoff@yahoo.com 24h3291717rt - no longer attached kellylwoff@yahoo.com Walking cx through setting up a membership plan Walking the cx through adding 24h3291717rt to the account Collar shows up when pressing the power button but does nothing after that. Reinstalled app and allowed permissions Doing HR - no vibration Collar does not show in app at all after pressing power button CX will reboot their phone and try another device later. CX will call back if they still cannot add the collar. Slack RES advises to sending to Billing for collar removal. Affected Serial Number: 24h3293127rt FW: v.02.08.11 Order ID: 1538983 RMA Ticket #: na Subscription Start Date: Sep 16, 2025 Reason for Escalation: CX purchased two collars from the prev owner (24h3293127rt, 24h3291717rt) This 24h3293127rt is still attached to the old owner's account (kellylwoff@yahoo.com) CX was told to contact the seller and have them contact us for removal. The prev owner did, but provided an incorrect serial number (23h3452321rt). So we told her that there was nothing to remove. As you can see from the prev owners account, they have removed the other 3 collars from their account and this collar has not checked in since 8/25. Requested Action: Please remove 24h3293127rt from kellylwoff@yahoo.com and advise the new owner ivy.rose5800@gmail.com they can

add the collar to their account.

STATUS CHANGE | Agent (6ow_l6yX...) | 2025-09-16 14:43:05 UTC | Status: CLOSED

Conversation: in-Qptd1RRuhTGVvk1idqg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 13:59:52 UTC to 2025-09-16 13:59:53 UTC

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 13:59:52 UTC

From: support@halocollar.com

To: darthmaul45015@yahoo.com

Subject: Re: Halo Collar- Your Thoughts Matter!

Hello Patrick, Thank you for your honesty—I completely understand your frustration. You're right that a conversation alone won't fix a hardware issue like a collar that isn't recalibrating or powering on properly. Our goal in talking with you would be to better understand exactly what's happening and make sure we're taking the right steps to resolve the issue, whether that means troubleshooting, providing a replacement, or escalating the problem to ensure a permanent fix. We want to make sure you're not left dealing with an unreliable device, and we're committed to finding a solution that restores your confidence in your Halo Collar. Please let us know how you'd like to proceed, and we'll do everything we can to get it sorted. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Monday, September 15, 2025, 4:43 PM "patrick yordy" wrote: > I don't see how talking will change it needing to constantly be recalibrate then it not automatically recalibrating then talking suddenly make the collar be able to turn off and on again. Forgive me but I can't see how words fix all that > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 15, 2025 at 12:05 PM, Halo Collar wrote: > Hello Patrick, > My name is Bree, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. > I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. > I'm here when you're ready. Your dog's safety always comes first. > > Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 13:59:53 UTC | Status: CLOSED

Conversation: Cp4Gj0jjSpib014jXAk8Hw

Messages: 9 | Customers: 1 | Duration: 2025-09-16 14:00:46 UTC to 2025-09-16 17:29:14 UTC

Customer (aOvQdZK1...) | 2025-09-16 14:00:46 UTC | halocollar.com

The Halo is not working out for us. I bought the 1 year subscription and am asking for a refund please

System/AI | 2025-09-16 14:01:34 UTC | halocollar.com

I'm sorry to hear that Halo isn't working out for you, Amy. You can return your Halo Collar within 90 days of purchase for a refund. A \$25 return fee will apply, and original shipping costs are non-refundable. To start the return process, visit our returns page and submit a return request. Make sure to cancel your subscription plan to avoid further charges. If you need further assistance, feel free to reach out to our Live Support team. They'll be happy to help!

Customer (aOvQdZK1...) | 2025-09-16 14:02:14 UTC | halocollar.com

How do I reach out to the live support team? I did not purchase the Caller through you just the subscription.

System/AI | 2025-09-16 14:02:25 UTC | halocollar.com

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

PHONE_CALL | Customer (chINBUIO...) | 2025-09-16 17:19:31 UTC

EMAIL | Agent (jAIUuvEy...) | 2025-09-16 17:25:42 UTC

From: support@halocollar.com

To: akpistelli@aol.com

Subject: Refund

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

AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 17:26:20 UTC

First and Last Name: Amy Pistelli Email: akpistelli@aol.com Phone Number: 14129019931 Collar SN: 25h4309123rt Collar FW: v.03.00.05 Collar Purchased From: Amazon Resources: AP Gladly Recap/TS: The cx needs a refund on their subscription as they return the collar to Amazon. Ask the cx to send proof of the return. Next Steps: Waiting on the cx to send us the proof. Submit as resolved.

TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 17:26:44 UTC

Added: BV6q0qW9QZKAbEVdca7vNQ

STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 17:29:14 UTC | Status: CLOSED

Conversation: SGcrvZtzSZaSAEDaV_kpkw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:01:21 UTC to 2025-09-16 16:04:39 UTC

EMAIL | Customer (odIV3vtj...) | 2025-09-16 14:01:21 UTC

From: ashley.walterscheid@gmail.com

To: support@halocollar.com

Subject: Returning the Halo dog collars

Good morning I was needing to find out details on returning our halo dog collars. They didn't work out for our dogs unfortunately so I was wanting to get them sent back to you for a return. Thank you so much. Ashley Walterscheid

EMAIL | Customer (odIV3vtj...) | 2025-09-16 14:03:05 UTC

From: ashley.walterscheid@gmail.com

To: support@halocollar.com

Subject: Fwd: Your Halo order #1643297

Good morning, I realized I didn't sent order information. These collars didn't work out for our dogs and I would like to return them. Thank you, Ashley Walterscheid Begin forwarded message: From: The Halo Team Date: August 9, 2025 at 7:52:27 PM MDT To: ashley.walterscheid@gmail.com Subject: Your Halo order #1643297 Reply-To: The Halo Team ■ Halo Collar Order #1643297 has been placed successfully! Your order details are below, and we'll email to let you know when it's shipped. Check your order status (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMS EEVI51dbXcLSXp9YGLiMBeH9Fkyta2b-2F2Mz7-2FYtJdKZPEX3jsqygLVkmevyQGmBcXjtREggbZXmU54-3Dv5VW_5AQtw215kf05WwYFhg3cZyILP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSiGQVwnhn1mp5K0yPz0Oca6qQlopC5eccPIINPCdVA4wpNxbYnUJafZt-2FGD82KM4oEMy1UzUwmaPzbWo6T0-2FzSufSulU3Nxf7ib8R3zewoTWgrd2g2SkTK2-2B9g6VlyV1A-3D-3D) Get started by creating an account You've just taken a big step towards a life of freedom and safety with your dog. The first thing you'll need to do is create an account and choose a Pack Membership Plan. Create an account (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEEVI51dbXcLSXoi-2BjGuPt67Exkffl2KehbPstxR_5AQtw215kf05WwYFhg3cZyILP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSkX3u0w4Xb6ivvo3BZzADX4ZDj6ke9ohtgqR9ucH4kAWSrl7sqQwOYEIGZLr588yHWntO0RdvrLqFWzVLso3gVIVfupwYExl8cM3hqXlw1cdO6c3kZF6Vi8Uk0yT-2F3fVyQ-3D-3D) Order #1643297 August 9, 2025 Halo Wireless Dog Fence and GPS Dog Collar - Sunburst Color: Sunburst Quantity: 1 Price: \$549 Item delivery in 3 - 5 business days Halo Wireless Dog Fence and GPS Dog Collar - Orchid Color: Orchid Quantity: 1 Price: \$549 Item delivery in 3 - 5 business days Subtotal: \$1098 Discount: \$50 Shipping: \$19.99 Tax: \$78.99 Total: \$1146.98 Payment method Affirm Monthly Payments : \$1146.98 Shipping address Ashley Walterscheid 3503 Kuykendall St Carlsbad, NM 88220-6037 (575) 706-4011 Billing address Ashley Walterscheid 3503 Kuykendall St Carlsbad, NM 88220 (575) 706-4011 ashley.walterscheid@gmail.com Frequently asked questions When will I receive my order? We'll email you with carrier and tracking information within 24 hours after your order leaves our warehouse. Ordered multiple items? We'll send you a separate email as each item ships. How do I view or change my order? For help with your order status or to make changes to your order, please view your order information here or reach out to the (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEEVI51dbXcLSXp9YGLiMBeH9Fkyta2b-2F2Mz7-2FYtJdKZPEX3jsqygLVkmevyQGmBcXjtREggbZXmU54-3Dv5nH_5AQtw215kf05WwYFhg3cZyILP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSpxb8EfXcTaP8sCw6FJIAiCb2eSkouYdxhGLibJfQauKR48gcu-2BhGoY3DeUQnxoL8TpBThFMn8FoAJ8kwLo3XeKpbO04EuvHTODbCxzJfkOPKvLncu7yn3pTNEInmzZnJg-3D-3D) Halo Dog Park (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg-2B-2F6o-2FZYLbKcxuukfWVmbjTZhJmctUEO-2F-2FqxduM5rG4CCnhb_5AQtw215kf05WwYFhg3cZyILP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSvjIKTqkEfO88T67JtTQqjhevhXzRktu17WX3v8L-2FkVWJ7ZtcWQ-2BUEEdl48k-2FgRoQ0qyw1nDZkdC1y6w26eT7-2BFtgWklUrAQAOoSybwgcg1pnV1LIDoz4YDINYaMLbtc8cQ-3D-3)

D) If I change my mind, how do I cancel my order? Your card has been charged at the time of order to reserve your Halo Collar. However, you may cancel your order for a full refund prior to processing for shipping. Please visit Order Status to verify the status of your order or visit the (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEVl51dbXcLSXp9YGLiMBeH9Fkyta2b-2F2Mz7-2FYtJdKZPEX3jsqygLVkmevyQGmBcXjtREggBZXmU54-3DyXhL_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSpmNlyH9bFc5-2FVP1IGdfapcSSsQOCUzJeiwXaeoJTVoqBus6LTJh7fwAe5JJvUnRsiPpHwoHYy15T-2BU40a4Q4MExGT11-2BUchyNJg4DISAfVwDoUsCdC1o6qWDlkb-2BCYZkA-3D-3D) Halo Dog Park. (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg-2B-2F6o-2FZYLBKcxuukfWVmbjTZhJmctUEO-2F-2FxqduM5rG4C5L7e_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSrxrpMOj7LV6MeZvWGY90nOR6ZNea91pgD7u1a5MvOVTFkYp34YiHGHF5rdHPs-2Bq-2FgX8BCnnD8VU5rrbFBCaddSfISDK0W8FdsUGkAEe57mB8YmkK8-2Bk8Agigw8Y-2B9-2Fzvw-3D-3D) What is the return policy for the Halo Collar? If you are not completely satisfied with your purchase for any reason during your first 90 days after you receive it, you may return it to us according to the terms of our return policy. (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEVl51dbXcLSXpFhFLa2F4NtTBi05gg-2BZw6PRaVNqLgsmGMepXsG-2Fdg3g-3D-3DDBzH_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgShb-2F5VWBXGpESswNqHGNCkgFMqL6VsrlnW4zTxNI462UAN-2B4vzQO8ztz132KG3nqdRe-2BfED5Wxl-2BISQWFILZ0WDL4m0d4b865L4OF7c1UBcRyKhkW-2FFG1lgc50NzcPVcg-3D-3D) What is the warranty for the Halo Collar? The Halo Collar has a 12-month limited warranty, the details of which can be found here. (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3AwsgzCMO2KMSEEVl51dbXcLSXrVAL0QSM0BUWlpW2qpBLcVgpihYDNDdijRgkk7vs1XefqxAjWxvge0ZJzVXy3Gqb6cRvGTcoLpposhsgGJXIZ0HUOf_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSoOJRk-2FpxwMebzZYtIBPbi0paliGzkyomuOsdF-2FTDFJF7YgMnxOPvblFcmg-2Fwiq4Eue9RJGnuJZoktzslKD1PMhGXxf5aC5dR9w9ueHmeVCQspfleJKKccbbMISUDzaNLQ-3D-3D) More questions about your order? If you have any questions about your order status, please visit the Halo Dog Park for a live, face-to-face Zoom session with a member of the Halo Support Team. Please have your order number and the credit card you used accessible, so we can help you as effectively as possible. (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg-2B-2F6o-2FZYLBKcxuukfWVmbjTZhJmctUEO-2F-2FxqduM5rG4CqzI8_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSvblAxUPUTn1wYtJmT81mvqB6B9ln23kjamtulTG7Wgqn2ytD31Zf8SHu07PialBpd-2BK5jL7Dvo35lOtUkLZRA-2FZA6mmVwt8YiZfbi96VztKDNTIZwA0qZKmaFgGRQy2xg-3D-3D) (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg-2F3BRr6SJP2J4LUQuHZHmN0cYaqvMarcNmZpnqVLeXKpNzPD_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSpWopLYS80Rjt7tHqJlXkptcJ6kdhr-2Bt5hDbwfrEoEQJMUvF05NQwNHvWS7zAg-2F0QKOIH6QpiQPPrTPJizAlyFpQQzOAVUyHFzesEyWqYs2NvB7Kqkcf980tQF6YQZZnw-3D-3D) (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg7g8b1-2BeFa4YYHQqr3QJU0Q-2FUxokStsz63yVNr97wh7cQMM_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSntRZIBKr8JwXLmpyNxvVEjLKNIAHhqD3QHN0SA2WQbNefbEI3DUsl-2Fg5BiiuGPxPpnzAf7yMoEkisDbwkCxZLEi8g3vT51r7Y2U2fkvZD1TKzK7s90J1PyBwE-2B8vGG7fZe6NBqVRhDiYpJiRI3MZJI-3D) (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsg0ixwCNWU4Lc81735gLLsxw5y-2Bd5kwQ1yVL8wGBPoTJ7E_lj_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSqBr2mQOaCsAeOzBwFQHyZGMBGFOI9KvhjMCQcpVW3x1W6txi68ZSfXS1jjj8IXCu7iyYKEDxZj9Vnr09UBI-2B4vZtjU19lxaiaq0KrvJwVxX5Z0aZB0pA3kuaDSyd7tT85sRQvzH3Y-2FnHc4f3rYDL78-3D) (https://u15243688.ct.sendgrid.net/ls/click?upn=u001.qgHp48-2BS15okSUNS3Awsgz1KO6wbGx3KJe2q5XWALew5RwwOT0bMknVQw5jgroBNcC41_5AQtw215kf05WwYFhg3cZyIIP4whvwkuU73ikTRUb8nKha0P23cuBxY3haALjT65HB3cSDcMQKb4pazXmk-2FgSjPeR2w4ODO9GDuiSyfGy-2FcyyAs2vzf-2F-2BGDXWYHlhosK-2BvxuuNQVN-2BIZKzRSt9UYXmSaEtQ6c1ojV1soawfpkxKSqQSRjcUMqjWarZwCLnbVEfomTXNhYPQLkexnaaM-2BdVysUNokt7TAckW906Ml6ak-3D) Halo® by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677

STATUS CHANGE | *Unknown* | 2025-09-16 16:04:39 UTC | Status: CLOSED

Conversation: 8RE6hjviQV2MR6zoJOKnxQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:02:34 UTC to 2025-09-16 14:02:56 UTC

AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 14:02:34 UTC

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

EMAIL | Agent (YYRYgGjy...) | 2025-09-16 14:02:39 UTC

From: support@halocollar.com

To: elizabethmiers@gmail.com

Subject: Halo Support Sorry We Were Unable To Connect!

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

TOPIC CHANGE | Agent (YYRYgGjy...) | 2025-09-16 14:02:46 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E_3WUdWpR2CLXta3n6vNgw

STATUS CHANGE | Agent (YYRYgGjy...) | 2025-09-16 14:02:56 UTC | Status: CLOSED

Conversation: EP7lcGy4SriON6EYg8-qVQ

Messages: 7 | Customers: 1 | Duration: 2025-09-16 14:02:45 UTC to 2025-09-16 14:08:21 UTC

PHONE_CALL | Agent (vayOmd0l...) | 2025-09-16 14:02:45 UTC

TOPIC CHANGE | Agent (vayOmd0l...) | 2025-09-16 14:04:55 UTC

Added: rdUSmYttSwKQFfR2AdKalw

EMAIL | Agent (vayOmd0l...) | 2025-09-16 14:07:46 UTC

From: support@halocollar.com

To: abe.amhardwoods@gmail.com

Subject: Halo Support Warranty Request Submitted

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

TOPIC CHANGE | Agent (vayOmd0l...) | 2025-09-16 14:08:16 UTC

Added: oa5e98htSpOozRqx9wftLg

TOPIC CHANGE | Agent (vayOmd0l...) | 2025-09-16 14:08:19 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

AGENT NOTE | Agent (vayOmd0l...) | 2025-09-16 14:08:20 UTC

Live Team Notes Serial Numbers: 24h4401747rt FW: 03.00.05 Issue/ Need: Cx stated, "I got a notification that our collar needs to be replaced." Troubleshooting & Actions Taken: WR AW-20250912-45384 Resent auto link Cx is driving Sent <https://www.halocollar.com/warranty-access/?warrantyID=AW-20250912-45384> [https://www.halocollar.com/warranty-access/?warrantyID=AW-20250912-45384] just in case and told cx to email me back if it does not work Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Next Steps: Phone/ Email- Follow Up Warranty Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

STATUS CHANGE | Agent (vayOmd0l...) | 2025-09-16 14:08:21 UTC | Status: CLOSED

Conversation: WRN8XOj7T5WIFOG0BLE0WQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:02:50 UTC to 2025-09-16 18:50:27 UTC

EMAIL | Customer (4KsYgOau...) | 2025-09-16 14:02:50 UTC

From: johnthomasgray@gmail.com

To: support@halocollar.com

Subject: Re: Halo Support: Warranty Concerns & Escalation

Hello Bree and Customer Support Team, My annual subscription is coming up for renewal in October. While we love the product and service when everything is working properly, we've had to replace our collar 7-8 times in the last year, due to malfunctions. If you'd be willing to waive the subscription fee for one year, it would make the decision to renew and stick with the collar much easier. Let me know. Many Thanks, John Gray and Rosemary Daddona

On Thu, May 29, 2025 at 9:07 AM Halo Collar wrote: > Hi Rosemary, > > If you happen to change your mind about the accessories, please don't > hesitate to let us know—we'd be happy to assist with any updates while we > can. > > Regretfully, we are not able, nor do we have the capability, to send out > extra collars at this time. We sincerely apologize for any inconvenience > this may cause and appreciate your understanding. > > If you have any further questions or need assistance with anything else, > please feel free to reach back out. We're here to help! > > Best Regards, > Bree > Halo Senior Customer Support > *Halo Collar* | Here for you and your best friend■ > > On Wednesday, May 28, 2025, 4:49 PM "John Gray" > wrote: > > Hi Bree, > > Thank you for the email and the offer on the accessories. We should be all > set with everything already. > > We absolutely love our Halo collar, when it's working properly. And while > we understand the equipment can occasionally malfunction, the lag time to > receiving a new collar (typically 5+ days b/w processing/shipping/delivery) > can be highly frustrating and disruptive to our/Babs typical daily routine. > Having a secondary "backup" collar, in cases of product malfunction, would > solve this issue, but I can understand if that is not a practical option > from the company's end. > > Hopefully this next one does the trick! > > Best, > Rosemary and John > > On Tue, May 27, 2025 at 11:43 AM Halo Collar > wrote: > > > Hi Rosemary, > > > My name is Bree and I am with the management team here at Halo Support. > > > We truly appreciate your continued patience and recognize how challenging > > it must be to go through multiple replacements. We understand this isn't > > what you anticipated when choosing Halo, and your experience matters deeply > > to us. > > > That's exactly why we've taken additional precautionary inspection and > > quality testing measures to ensure that the replacement you receive next > > reflects the level of quality and reliability you and Babs deserve. Each > > new unit is now carefully inspected and tested before it's sent out, and > > we're confident that this one will meet your expectations, however it may > > not include the accessories. > > > To help you and Babs start fresh, we'll also be including any accessories > > you may need with your replacement - just let us know what's missing and > > we'll take care of it. > > > We're here to support you every step of the way and are dedicated to > > making sure you have a collar you can count on. > > > > > Best Regards, > > Bree > > Halo Senior Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > On Sunday, May 25, 2025, 9:58 AM "John Gray" > > wrote: > > > Hi Emma, > > > Thank you very much! My Phone Number is 814-883-7355. Either phone call > > or email works, any time of day. > > > Thanks, > > John Gray > > > On May 24, 2025, at 3:32 PM, Halo Collar wrote: > > > ■ > > > Hi Rosemary & John, > > > Thank you for calling the Dog Park and sharing your frustrations with the > > product and performance. It looks like our call got dropped, but I wanted > > to follow up and take the necessary steps towards a better solution. > > > Due to the number of warranties and your request to speak to someone > > higher up, I have escalated your ticket to our Escalations Team, who will > > reach out and take the very best care of you! > > > *For this escalation, I'll need some additional information:* > > > - Phone Number > > - Preference of a phone call or email > > - Preferred time of day if wanting a call > > > > > It may take several days for a response from our Escalation Team, so we > > greatly appreciate your patience! I also wanted to confirm that Babs' > > replacement collar is on the way, and you'll receive a tracking number once > > it ships. > > > I look forward to our team improving your Halo experience from here on > > out. > > In the meantime, don't hesitate to reach out with any further questions > > or concerns! > > >

With pawstivity, >> Emma >> Halo Customer Support >> *Halo Collar* | Here for you and your best friend■ >> >> *Need more help?* >> ■*support@halocollar.com* | ■*Halo Help >> Center* >> >> ■*Speak to a live agent face-to-face at our **Dog Park* >> >> >> - 9:00 am - 8:00 pm EST *7 days a week* >> >> *Join Session* to speak with the next available agent >> >> >> >

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 18:44:42 UTC

Added: 161qN1d9QVGaaHtAY3Spw

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:50:26 UTC

From: support@halocollar.com

To: johnthomasgray@gmail.com

Subject: Re: Halo Support: Warranty Concerns & Escalation

Hello Rosemary, Thank you for reaching out and for sharing your feedback. I truly understand how frustrating it has been to experience multiple collar replacements, and I appreciate your patience and loyalty through those challenges. While we're unable to provide a full year of complimentary membership, we can offer a refund equivalent to four months of your subscription as a gesture of goodwill. Please let us know how you would like to proceed, and we'll take care of it right away. We value your continued trust in Halo and want to ensure you and your pup have the best possible experience moving forward. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 10:02 AM "John Gray" wrote: > Hello Bree and Customer Support Team, > > My annual subscription is coming up for renewal in October. While we love > the product and service when everything is working properly, we've had to > replace our collar 7-8 times in the last year, due to malfunctions. > > If you'd be willing to waive the subscription fee for one year, it would > make the decision to renew and stick with the collar much easier. Let me > know. > > Many Thanks, > John Gray and Rosemary Daddona > > On Thu, May 29, 2025 at 9:07 AM Halo Collar wrote: > > > Hi Rosemary, > > > > If you happen to change your mind about the accessories, please don't > > hesitate to let us know—we'd be happy to assist with any updates while we > > can. > > > > Regretfully, we are not able, nor do we have the capability, to send out > > extra collars at this time. We sincerely apologize for any inconvenience > > this may cause and appreciate your understanding. > > > > If you have any further questions or need assistance with anything else, > > please feel free to reach back out. We're here to help! > > > > Best Regards, > > Bree > > Halo Senior Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > > On Wednesday, May 28, 2025, 4:49 PM "John Gray" > > wrote: > > > > Hi Bree, > > > > Thank you for the email and the offer on the accessories. We should be all > > set with everything already. > > > > We absolutely love our Halo collar, when it's working properly. And while > > we understand the equipment can occasionally malfunction, the lag time to > > receiving a new collar (typically 5+ days b/w processing/shipping/delivery) > > can be highly frustrating and disruptive to our/Babs typical daily routine. > > Having a secondary "backup" collar, in cases of product malfunction, would > > solve this issue, but I can understand if that is not a practical option > > from the company's end. > > > > Hopefully this next one does the trick! > > > > Best, > > Rosemary and John > > > > On Tue, May 27, 2025 at 11:43 AM Halo Collar > > wrote: > > > > Hi Rosemary, > > > > My name is Bree and I am with the management team here at Halo Support. > > > > We truly appreciate your continued patience and recognize how challenging > > it must be to go through multiple replacements. We understand this isn't > > what you anticipated when choosing Halo, and your experience matters deeply > > to us. > > > > That's exactly why we've taken additional precautionary inspection and > > quality testing measures to ensure that the replacement you receive next > > reflects the level of quality and reliability you and Babs deserve. Each > > new unit is now carefully inspected and tested before it's sent out, and > > we're confident that this one will meet your expectations, however it may > > not include the accessories. > > > > To help you and Babs start fresh, we'll also be including any accessories > > you may need with your replacement - just let us know what's missing and > > we'll take care of it. > > > > We're here to support you every step of the way and are dedicated to > > making sure you have a collar you can count on. > > > > > > > Best Regards, > > > > Bree > > > > Halo Senior Customer Support > > > > *Halo Collar* | Here for you and your best friend■ > > > > On Sunday, May 25, 2025,

9:58 AM "John Gray" > > wrote: > > > > Hi Emma, > > > > Thank you very much!
My Phone Number is 814-883-7355. Either phone call > > or email works, any time of
day. > > > > Thanks, > > John Gray > > > > On May 24, 2025, at 3:32 PM, Halo
Collar wrote: > > > > ■ > > Hi Rosemary & John, > > > > Thank you for calling the
Dog Park and sharing your frustrations with the > > product and performance. It looks like
our call got dropped, but I wanted > > to follow up and take the necessary steps towards
a better solution. > > > > Due to the number of warranties and your request to speak to
someone > > higher up, I have escalated your ticket to our Escalations Team, who will >
> reach out and take the very best care of you! > > > > *For this escalation, I'll need
some additional information:* > > > > - Phone Number > > - Preference of a phone call
or email > > - Preferred time of day if wanting a call > > > > > > It may take several
days for a response from our Escalation Team, so we > > greatly appreciate your
patience! I also wanted to confirm that Babs' > > replacement collar is on the way, and
you'll receive a tracking number once > > it ships. > > > > I look forward to our team
improving your Halo experience from here on > > out. > > In the meantime, don't
hesitate to reach out with any further questions > > or concerns! > > > > With
pawsitivity, > > Emma > > Halo Customer Support > > *Halo Collar* | Here for you and
your best friend■ > > > > *Need more help?* > > ■*support@halocollar.com* | ■*Halo
Help > > Center* > > > > ■*Speak to a live agent face-to-face at our **Dog Park* > >
> > > > - 9:00 am - 8:00 pm EST *7 days a week* > > > > *Join Session* to speak
with the next available agent > > > > > > > > > >

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 18:50:27 UTC | Status: CLOSED

Conversation: -zwZIOC7Q7SA1xz7wTE_sw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:02:58 UTC to 2025-09-16 14:04:44 UTC

AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 14:02:58 UTC

Live Team Notes Serial Numbers: 24h4500588rt FW: 03.00.05 Issue/ Need: Cx is looking for an update on her WR collar, request was placed on 9/13 Troubleshooting & Actions Taken: -Checked CS Order Tracking for tracking number for collar -Collar is scheduled to be delivered 9/17 between 9:10AM-1:10PM -Cx was satisfied with support Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (LZsYfs6M...) | 2025-09-16 14:03:24 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0InRc2UDUrYWXc_JQ

EMAIL | Agent (LZsYfs6M...) | 2025-09-16 14:04:41 UTC

From: support@halocollar.com

To: kdnash@yahoo.com

Subject: Halo Collar: Thank you!

Hello Dorie, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Please see the Fedex link below for tracking information on your replacement collar. Fedex: 393158609762 Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Taijon Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Agent (LZsYfs6M...) | 2025-09-16 14:04:44 UTC | Status: CLOSED

Conversation: pQR_IgXXTKao6rScqVnVFw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:03:28 UTC to 2025-09-16 14:06:01 UTC

Customer (aYgYxDeS...) | 2025-09-16 14:03:28 UTC | halocollar.com

Can the collar use a different cellular carrier in my area? It is using AT&T; and the signal is so weak that when the dog goes certain places, the signal is completely lost and tracking is lost with it

STATUS CHANGE | Customer (aYgYxDeS...) | 2025-09-16 14:03:28 UTC | Status: OPEN

System/AI | 2025-09-16 14:04:04 UTC | halocollar.com

Hi there! The ability of the Halo Collar to switch cellular networks depends on the model you have. The Halo 4 and Halo 3 collars can connect to multiple networks and will automatically choose the one with the strongest signal. However, if you have a Halo 2+ or an older model, it will only connect to AT&T; towers. If you're experiencing weak signals with AT&T;, you might want to consider upgrading to a Halo 3 or Halo 4 model for better coverage. You can also check your area's LTE coverage using this link. This should help ensure reliable tracking for your dog.

Customer (aYgYxDeS...) | 2025-09-16 14:05:22 UTC | halocollar.com

I have a brand new Halo 4. Does it work with T-Mobile?

System/AI | 2025-09-16 14:06:01 UTC | halocollar.com

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

Conversation: Y0zBSredSIImMezbsD6Jtzg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:03:28 UTC to 2025-09-16 14:04:08 UTC

Customer (gpBkdY3I...) | 2025-09-16 14:03:28 UTC | halocollar.com

why is the big paw print flashing

System/AI | 2025-09-16 14:04:08 UTC | halocollar.com

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

Conversation: rdZO81eTT129vBqTVLnzyw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:03:57 UTC to 2025-09-16 14:39:12 UTC

AGENT NOTE | Agent (M0svworG...) | 2025-09-16 14:03:57 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx received both their original order & their REP order Cx was previously asking for another order to be sent, when it was already on its way. Recap (When/Where/What the customer wants) Cx has collars from 1656600 linked to their account in AP Collars from 1650065 are deactivated due to being lost in shipment to P.O. Box Created return label with FedEx for cx to return duplicate order Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

AGENT NOTE | Agent (M0svworG...) | 2025-09-16 14:30:07 UTC

Continuation of note: Tracking: 791941998079 for the duplicate order 1650065 (NOT A RETURN FOR REFUND!) Cx will be sending back extra order

EMAIL | Agent (M0svworG...) | 2025-09-16 14:39:01 UTC

From: support@halocollar.com

To: helmricks@charter.net

Subject: Your Halo Collar Orders 1656600 and 1650065

Hello Doyle, My name is Katherine, and I hope you, Jasmine, and Abby are doing well! I have attached a prepaid FedEx return label to this email so that you can send back one of your duplicate orders (1650065 with serial numbers 25h4310993rt and 25h4287244rt) to us. I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

STATUS CHANGE | Agent (M0svworG...) | 2025-09-16 14:39:12 UTC | Status: CLOSED

Conversation: IUcnLHTuRbSAsQREO9PwMw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 14:04:24 UTC to 2025-09-16 17:03:19 UTC

Customer (25iy8vIM...) | 2025-09-16 14:04:24 UTC | halocollar.com

I need a halo 3 collar cover. Mine is torn and falling off.

System/AI | 2025-09-16 14:05:01 UTC | halocollar.com

You can easily get a replacement cover for your Halo 3 collar from our Accessory Shop. We have a variety of replacement parts, including protective cases, to keep your collar in great shape. If you're a Silver or Gold Pack member, remember to log into your Halo Account to enjoy extra savings. The discount will be automatically applied at checkout.

Customer (25iy8vIM...) | 2025-09-16 14:06:07 UTC | halocollar.com

When I try to order I'm told you are out of stock. How can they possibly be out of covers?

Customer (25iy8vIM...) | 2025-09-16 14:13:27 UTC | halocollar.com

Hello?

PHONE_CALL | Customer (_cPTrkaX...) | 2025-09-16 16:43:20 UTC

AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 17:02:47 UTC

First and Last Name: Teresa Rintala Email: teresa.rintala@gmail.com Collar SN: 24h3082888rt Collar FW: v.02.08.11 Resources: AP Answer Recap/TS: CX trying to order H3 Pro case. All colors except white for H3(USB-C) out of stock Next Steps: Adv CX that we are completely out of stock. Discussed upgrade options.

EMAIL | Agent (t75aKvM6...) | 2025-09-16 17:03:01 UTC

From: support@halocollar.com

To: teresa.rintala@gmail.com

Subject: Halo Support Follow Up

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

STATUS CHANGE | Agent (t75aKvM6...) | 2025-09-16 17:03:19 UTC | Status: CLOSED

Conversation: tMlPh0bRS2CAvuVE88elcQ

Messages: 9 | Customers: 1 | Duration: 2025-09-16 14:05:32 UTC to 2025-09-16 14:16:57 UTC

PHONE_CALL | Customer (WFIQfQBE...) | 2025-09-16 14:05:32 UTC

AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 14:09:36 UTC

Live Team Notes Serial Numbers: 24h3111562rt FW: 3.00.05 Issue/ Need: Charger issue Troubleshooting & Actions Taken: Said she ordered magnetic usb chargers but received the standard ones instead Cx said she needed the magnetic adapters Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, gladly notes Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 14:11:11 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Michelle Rollins Email: michelle240k@gmail.com Phone number: 724-986-2888 Collar SN:24h3111562rt ; 24h3110113rt Collar Model: H3 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 688 Beallsville Rd City: Scenery Hill State: PA Postal code: 15360 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! 2x magnetic adapters for H3 collars For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

EMAIL | Agent (wIA9Uacl...) | 2025-09-16 14:11:33 UTC

From: support@halocollar.com

To: michelle240k@gmail.com

Subject: Halo Support Accessories Order

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

TOPIC CHANGE | Agent (wIA9Uacl...) | 2025-09-16 14:11:36 UTC

Added: -LmskJFZShWIO0nMJuMqlA

STATUS CHANGE | Agent (wIA9Uacl...) | 2025-09-16 14:11:39 UTC | Status: CLOSED

STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 14:13:05 UTC | Status: OPEN

AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 14:16:55 UTC

Accessory Order Number-1660323 H3 Mag Adapters X2

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

Conversation: 8id57RCFSj-aje9bX0S7_A

Messages: 8 | Customers: 1 | Duration: 2025-09-16 14:05:52 UTC to 2025-09-16 14:07:24 UTC

Customer (4i6Lv0nj...) | 2025-09-16 14:05:52 UTC | halocollar.com

What are the expectations on how much the fence line will drift? Is it 7-10 ft or 1.4 ft?

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

The Halo Collar's fence line is designed to provide a safe boundary for your dog, with feedback activating when your dog is 7–10 feet from the fence boundary. This spacing ensures your dog has time to respond and helps prevent accidental feedback near roads or your home. If you have further questions or need assistance with setting up your Halo Fence, feel free to ask!

Customer (4i6Lv0nj...) | 2025-09-16 14:06:46 UTC | halocollar.com

how much will that boundary move due to gps drift?

AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 14:07:01 UTC

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

EMAIL | Agent (Xia3KyCm...) | 2025-09-16 14:07:09 UTC

From: support@halocollar.com

To: bill.greier@gmail.com

Subject: Halo Support Sorry We Were Unable To Connect!

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

System/AI | 2025-09-16 14:07:12 UTC | halocollar.com

The fence itself doesn't move, but GPS drift can cause slight variations in your dog's reported location. Normally, you can expect 7–10 feet of drift due to normal satellite variation. If you notice drift beyond this range, it might be due to poor GPS signal or temporary satellite issues. To minimize drift, ensure the collar is fitted correctly, adjust the virtual fence as needed, and keep your app and collar firmware updated. If you have more questions or need further assistance, feel free to ask!

TOPIC CHANGE | Agent (Xia3KyCm...) | 2025-09-16 14:07:21 UTC

Added: E_3WUdWpR2CLXta3n6vNgw

STATUS CHANGE | Agent (Xia3KyCm...) | 2025-09-16 14:07:24 UTC | Status: CLOSED

Conversation: hELBkq_LTWSDGf5fsonhyw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:06:35 UTC to 2025-09-16 14:15:19 UTC

PHONE_CALL | Customer (5JZVk5Zk...) | 2025-09-16 14:06:35 UTC

AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 14:14:49 UTC

Live Team Notes Serial Numbers: 25h4308140rt FW:v.02.06.05 Issue/ Need: cx wants to know why the lte service not switching to T mobile Troubleshooting & Actions Taken: informed cx it connects to the nearest signal tower, its in built we cant switch carrier Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, Kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (gJyogQbb...) | 2025-09-16 14:15:04 UTC

From: support@halocollar.com

To: hfpkrlen@gmail.com

Subject: Halo Support Follow Up

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

STATUS CHANGE | Agent (gJyogQbb...) | 2025-09-16 14:15:19 UTC | Status: CLOSED

Conversation: f8zrQajuTFez_SdupRbmbw

Messages: 9 | Customers: 1 | Duration: 2025-09-16 14:06:39 UTC to 2025-09-16 23:01:53 UTC

AGENT NOTE | Agent (KiK-0-RR...) | 2025-09-16 14:06:39 UTC

Live Team Notes Serial Numbers: 25h4211248rt FW: v.03.00.05 Issue/ Need: Customer called back after troubleshooting with a previous agent regarding a collar that wouldn't charge. Troubleshooting & Actions Taken: Warranty sent, address confirmation email sent, customer insisted on answering the email on her own time Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzceh hZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (KiK-0-RR...) | 2025-09-16 14:06:45 UTC

From: support@halocollar.com
To: heathersenior95@yahoo.com
Subject: Halo Collar: Thank you!

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

TOPIC CHANGE | Agent (KiK-0-RR...) | 2025-09-16 14:06:58 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, f5K70j-7T1qdE8RdQP8GZg, oa5e98htSpOozRqx9wftLg

STATUS CHANGE | Agent (KiK-0-RR...) | 2025-09-16 14:07:03 UTC | Status: CLOSED

STATUS CHANGE | Agent (b_XA60eU...) | 2025-09-16 23:00:41 UTC | Status: OPEN

TOPIC CHANGE | Agent (b_XA60eU...) | 2025-09-16 23:00:52 UTC

Added: pBWJnskWSaWmW9N0mYr-1w

EMAIL | Agent (b_XA60eU...) | 2025-09-16 23:00:53 UTC

From: support@halocollar.com
To: heathersenior95@yahoo.com
Subject: Re: Halo Collar: Thank you!

Hello Heather, My name is Thomas, and I want to thank you for sharing your feedback. I read your comments, and I completely understand how important this is for you and your dog's safety. I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. I'm here when you're ready. Your dog's safety always comes first. On Tuesday, September 16, 2025, 10:06 AM support@halocollar.com wrote: > Hello Heather, > > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > > Wishing you and your pup many safe, happy adventures ahead! > Please do not hesitate to contact our customer support. We are here to help! > > With pawsitivity, > Ryan > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need

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

AGENT NOTE | Agent (b_XA60eU...) | 2025-09-16 23:00:57 UTC

Interaction/ Reason For Engagement Summary- Issue/ Need: NPS Negative Survey
Outreach Troubleshooting & Actions Taken: Sent email to the customer to attempt to address their issue/ concern. Offered them to reply or schedule a call Resources Used (provide details) (KB articles, Slack posts, internal tools, etc.): Outreach sheet Next Steps: None

***STATUS CHANGE** | Agent (b_XA60eU...) | 2025-09-16 23:01:53 UTC | Status: CLOSED*

Conversation: 7dt57I3TR3-6MQKeoQkiNA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:06:50 UTC to 2025-09-16 14:11:49 UTC

EMAIL | Agent (YumuZHIE...) | 2025-09-16 14:06:50 UTC

From: support@halocollar.com

To: courtneylj@gmail.com

Subject: Re: Halo Collar- Your Thoughts Matter!

Hi Courtney, Thank you for your response. We appreciate you sharing your feedback regarding the previous issue and would love to assist! To help make up for any plan time you may have missed and the inconvenience caused, I've sent you a \$25 Tremendous gift card. Tremendous is a secure platform that lets you choose how to receive the funds, whether that's a Visa gift card, PayPal, Venmo, or direct deposit. You should receive an email from Tremendous shortly with your redemption details. As always, if you have any questions or need further assistance, please don't hesitate to reach out. You can reply directly to this email or connect with our support team in the Dog Park. We hope this helps, and we wish you a great day! Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Monday, September 15, 2025, 3:27 PM "Courtney Cardinal" wrote: > You must be referring to feedback that I sent in July (?) it is now > September? > The collar has been working since the last time we had it replaced, I am > not sure what you could do to resolve it now. But I will reach out if one > of the collars stops working and I would hope that your team would consider > giving us a discount or complementary service on the subscription when it > is time to renew in October. > > Best, > Courtney > > On Mon, Sep 15, 2025 at 11:46 AM Halo Collar wrote: > > Hello Courtney, > > > My name is Bree, and I want to thank you for sharing your feedback. I read > > your comments*,* and I completely understand how important this is for > > you and your dog's safety. > > > I'd love the chance to help. If you reply to this email, we can work > > together to sort this out. You can also schedule a time > > to speak with our > > Halo Concierge team. > > > I'm here when you're ready. Your dog's safety always comes first. > > > > Best Regards, > > Bree > > Halo Senior Customer Support > > *Halo Collar* | Here for you and your best friend■ > > >

AGENT NOTE | Agent (YumuZHIE...) | 2025-09-16 14:11:47 UTC

Intermediate Notes Issue/ Need: Response to NPS Outreach Previous Steps:(previous interactions) Cx was contacted in regard to Negative NPS feedback Recap/TS: (current interaction) Cx responded advising this was in regard to an issue from July. Noted their wish to receive reimbursement for plan time when they renew in October I reviewed cx's plan which is annual bronze - issued \$25 gc which equates to about 2 months worth of plan time Advised cx that we appreciate the response and have issued a gift card to help with any time they lost out on in addition to the inconvenience. Noted they can always reach out if they have any additional questions or concerns moving forward. Resources: (Articles, Slack Threads, Docs) Admin Portal - issued gc Next Steps: Nothing needed currently. Cx will reach back out if anything is needed in the future.

STATUS CHANGE | Agent (YumuZHIE...) | 2025-09-16 14:11:49 UTC | Status: CLOSED

Conversation: GTftY8LJQ4CCEiE945CK9Q

Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:08:24 UTC to 2025-09-16 14:09:09 UTC

Customer (JFmzl88o...) | 2025-09-16 14:08:24 UTC | halocollar.com

Is there a phone number to call

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

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

Conversation: yPnie819RU2zvNlu_ZGOaQ

Messages: 12 | Customers: 1 | Duration: 2025-09-16 14:08:29 UTC to 2025-09-16 21:05:17 UTC

PHONE_CALL | Customer (8yCO0onu...) | 2025-09-16 14:08:29 UTC

EMAIL | Agent (1SOmeXH2...) | 2025-09-16 14:28:10 UTC

From: support@halocollar.com

To: scjirik@gmail.com

Subject: Halo Support Follow-Up

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

AGENT NOTE | Agent (1SOmeXH2...) | 2025-09-16 14:28:12 UTC

Live Team Notes Serial Numbers: 25h4042132rt FW: v.03.01.02 Issue/ Need: Inconsistent Feedback received on the collar Troubleshooting & Actions Taken: pushed the latest fw update to the collar and guided cx to take the collar out for recalibration Cx would reach back out to us after doing the Hand test Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (1SOmeXH2...) | 2025-09-16 14:28:20 UTC

Added: E4J13GBrQGCEzqHyCu0GA

STATUS CHANGE | Agent (1SOmeXH2...) | 2025-09-16 14:28:21 UTC | Status: CLOSED

STATUS CHANGE | Customer (8yCO0onu...) | 2025-09-16 20:22:57 UTC | Status: OPEN

PHONE_CALL | Customer (8yCO0onu...) | 2025-09-16 20:22:57 UTC

AGENT NOTE | Agent (WoybUALE...) | 2025-09-16 20:55:03 UTC

Live Team Notes Serial Numbers: 25h4042132rt FW: v.03.01.02 PRODBETA Issue/ Need: cx has a collar in a campground and the feedback is inconsistent and happening in the boundaries , Troubleshooting & Actions Taken: we updated the map area for the campground and hard reset the collar with no result, requested screenshots and screen recording to escalate this to the CET. Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

AGENT NOTE | Agent (WoybUALE...) | 2025-09-16 21:05:00 UTC

Manager Request Notes Customer Information Serial Number: 25h4042132rt Firmware Version: v.03.01.02 PRODBETA Order Number: AW-20250605-22619 Why is this being escalated? (What happened?) cx is not happy with escalating this to the CET because he has attempted TS Steps with a prior pro and doesn't want to spend any more time on this and would like to speak to a manager about his frustrations and wants a fast resolution What is the customer requesting? To speak to a manager about this collar not working and wants a fast resolution without escalating to CET as he has worked with us to get this collar working and is not home and needs his collar What has already been done with the

customer? (Previous steps taken?) TS Steps for Tier 1 Guide for indoorfeedback, hard reset and map update Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) PHONE CALL Phone number:+18156682210 Email address: scjirik@hotmail.com Please do not promise a time frame for a response.

TOPIC CHANGE | Agent (WoybUALE...) | 2025-09-16 21:05:08 UTC

Added: y5p26f9RQxiykowWrcyu6Q | Removed: E4J13GBrQGCU EzqHyCu0GA

EMAIL | Agent (WoybUALE...) | 2025-09-16 21:05:12 UTC

From: support@halocollar.com

To: scjirik@gmail.com

Subject: Halo Support Follow Up

Hello Stephen, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Michelle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:28 AM support@halocollar.com wrote: > Hello Stephen, > > Thank you for calling Halo Support today. This is Abdul. It was truly a pleasure speaking with you and learning more about you and your pup. > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > > With pawsitivity, > Abdul > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

STATUS CHANGE | Agent (WoybUALE...) | 2025-09-16 21:05:17 UTC | Status: CLOSED

Conversation: HeaJtG08Q5ObgpbPTvDMrA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:09:06 UTC to 2025-09-16 14:09:10 UTC

PHONE_CALL | Customer (LafmdDTG...) | 2025-09-16 14:09:06 UTC

STATUS CHANGE | Unknown | 2025-09-16 14:09:10 UTC | Status: CLOSED

Conversation: aeQHrsmPSQWtfY9rXVEehA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:09:25 UTC to 2025-09-16 14:09:27 UTC

PHONE_CALL | Customer (CWHPBsxr...) | 2025-09-16 14:09:25 UTC

STATUS CHANGE | Unknown | 2025-09-16 14:09:27 UTC | Status: CLOSED

Conversation: _71SyrSqT4KCmftklVejdA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:09:49 UTC to 2025-09-16 14:26:22 UTC

PHONE_CALL | Customer (vOQnCCE-...) | 2025-09-16 14:09:49 UTC

AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 14:23:38 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Heidi Ashton Email: redtehya@gmail.com Phone Number: 14354660616 Collar SN: 24h3221509rt Collar FW: v.02.08.11 Collar Purchased From: Halo Resources: gladly, a/p Recap/TS: Cx states collar gives indoor feedback. Had cx HR and gps walk collar. Cx cited needing to HR collar often. Issue resolved. Advsd cx to monitor collar activity and reply to email w/ screenshot if issue reoccurs. Next Steps: Snding phone f/u p/r.

EMAIL | Agent (DBqblO4n...) | 2025-09-16 14:26:15 UTC

From: support@halocollar.com

To: redtehya@gmail.com

Subject: Halo Support Follow-Up

Hello Heidi, Thank you for calling Halo Support today. This is Aljerome. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. As discussed, if the issue with Ginger's collar reoccurs, please reply to this email with a screenshot of the app showing where the collar is when the incorrect feedback is received. We can then escalate this to our Tier 2 team for further troubleshooting. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (DBqblO4n...) | 2025-09-16 14:26:21 UTC

Added: E4J13GBrQGCUEzqHyCu0GA

STATUS CHANGE | Agent (DBqblO4n...) | 2025-09-16 14:26:22 UTC | Status: CLOSED

Conversation: mRGtm8y-RPC-4Fp1G8bMgA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:09:58 UTC to 2025-09-16 14:25:24 UTC

PHONE_CALL | Customer (NN2UzhMn...) | 2025-09-16 14:09:58 UTC

EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:24:50 UTC

From: support@halocollar.com

To: mol0898@gmail.com

Subject: WISMO

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

AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 14:24:54 UTC

First and Last Name: Mark Mol Email: ■mol0898@gmail.com Phone Number: 17162390391 Collar SN: 25h4242635rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly RES Recap/TS: The cx is checking on the status of their order. Next Steps: The cx made a mistake. They missed something. Submit as resolved.

TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 14:25:05 UTC

Added: Dbqm9pCrREGVRpAAU0FvIA

STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 14:25:24 UTC | Status: CLOSED

Conversation: wjFDMCLSQGaW2RIa0Q401g

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:10:03 UTC to 2025-09-16 14:39:00 UTC

EMAIL | Customer (7bsGzK_q...) | 2025-09-16 14:10:03 UTC

From: katiewarner825@gmail.com

To: support@halocollar.com

Subject: Re: RMA: AW-20250915-45954 (25h4081808rt) - Warranty Replacement - Please confirm shipping address - sent link & deactivation notice within the Halo App

Hello Michele, My address is 38 Warner Pond Ln, Hebron, CT 06248. Thank you, Katie Warner On Mon, Sep 15, 2025 at 10:17 AM Halo Collar wrote: > Hello Katie, > > Thanks for reaching out to Halo Support! My name is Michele, and I'll be > assisting you. > I submitted your warranty request, and we are preparing your replacement > collar. > > *What to expect next:* > > - You'll* receive an email shortly* with a link to review and confirm > (or update) your address. > - Please open the email on your mobile device and ensure the Halo App > is installed to access the link successfully. > - Once your address is confirmed, we'll move forward with shipping > your replacement. > - *Your address must be confirmed before we can proceed with the > shipping process. * > > *Please discontinue using your current collar immediately, as it will be > deactivated due to a technical issue.* > > Thank you for being part of our Halo Pack! > > With pawsitivity, > Michele > Halo Customer Support > *Halo Collar* | Here for you and your best friend■ > > *Need more help?* > ■*support@halocollar.com* | ■*Halo Help Center* > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > - 9:00 am - 8:00 pm EST *7 days a week* > > *Join Session* to speak with the next available agent > > On Monday, September 15, 2025, 10:17 AM support@halocollar.com wrote: > > Hello Katie, > > My name is Michele and I want to thank you for your email. > > *Please discontinue use of the collar immediately. Your Halo Collar will > be deactivated due to a technical issue.* > > We understand the importance of the collar in keeping your dog safe, and > this decision is made with your pet's well-being as our top priority. > > *Here's what to expect:* > > - Why it's being deactivated: A technical issue was detected that > could impact the collar's performance. > - Why this matters: Using a collar with a known issue could lead to > inconsistent tracking or functionality. Deactivation helps prevent any > false sense of security. > - If you're waiting on a replacement: Your new collar will be shipped > as soon as possible, and we'll send tracking details when it's on the way. > - Order information:* Order Status Dashboard* > > > *Requirements For Replacement Collars:* > > - All replacement requests require shipping address confirmation > - Ensure the Halo App has been downloaded to your phone > - You will receive an email that you will need to open on your phone > - Click the link to confirm your shipping address > > We understand that this can be inconvenient, but safety is our top > priority. > > We appreciate your patience. If you have any questions, please don't > hesitate to reach out. > We're here to help! > > With pawsitivity, > Michele > Halo Customer Support > *Halo Collar* | Here for you and your best friend■ > > *Need more help?* > ■*support@halocollar.com* | ■*Halo Help Center* > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > - 9:00 am - 8:00 pm EST *7 days a week* > > *Join Session* to speak with the next available agent > > On Monday, September 15, 2025, 10:12 AM support@halocollar.com wrote: > > Hello Katie, > > It's good to hear from you again. Thank you so much for your kind note. > We want you to know how much we appreciate you being part of the Halo > family. > > If we can help you in any way in the future, please don't hesitate to let > me know. > We wish you and your pup all the best on your adventures together. > > With pawsitivity, > Michele > Halo Customer Support > *Halo Collar* | Here for you and your best friend■ > > *Need more help?* > ■*support@halocollar.com* | ■*Halo Help Center* > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > - 9:00 am - 8:00 pm EST *7 days a week* > > *Join Session* to speak with the next available agent > > On Monday, September 15, 2025, 9:08 AM "Katie Warner" katiewarner825@gmail.com> wrote: > > Thank you for your help! > > I really appreciate it!! > > -Katie Warner > > On Sep 13, 2025, at 5:22 PM, Halo Collar wrote: > > ■ > Hello Katie, > > Thank you for confirming that information! > > I've gone ahead and submitted the request to have your Strap Adjustment > Kit shipped. This includes the rivets needed to replace the missing one. > > *Here's an update: * > > - Our Orders Team is working diligently to expedite the shipment of > your accessory order as

soon as possible. > - You will receive an email confirmation when it ships. > - We understand the importance of having a fully functioning product, > and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, > don't hesitate to reach out. We're here and happy to help! > > Best Regards, > Emma > Halo Senior Customer Support > *Halo Collar* | Here for you and your best friend■ > > On Friday, September 12, 2025, 11:29 PM "Katie Warner" katiewriter825@gmail.com> wrote: > > Awesome. Thank you. > > Phone: 678-910-6902 > > Address: > 38 Warner Pond Lane > Hebron, CT 06248 > > -Katie Warner > > On Sep 12, 2025, at 3:53 PM, Halo Collar wrote: > > ■ > Hi Katie, > > Thank you for the picture! We do have replacement parts and would be more > than happy to ship them out to you. > > Could you confirm the following information? > > - Phone Number > - Shipping Address > > > As soon as we have those details, we'll get the order created for > shipment! > > Best Regards, > Emma > Halo Senior Customer Support > *Halo Collar* | Here for you and your best friend■ > > On Friday, September 12, 2025, 3:10 PM "Katie Warner" katiewriter825@gmail.com> wrote: > > Hi Emma, > > Thank you for the follow up. > Below is the picture. I need a replacement pin for this collar. > > > > Thank you, > -Katie Warner > > On Sep 12, 2025, at 10:11 AM, Halo Collar wrote: > > ■ > Hello Katie, > > Thank you for reaching back out! > > Could you send a picture of the missing item you need? We'd be more than > happy to help! > > Best Regards, > Emma > Halo Senior Customer Support > *Halo Collar* | Here for you and your best friend■ > > On Friday, September 12, 2025, 10:04 AM "Katie Warner" katiewriter825@gmail.com> wrote: > > Hello! > > Yes, would it be possible to get a replacement pin for my dogs collar > without having to set up a call? > > -Katie Warner > > On Sep 12, 2025, at 8:17 AM, Halo Collar wrote: > > ■ > Hello Katie, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar > Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar > hasn't gone as expected. Thank you for taking the time to share your > feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, > and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us > — whichever is > easier for you. I'm here and ready to help however I can. > > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, > Bree > Halo Senior Customer Support > *Halo Collar* | Here for you and your best friend■ > > > > > > > >

STATUS CHANGE | Customer (7bsGzK_q...) | 2025-09-16 14:10:03 UTC | Status: OPEN

EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:38:57 UTC

From: support@halocollar.com

To: katiewriter825@gmail.com

Subject: Warranty

Hello Katie, My name is Rabindra, and I want to thank you for your email. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:10 AM "Katie Warner" wrote: >

Hello Michele, > > My address is 38 Warner Pond Ln, Hebron, CT 06248. > > Thank you, > Katie Warner > > On Mon, Sep 15, 2025 at 10:17 AM Halo Collar wrote: > > > Hello Katie, > > > Thanks for reaching out to Halo Support! My name is Michele, and I'll be > > assisting you. > > I submitted your warranty request, and we are preparing your replacement > > collar. > > > *What to expect next:* > > > - You'll* receive an email shortly* with a link to review and confirm > > (or update) your address. > > - Please open the email on your mobile device and ensure the Halo App > > is installed to access the link successfully. > > - Once your address is confirmed, we'll move forward with shipping > > your replacement. > > - *Your address must be confirmed before we can proceed with the > > shipping process.* > > > > > *Please discontinue using your current collar immediately, as it will be > > deactivated due to a technical issue.* > > > Thank you for being part of our Halo Pack! > > > With pawsitivity, > > Michele > > Halo Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > *Need more help?* > > > ■*support@halocollar.com* | ■*Halo Help Center* > > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > > > - 9:00 am - 8:00 pm EST *7 days a week* > > > *Join Session* to speak with the next available agent > > > On Monday, September 15, 2025, 10:17 AM support@halocollar.com wrote: > > > Hello Katie, > > > My name is Michele and I want to thank you for your email. > > > *Please discontinue use of the collar immediately. Your Halo Collar will > > be deactivated due to a technical issue.* > > > > > We understand the importance of the collar in keeping your dog safe, and > > this decision is made with your pet's well-being as our top priority. > > > *Here's what to expect:* > > > - Why it's being deactivated: A technical issue was detected that > > could impact the collar's performance. > > - Why this matters: Using a collar with a known issue could lead to > > inconsistent tracking or functionality. Deactivation helps prevent any > > false sense of security. > > - If you're waiting on a replacement: Your new collar will be shipped > > as soon as possible, and we'll send tracking details when it's on the way. > > - Order information:* Order Status Dashboard* > > > > > *Requirements For Replacement Collars:* > > > > > - All replacement requests require shipping address confirmation > > - Ensure the Halo App has been downloaded to your phone > > - You will receive an email that you will need to open on your phone > > - Click the link to confirm your shipping address > > > We understand that this can be inconvenient, but safety is our top > > priority. > > > We appreciate your patience. If you have any questions, please don't > > hesitate to reach out. > > We're here to help! > > > With pawsitivity, > > Michele > > Halo Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > *Need more help?* > > > ■*support@halocollar.com* | ■*Halo Help Center* > > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > > > - 9:00 am - 8:00 pm EST *7 days a week* > > > *Join Session* to speak with the next available agent > > > On Monday, September 15, 2025, 10:12 AM support@halocollar.com wrote: > > > Hello Katie, > > > > > It's good to hear from you again. Thank you so much for your kind note. > > We want you to know how much we appreciate you being part of the Halo > > family. > > > If we can help you in any way in the future, please don't hesitate to let > > me know. > > We wish you and your pup all the best on your adventures together. > > > With pawsitivity, > > Michele > > Halo Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > *Need more help?* > > > ■*support@halocollar.com* | ■*Halo Help Center* > > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > > > - 9:00 am - 8:00 pm EST *7 days a week* > > > *Join Session* to speak with the next available agent > > > On Monday, September 15, 2025, 9:08 AM "Katie Warner" > katiwarn825@gmail.com> wrote: > > > Thank you for your help! > > I really appreciate it!! > > > -Katie Warner > > > On Sep 13, 2025, at 5:22 PM, Halo Collar wrote: > > > ■ > > Hello Katie, > > > Thank you for confirming that information! > > > I've gone ahead and submitted the request to have your Strap Adjustment > > Kit shipped. This includes the rivets needed to replace the missing one. > > > *Here's an update:* > > > > > - Our Orders Team is working diligently to expedite the shipment of > > your accessory order as soon as possible. > > - You will receive an email confirmation when it ships. > > - We understand the importance of having a fully functioning product, > > and we're committed to resolving any issues to your complete satisfaction. > > > > > If you have any questions or need further assistance in the meantime, > > don't hesitate to reach out. We're here and happy to help! > > > Best Regards, > > Emma > > Halo Senior Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > On Friday, September 12, 2025, 11:29 PM "Katie Warner" > katiwarn825@gmail.com> wrote: > > > Awesome. Thank you. > > > Phone: 678-910-6902 > > > Address: > >

STATUS CHANGE | Agent (jAlUuvEy...) | 2025-09-16 14:39:00 UTC | Status: CLOSED

Conversation: BQ9GgxGFTi69SmMkDgmUwQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:10:11 UTC to 2025-09-16 14:45:25 UTC

EMAIL | Customer (i5kLqUf6...) | 2025-09-16 14:10:11 UTC

From: noreply@halocollar.com

To: support@halocollar.com

Subject: How would you rate your experience

How would you rate your most recent experience with Halo Customer Support? Very unsatisfied (

RmTyfkV-2BuxA4LZw13Gn-2FkzTIG2Vu75RGOcYRQtEDIWW4Ps8euWgP-2FAGarSUfu
vRNNE9Qh-2BKbApWu2-2FOQ71DQh2tTx5IgDOGjGgqJq2frjHNqHShGNqA0qh8ayto3o
CUuipoUWev0ZUjJGkNZAnl-2FPIG4nlBy5-2BIXP9sWquzzCSXGvg-2Fv2v1gROWgabE0
MjJ9FwiqveYWodwEK6PTtV-2Bhkn1Hf5-2B2K78LQ8sKTJpAJ7jUqwsWO5oS9UhLIMgY
1LBx81C5HU4rUk-3D) Very satisfied Unsubscribe () - Unsubscribe Preferences ()

TOPIC CHANGE | Agent (sR--y62-...) | 2025-09-16 14:45:21 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 14:45:25 UTC | Status: CLOSED

Conversation: vliGBRD3SSaMvzEkG-I2hg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:10:45 UTC to 2025-09-16 14:11:19 UTC

AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 14:10:45 UTC

Live Team Notes Serial Numbers: 25h4222831rt FW: v.03.00.05 Issue/ Need: This is the cx 6th time needing a replacement collar- upset Was told if he needed another replacement we would send him the blaze orange Strap is missing rivets Troubleshooting & Actions Taken: Cx verified shipping for warranty Ordered the blaze case and strap bc cx was told we could this time Adv I would notate this is a multiple collar situation Order #1660319 Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Gladly notes Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?t=ab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (VM047vR9...) | 2025-09-16 14:11:12 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, zHerDDHSRyKoaFtPZdCcew, TBIYQeeWQ1WYGwJW_fjh2Q, -LmskJFZShWIOOnMJuMqlA

STATUS CHANGE | Agent (VM047vR9...) | 2025-09-16 14:11:19 UTC | Status: CLOSED

Conversation: CxQYrs1KRGek9js7Lkp7JQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:10:49 UTC to 2025-09-16 14:12:56 UTC

AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 14:10:49 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cancel sub and issue refund Recap (When/Where/What the customer wants) Cx wants their sub cancelled and refunded Cx has open return in after ship RMA #O4FOMMJ5 SN'S -25h4306753rt - 25h4304958rt OG order number #1656780 Cancelled sub immediately and refunded the annual payment of \$203.78. Is This Resolved/Follow-Up Required? Resolved - Y If Follow Up Is Required (What/When) Sending cx email that the sub has been cancelled refunded Optional Additional Info:

EMAIL | Agent (FaDnBtgn...) | 2025-09-16 14:12:44 UTC

From: support@halocollar.com

To: kallie.mallory@outlook.com

Subject: Halo Collar Subscription Update

Hello Kallie, Thanks for reaching out to Halo Support! My name is Tiff. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge of \$203.78. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Tiff Halo Senior Customer Support
Halo Collar | Here for you and your best friend■

TOPIC CHANGE | Agent (FaDnBtgn...) | 2025-09-16 14:12:47 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

STATUS CHANGE | Agent (FaDnBtgn...) | 2025-09-16 14:12:56 UTC | Status: CLOSED

Conversation: RIFOjeceTJ2xyanW7-z36Q

Messages: 7 | Customers: 1 | Duration: 2025-09-16 14:11:36 UTC to 2025-09-16 14:30:13 UTC

PHONE_CALL | Customer (M_Uwqboz...) | 2025-09-16 14:11:36 UTC

TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 14:21:27 UTC

Added: majmLeKgRJekuZZECNBxAQ, Z3qy_B6uR8CPWZWZA-uJWg, CF6_882xQ3eGEtbPbwDdWQ

EMAIL | Agent (poWIULpl...) | 2025-09-16 14:21:59 UTC

From: support@halocollar.com

To: farm@middlecreekfarmal.com

Subject: 1. How to Perform a Hard Reset on Your Halo Collar

Hello Denise, Here is the troubleshooting to perform, and if the issues still persist, proceed to send is the System Logs & Diagnostic Files. How to Perform a Hard Reset on Your Halo Collar ■■ Important: Only perform a Hard Reset if your collar is completely unresponsive, whether it's plugged in or not. ■■ Steps to Perform a Hard Reset Plug the collar into the chargerPlace it on a flat surface with the charging cable facing upPress and hold the power button for 60 secondsDo not release earlyYou may feel 3 vibrations and see a red flashing battery light, but continue holding for the full 60 secondsRelease the button and wait 15–20 seconds The collar should restart automatically: The battery light will turn solid green briefly, then start flashing greenThe Paw LED will flash once when the collar turns back onWhat to Expect After a Hard ResetThis will erase all GPS location data saved on the collarYou will need to reinitialize GPS after completing the reset For help with GPS accuracy, read this information: GPS Adjustments If you have any additional questions, please contact Halo Collar Customer Service. We're happy to assist you! With pawitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

EMAIL | Agent (poWIULpl...) | 2025-09-16 14:22:25 UTC

From: support@halocollar.com

To: farm@middlecreekfarmal.com

Subject: 2. Halo Collar Sending Log and Diagnostic Files

Hello Denise, My name is Kenny, and I'm happy to assist you. Here is information on how to send System Logs or Diagnostic Files to Customer Support during troubleshooting. You'll need the following: Your Halo CollarA USB-C charging cable (the one that came with your collar or another USB-C cable)A PC or Mac computer Step-by-Step Instructions: Make sure the collar is turned ONPress the power button onceThe Logo light will start blinkingRecreate or observe the issue (if possible)Try to reproduce the behavior by hand testing the collar Create a new diagnostic file: Press the power button again (a short press)This saves the log to the collar's internal storageConnect the collar to your computer using the USB-C cableTurn the collar OFF to enter low power modePress and hold the power button for 5 secondsThe collar will vibrate three timesRelease the button when vibration endsOpen File Explorer (Windows) or Finder (Mac) on your computerYour computer may show a notification that a new device was connectedIf the collar does not appear, try a Hard Reset:Hold the power button for 60 seconds, then try connecting againOnce connected, the collar will appear as a USB driveOn a PC: likely listed as D: or E:On a Mac: likely listed as "noname"Open the USB driveYou should see folders named:loglogsconfigFWsgeediagsFrom here, follow any instructions from Customer Support on which files or folders to send. How to Send Log and Diag Files to Customer Support:Open the collar's USB drive on your computerLocate and copy the "log" folderPaste or attach this folder to your email reply to Customer SupportThese files are usually small, so you should be able to send the full folderIf needed, just attach the most recent log filesNext, locate and attach the "diags" folderThis folder contains several .json filesAttach it to the same email along with the log folder/filesWhere to Send the Files:If you

already have an open support ticket, reply to that email. If not, send a new email to: support@halocollar.com

Important Notes: If you're submitting files for more than one collar, send them in separate emails. Include the serial number of each collar in the email. Files do not indicate which collar they came from. Once files are attached and sent: Safely eject the collar from your computer. Press the ON button to turn the collar back on and resume use. If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend

■ Need more help? ■ support@halocollar.com | ■ Halo Help Center

■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week. Join Session to speak with the next available agent. On Tuesday, September 16, 2025, 10:21 AM support@halocollar.com wrote: > Hello Denise, > > Here is the troubleshooting to perform, and if the issues still persist, proceed to send the System Logs & Diagnostic Files. > > How to Perform a Hard Reset on Your Halo Collar > > ■ ■ Important: Only perform a Hard Reset if your collar is completely unresponsive, whether it's plugged in or not. ■ ■ > > Steps to Perform a Hard Reset > Plug the collar into the charger. Place it on a flat surface with the charging cable facing up. Press and hold the power button for 60 seconds. Do not release early. You may feel 3 vibrations and see a red flashing battery light, but continue holding for the full 60 seconds. Release the button and wait 15–20 seconds. > The collar should restart automatically: > The battery light will turn solid green briefly, then start flashing green. The Paw LED will flash once when the collar turns back on. What to Expect After a Hard Reset: This will erase all GPS location data saved on the collar. You will need to reinitialize GPS after completing the reset. > For help with GPS accuracy, read this information: GPS Adjustments > > If you have any additional questions, please contact Halo Collar Customer Service. We're happy to assist you! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

EMAIL | Agent (poWIULpl...) | 2025-09-16 14:26:45 UTC

From: support@halocollar.com

To: farm@middlecreekfarmal.com

Subject: Follow Up

Hello Denise, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend

■ Need more help? ■ support@halocollar.com | ■ Halo Help Center

■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week. Join Session to speak with the next available agent. On Tuesday, September 16, 2025, 10:22 AM support@halocollar.com wrote: > Hello Denise, > > My name is Kenny, and I'm happy to assist you. > > Here is information on how to send System Logs or Diagnostic Files to Customer Support during troubleshooting. > > You'll need the following: > Your Halo Collar. A USB-C charging cable (the one that came with your collar or another USB-C cable). A PC or Mac computer. > Step-by-Step Instructions: > Make sure the collar is turned ON. Press the power button once. The Logo light will start blinking. Recreate or observe the issue (if possible). Try to reproduce the behavior by hand testing the collar. > Create a new diagnostic file: > Press the power button again (a short press). This saves the log to the collar's internal storage. Connect the collar to your computer using the USB-C cable. Turn the collar OFF to enter low power mode. Press and hold the power button for 5 seconds. The collar will vibrate three times. Release the button when vibration ends. Open File Explorer (Windows) or Finder (Mac) on your computer. Your computer may show a notification that a new device was connected. If the collar does not appear, try a Hard Reset: Hold the power button for 60 seconds, then try connecting again. Once connected, the collar will appear as a USB drive. On a PC: likely listed as D: or E:. On a Mac: likely listed as "noname". Open the USB drive. You should see folders named: log, logs, config, FWs, geediags. From here, follow any instructions from Customer

Support on which files or folders to send. > > How to Send Log and Diag Files to Customer Support: Open the collar's USB drive on your computer. Locate and copy the "log" folder. Paste or attach this folder to your email reply to Customer Support. These files are usually small, so you should be able to send the full folder. If needed, just attach the most recent log files. Next, locate and attach the "diags" folder. This folder contains several .json files. Attach it to the same email along with the log folder/files. Where to Send the Files: If you already have an open support ticket, reply to that email. If not, send a new email to: support@halocollar.com. Important Notes: If you're submitting files for more than one collar, send them in separate emails. Include the serial number of each collar in the email. Files do not indicate which collar they came from. Once files are attached and sent: Safely eject the collar from your computer. Press the ON button to turn the collar back on and resume use. If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend. > > Need more help? > support@halocollar.com | Halo Help Center > Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 10:21 AM support@halocollar.com wrote: > > > Hello Denise, > > > > Here is the troubleshooting to perform, and if the issues still persist, proceed to send us the System Logs & Diagnostic Files. > > > > How to Perform a Hard Reset on Your Halo Collar > > > > Important: Only perform a Hard Reset if your collar is completely unresponsive, whether it's plugged in or not. > > > > Steps to Perform a Hard Reset > > > > Plug the collar into the charger. Place it on a flat surface with the charging cable facing up. Press and hold the power button for 60 seconds. Do not release early. You may feel 3 vibrations and see a red flashing battery light, but continue holding for the full 60 seconds. Release the button and wait 15–20 seconds > > The collar should restart automatically: > > The battery light will turn solid green briefly, then start flashing green. The Paw LED will flash once when the collar turns back on. What to Expect After a Hard Reset: This will erase all GPS location data saved on the collar. You will need to reinitialize GPS after completing the reset > > For help with GPS accuracy, read this information: GPS Adjustments > > > > If you have any additional questions, please contact Halo Collar Customer Service. We're happy to assist you! > > > > With pawsitivity, > > Kenny > > Halo Customer Support > > Halo Collar | Here for you and your best friend. > > > > Need more help? > > support@halocollar.com | Halo Help Center > > Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 14:30:11 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Denise Kirkpatrick Email: farm@middlecreekfarmal.com Phone Number: +12566794910 Collar SN: 24h4411552rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx's collar not giving feedback when their dog is outside overnight. Cx says the pet pin gets stuck. Email cx "Hard Reset" & "Halo Collar Sending Log and Diagnostic Files" Advised cx that regardless if a hard reset resolves the issue, to still send us the logs & diag files for CET to investigate, as a precaution. Next Steps: Wait for cx to F/U. Once logs & diag files received, escalate to CET.

STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 14:30:13 UTC | Status: CLOSED

Conversation: KUIJbmVFRICJR4nZMy1S_A

Messages: 11 | Customers: 1 | Duration: 2025-09-16 14:11:36 UTC to 2025-09-16 15:27:55 UTC

STATUS CHANGE | Customer (YqBlqp8v...) | 2025-09-16 14:11:36 UTC | Status: OPEN

PHONE_CALL | Customer (YqBlqp8v...) | 2025-09-16 14:11:37 UTC

AGENT NOTE | Agent (qssY5KY8...) | 2025-09-16 14:23:46 UTC

Live Team Notes Serial Numbers: n/a FW: n/a Issue/ Need: Wanted to find out if she returned the Halo 4 and paid for a pack plan annually would she receive whatever she hasn't used back to her, adv cx that we would take a look at it and send over to our billing Troubleshooting & Actions Taken: N/A Resources Used (provide details): AP, Gladly, ZD, ZD Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (qssY5KY8...) | 2025-09-16 14:24:04 UTC

From: support@halocollar.com

To: betsygillis73@gmail.com

Subject: Halo Support Follow Up

Hello Betsy, We hope you and your pup are doing great today! My name is Ashley, and I'm following up on your recent experience with our Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review](#)! Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Ashley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 4:02 PM support@halocollar.com wrote: > Hello Betsy, > > Thank you for calling Halo Support today. This is Able. It was truly a pleasure speaking with you and learning more about you and your pup. > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > > > With pawsitivity, > Able > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

STATUS CHANGE | Agent (qssY5KY8...) | 2025-09-16 14:24:11 UTC | Status: CLOSED

STATUS CHANGE | Customer (YqBlqp8v...) | 2025-09-16 15:17:17 UTC | Status: OPEN

PHONE_CALL | Customer (YqBlqp8v...) | 2025-09-16 15:17:17 UTC

AGENT NOTE | Agent (YC_UAXeV...) | 2025-09-16 15:27:07 UTC

Live Team Notes Serial Numbers: n/a FW: Issue/ Need: Saw an IG ad for free shipping after purchasing, and cx wants to get the free shipping, cx used the halo25 1660318-Order number Troubleshooting & Actions Taken: Reached out to RES, cx already used the free ship code which is halo25 so to speak Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (YC_UAXeV...) | 2025-09-16 15:27:35 UTC

From: support@halocollar.com

To: betsygillis73@gmail.com

Subject: Halo Support Follow Up

Hello Betsy, Thank you for calling Halo Support today. This is Heather O. It was truly a pleasure speaking with you. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:24 AM support@halocollar.com wrote: > Hello Betsy, > > We hope you and your pup are doing great today! > My name is Ashley, and I'm following up on your recent experience with our Customer Support Team. > > We're so glad we could help — and we'd be truly grateful if you'd share your feedback. > Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. > > Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! > If you're up for it, you can leave a quick review here: leave a review! > > Thank you again for being part of the Halo Pack. We're lucky to have you! > > With pawsitivity, > Ashley > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 4:02 PM support@halocollar.com wrote: > > > Hello Betsy, > > > Thank you for calling Halo Support today. This is Able. It was truly a pleasure speaking with you and learning more about you and your pup. > > > I hope I addressed all of your questions and provided the clarity you needed. > > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > > We're always happy to help, whether by phone, email, or through our live support options. > > Thank you for being part of our pack! > > > > With pawsitivity, > > Able > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

TOPIC CHANGE | Agent (YC_UAXeV...) | 2025-09-16 15:27:40 UTC

Removed: NCR2eulFTRyzoCpXePNHpw

STATUS CHANGE | Agent (YC_UAXeV...) | 2025-09-16 15:27:55 UTC | Status: CLOSED

Conversation: 4FIXPEIIR-6g_I1eTvnWeA

Messages: 1 | Customers: 1 | Duration: 2025-09-16 14:11:38 UTC to 2025-09-16 14:11:38 UTC

EMAIL | Customer (OFBpavi1...) | 2025-09-16 14:11:38 UTC

From: mark.houde@me.com

To: support@halocollar.com

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

Sent from my iPhone Mark Houde Cell (480) 466-1875 283 Big Spring RD West Grove PA 19390-9014

Conversation: UxhIZinjR4-OvU3UmQzq2A

Messages: 6 | Customers: 1 | Duration: 2025-09-16 14:12:22 UTC to 2025-09-16 14:21:07 UTC

PHONE_CALL | Customer (Tvtg8lxQ...) | 2025-09-16 14:12:22 UTC

AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 14:19:00 UTC

Live Team Notes Serial Numbers: n/a FW: n/a Issue/ Need: Wism refund Troubleshooting & Actions Taken: Cx said they had called to cancel their plan Said they were told the sub plan will be refunded after it was cancelled Case wasn't escalated to billing Checked with RES, escalate to billing Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP , gladly notes Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 14:20:39 UTC

Billing Team Escalation Notes Affected Serial Number: 24h3330493rt ; 23h3262269rt FW: 1.26.005 Order ID: 1488932 RMA Ticket #: Subscription Start Date: Aug 24, 2024 8:57 PM Reason for Escalation: WISM refund Requested Action: Cx had asked to cancel their sub plan end of last month and was told they will be refunded for the sub plan. He said he hasn't received it yet.

EMAIL | Agent (wIA9Uacl...) | 2025-09-16 14:20:55 UTC

From: support@halocollar.com

To: rcallison1@comcast.net

Subject: Halo Support: Your Request is Under Review

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

TOPIC CHANGE | Agent (wIA9Uacl...) | 2025-09-16 14:21:03 UTC

Added: jHyQ0PKARAKhHUZ_rEmu6w

STATUS CHANGE | Agent (wIA9Uacl...) | 2025-09-16 14:21:07 UTC | Status: CLOSED

Conversation: 3M3IMHFRSV6rVg63ZDHkVQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:12:58 UTC to 2025-09-16 14:20:53 UTC

PHONE_CALL | Customer (NAX64LtF...) | 2025-09-16 14:12:58 UTC

AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 14:19:21 UTC

Live Team Notes Serial Numbers:25h4231498rt [<https://halo-prod-app-admin-frontend.azurewebsites.net/admin/customers-care/collar-details?id=6c73ed38-7be6-4f34-9a57-be0dbb8f5596>] FW:v.03.00.05 Issue/ Need:wismi replacement Troubleshooting & Actions Taken: gave her the delivery date 17/09/2025 393217949425 Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ai-bot, ap Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (gJyogQbb...) | 2025-09-16 14:20:13 UTC

From: support@halocollar.com

To: emlge5c@yahoo.com

Subject: Halo Collar Tracking Information

Hello Emma, Great news! Your Halo Collar for Bear is on its way! It's scheduled to arrive: 17/09/2025 FedEx Tracking Number: 393217949425 You can also monitor it here: Halo Collar Order Status We've packed your items with care, and they'll arrive shortly! If you have any further questions, please don't hesitate to contact us. With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (gJyogQbb...) | 2025-09-16 14:20:33 UTC

Added: yuytZ0lnRc2UDUrYWXc_JQ

STATUS CHANGE | Agent (gJyogQbb...) | 2025-09-16 14:20:53 UTC | Status: CLOSED

Conversation: V5VXSAPHQKix97tt0YpKow

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:13:13 UTC to 2025-09-16 15:27:04 UTC

EMAIL | Customer (pghQa3wD...) | 2025-09-16 14:13:13 UTC

From: hammer_1966@hotmail.com

To: support@halocollar.com

Subject: RE: Manage Your Halo Account

Good morning I recieved a message that there is an issue with my hallo 4 collar and it needs to be replaced and verify my shipping address. My address is 23405 260th Avenue nw warren mn 56762 Sent from my Galaxy ----- Original message ----- From: Halo Team Date: 9/16/25 9:06 AM (GMT-06:00) To: hammer_1966@hotmail.com Subject: Manage Your Halo Account [Halo@] [Halo@] Dear Kevin, Click here to automatically sign into your account: Sign into My Account If you believe you received this email in error, please let our support team know by emailing them at support@halocollar.com. — The Halo Team [Facebook] [Instagram] [TikTok] [YouTube] Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677

AGENT NOTE | Agent (60bX287...) | 2025-09-16 15:25:02 UTC

Live Team Notes Serial Numbers:24h4424041rt FW:03.00.05 Issue/ Need: Warranty replacement for collar(diagnostic issue) Troubleshooting & Actions Taken: Resent link to cx(did not work) Manually accessed account to start warranty Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZE OZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (60bX287...) | 2025-09-16 15:26:19 UTC

From: support@halocollar.com

To: hammer_1966@hotmail.com

Subject: Re: RE: Manage Your Halo Account

Hello Kevin, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Joshua Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:13 AM support@halocollar.com wrote: > Good morning Kevin, > > Thank you for reaching out. To proceed with the replacement of your Halo 4 collar, please check your email inbox, including your spam or junk folders, for a shipping address confirmation email from us. This email will guide you through confirming your address to complete the replacement process. > > If you cannot find the email, please contact our live support team for assistance. They can resend the confirmation email to ensure your replacement collar is shipped to the correct address. > > If you have any further questions, feel free to ask! >

> The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 2:13 PM "kevin hamrick" wrote: > > > Good morning I recieved a message that there is an issue with my hallo 4 collar and it needs to be replaced and verify my shipping address. My address is 23405 260th Avenue nw warren mn 56762 > > > > > > Sent from my Galaxy > > > > > ----- Original message ----- > > From: Halo Team > > Date: 9/16/25 9:06 AM (GMT-06:00) > > To: hammer_1966@hotmail.com > > Subject: Manage Your Halo Account > > > [Halo®] > > [Halo®] > > Dear Kevin, > > Click here to automatically sign into your account: > > Sign into My Account > > If you believe you received this email in error, please let our support team know by emailing them at support@halocollar.com. > > — The Halo Team > > [Facebook] > > [Instagram] > > [TikTok] > > [YouTube] > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 > > > > >

TOPIC CHANGE | Agent (60bX287_...) | 2025-09-16 15:26:59 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, zHerDDHSRyKoaFtPZdCcew

STATUS CHANGE | Agent (60bX287_...) | 2025-09-16 15:27:04 UTC | Status: CLOSED

Conversation: HYP2LXXnRaKYKK4EY6gvSA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:14:30 UTC to 2025-09-16 14:14:35 UTC

EMAIL | Agent (K5Oem0q0...) | 2025-09-16 14:14:30 UTC

From: support@halocollar.com

To: rwjtz81@gmail.com

Subject: Halo Collar Shipping Label

[illegible]

Conversation: 0E812LNvS9Co6_8Gd-jkPA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 14:15:15 UTC to 2025-09-16 14:32:18 UTC

Customer (wVYN1GTW...) | 2025-09-16 14:15:15 UTC | halocollar.com

My collar is not tracking my dog, it shuts off and then reconnects telling me to take it outside. The dog has ran away twice with us unable to track him. The collar starts off working fine and then glitches. He's currently inside and it was telling me he is still outside in the same spot he was 5 minutes ago.

System/AI | 2025-09-16 14:15:31 UTC | halocollar.com

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

EMAIL | Customer (wVYN1GTW...) | 2025-09-16 14:16:51 UTC

From: randidrake81@gmail.com

To: support@halocollar.com

Subject: Log Submission

Sent from my iPhone

EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:31:57 UTC

From: support@halocollar.com

To: randidrake81@gmail.com

Subject: Re: Log Submission

Hello Randi, Thank you for sending in your Halo App logs. We truly appreciate you taking the time to help us get a closer look at what's going on. To better understand the issue and get it into the right hands, please share more info: What specific problem are you noticing? When the issue started? Any error messages or unusual behavior you've seen? Additionally, if you need to update the satellite image on your map, simply send us the address where the update is required, and we'll take care of the rest. Once we have a few more details, we'll get this over to the right team and work on getting things sorted quickly for you and your pup. Thanks again for being part of the Halo Pack! Let us know if you have any questions—we're always here to help. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend! ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:16 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 2:16 PM "randi drake" wrote: > > > > Sent from my iPhone

AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 14:31:58 UTC

First and Last Name: Randi Drake Email: randidrake81@gmail.com Phone Number: Collar SN: 24h4472044rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: Log submission Next Steps: Email the cx the empty log submission macro. Submit as resolved.

STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 14:32:18 UTC | Status: CLOSED

Conversation: KjbINyYRR9W1oQ0dJwXfRA

Messages: 10 | Customers: 1 | Duration: 2025-09-16 14:15:19 UTC to 2025-09-16 15:56:31 UTC

Customer (BbSTJx2B...) | 2025-09-16 14:15:19 UTC | halocollar.com

the building is not correct on my map

System/AI | 2025-09-16 14:15:59 UTC | halocollar.com

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

AGENT NOTE | Agent (vi_2Fjmb...) | 2025-09-16 14:50:44 UTC

Live Team Notes Serial Numbers: 23h3473302rt FW: v. 03.00.05 Applied Issue/ Need: Looking at the map and the picture shows the posts on a house next door that does not exist She does not know how to update the fence either Calling from the computer and looking at the phone Troubleshooting & Actions Taken: Sent the link to the cx on the chat and she sent it to her phone and connected to the meeting, then disconnected from the computer She did not have the option to share the screen, though on her end, apparently, because initially connected via the website and not the App Walker her to update the satellite picture and choose Source 2, but the buildings were still wrong Asked her to change the source until she finds the right one She said that all 5 sources show a structure or building on the bottom left of her property that don't exist She sent a screenshot, the structures at the bottom are like animal buildings but the bottom left corner does not have anything at all The map stil shows blue marks on that are as if there are buildings there which is not not right, it shows a a huge 80x80 shade that they don't have (screenshot edited #2) The structure on the the middle at the bottom is about 10 feet away from the cornfield next to them, which is not theirs, so even if the left part did not exist, she could not put her bottom limit 20feet away from the cornfield Suggested her to still move the fence only on that middle area at least 20 feet away from the little building, then setting up a Beacon there so the dog does not even get to the fence limit, then the rest of the bottom boundary she can adjust it to be a little bit more inside, as long as it is 20 feet away from the structure on the bottom right and bottomo left (while it gets fixed) Confirmed that she has a Beacon to try I am escalating so the matter gets sent to Softeq to update that view and remove the bottom left area that shows blue, where there is nothing I forgot to request the cx a picture of a satellite view from Google Maps and I don't have the address to see it, so they can compare and know how it should look, will ask for it on the follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal How to Update the Satellite Imagery on My Map [<https://support.halocollar.com/hc/en-us/search/click?data=BAh7DjoHaWRsKwgXX70lhgY6D2FjY291bnRfaWRpA5xBkzoJdHlwZUkiDGFydGlibGUGOGZFVDoIdXJsSSJxaHR0cHM6Ly9zdXBwb3J0LmhhbG9jb2xsYXluY29tL2hjL2VuLXVzL2FydGlibGVzLzcxNzI3NDIwMTIOTUtSG93LXRvLVVwZGF0ZS10aGUtU2F0ZWxsaXRILUItYWdlcnktb24tTXktTWFWbJslVDoOc2VhcmNoX2lkSSlpMDUwZTYwZDQtMTJjZS00Yzk1LWEyMjltYTkwOWQzNDY4OTIwBjSlRjoJcmFua2kGOgtsb2NhbGVJIGplbi11cwY7CFQ6CnF1ZXJ5SSINb3V0ZGF0ZWQGOwUOhJyZXN1bHRzX2NvdW50aQk%3D--e1cbc177977ef94ca7060d7d333a5aeb5002cf1>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (vi_2Fjmb...) | 2025-09-16 14:53:57 UTC

From: support@halocollar.com

To: s_jones81@yahoo.com

Subject: Halo Collar: Thank you! - Map Update issue

Hello Sarah, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am sorry that your map

view is not updated. I was going to escalate the matter so we could reach out to get a map update, however, before I do that I would like to request from you a picture of a satellite view from Google Maps or the map that you use, that shows how your property is currently in that area where our maps are showing buildings that don't exist, so they can compare and help with the request for an update. You can reply to this email with the image(s). These are the articles that you can go back to for future reference: How to Update the Satellite Imagery on My Map How to Edit an Existing Fence Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (vi_2Fjmb...) | 2025-09-16 14:54:29 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

STATUS CHANGE | Agent (vi_2Fjmb...) | 2025-09-16 14:55:06 UTC | Status: CLOSED

EMAIL | Customer (BbSTJx2B...) | 2025-09-16 15:22:43 UTC

From: s_jones81@yahoo.com

To: support@halocollar.com

Subject: Re: Halo Collar: Thank you! - Map Update issue

Hi Monica, I'm attaching a screenshot of my fence, and I've outlined existing buildings in RED. Sarah On Tuesday, September 16, 2025 at 09:53:59 AM CDT, Halo Collar wrote: Hello Sarah, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am sorry that your map view is not updated. I was going to escalate the matter so we could reach out to get a map update, however, before I do that I would like to request from you a picture of a satellite view from Google Maps or the map that you use, that shows how your property is currently in that area where our maps are showing buildings that don't exist, so they can compare and help with the request for an update. You can reply to this email with the image(s). These are the articles that you can go back to for future reference:How to Update the Satellite Imagery on My MapHow to Edit an Existing Fence Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead!Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer SupportHalo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Customer (BbSTJx2B...) | 2025-09-16 15:22:43 UTC | Status: OPEN

EMAIL | Agent (vi_2Fjmb...) | 2025-09-16 15:56:28 UTC

From: support@halocollar.com

To: s_jones81@yahoo.com

Subject: Re: Halo Collar: Thank you! - Map Update issue

Thank you, Sarah! That helps, however. Have you noticed that when you look for your address on your phone, such as to get directions or check the weather, using Google Maps, Apple Maps, etc., does it show the buildings as updated in any of those if you changed the view to satellite, or terrestrial, etc? If so, can you please send a screenshot of those views and let me know which service you are using then? With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 11:22 AM "Sarah Fox-Jones" wrote: > Hi Monica, I'm attaching a screenshot of my fence, and I've outlined existing buildings in RED. > Sarah > > > On Tuesday, September 16, 2025 at 09:53:59 AM CDT, Halo Collar wrote: > > Hello Sarah, > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > I am sorry that your map view is not updated. I was going to escalate the matter so we could reach out to get a map update, however, before I do that I would like to request from you a picture of a satellite view from Google Maps or the map that you use, that shows how your property is currently in that area where our maps are showing buildings that don't exist, so they can compare and help with the request for an update. You can reply to this email with the image(s). > These are the articles that you can go back to for future reference:How to Update the Satellite Imagery on My MapHow to Edit an Existing Fence > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > Wishing you and your pup many safe, happy adventures ahead!Please do not hesitate to contact our customer support. We are here to help! > With pawsitivity, > Monica Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

STATUS CHANGE | Agent (vi_2Fjmb...) | 2025-09-16 15:56:31 UTC | Status: CLOSED

Conversation: v7ZpDD8-QTyTsUVGXI-WDg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:16:05 UTC to 2025-09-16 14:17:17 UTC

EMAIL | Agent (-LDMikjl...) | 2025-09-16 14:16:05 UTC

From: support@halocollar.com

To: pulfert0401@gmail.com

Subject: Re: Halo Support: Next Steps In Investigation

Hello Dean, It appears that the image provided is for the Halo 3 collar. Please consult the Collar Orientation article for the proper positioning of the Halo 4. I notice that the collar is indicating the wrong orientation. Kindly review the article and test with the correct orientation to check for any improvements. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 7:30 PM "Dean Pulfer" wrote: > Also, the photo you sent me about the Halo 4 collar position seems wrong. I > have been told the power button should be on the left ear and the prongs > being on the left side of the neck. The picture you sent shows the > opposite. Please advise. > > Timothy Pulfer > (614)600-0596 > > On Sat, Sep 13, 2025, 8:47 PM Dean Pulfer wrote: > > > I have tested several times this evening and the beacon works about 50 > > percent of the time. It really makes me question if the GPS fence is > > working correctly or I just have a really obedient German Shepherd that was > > almost trained to stay in our yard prior to getting this collar because I > > waited until she was almost 6 months old to get it. Please advise. > > > Timothy Pulfer > > (614)600-0596 > > > On Sat, Sep 13, 2025, 4:05 PM Dean Pulfer wrote: > > > > I have done all of the trouble shooting steps you suggested. While having > > the app open the beacon was sending the collar the warning ! And !! > > appropriately. Once I closed the app and cleared it from my background it > > stopped working with the beacon. I don't understand why this would be > > happening. Also, I have heard beeps coming from the collar at random while > > she is sleeping 3 different times. Please advise. > > > > Timothy Pulfer > > (614)600-0596 > > > > On Sat, Sep 13, 2025, 2:52 PM Halo Collar wrote: > > > > > Hello Dean, > > > > > My name is Les, and I'm part of the Collar Evaluation Technical Team. I > > > > understand you're having Bluetooth and LTE connectivity issues with May's > > > > Halo Collar. > > > > > I've checked the diagnostic data and found no reported hardware issues > > > > with the collar. The firmware was updated this morning, which includes > > > > improvements for connectivity. > > > > > Please test the collar for a day or two and inform us if you do not > > > > notice any improvement. > > > > > With pawsitivity, > > > > > Les > > > > > Halo Customer Support > > > > *Halo Collar* | Here for you and your best friend■ > > > > > *Need more help?* > > > > ■*support@halocollar.com* | ■*Halo Help > > > > Center* > > > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > > > > > > > - 9:00 am - 8:00 pm EST *7 days a week* > > > > > > *Join Session* to speak with the next available agent > > > > > > On Saturday, September 13, 2025, 12:26 PM support@halocollar.com wrote: > > > > > Hello Dean, > > > > > My name is Sunella, and I'm sorry your pup is having trouble with their > > > > Halo Collar. I know that can be stressful. > > > > > I've just escalated your case to our Collar Technical Evaluation Team. > > > > They'll investigate the details and email you as soon as they finish their > > > > review. > > > > > *What happens next:* > > > > • Our specialists deep dive into our system > > > > • They'll email you with their findings and clear next steps > > > > • We'll stay with you until everything's working the way it should > > > > > If you have any questions in the meantime, just hit reply. > > > > > We're here for you and your pup every step of the way. > > > > > We'll be in touch as soon as possible! > > > > > With pawsitivity, > > > > > Sunella > > > > > Halo Customer Support > > > > *Halo Collar* | Here for you and your best friend■ > > > > > *Need more help?* > > > > ■*support@halocollar.com* | ■*Halo Help > > > > Center* > > > > > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > > > > > > > - 9:00 am - 8:00 pm EST *7 days a week* > > > > > > *Join Session* to speak with the next available agent > > > > > > On Saturday, September 13, 2025, 2:26 PM support@halocollar.com wrote: > > > > > Hello Dean, > > > > > Thank you for contacting Halo Support. My name is Sunella, and

I'll be > >>> assisting you. > >>> > >>> I understand the importance of your Halo Collar working seamlessly. > >>> *Here are steps to troubleshoot the Bluetooth connection on your collar.* > >>> > >>> 1. Ensure the collar is charging and turned on – Keep the collar on > >>> the charger during testing and allow a few minutes for it to fully > >>> initialize after powering on. > >>> 2. Open the Halo App – Make sure you're attempting to connect the > >>> collar to Bluetooth from the* pet card* > >>> > >>> within the app. The connection should happen automatically. > >>> 3. Stay within Bluetooth range – The collar will only connect to > >>> your phone's Bluetooth when you are actively using the Halo app. Ensure > >>> your phone and collar are within 25-50 feet of each other indoors. > >>> 4. Check for app updates – Visit the app store to confirm that you > >>> have the latest version of the Halo App installed. > >>> 5. Limit active devices – Only one phone or tablet should have the > >>> Halo app open and attempting to connect to the collar at a time. > >>> 6. Reset Bluetooth on your phone – Temporarily turn off Bluetooth > >>> from your phone's device settings (not just the control panel) for about a > >>> minute, then turn it back on and check connectivity within the app. > >>> 7. Verify app permissions – Ensure that the Halo app has Bluetooth > >>> and location permissions enabled while in use.* You can follow these > >>> instructions for iOS and Android.* > >>> > >>> 8. Restart your phone – Once powered back on, check for Bluetooth > >>> connectivity within the Halo app. > >>> 9. Try another device – If possible, attempt to connect the collar > >>> to another phone or tablet with the Halo app installed. > >>> 10. Check collar diagnostics – In the Collar Settings, review the > >>> Bluetooth module status. If you receive a message stating that the > >>> Bluetooth module is not functioning properly, please contact our customer > >>> support team for further assistance. > >>> > >>> Please do not hesitate to* contact our customer support* > >>> . > >>> We are here to help! > >>> > >>> With pawsitivity, > >>> Sunella > >>> Halo Customer Support > >>> *Halo Collar* | Here for you and your best friend■ > >>> > >>> *Need more help?* > >>>

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Hi Dean, My apologies, here is the link to the Collar Orientation article. With pawisitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 8:16 AM support@halocollar.com wrote: > Hello Dean, > > It appears that the image provided is for the Halo 3 collar. > > Please consult the Collar Orientation article for the proper positioning of the Halo 4. I notice that the collar is indicating the wrong orientation. > > Kindly review the article and test with the correct orientation to check for any improvements. > > With pawisitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 7:30 PM "Dean Pulfer" wrote: > > > Also, the photo you sent me about the Halo 4 collar position seems wrong. I > > have been told the power button should be on the left ear and the prongs > > being on the left side of the neck. The picture you sent shows the > > opposite. Please advise. > > > Timothy Pulfer > > (614)600-0596 > > > On Sat, Sep 13, 2025, 8:47 PM Dean Pulfer wrote: > > > > I have tested several times this evening and the beacon works about 50 > > percent of the time. It really makes me question if the GPS fence is > > working correctly or I just have a really obedient German Shepherd that was > > almost trained to stay in our yard prior to getting this collar because I > > waited until she was almost 6 months old to get it. Please advise. > > > > Timothy Pulfer > > > (614)600-0596 > > > > On Sat, Sep 13, 2025, 4:05 PM Dean Pulfer wrote: > > > > > I have done all of the trouble shooting steps you suggested. While having > > > the app open the beacon was sending the collar the warning ! And !! > > > appropriately. Once I closed the app and cleared it from my background it > > > stopped working with the beacon. I don't understand why this would be > > > happening. Also, I have heard beeps coming from the collar at random while > > > she is sleeping 3 different times. Please advise. > > > > > Timothy Pulfer > > > > (614)600-0596 > > > > > On Sat, Sep 13, 2025, 2:52 PM Halo Collar wrote: > > > > > > Hello Dean, > > > > > > My name is Les, and I'm part of the Collar Evaluation Technical Team. I > > > > understand you're having Bluetooth and LTE connectivity issues with May's > > > > Halo Collar. > > > > > > I've checked the diagnostic data and found no reported hardware issues > > > > with the collar. The firmware was updated this morning, which includes > > > > improvements for connectivity. > > > > > > Please test the collar for a day or two and inform us if you do not > > > > notice any improvement. > > > > > > With pawisitivity, > > > > Les > > > > Halo Customer Support > > > > *Halo Collar* | Here for you and your best friend■ > > > > > > *Need more help?* > > > > > > ■*support@halocollar.com* | ■*Halo Help > > > > > > Center* > > > > > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > > > > - 9:00 am - 8:00 pm EST *7 days a week* > > > > > > *Join Session* to speak with the next available agent > > > > > > On Saturday, September 13, 2025, 12:26 PM support@halocollar.com wrote: > > > > > > Hello Dean, > > > > > > My name is Sunella, and I'm sorry your pup is having trouble with their > > > > Halo Collar. I know that can be stressful. > > > > > > I've just escalated your case to our Collar Technical Evaluation Team. > > > > They'll investigate the details and email you as soon as they finish their > > > > review. > > > > > > *What happens next:* > > > > > > • Our specialists deep dive into our system > > > > > > • They'll email you with their findings and clear next steps > > > > > > • We'll stay with you until everything's working the way it should > > > > > > If you have any questions in the meantime, just hit reply. > >

>>> We're here for you and your pup every step of the way. > > >>> > > >>> We'll be in touch as soon as possible! > > >>> > > >>> With pawsitivity, > > >>> Sunella > > >>> Halo Customer Support > > >>> *Halo Collar* | Here for you and your best friend ■ > > >>> > >>> *Need more help?* > > >>> ■*support@halocollar.com* | ■*Halo Help > > >>> Center* > > >>> > > >>> ■*Speak to a live agent face-to-face at our **Dog Park* > > >>> > > >>> > > >>> - 9:00 am - 8:00 pm EST *7 days a week* > > >>> > > >>> *Join Session* to speak with the next available agent > > >>> > > >>> On Saturday, September 13, 2025, 2:26 PM support@halocollar.com wrote: > > >>> > > >>> Hello Dean, > > >>> > > >>> Thank you for contacting Halo Support. My name is Sunella, and I'll be > > >>> assisting you. > > >>> > > >>> I understand the importance of your Halo Collar working seamlessly. > > >>> *Here are steps to troubleshoot the Bluetooth connection on your collar:* > > >>> > > >>> 1. 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If you receive a message stating that the > > >>> Bluetooth module is not functioning properly, please contact our customer > > >>> support team for further assistance. > > >>> > > >>> Please do not hesitate to* contact our customer support* > > >>> . > > >>> We are here to help! > > >>> > > >>> With pawsitivity, > > >>> Sunella > > >>> Halo Customer Support > > >>> *Halo Collar* | Here for you and your best friend ■ > > >>> > > >>> *Need more help?* > > >>> ■*support@halocollar.com* | ■*Halo Help > > >>> Center* > > >>> > > >>> ■*Speak to a live agent face-to-face at our **Dog Park* > > >>> > > >>> > > >>> - 9:00 am - 8:00 pm EST *7 days a week* > > >>> > > >>> *Join Session* to speak with the next available agent > > >>> > > >>> On Saturday, September 13, 2025, 2:25 PM support@halocollar.com wrote: > > >>> > > >>> Hello Dean, > > >>> > > >>> Thank you for reaching out to the Halo Support Team. 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On Saturday, September 13, 2025, 6:17 PM "Dean Pulfer" > > >>
pulfert0401@gmail.com> wrote: > > >> > > >> > > >> > > >> Timothy Pulfer > > >>
(614)600-0596 > > >> > > >> > > >> > > >> > > >> > > >> > > >>

Conversation: JG-b3OQxTjmMv0G3NOVhtw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:16:14 UTC to 2025-09-16 16:16:58 UTC

Customer (Rz8PKkTT...) | 2025-09-16 14:16:14 UTC | halocollar.com

hi I would like to return my two collars I ordered

System/AI | 2025-09-16 14:16:41 UTC | halocollar.com

Hi there! You can return your Halo Collars within 90 days of purchase if they were bought directly from our website and are not damaged or broken. You'll need a Return Merchandise Authorization (RMA) before sending them back. To get started, just visit our returns page and submit a return request. Please note, there's a \$25 return fee, and original shipping costs are non-refundable. Once your return is approved, we'll send you a prepaid shipping label. If you have any questions or need more help, feel free to reach out to our support team!

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

Conversation: fAhUzK-XSq-KvZnERAcmsg

Messages: 12 | Customers: 1 | Duration: 2025-09-16 14:16:31 UTC to 2025-09-16 18:21:10 UTC

EMAIL | Customer (XgopBES4...) | 2025-09-16 14:16:31 UTC

From: clint.harrison@outlook.com

To: support@halocollar.com

Subject: Re: Still have your old Halo Collar?

I got the new collar and it has been swapped. Today I noticed that troop collar is only saying it has 15 hours of battery at 100% charge. Diesel is at 17 hours. I need these to last 24 hours. Can you see why they are not 24+ hours at 100% charge ?

From: support@halocollar.com on behalf of Halo Collar Sent: Thursday, September 11, 2025 9:56 AM To: clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hi again, Jeremy. Sounds great! We look forward to the new unit getting to you. Wishing you and your pups a great day! Best Regards, Emma Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Thursday, September 11, 2025, 10:55 AM "Clint Harrison" wrote: Perfect, ty for clarifying. I will get the collars swapped and shipped back to you. I will plug it in to charge and update firmware for 24 hours before I use it. I appreciate the fast response.

From: support@halocollar.com on behalf of Halo Collar Sent: Thursday, September 11, 2025 9:52 AM To: clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hello Jeremy, I apologize for any confusion! It seemed from your last email that you wanted to change your membership to only allow for 2 collars to be active at the same time. If you're using all three collars for three separate pets, I would recommend keeping the membership set to 3 collars! Your replacement is on its way, so you will have a total of 3 collars. Hopefully that clears things up. If not, I'd be more than happy to give you a call and explain further! It sounds like keeping things the way they are would be the best for now. Let me know if you have any other questions or concerns. I'm happy to help! Best Regards, Emma Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Thursday, September 11, 2025, 10:36 AM "Clint Harrison" wrote: I should cancel my 3rd collar membership even though you are shipping me my 3rd collar? Do I have to start over my membership now and lose my sub I paid for? I assumed I would just add the new collar to my account like I have the last 9-10 times the collar has been replaced. Please let me know if maybe we are just miscommunicating and I should not deactivate my membership.

From: support@halocollar.com on behalf of Halo Collar Sent: Wednesday, September 10, 2025 4:12 PM To: clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hello Jeremy, Thank you for reaching back out! Follow the steps below to change your membership to allow for only 2 collars rather than 3 collars. * Adding or Removing Collars from Membership Plan I've also added the tracking details for the replacement arriving soon! Tracking: 393037265587 Estimated Arrival: Friday, 9/12/25 before 8:00 PM If there's anything else I can help with, please let me know! Best Regards, Emma Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Wednesday, September 10, 2025, 4:34 PM "Clint Harrison" wrote: I'm glad you did. The charger I ordered won't fit my collar, and one of my collars is faulty, which Halo deactivated. I still have 3 subs, though with 2 collars. Can you let me know the status of a replacement? I have a dog without a collar, and I want to resolve that quickly.

From: support@halocollar.com on behalf of Halo Collar Sent: Wednesday, September 3, 2025 8:30 AM To: clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hello Jeremy, Thank you for confirming your shipping address. I've gone ahead and arranged to send you both a charging kit and the small metal prongs you requested. Your order number is 1654521. We appreciate your patience and are glad we could get this set up before your trip. Please don't hesitate to reach out if there's anything else we can do for you. Safe travels, and thank you again for being part of the Halo family . Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 2, 2025, 4:01 PM "Clint Harrison" wrote: Thanks, can I also get a set of the small metal prongs? Jeremy Harrison 23 joseph cv, jackson, tn 38305. I go out of town

Thursday so I placed an order for a charger and block yesterday (details below). If you can cover that or just send me another charger is fine also, better to have a spare just in case. Receipt from Halo Collar Receipt #1616-2980 Amount paid \$49.36 Date paid Sep 1, 2025, 8:13:35 AM Payment method [Mastercard] - - Apple Pay Summary Halo Collar - Order 1653513 \$49.36 Amount paid \$49.36 _____ From: support@halocollar.com on behalf of Halo Collar Sent: Tuesday, September 2, 2025 1:43 PM To: clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hello Jeremy, Thank you for reaching out and sharing your feedback. We're so sorry to hear about the stressful experience with your previous dog ■. Your suggestion about receiving alerts when a collar goes offline is very valuable, and we'll be sure to share it with our team as we continue improving the system. Regarding your charging kit, we're happy to send a full set (block, cord, and charger) for your third collar. Please confirm your full shipping address, and we'll get it sent out as soon as possible. Thank you again for your feedback and patience—we truly appreciate it. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Friday, August 29, 2025, 3:55 PM "Clint Harrison" wrote: I have a new dog, my last one died, I would like to suggest if a collar goes "offline" please alert the owner the same as the pet is out of boundary, if they are inside the fence and offline and not hear a building it is an emergency. My dog got stuck under the ground and the collar just said offline and last known location for 12 hours. I never got an alert. I also need a charger for my 3rd collar as the spare now has to be a primary collar. Can you send me a charger or do I need to order? Last time I did not get the charging block, I need all 3 parts, Block, cord, halo charger.

_____ From: support@halocollar.com on behalf of Halo Collar Sent: Wednesday, July 9, 2025 4:17 PM To: clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hello Jeremy, Thanks so much for the update. We appreciate you letting us know. If you have any questions or need anything else in the meantime, we're always here to help. Thanks for being part of the Halo Pack! Best Regards, Meg Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Wednesday, July 9, 2025, 5:14 PM "Clint Harrison" wrote: I have sent them all back. I think we have traded about 10 back and forth. The last time I sent 2 in 1 package and 1 in another package. _____ From:

support@halocollar.com on behalf of Halo Collar Sent: Wednesday, July 9, 2025 12:03 PM To: clint.harrison@outlook.com Subject: Still have your old Halo Collar? Hello, I'm Katie from the Halo Support Team—just checking in about your old Halo Collar. We haven't received it back yet, and we want to make the return process as easy as possible for you. Returning your collar helps us recycle responsibly; it's a small step that makes a big impact.■■■■■If you've lost the pre-paid return label, no problem! * Just reply to this email that you need a label * We'll email you a new one * Then drop the collar at your nearest FedEx Thanks for being part of the Pack, -Katie Mueller Halo Customer Support Agent Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park * 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:15:44 UTC

From: support@halocollar.com

To: clint.harrison@outlook.com

Subject: Re: Still have your old Halo Collar?

Hello Jeremy, Thank you for the update and for letting us know about the battery levels on Troop and Diesel's collars. A few factors can affect the estimated battery life displayed, including signal strength, GPS usage, and environmental conditions. While the collars are designed to last up to 24 hours on a full charge under ideal conditions, heavy GPS activity or limited connectivity can sometimes cause the estimated hours to show slightly lower than 24. We recommend fully charging the collars overnight and then monitoring them during a typical day of use to see if the battery life stabilizes closer to the full 24 hours. If the battery life continues to fall short, we can further investigate to ensure the collars are performing as expected. Please let us know how they perform after a full charge, and we'll make sure to provide any additional support needed. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 10:16 AM "Clint Harrison" wrote: > I got the new collar and it has

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

Added: 161qN1d9QVGaaHtAY3Spsw

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:16:03 UTC | Status: CLOSED

EMAIL | Customer (XgopBES4...) | 2025-09-16 16:34:59 UTC

From: clint.harrison@outlook.com

To: support@halocollar.com

Subject: Re: Still have your old Halo Collar?

This was immediately after a full charge. Since then, Troop now reports 16 hours, and when I emailed you earlier, it was at 15. Maybe it is calculating based on usage live. Since you mentioned battery life related to WIFI, I am considering installing repeaters and additional access points across my property, possibly using solar panels. How far can a Halo collar broadcast its signal on mostly open ground? Is there any sort of extended battery or low power mode options available as well? I have 1 dog that if the collar battery dies he will run straight for the road since he seems to love cars as much as he does horses SMH lol. _____ From: support@halocollar.com

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STATUS CHANGE | Customer (XgopBES4...) | 2025-09-16 16:34:59 UTC | Status: OPEN

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:48:16 UTC

From: support@halocollar.com

To: clint.harrison@outlook.com

Subject: Re: Still have your old Halo Collar?

Hello Jeremy, Thank you for the update and for sharing more details about Troop's battery readings. You're correct—the battery estimate can fluctuate based on live usage, GPS activity, and connectivity. Regarding coverage, on mostly open ground with minimal obstructions, the Halo Collar can typically maintain a strong signal across several hundred feet from the base station or Wi-Fi access points. Installing additional access points or repeaters—especially solar-powered ones—can definitely help maintain consistent connectivity across a larger property, particularly in areas where signal may otherwise drop. Currently, the collars do not have an extended battery or dedicated low-power mode, so regular charging is important. For dogs who may bolt if the collar loses power, we recommend always monitoring and using overlapping coverage zones where possible to give you extra buffer in case the collar loses connection. We understand how much peace of mind matters, especially with a dog like yours who's so curious about cars and horses! Please let us know if you'd like guidance on optimizing your Wi-Fi setup for maximum

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To: support@halocollar.com

Subject: Re: Still have your old Halo Collar?

Great, thank you! Yes, any input you have on the best way to provide WIFI coverage is appreciated. I believe I use 2.4GHz on a default channel, and there are no neighbors nearby with conflicting devices. Troop still says 15 hours, so I think that was based only on GPS, and since it's on Wi-Fi, it's actually much longer, which is great. I will keep an eye on it.

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From: support@halocollar.com on behalf of Halo Collar Sent: Wednesday, September 10, 2025 4:12 PM To: clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hello Jeremy, Thank you for reaching back out! Follow the steps below to change your membership to allow for only 2 collars rather than 3 collars. * Adding or Removing Collars from Membership Plan I've also added the tracking details for the replacement arriving soon! Tracking: 393037265587 Estimated Arrival: Friday, 9/12/25 before 8:00 PM If there's anything else I can help with, please let me know! Best Regards, Emma Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Wednesday, September 10, 2025, 4:34 PM "Clint Harrison" wrote: I'm glad you did. The charger I ordered won't fit my collar, and one of my collars is faulty, which Halo deactivated. I still have 3 subs, though with 2 collars. Can you let me know the status of a replacement? I have a dog without a collar, and I want to resolve that quickly.

From: support@halocollar.com on behalf of Halo Collar Sent: Wednesday, September 3, 2025 8:30 AM To: clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hello Jeremy, Thank you for confirming your shipping address. I've gone ahead and arranged to send you both a charging kit and the small metal prongs you requested. Your order number is 1654521. We appreciate your patience and are glad we could get this set up before your trip. Please don't hesitate to reach out if there's anything else we can do for you. Safe travels, and thank you again for being part of the Halo family . Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 2, 2025, 4:01 PM "Clint Harrison" wrote: Thanks, can I also get a set of the small metal prongs? Jeremy Harrison 23 Joseph Cv, Jackson, TN 38305. I go out of town Thursday so I placed an order for a charger and block yesterday (details below). If you can cover that or just send me another charger is fine also, better to have a spare just in case. Receipt from Halo Collar Receipt #1616-2980 Amount paid \$49.36 Date paid Sep 1, 2025, 8:13:35 AM Payment method [Mastercard] - - Apple Pay Summary Halo Collar - Order 1653513 \$49.36 Amount paid \$49.36

From: support@halocollar.com on behalf of Halo Collar Sent: Tuesday, September 2, 2025 1:43 PM To: clint.harrison@outlook.com Subject: Re: Still have your old Halo Collar? Hello Jeremy, Thank you for reaching out and sharing your feedback. We're so sorry to hear about the stressful experience with your previous dog ■. Your suggestion about receiving alerts when a collar goes offline is very valuable, and we'll be sure to share it with our team as we continue improving the system. Regarding your charging kit, we're happy to send a full set (block, cord, and charger) for your third collar. Please confirm your full shipping address, and we'll get it sent out as soon as possible. Thank you again for your feedback and patience—we truly appreciate it. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Friday, August 29, 2025, 3:55 PM "Clint Harrison" wrote: I have a new dog, my last one died, I would like to suggest if a collar goes "offline" please alert the owner the same as the pet is out of boundary, if they are inside the fence and offline and not hear a building it is an emergency. My dog got stuck under the ground and the collar just said offline and last known location for 12 hours. I never got an alert. I also need a charger for my 3rd collar as the spare now has to be a primary collar. Can you send me a charger or do I need to order? Last time I did not get

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STATUS CHANGE | Customer (XgopBES4...) | 2025-09-16 18:02:59 UTC | Status: OPEN

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:21:08 UTC

From: support@halocollar.com

To: clint.harrison@outlook.com

Subject: Re: Still have your old Halo Collar?

Hello Jeremy, You're very welcome, and I'm glad to hear Troop's battery is lasting longer on Wi-Fi—that's a great sign. For the best Wi-Fi coverage, we recommend ensuring your router is set to 2.4GHz (as you mentioned) since it provides the widest range. If your property is large or has areas where the signal drops, adding Wi-Fi range extenders or mesh network nodes can help provide consistent coverage throughout. It sounds like you're on the right track. Please do keep monitoring and let us know if you see any further inconsistencies—we're here to help. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 2:02 PM "Clint Harrison" wrote: > Great, thank you! Yes, any input you have on the best way to provide WIFI coverage is appreciated. I believe I use 2.4GHz on a default channel, and there are no neighbors nearby with conflicting devices. Troop still says 15 hours, so I think that was based only on GPS, and since it's on Wi-Fi, it's actually much longer, which is great. I will keep an eye on it. > From:

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Conversation: p5RGS6mVTsyxfY4JJ9Bi-Q

Messages: 8 | Customers: 1 | Duration: 2025-09-16 14:17:21 UTC to 2025-09-16 14:44:49 UTC

PHONE_CALL | Customer (64yGSBo8...) | 2025-09-16 14:17:21 UTC

AGENT NOTE | Agent (YC_UAXeV...) | 2025-09-16 14:36:22 UTC

Live Team Notes Serial Numbers:24h4502584rt FW:v.03.00.05 Issue/ Need: GPS isn't working-not tracking her all the time, cloud disruption, right now it appears to be working, but yesterday it wasn't working Troubleshooting & Actions Taken: ask about orientation, going to the GPS adjust, antenna issue when looking at the GPS levels, so adjust the antenna. Showing active feedback again. Cloud connection lost, re-connecting. Collar is falling down. ARF slider Cx asked about their carport, GPS goes weird there-check levels, orientation may change it, beacon last resort Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name:Cara Coffelt Email:cacoffelt@gmail.com Phone number:18123061875 Collar SN:24h4502584rt Collar Model:H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 1333 North Parklane Drive City: Boonville State: Indiana Postal code:47601 Country: US What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! Slider-orchid pink For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

EMAIL | Agent (YC_UAXeV...) | 2025-09-16 14:36:32 UTC

From: support@halocollar.com

To: cacoffelt@gmail.com

Subject: Halo Support Follow Up

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

TOPIC CHANGE | Agent (YC_UAXeV...) | 2025-09-16 14:36:40 UTC

Added: -LmskJFZShWIO0nMJuMqlA

STATUS CHANGE | Agent (YC_UAXeV...) | 2025-09-16 14:36:45 UTC | Status: CLOSED

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 14:41:39 UTC | Status: OPEN

EMAIL | Agent (sR--y62-...) | 2025-09-16 14:44:48 UTC

From: support@halocollar.com

To: cacoffelt@gmail.com

Subject: Re: Halo Support Follow Up

Hello Cara, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for an orchid strap slider has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your

best friend■ On Tuesday, September 16, 2025, 10:36 AM support@halocollar.com wrote:
> Hello Cara, > > Thank you for calling Halo Support today. This is Heather O. It was truly
a pleasure speaking with you and learning more about you and your pup. > > How to take
a screen recording and send to customer service > > I hope I addressed all of your
questions and provided the clarity you needed. > If anything remains unclear or if new
questions arise, please don't hesitate to reach out. > > We're always happy to help,
whether by phone, email, or through our live support options. > Thank you for being part of
our pack! > > > With pawsitivity, > Heather O > Halo Customer Support > Halo Collar |
Here for you and your best friend■ > > Need more help? > ■support@halocollar.com |
■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00
pm EST 7 days a week > Join Session to speak with the next available agent

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 14:44:49 UTC | Status: CLOSED

Conversation: aPXlaY0sSLml444Eq68yeA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:17:32 UTC to 2025-09-16 14:18:36 UTC

AGENT NOTE | Agent (FaDnBtgn...) | 2025-09-16 14:17:32 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx needs a return label Recap (When/Where/What the customer wants) Cx needs a return label for collar that was replaced under warranty Cx lost the OG label that came with the replacement collar Warranty I.D AW-20250724-35127 SN 25h4141061rt [<https://halo-prod-app-admin-frontend.azurewebsites.net/admin/customers-care/collar-details?id=f0185724-51fd-4b9b-9971-c2736716a6ea>] Created cx another return label Tracking I.D 791941976052 [<https://www.fedex.com/apps/fedextrack/?action=track&tracknumbers;=791941976052>] Is This Resolved/Follow-Up Required? Resolved - Y If Follow Up Is Required (What/When) Sending cx email with return label Optional Additional Info:

EMAIL | Agent (FaDnBtgn...) | 2025-09-16 14:18:23 UTC

From: support@halocollar.com

To: travisoleary1@gmail.com

Subject: Halo Collar Return Label

Hello Travis, My name is Tiff, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 09/30/2025, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Tiff Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Monday, September 15, 2025, 3:58 PM support@halocollar.com wrote: > Hello Travis, > > My name is Quinn, and I'm with the Collar Evaluation Technical Team. > I understand you are experiencing LED issues with Norm's Halo Collar (25h4200783rt). > > Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. > > To proceed with the replacement, follow these steps: > Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call. You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent > We're committed to making this right for you and ensuring your pup stays safe and protected. > Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. > > This is a requirement and can't be bypassed. > If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. > > With pawsitivity, > Quinn > Halo Customer Support > Halo Collar | Here for you and your best friend

> > Need more help? > support@halocollar.com | Halo Help Center > Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 4:15 PM support@halocollar.com wrote: > > > Hello Travis, > > > My name is Taylor, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > > What happens next: > > • Our specialists deep dive into our system > > • They'll email you with their findings and clear next steps > > • We'll stay with you until everything's working the way it should > > > If you have any questions in the meantime, just hit reply. > > We're here for you and your pup every step of the way. > > > We'll be in touch as soon as possible! > > > With pawsitivity, > > Taylor > > Halo Customer Support > > Halo Collar | Here for you and your best friend

> > > Need more help? > > support@halocollar.com | Halo Help Center > > Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Monday, September 15, 2025, 3:14 PM support@halocollar.com wrote: > > > > Hello Travis, > > > > My name is Taylor, and I would like to thank you for your patience while we processed your order request. > > >

> > I'm happy to let you know that your order for Halo Collar Case has been successfully set up and will be shipping out shortly. > > > You can expect your order to arrive within roughly 3-5 business days You will receive an email confirmation when the order ships You can check the status of your shipment: Halo Collar Order Status > > > If you have any questions in the meantime, just reply to this email. > > > We're always here to help. > > > With pawsitivity, > > > Taylor > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend ■ > > > > > Need more help? > > > ■support@halocollar.com | ■Halo Help Center > > > ■Speak to a live agent face-to-face at our Dog Park > > > 9:00 am - 8:00 pm EST 7 days a week > > > Join Session to speak with the next available agent > > >

STATUS CHANGE | Agent (FaDnBtgn...) | 2025-09-16 14:18:36 UTC | Status: CLOSED

Conversation: 7s7A18JSQFOQEQoGus-vfA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:18:05 UTC to 2025-09-16 15:24:01 UTC

Customer (0fm9q9vX...) | 2025-09-16 14:18:05 UTC | halocollar.com

My dogs collar isn't connecting to the satellite or saying it's signal is low when my other collar is saying it's fine. The blue paw print is also lit up and we have tried to reset, let it die completely and reconnected to wifi

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

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

EMAIL | Agent (vayOmd0l...) | 2025-09-16 15:23:52 UTC

From: support@halocollar.com

To: sassy.kassy@yahoo.com

Subject: Halo Collar GPS Troubleshooting

Hello Kassondra, Thank you for reaching out to Halo Support. We're sorry to hear you're having trouble with GPS. We know how important accurate tracking is for your pup's safety — and your peace of mind. We're here to help. Here are some quick tips to optimize your collar's GPS: The Halo Collar collects data from GPS satellites, known as ephemeris data. This data includes satellite location and timing to improve GPS accuracy over time. In some situations, your collar may need to resync with satellites to get an accurate reading. This can happen when: You first take your collar out of the box A new collar update has just been installed The collar has been turned off for a long time (we recommend keeping it powered on) If your collar needs to re-sync (we call this GPS Initialization), you'll see: The GPS light is blinking red once every 3 seconds A notification in the Halo App letting you know it's time to initialize the GPS You will see the following on your Pet Card: To get your collar's GPS back on track: Take the collar outside to an open area (Avoid heavy tree cover or tall buildings) Keep it outside until the GPS light blinks blue. This means it has a strong satellite connection It may take 1–2 minutes, but sometimes longer. For best results: Walk around with the collar while it syncs Slightly shake it as you move — this helps the motion sensors send location updates Open the My Map screen to watch the Pet Pin adjust in real time Don't worry — even if the collar is just sitting still, it can still re-sync. But walking helps confirm when it's ready to go. Once the blue light is blinking, GPS is calibrated and your collar is ready for use. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (vayOmd0l...) | 2025-09-16 15:24:00 UTC

Added: [yUdj74HoRguBsTQ2B0ZktA](#)

STATUS CHANGE | Agent (vayOmd0l...) | 2025-09-16 15:24:01 UTC | Status: CLOSED

Conversation: C47Cj4vjSaunABzbeldYqq

Messages: 1 | Customers: 1 | Duration: 2025-09-16 14:18:06 UTC to 2025-09-16 14:18:06 UTC

EMAIL | Customer (VCA1kc_y...) | 2025-09-16 14:18:06 UTC

From: kuchelc@gmail.com

To: support@halocollar.com

Subject: Re: Reminder: urgent malfunction detected

4 more days have passed and ike is roaming the montana countryside naked! The email i got 4 days ago indicated that his collar would be on the way SOON. We live among several cattle producers and they get nervous and trigger happy when a neighbors dog ■ is running loose among the cows. PLEASE expedite the shipment. On Fri, Sep 12, 2025, 5:48 AM Halo Collar wrote: > Craig, > > I have confirmed the shipping address for you on my end, and everything > looks good. Your collar will ship out as soon as possible, and you'll > receive tracking information by email once it's on the way. > > Thank you for your patience. > > Best Regards, > Shari > Halo Senior Customer Support > *Halo Collar* | Here for you and your best friend■ > > On Thursday, September 11, 2025, 4:47 PM "Craig Kuchel" > wrote: > > Code 281045 > > Address: > Craig Kuchel > 90 Slack Ln > > Florence, MT > > 59833 > > > On Thu, Sep 11, 2025, 2:11 PM Halo Collar wrote: > >> Hello Craig, >>> Thank you for reaching out to Halo Support. My name is Angelina, and >>> I'll be assisting you. I'm sorry there have been issues confirming your >> address for the warranty to be sent. >>> We've just sent you a separate email with a 24-hour access code that >> allows us to securely view your account and I can confirm the address for >> you. >>> Please reply to this email letting me know the collar is not on the pet >> right now, your physical address, and the pass code to access your account. >> I'm so sorry for the inconvenience. >>> *Next Steps:* >>> - Locate the email from the Halo Team >> - Reply to this message with the access code. >>> We look forward to hearing from you. >> Please do not hesitate to let us know if you have any questions. We are >> here to help. >>> With pawsitivity, >> Angelina >> Halo Customer Support >> *Halo Collar* | Here for you and your best friend■ >>> *Need more help?* >>> ■*support@halocollar.com* | ■*Halo Help >> Center* >>> ■*Speak to a live agent face-to-face at our **Dog Park* >>> - 9:00 am - 8:00 pm EST *7 days a week* >>> *Join Session* to speak with the next available agent >>> On Thursday, September 11, 2025, 4:07 PM "Craig Kuchel" > kuchelc@gmail.com> wrote: >>> I am being asked for the 4th time to confirm my address so a replacement >> collar can be sent. What's going on? I need my collar NOW! >>> On Thu, Sep 11, 2025, 10:52 AM The Halo Team > thehaloteam@member.halocollar.com> wrote: >>> > You're eligible for a free warranty replacement Halo Collar >>> [image: Halo@] >>> > Craig Kuchel Silver >>> Member since 2024 >>> >>> Hi Craig, >>> >>> >>> >>> This is an urgent reminder that we've detected a critical issue with >> your >> Halo Collar (Serial Number: 25h4123719rt) and would like to send you a >> *free >> replacement* collar. >>> >>> >>> *For your dog's safety, please do not use the collar.* >>> >>> >>> Under our warranty program, you are eligible for a free replacement. >> *Please >> confirm your shipping address *to receive your new collar as quickly as >> possible. >> *Confirm Shipping Address* >>> >>> *Confirm Shipping Address* >>> >>> Once your address is confirmed, we will ship your replacement collar. >> You >> will receive further instructions on how to return your original collar >> with the replacement. >>> >>> >>> >>> All warranty replacements are subject to our Warranty Policy >>> >>> . >>> >>> >>> If you have any questions or concerns, please contact our Customer >> Support >> team in the Halo Dog Park >>> >>> . >>> >>> *— The Halo Team* >>> >>> >>> *Note: Halo will never ask you for your password. If you suspect fraud >> please contact us directly for assistance. * >>> [image: Facebook] >>> >>> [image: Instagram] >>> >>> [image: TikTok] >>> >>> [image: YouTube] >>> >>> >>> Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite >>> 340 | Woodcliff Lake, NJ 07677 >>> >>> >>> No longer want to receive these emails? Unsubscribe >>> >>> . >>> >>> >>>

Conversation: wA_UhnPCQyaV1FCd4SRsSa

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:19:50 UTC to 2025-09-16 14:30:58 UTC

PHONE_CALL | Customer (zVzgVZPa...) | 2025-09-16 14:19:50 UTC

AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 14:27:16 UTC

First and Last Name: Jackie Hughes Email: jackie319@hotmail.com Collar SN: 25h4242443rt, 25h4260175rt Collar FW: NA Resources: AP Answers Recap/TS: WISMO-Refund Next Steps Esc to billing for refund inquiry

EMAIL | Agent (t75aKvM6...) | 2025-09-16 14:27:33 UTC

From: support@halocollar.com

To: jackie319@hotmail.com

Subject: Halo Support: Your Request is Under Review

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

AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 14:30:48 UTC

Billing Team Escalation Notes Affected Serial Number: 25h4242443rt, 25h4260175rt FW: NA Order ID: NA RMA Ticket #: BE3WTP8W Subscription Start Date: Jul 8, 2025 12:26 PM Reason for Escalation: WISMO - Refund Requested Action: CX requesting timeline for refund if available? CX has already been given the standard response.

TOPIC CHANGE | Agent (t75aKvM6...) | 2025-09-16 14:30:58 UTC

Added: jHyQ0PKARAKhHUZ_rEmu6w

Conversation: mGAFn1yHQ7aKLFrHO0GBsg

Messages: 15 | Customers: 1 | Duration: 2025-09-16 14:21:23 UTC to 2025-09-16 15:07:34 UTC

Customer (7jHI2oIU...) | 2025-09-16 14:21:23 UTC | halocollar.com

I don't want my collars anymore they have stopped working and it's a hassle

System/AI | 2025-09-16 14:21:49 UTC | halocollar.com

I'm sorry to hear about the issues with your collars. If you're within the 90-day satisfaction guarantee period, you can return your Halo Collars. Please note that a \$25 return fee applies, and the collars must not be damaged or broken. To start a return, visit our returns page and submit a Return Merchandise Authorization (RMA). If your collars are malfunctioning, our warranty may cover repairs or replacements. Let me know if you need any help with the process or have other questions!

Customer (7jHI2oIU...) | 2025-09-16 14:21:49 UTC | halocollar.com

I missed my return window but yall are inconveniencing me and my dogs because of the malfunctions

Customer (7jHI2oIU...) | 2025-09-16 14:22:13 UTC | halocollar.com

I'm not in the return window anymore

Customer (7jHI2oIU...) | 2025-09-16 14:22:45 UTC | halocollar.com

Can I get an email I can email halo at

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

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

AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 14:27:08 UTC

First and Last Name: Stephen Guest Email: tyblue22.ta@gmail.com Other contact info if possible: Sidekick Handoff (Y*N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

EMAIL | Agent (VM047vR9...) | 2025-09-16 14:27:17 UTC

From: support@halocollar.com

To: tyblue22.ta@gmail.com

Subject: Halo Support Sorry We Were Unable To Connect!

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

TOPIC CHANGE | Agent (VM047vR9...) | 2025-09-16 14:27:24 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E_3WUdWpR2CLXta3n6vNgw

STATUS CHANGE | Agent (VM047vR9...) | 2025-09-16 14:27:24 UTC | Status: CLOSED

EMAIL | Customer (7jHI2oIU...) | 2025-09-16 15:01:50 UTC

From: tyblue22.ta@gmail.com

To: support@halocollar.com

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

I just wanted to talk to someone about the inconvenience of the two collars I have malfunctioning On Tue, Sep 16, 2025 at 9:27 AM Halo Collar wrote: > Hello Stephen, > > My name is Taylor, from the Halo Dog Park. I'm sorry we missed you today. > It looks like we had trouble connecting to the video call. We were looking > forward to helping you and your pup! If you still need support, please > reply to this message, and we'll be happy to assist you. > > If hopping back into the Dog Park isn't convenient, not to worry. Our > phone support team is available and ready to assist you. > > *To join the Dog Park through the Halo App, just follow these quick steps:* > > - Tap Settings > - Tap Halo Dog Park > - Tap Halo Support > - Tap Join Session > > *Phone support* (+1 (214) 238-9788) available hours: > > - 9:00 AM - 5:00 PM EST (Monday-Friday) > - 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > > We know how important it is to keep your pup safe and happy, and we're > here to help every step of the way. > > With pawsitivity, > Taylor > Halo Customer Support > *Halo Collar* | Here for you and your best friend■ > > *Need more help?* > ■*support@halocollar.com* | ■*Halo Help Center* > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > - 9:00 am - 8:00 pm EST *7 days a week* > > *Join Session* to speak with the next available agent >

STATUS CHANGE | Customer (7jHI2oIU...) | 2025-09-16 15:01:50 UTC | Status: OPEN

EMAIL | Agent (poWIULpl...) | 2025-09-16 15:02:37 UTC

From: support@halocollar.com

To: tyblue22.ta@gmail.com

Subject: Halo Collar Contact Information

Hello Stephen, Thanks for reaching out to Halo Support! My name is Kenny, and I'm here for you and your pup! If you'd like a little extra help, we'd love to invite you to join us in the Halo Dog Park. This is our virtual support space where you can chat with one of our agents face-to-face. Please note that you don't have to have your camera on. Just use the link below to hop into a live video call when it's convenient for you: How to Contact Customer Support We're looking forward to seeing you there and are excited to help you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 11:01 AM "Tyana Almanza" wrote: > I just wanted to talk to someone about the inconvenience of the two collars > I have malfunctioning > > On Tue, Sep 16, 2025 at 9:27 AM Halo Collar wrote: > > > Hello Stephen, > > > My name is Taylor, from the Halo Dog Park. I'm sorry we missed you today. > > It looks like we had trouble connecting to the video call. We were looking > > forward to helping you and your pup! If you still need support, please > > reply to this message, and we'll be happy to assist you. > > > If hopping back into the Dog Park isn't convenient, not to worry. Our > > phone support team is available and ready to assist you. > > > *To join the Dog Park through the Halo App, just follow these quick steps:* > > > > - Tap Settings > > - Tap Halo Dog Park > > - Tap Halo Support > > - Tap Join Session > > > *Phone support* (+1 (214) 238-9788) available hours: > > > > - 9:00 AM - 5:00 PM EST (Monday-Friday) > > - 10:00 AM - 4:00 PM EST (Saturday & Sunday) > > > > > We know how important it is to keep your pup safe and happy, and we're > > here to help every step of the way. > > > With pawsitivity, > > Taylor > > Halo Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > *Need more help?* > > ■*support@halocollar.com* | ■*Halo Help Center* > > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > > > - 9:00 am - 8:00 pm EST *7 days a week* > > > > *Join Session* to speak with the next available agent > > >

AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 15:07:33 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Stephen Guest Email: tyblue22.ta@gmail.com Phone Number: Collar SN: 25h4082337rt, 25h4031908rt Collar FW: Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx wants to talk to live support about their 2 collars reporting critical issues. Cx abandoned their DP call. Cx was previous emailed contact info for live support. Cx emailed to talk to live support. Email cx " Halo Collar Contact Information" Next Steps: Resolved.

STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 15:07:34 UTC | Status: CLOSED

Conversation: TdpVvsY_R9GNDLIucTY5uw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:22:21 UTC to 2025-09-16 14:30:40 UTC

PHONE_CALL | Customer (CguYOSi0...) | 2025-09-16 14:22:21 UTC

AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 14:28:09 UTC

Live Team Notes Serial Numbers:24h3430933rt FW:v.03.00.05 Issue/ Need: Cancel the plan for a few months Troubleshooting & Actions Taken: walk the cx through the cancellation of the plan Resources Used (provide details): (KB articles, Slack posts, internal docs.): ap, kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (gJyogQbb...) | 2025-09-16 14:28:36 UTC

From: support@halocollar.com

To: jessekirkendall23@gmail.com

Subject: Halo Support Follow Up

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

TOPIC CHANGE | Agent (gJyogQbb...) | 2025-09-16 14:28:44 UTC

Added: Of8t8viJQc60AAbjGHi0iQ

STATUS CHANGE | Agent (gJyogQbb...) | 2025-09-16 14:30:40 UTC | Status: CLOSED

Conversation: zZL4SfJrSDyiyJN4_969dw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:22:23 UTC to 2025-09-16 16:23:01 UTC

Customer (3979PzGm...) | 2025-09-16 14:22:23 UTC | halocollar.com

Collar location is inaccurate

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

Hi there! For inaccurate collar location, make sure the GPS is properly initialized. Take the collar outside to an open area away from buildings or trees, and keep it still until the GPS light blinks green (Halo 4) or blue (Halo 3/older). This indicates active GPS. If the problem persists, check the collar's fit to ensure it's snug and the GPS antenna faces upward. Keep your firmware updated and charge the collar nightly for optimal performance. For more detailed steps, refer to the Halo App or contact support for assistance.

STATUS CHANGE | *Unknown* | 2025-09-16 16:23:01 UTC | Status: *CLOSED*

Conversation: mZx1POEfQ5OyuDUokgdbNg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:22:42 UTC to 2025-09-16 14:35:15 UTC

AGENT NOTE | Agent (GG24uY2b...) | 2025-09-16 14:22:42 UTC

Live Team Notes Serial Numbers: 25h4303485rt FW: v.03.00.05 Issue/ Need: GPS drift Troubleshooting & Actions Taken: Checked firmware - firmware is up to date Had cx do hand testing - ensured the orientation of collar was correct and that cx was walking around Checked GPS signal level tool - original settings Cx unsure about effectiveness of collar for their pup Cx wanted to know return policy for collar Cx deciding whether or not they want to keep collar Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Halo App Tier 1 Troubleshooting Guide Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (GG24uY2b...) | 2025-09-16 14:34:30 UTC

From: support@halocollar.com

To: bill.greier@gmail.com

Subject: Halo Support: GPS Troubleshooting

Hello Bill, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! If the issue with the collar persists after ensuring that the collar orientation is correct, and hand testing is done, we would like you to share a screen recording with us. Here is a link to instructions on how to take and share a screen recording: [How to Take and Share a Screen Recording](#) If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. With pawsitivity, Acacia Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 support@halocollar.com | 🏠 Halo Help Center 🗣️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (GG24uY2b...) | 2025-09-16 14:35:13 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, ZKYz4UsHRG6__sFoccYiEA

STATUS CHANGE | Agent (GG24uY2b...) | 2025-09-16 14:35:15 UTC | Status: CLOSED

Conversation: JxM0SVBXTiC4Zb_mfwa8jw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:24:39 UTC to 2025-09-16 14:24:50 UTC

AGENT NOTE | Agent (5Xverlxv...) | 2025-09-16 14:24:39 UTC

First and Last Name: Louis Rodriguez Email: fxbylou@gmail.com Other contact info if possible: Sidekick Handoff (Y*N) N - CS had no audio If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

EMAIL | Agent (5Xverlxv...) | 2025-09-16 14:24:47 UTC

From: support@halocollar.com

To: fxbylou@gmail.com

Subject: Halo Support Sorry We Were Unable To Connect!

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

TOPIC CHANGE | Agent (5Xverlxv...) | 2025-09-16 14:24:50 UTC

Added: E_3WUdWpR2CLXta3n6vNgw

STATUS CHANGE | Agent (5Xverlxv...) | 2025-09-16 14:24:50 UTC | Status: CLOSED

Conversation: dh78-LegT2OesbEeviwvEg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:24:44 UTC to 2025-09-16 14:29:32 UTC

TOPIC CHANGE | Agent (1LZgqfXS...) | 2025-09-16 14:24:44 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 3rYf9UMaTxuV55czulmLdA

AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 14:24:46 UTC

Live Team Notes Serial Numbers: 23h2241462rt FW: v.02.08.11 Issue/ Need: Cx reordered a new collar wants to cancel to reorder with discount Troubleshooting & Actions Taken: Informed cx she has 1 hour to cancel Walked cx through the cancellation for email Order cancelled, sending cx info via email to upgrade collar Sent access code to show cx Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal slack woocom Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (1LZgqfXS...) | 2025-09-16 14:25:04 UTC

From: support@halocollar.com

To: jfaltys72@gmail.com

Subject: Halo Collar Upgrade Options

Hello Julie, Thank you for contacting Halo Collar Support! We would be happy to help with replacing your collar. It appears that your collar is not covered under warranty, as per our warranty policy. We apologize for any inconvenience this may cause. Here are alternative methods for replacing your collar: 1. Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. 2. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Agent (1LZgqfXS...) | 2025-09-16 14:29:32 UTC | Status: CLOSED

Conversation: Nh3z9UEcRxOEGhr_6bZWMA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:25:26 UTC to 2025-09-16 14:27:59 UTC

AGENT NOTE | Agent (-LDMikjl...) | 2025-09-16 14:25:26 UTC

Last heard Sep 14, 2025 with 4% charge WB reports no collar issues or hardware failures WB battery utilization shows battery only lasted 3 hours on 9/14 WB diagnostic data details reports MCU temp errors 2 days in a row Collar needs to be replaced

STATUS CHANGE | Agent (-LDMikjl...) | 2025-09-16 14:25:42 UTC | Status: OPEN

EMAIL | Agent (-LDMikjl...) | 2025-09-16 14:27:55 UTC

From: support@halocollar.com

To: shoranth1985@gmail.com

Subject: Re: Halo Collar Next Steps Investigation

Hello Anthony, I have reviewed the data again, and it appears there is no improvement following the firmware update. Based on our findings, I would like to propose a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call. You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Friday, September 12, 2025, 1:09 PM support@halocollar.com wrote: > Hello Customer, > > I'm Les from the Collar Evaluation Technical Team. I understand you're experiencing battery issues with Twix's Halo Collar. > > Our backend data check indicates no hardware failures. I saw that the firmware was updated today and may require a day or two for complete calibration. It's common to experience lower battery life during the first few days as the collar updates and calibrates. > > Please test the collar manually for a day and check for any improvements. > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? >

■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Friday, September 12, 2025, 11:19 AM support@halocollar.com wrote: > > > Hello Customer, > > > My name is Martin, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > > What happens next: > > • Our specialists deep dive into our system > > • They'll email you with their findings and clear next steps > > • We'll stay with you until everything's working the way it should > > > > If you have any questions in the meantime, just hit reply. > > We're here for you and your pup every step of the way. > > > We'll be in touch as soon as possible! > > > With pawsitivity, > > Martin > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■ support@halocollar.com | ■ Halo Help Center > > ■ Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

STATUS CHANGE | Agent (-LDMikjl...) | 2025-09-16 14:27:59 UTC | Status: CLOSED

Conversation: kdYok6DTTjOLbL5RvDet2Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:25:52 UTC to 2025-09-16 14:29:00 UTC

PHONE_CALL | Customer (9fQloWtk...) | 2025-09-16 14:25:52 UTC

AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 14:28:48 UTC

Live Team Notes Serial Numbers: n/a FW: n/a Issue/ Need: Cancelled the order
Troubleshooting & Actions Taken: Said they just ordered a minute ago but had to cancel since apple pay is routing to his old shipping address Cx tried again and same thing happened asking if can be changed or cancel is the only option Adv cancel is the only option for now and only has an hour to cancel it after order is placed Said he will use card to make payment instead Resources Used (provide details): (KB articles, Slack posts, internal docs.): KB, Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (wIA9Uacl...) | 2025-09-16 14:28:57 UTC

Added: yvre24KRS7mrSSqthtE0RA

STATUS CHANGE | Agent (wIA9Uacl...) | 2025-09-16 14:29:00 UTC | Status: CLOSED

Conversation: HedJE0soTdKmE7pahRq0bg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 14:26:29 UTC to 2025-09-16 17:24:29 UTC

EMAIL | Agent (a3PrR7DN...) | 2025-09-16 14:26:29 UTC

From: support@halocollar.com

To: katucker7@gmail.com

Subject: Re: Your Halo Collar Replacement Order

Hello Karin, All day, the collar was either indoors charging or marked safe (within the boundary). There were no corrections issued on the day in question. With pawsitivity, Thomas Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:39 PM

support@halocollar.com wrote: > Hello Karin, > > Working with the team to get the date you needed. I apologize for the delay. You can also reach me at tyoun@halocollar.com so that you don't risk running into the regular team. > > With pawsitivity, > Thomas > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 5:50 PM "karin tucker" wrote: > > > Thomas, > > I am following up on this report. The date of the incident was not included > > in the last report I received from you. > > Thank you, > > > Karin Tucker > > > On Thu, Sep 4, 2025, 8:49 AM Halo Collar wrote: > > > > Hello Karin, > > > > Thanks for reaching out. Sorry for the delay; it's been a bit of a crazy > > > week with the holiday. I have reached out to Michael, our CTO, who was able > > > to obtain the analysis for 8/13/2023 originally. I will update you as soon > > > as it is returned. If you ever need to reach me directly, you can email > > > tyoun@halocollar.com. > > > > With kind regards, > > > Thomas > > > Head of Halo Customer Support > > > *Halo Collar* | Here for you and your best friend ■ > > > > *Need more help?* > > > >

■ *support@halocollar.com* | ■ *Halo Help Center* > > > > > ■ *Speak to a live agent face-to-face at our **Dog Park* > > > > > > > - 9:00 am - 8:00 pm EST *7 days a week* > > > > > *Join Session* to speak with the next available agent > > > > > On Wednesday, September 3, 2025, 6:43 PM "karin tucker" > > katucker7@gmail.com> wrote: > > > > > Hi Katherine thank you for the explanation > > > > > I am puzzled that you responded to the email that was sent to Thomas. He > > > pulled a report for me regarding the Halo collar warnings and it appears it > > > was the week after we needed it for, I need August 12 2023 included on this > > > data pull. The ! And !! And !!! I have screen shots but would like > > > something from you that says they did not leave our farm. Can you ask > > > Thomas to add the date of the 12th to the report > > > > > Thank you! A loyal Halo customer > > > Karin Tucker > > > > > On Wed, Sep 3, 2025, 5:07 PM Halo Collar wrote: > > > > > Hello Karin, > > > > > My name is Katherine, and I'm with the Halo Management Team. > > > > > Thank you so much for your patience and understanding as we did a > > > thorough investigation of your warranty replacement history. There was a > > > delay in processing your warranty request for Rames' collar > > > (23h3424685rt) due to the Holiday weekend and because it was showing that it > > > had already been replaced in February by mistake, when it should have been > > > your old Halo 2 collar (22h2460366rt). > > > > > This has since been corrected, and we have manually set up your > > > replacement order for you. > > > > > Your order number is *1654762.* > > > > > *Here's a quick update on your order:* > > > > > - Product: Halo 3 Replacement > > > - Estimated shipping time: 3-5 business days, depending on your > > > location and carrier > > > - Tracking: You'll receive an email as soon as your order ships > > > - *Order Status Dashboard* > > > - Enter your order number and email to view real-time updates. > > > > > *We recommend immediately discontinuing the use of Rames collar, as once > > > it's been replaced under warranty, it is deemed no longer safe to use. * > > > > > Thanks again for your patience and understanding. We're always here if > > > you need anything! > > > > > Best Regards, > > > Katherine > > > Halo Senior Customer Support > > > *Halo Collar* | Here for you and your best friend ■ > > > > > On Wednesday,

Hello Karin, Thanks for reaching out! My name is Jazmine, and I'm happy to help get this sorted for you! I've just submitted a request for a new shipping label to be sent to your email. These typically arrive within 1–2 business days, so keep an eye on your inbox. A few quick tips: The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. If you have any other questions, please let us know! With pawsitivity, Jazmine Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:26 AM support@halocollar.com wrote: > Hello Karin, > > All day, the collar was either indoors charging or marked safe (within the boundary). There were no corrections issued on the day in question. > > With pawsitivity, > Thomas > Halo Customer Support >

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> > > If I am reading this correctly then it is pulled from August 13th. > > > > > >
You responding expeditiously would be wonderful! > > > Halo collar owner, > > >
Karin Tucker > > > > > > On Wed, Jul 9, 2025, 4:25 PM Halo Collar wrote: > >

Hello Karin, My name is Jessica, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 09/29, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:28 PM support@halocollar.com wrote: > Hello Karin, > > Thanks for reaching out! My name is Jazmine, and I'm happy to help get this sorted for you! > > I've just submitted a request for a new shipping label to be sent to your email. > These typically arrive within 1–2 business days, so keep an eye on your inbox. > > A few quick tips: > The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. > > If you have any other questions, please let us know! > > With pawsitivity, > Jazmine > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 10:26 AM support@halocollar.com wrote: > > > Hello Karin, > > > All day, the collar was either indoors charging or marked safe (within the boundary). There were no corrections issued on the day in question. > > > With pawsitivity, > > Thomas > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Monday, September 15, 2025, 6:39 PM support@halocollar.com wrote: > > > > Hello Karin, > > > > Working with the team to get the date you needed. I apologize for the delay. You can also reach me at tyoung@halocollar.com so that you don't risk running into the regular team. > > > > > With pawsitivity, > > > Thomas > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend ■ > > > > > Need more help? > > > ■support@halocollar.com | ■Halo Help Center > > > ■Speak to a live agent face-to-face at our Dog Park > > > 9:00

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We're always here if > > > > you need anything! > > > > > > > Best Regards, > > > > Katherine > > > > Halo Senior Customer Support > > > > > > *Halo Collar* | Here for you and your best friend ■ > > > > > > > On Wednesday, September 3, 2025, 7:53 AM "karin tucker" > > > > katucker7@gmail.com> wrote: > > > > > > > Hi Thomas just following up since it was a holiday weekend. > > > > > > > Thank you, > > > > Karin Tucker > > > > > > > On Fri, Aug 29, 2025, 11:33 AM karin tucker wrote: > > > > > > > Hi Thomas, > > > > > > I do appreciate your help on this matter. > > > > > > I have a quick question; was this pulled for August 12, 2023? 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We do keep pet records for their history, safe vs unsafe, etc. So > > > > > > we can see that two of your pups did not get a correction at

all that day, > > > >>>> Rames had 1 warning and 1 emergency feedback, which indicates very fast > > > >>>> compliance with the fence feedback. > > > >>>> > > > >>>> I have attached a screenshot of the data, though it is not exactly the > > > >>>> easiest thing to read it shows the corrections for Rames and the other two > > > >>>> being safe the entire time. > > > >>>> > > > >>>> Please do not hesitate to reach out if you have any questions or need > > > >>>> us to try to look at a different date. > > > >>>> > > > >>>> Sincerely, > > > >>>> Thomas > > > >>>> Halo Customer Support
> > > >>>> *Halo Collar* > > > >>>> > > > >>>> > > > >>>> > > > >>>> > > > >>>>
> >

STATUS CHANGE | Agent (K5Oem0q0...) | 2025-09-16 17:24:29 UTC | Status: CLOSED

TOPIC CHANGE | Agent (K5Oem0q0...) | 2025-09-16 17:24:29 UTC

Added: rxefklGaTXGCpjC7oGEfPg

Conversation: ZPJrbDAcQVCCDdPHwD9hWw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:28:07 UTC to 2025-09-16 14:28:17 UTC

AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 14:28:07 UTC

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

EMAIL | Agent (37v57Mh0...) | 2025-09-16 14:28:08 UTC

From: support@halocollar.com

To: fxbylou@gmail.com

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

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

STATUS CHANGE | Agent (37v57Mh0...) | 2025-09-16 14:28:14 UTC | Status: CLOSED

TOPIC CHANGE | Agent (37v57Mh0...) | 2025-09-16 14:28:17 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E_3WUdWpR2CLXta3n6vNgw

Conversation: Vv7oz5_KRimK0j9JR_e-FQ

Messages: 8 | Customers: 1 | Duration: 2025-09-16 14:29:30 UTC to 2025-09-16 17:24:03 UTC

PHONE_CALL | Customer (dt_8uRwM...) | 2025-09-16 14:29:30 UTC

AGENT NOTE | Agent (qssY5KY8...) | 2025-09-16 14:52:40 UTC

Live Team Notes Serial Numbers: 25h4160964rt FW:v.03.00.05 Issue/ Need: I need a different type of collar case, as the Velcro seems to irritate my dog while we're hunting. I explained to the customer that the only option available is the procase at the moment, will follow up if he decides to cancel with cancellation email and steps to remove collar from account Troubleshooting & Actions Taken: N/A Resources Used (provide details): KB, AP, Gladly, Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (qssY5KY8...) | 2025-09-16 14:53:05 UTC

From: support@halocollar.com

To: stoveworks@hotmail.com

Subject: Halo Collar Subscription Cancellation Information

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

EMAIL | Agent (qssY5KY8...) | 2025-09-16 14:53:41 UTC

From: support@halocollar.com

To: stoveworks@hotmail.com

Subject: Halo Collar Account Information

Hello Adam, Thanks for reaching out about your Halo account. My name is Ashley, and I'm happy to assist you! You can manage everything directly through the Halo App, whether you're setting up a new account, updating your information, or permanently deleting your account. Here's a quick guide to help you: Creating a New Account Open the Halo App On the Sign Up screen, enter your Email address and Password Password must be at least 8 characters long and include: One uppercase letter One number or special character Optionally, tap the eye icon in the password field to view your password as you type Tap Sign Up On the next screen, tap I Agree to accept the Privacy Policy and Terms of Service Editing Your Account Log in to the Halo App Tap Settings Tap My Account Tap Edit Account From here, you can update your profile photo and display name Deleting Your Account Log into the Halo App Tap Settings Tap My Account Tap Delete Account This will permanently remove your account from the Halo system This is the only way to remove your account permanently If you have any more questions, feel free to let me know. Wish you and your pup all the best! With pawsitivity, Ashley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 9:53 AM support@halocollar.com wrote: > Hello Adam, > > I'm happy to help! Here are the steps to cancel your membership plan: > Log in at www.halocollar.com Once signed in, go to your My Account dashboard On the right-hand side (or bottom on mobile), select "Cancel Plan" > Important Information: > Your plan will stay active until the end of your current billing cycle If you change your mind before that date, you can select "Restore"

to keep your access just like nothing changed > > Let us know if you need any help along the way — we're always here for you and your pup! > > > With pawsitivity, > Ashley > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

STATUS CHANGE | Agent (qssY5KY8...) | 2025-09-16 14:53:58 UTC | Status: CLOSED

STATUS CHANGE | Customer (dt_8uRwM...) | 2025-09-16 15:22:41 UTC | Status: OPEN

EMAIL | Customer (dt_8uRwM...) | 2025-09-16 15:22:41 UTC

From: stoveworks@hotmail.com

To: support@halocollar.com

Subject: Collar

Are we allowed to transfer the collar to another person since it is not working out for us?
Adam Leightey dba Leightey Stove Works, Ltd.

STATUS CHANGE | Unknown | 2025-09-16 17:24:03 UTC | Status: CLOSED

Conversation: 55XUbUXbS32qfVB-3NdtNq

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:29:34 UTC to 2025-09-16 14:30:02 UTC

AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 14:29:34 UTC

Live Team Notes Serial Numbers: FW: Issue/ Need: Cx needing help with retraining Cx needs help setting up fence Troubleshooting & Actions Taken: Call lost During Cx explaining Connections poor Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (YYRYgGjy...) | 2025-09-16 14:29:43 UTC

From: support@halocollar.com

To: fxbylou@gmail.com

Subject: Halo Support Sorry We Were Unable To Connect!

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

TOPIC CHANGE | Agent (YYRYgGjy...) | 2025-09-16 14:29:51 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E_3WUdWpR2CLXta3n6vNgw

STATUS CHANGE | Agent (YYRYgGjy...) | 2025-09-16 14:30:02 UTC | Status: CLOSED

Conversation: 2dFPa137TYO1OfAsZOoyng

Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:32:21 UTC to 2025-09-16 14:33:04 UTC

AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 14:32:21 UTC

Live Team Notes Serial Numbers: 25h4309467rt FW: v.03.00.05 Issue/ Need: Cx needs help with the fitment of the collar. Cx is asking about delayed feedback. Troubleshooting & Actions Taken: Explained the hand test. Explained collar settings and setup. Cx says it lags at times, but it's early on in usage outside. Performed a reset, plugged in, and hand test. Explained the GPS level settings. Pushing the latest firmware-03.01.02 Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (UNfbdmGc...) | 2025-09-16 14:33:04 UTC

From: support@halocollar.com

To: ac2384@yahoo.com

Subject: Re: Halo Support: Halo Collar Troubleshooting - GPS

Hello Andrea, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Aaron Halo Customer Support Halo Collar | Here for you and your best friend■

Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 6:46 PM "Andrea Hoffman" wrote: > It hasn't been used in the last week bc he was neutered last week so we have had to keep him limited in his movements. I don't know how I'm supposed to train him on this when it won't give consistent feedback for the boundaries... > > Andrea L. Hoffman > 317-847-3381 > On Sep 15, 2025, at 3:33 PM, Halo Collar wrote: > > Hello Andrea, > > My name is David and I'm part of the Halo Collar Evaluation Team. We're sorry to hear Archie is having trouble with his Halo Collar. We understand you're experiencing GPS issues with it. > > After reviewing the backend data, we did not identify any problems with the collar hardware. GPS signals are strong for the area which is ideal for optimal collar performance. We did notice the collar hasn't been used much during the past week - it's been primarily connected to the charger. > > Consistent daily use helps the collar adapt to your dog's behavior, improving battery accuracy, motion detection, and overall responsiveness. It also keeps GPS, signal calibration, and connectivity functioning optimally, reducing the risk of performance issues over time. Additionally, if you're noticing GPS inconsistencies, it might be related to how the collar is being hand-tested. > ■ Hand Testing Collar > ■ Collar Orientation ■ What Does Low, Medium, and High GPS mean? > > If you'd like hands-on support, feel free to join our live video support team in the , available every day from 9:00 AM to 8:00 PM ET through the Halo App (Settings > Dog Park > Join Session). Our team would be happy to assist you and address any concerns you have. (<https://dogpark.halocollar.com/services/support>) Dog Park > > Let us know if you have any questions—we're here to help > With pawsitivity, > David Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Monday, September 15, 2025, 12:12 PM support@halocollar.com wrote: Hello Andrea, > Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! > Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. > If you have any other questions, need a refresher, or just want to

check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. > Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support . We are here to help! > With pawsitivity, > Ryan Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center
Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week
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Conversation: QsUVgFG0QkmLtUAh8a53xg

Messages: 1 | Customers: 1 | Duration: 2025-09-16 14:32:22 UTC to 2025-09-16 14:32:22 UTC

EMAIL | Customer (Ma9uV7Yw...) | 2025-09-16 14:32:22 UTC

From: allison.bridges23@aol.com

To: support@halocollar.com

Subject: [HALO-APP] Login issue

Sent from my iPhone

Conversation: 0cklG4SeR46ShZlnUziDDA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:34:01 UTC to 2025-09-16 14:34:45 UTC

AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 14:34:01 UTC

Live Team Notes Randi Drake Serial Numbers: 24h4472044rt FW: 03.00.05 Issue/ Need: cx states collar has been glitching and pup has been acting up since yesterday
Troubleshooting & Actions Taken: Having cx take collar outside to do some hand testing
Not seeing collar move as cx walks with collar making sure cx has proper collar orientation
Reaching out in Slack for Stuck Pet Pin
[https://halocollarworkspace.slack.com/archives/C03JKV1S5C5/p1758032570017709]
Sending cx otac to confirm address Confirmed cx address and phone number Confirmed
the WR went through in ap Adv cx our return process and to keep all accessories Adv cx
the collar will be deactivate Resources Used (provide details): (KB articles, Slack posts,
internal docs.): T1 TS Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (qY4E785E...) | 2025-09-16 14:34:06 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, majmLeKgR.JekuZZECNBxAQ

EMAIL | Agent (qY4E785E...) | 2025-09-16 14:34:40 UTC

From: support@halocollar.com

To: randidrake81@gmail.com

Subject: Halo Support Warranty Request Submitted

Hello Randi, Thank you for visiting us in the Dog Park today—it was great connecting with you and supporting your Halo journey. Your order # is AW-20250916-46148 for the replacement collar. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Agent (qY4E785E...) | 2025-09-16 14:34:45 UTC | Status: CLOSED

Conversation: pLcaobzZSu6ANleAv-JD_Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:34:43 UTC to 2025-09-16 14:49:33 UTC

EMAIL | Customer (qW_G2XKZ...) | 2025-09-16 14:34:43 UTC

From: sktitus@gmail.com

To: support@halocollar.com

Subject: Return of charging stands

Hello, My husband recently ordered four collars for our dogs and they have been great. He later placed an order for four charging stands. Before we even received them, I determined that we don't need the charging stands. I would like to return them, but your website tells me that the stands don't comply with your return policy. These charging stands were never even removed from the box. Is there any chance you can make an exception and let us return these? The order number is 1637912 and it was placed with the email smtitus1979@gmail.com . Thank you, Sarah Titus

AGENT NOTE | Agent (YC_UAXeV...) | 2025-09-16 14:49:14 UTC

Live Team Notes Serial Numbers: unknown FW: Issue/ Need: cx wants to return the charging stands Troubleshooting & Actions Taken: can't return accessories, if cx pushes back we can inquire about a gc or escalate if need be, can't find the account with this email, so we would also need account info Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (YC_UAXeV...) | 2025-09-16 14:49:22 UTC

From: support@halocollar.com

To: sktitus@gmail.com

Subject: Re: Return of charging stands

Hi Sarah! We thank you for your email. We are sorry, but our accessories are non-refundable per our return policy. Please let us know if you have any further questions, and we would be happy to assist. With pawsitivity, Heather O Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:35 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 2:34 PM "Sarah Titus" wrote: > > > Hello, > > > My husband recently ordered four collars for our dogs and they have been > > great. He later placed an order for four charging stands. Before we even > > received them, I determined that we don't need the charging stands. I > > would like to return them, but your website tells me that the stands don't > > comply with your return policy. These charging stands were never even > > removed from the box. Is there any chance you can make an exception and > > let us return these? The order number is 1637912 and it was placed with > > the email smtitus1979@gmail.com . > > > Thank you, > > Sarah Titus > >

STATUS CHANGE | Agent (YC_UAXeV...) | 2025-09-16 14:49:33 UTC | Status: CLOSED

Conversation: tsrOmD1oRMSFQLiYmpROXg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:35:12 UTC to 2025-09-16 14:35:45 UTC

AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 14:35:12 UTC

Live Team Notes Serial Numbers:NA FW:NA Issue/ Need:Collar Set up Cx called in to ask how to assemble collar Guided cx on how to do so Cx understood and will assemble
Troubleshooting & Actions Taken: NA Resources Used (provide details): (KB articles, Slack posts, internal docs.):AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (Xia3KyCm...) | 2025-09-16 14:35:34 UTC

From: support@halocollar.com

To: laurabodenstedt@gmail.com

Subject: Halo Collar: Thank you!

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

TOPIC CHANGE | Agent (Xia3KyCm...) | 2025-09-16 14:35:41 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, PT5SzfGLQx6qJKX6efjzxA

STATUS CHANGE | Agent (Xia3KyCm...) | 2025-09-16 14:35:45 UTC | Status: CLOSED

Conversation: BdAgR_ozTiWDERP3dCh3Gw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:37:31 UTC to 2025-09-16 16:38:16 UTC

Customer (zf86hhet...) | 2025-09-16 14:37:31 UTC | halocollar.com

Need a new charger

System/AI | 2025-09-16 14:38:06 UTC | halocollar.com

Hi there! To order a new charger for your Halo Collar, you can visit our online store or contact our customer service team for assistance. Make sure to use the correct charger model for your collar by checking the charger specifications. If you're having issues with your current charger, try using a different USB-C cable or charging block to see if that helps. For more troubleshooting tips, check out our Battery and Charging Resource. Let us know if you need any more help!

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

Conversation: y0Opt9yIQ-OwyPlg5S30qw

Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:38:43 UTC to 2025-09-16 14:38:45 UTC

AGENT NOTE | Agent (GG24uY2b...) | 2025-09-16 14:38:43 UTC

Live Team Notes Serial Numbers: FW: Issue/ Need: Cx received email on September 12th from Halo stating that their returned collar had been received - but cx did not receive refund Cx is inquiring about refund Troubleshooting & Actions Taken: Cx returned collar that did not fit Looked in AP - did not find warranty information Reached out to senior agent for additional assistance - could not find additional information Let cx know refund takes 7-10 business days to go through from day that return is received Let cx know to reach back out in about a week if they have not received it Confirmed cx phone number: 4014809158 Sending cx follow up email with information about returns Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

STATUS CHANGE | Agent (GG24uY2b...) | 2025-09-16 14:38:45 UTC | Status: CLOSED

Conversation: wmZTdjUHQ9KLr2185oPyXQ

Messages: 9 | Customers: 1 | Duration: 2025-09-16 14:39:29 UTC to 2025-09-16 14:53:03 UTC

Customer (wmyPID9B...) | 2025-09-16 14:39:29 UTC | halocollar.com

I am interested in a halo collar. I can get a halo 3 from a friend. do you still support halo 3

System/AI | 2025-09-16 14:39:57 UTC | halocollar.com

Yes, we still support the Halo 3 collar! You can find accessories like straps and chargers in our online store. If you have any specific questions or need further assistance with the Halo 3, feel free to ask!

Customer (wmyPID9B...) | 2025-09-16 14:40:31 UTC | halocollar.com

does the remote Beacon work with the halo 3?

System/AI | 2025-09-16 14:41:25 UTC | halocollar.com

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

TOPIC CHANGE | Agent (UNfbdmGc...) | 2025-09-16 14:46:59 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

TOPIC CHANGE | Agent (UNfbdmGc...) | 2025-09-16 14:52:40 UTC

Added: PT5SzfGLQx6qJKX6efjzxA

AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 14:52:42 UTC

Live Team Notes Serial Numbers: Not added yet. FW: NA Issue/ Need: Cx is asking about purchase and collar options for beacons. Troubleshooting & Actions Taken: Talked about remote beacon usage and zone beacon. Talked about shared usage and app usage. Explain the setup and usage of the collar. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (UNfbdmGc...) | 2025-09-16 14:52:59 UTC

From: support@halocollar.com

To: monsterskees@yahoo.com

Subject: Halo Collar: Thank you!

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

STATUS CHANGE | Agent (UNfbdmGc...) | 2025-09-16 14:53:03 UTC | Status: CLOSED

Conversation: 38dFBeSBT--NsIKOzAhWUg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:40:52 UTC to 2025-09-16 14:44:44 UTC

EMAIL | Agent (CCEwld9i...) | 2025-09-16 14:40:52 UTC

From: support@halocollar.com

To: hcatcedarville@yahoo.com

Subject: Tracking Information for Your Warranty Replacement Collar

Hello Heather, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I'm also reaching out to provide you with the tracking details for your warranty replacement collar. Your order has been processed and shipped, and you can follow its delivery progress using the link below: [Track Your Shipment](#) Once your package is in transit, you'll be able to view updates on its estimated delivery date and current location. If you don't see movement right away, please allow a few hours for the carrier to update their system. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in, we're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support — we are here to help. With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (CCEwld9i...) | 2025-09-16 14:44:44 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, dG-ljZuyRaaSTewLvto6tw

STATUS CHANGE | Agent (CCEwld9i...) | 2025-09-16 14:44:44 UTC | Status: CLOSED

Conversation: 6bPsGxG1T06aBY2dKAaSTw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:41:47 UTC to 2025-09-16 14:57:22 UTC

EMAIL | Customer (dJNgk2C4...) | 2025-09-16 14:41:47 UTC

From: paigeuran@gmail.com

To: support@halocollar.com

Subject: Subscription cancel please

Please cancel my subscription. Our dog has passed after leaving our yard. Paige Uran

EMAIL | Agent (jAIUuvEy...) | 2025-09-16 14:57:15 UTC

From: support@halocollar.com

To: paigeuran@gmail.com

Subject: Re: Subscription cancel please

Hello Paige, Thank you for reaching out to our Halo Support team! I am so saddened to hear of the passing of your pup. I understand that you would like to cancel your subscription. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. Here are the steps to cancel your membership plan: Log in at www.halocollar.com 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 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, 10:42 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, 2:41 PM "Paige Uran" wrote: > > > Please cancel my subscription. Our dog has passed after leaving our yard. > > > Paige Uran > >

AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 14:57:16 UTC

First and Last Name: Paige Uran Email: paigeuran@gmail.com Phone Number: Collar SN: 23h3351069rt Collar FW: v.01.26.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The cx wants to cancel their subscription. Next Steps: Email the cx the instructions for them to cancel their subscription. Submit as resolved.

TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 14:57:19 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 14:57:22 UTC | Status: CLOSED

Conversation: GVtxvyqKTg-yodPRD8knBQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:42:35 UTC to 2025-09-16 14:53:06 UTC

EMAIL | Agent (CCEwld9i...) | 2025-09-16 14:42:35 UTC

From: support@halocollar.com

To: steve@covenantdfw.com

Subject: Tracking Information for Your Warranty Replacement Collar

Hello Heather, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I'm also reaching out to provide you with the tracking details for your warranty replacement collar. Your order has been processed and shipped, and you can follow its delivery progress using the link below: [Track Your Shipment](#) Once your package is in transit, you'll be able to view updates on its estimated delivery date and current location. If you don't see movement right away, please allow a few hours for the carrier to update their system. Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in, we're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support — we are here to help. With pawsitivity, Adella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (CCEwld9i...) | 2025-09-16 14:52:59 UTC

Live Team Notes Serial Numbers: 25H4121766RT FW: v.03.00.05 Issue/ Need: Customer called to check tracking information for his warranty collar. Located the tracking details and sent them to the customer via email. Troubleshooting & Actions Taken: Tier one Resources Used (provide details): (KB articles, Slack posts, internal docs.): Tracking sheet Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (CCEwld9i...) | 2025-09-16 14:53:06 UTC

Added: dG-ljZuyRaaSTewLvto6tw, 5PPI2RS4TSeSg5z-6z7TAQ

STATUS CHANGE | Agent (CCEwld9i...) | 2025-09-16 14:53:06 UTC | Status: CLOSED

Conversation: B4m3l0XTSIW9DGDeFfd_gA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:42:37 UTC to 2025-09-16 15:53:20 UTC

AGENT NOTE | Agent (-LDMlkjl...) | 2025-09-16 14:42:37 UTC

25h4244820rt - Willow Azure battery scan predicts 23.38h battery life WB reports no collar issues for last 30 days WB diagnostic data reports excessive modem failures Collar needs to be replaced

EMAIL | Agent (YumuZHIE...) | 2025-09-16 15:46:57 UTC

From: support@halocollar.com

To: shasta@cpapnow.com

Subject: Halo Collar Success Team

Hello Shasta, Thank you for reaching out and sharing your experience. I completely understand how frustrating this has been, especially after multiple attempts to get your collar working properly. I'd like to help you move forward and get this resolved. After reviewing your collar and the provided information, we'd like to confirm that the collar should be replaced. Our warranty process and replacement units have recently been improved to help prevent repeat issues like the ones you've experienced, and the replacement you receive would be a new unit that has not been previously used or refurbished. This should help provide a smoother and more reliable experience moving forward and I'd be happy to provide any additional accessories you may need in order to start fresh. We unfortunately cannot downgrade your collar to the Halo 3 given our current policies. In order to proceed with replacing your collar, we'll need confirmation that it is no longer in use. If you have any questions with this, please let me know. I'm happy to help however I can moving forward and we truly appreciate your patience. I hope to get this resolved for you as smoothly as possible. Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 2:44 PM "Shasta" wrote: > Hello, I am reaching out because the collar we just for is not holding a charge. It will show 34 hours and it will only last 17 to 20 a day. I know this is not normal so what do I need to do to get this fixed? > > > I can tell you this, we spent a LOT of money on this collar and it is NOT what I was HOPING FOR!!! It has been a BIG inconvenience for our family. We have had to send her collars back 5 times now and this one is not working right... Can we exchange it for the 3rd gen. We don't need all the training stuff and I did not know what I was getting at the time. We just need the fints not all the other stuff. > > > Thank you for your time, > > > > > Shasta // Front in Manager > P: 208-287-1733 ext 116 / F: 208-287-1734 > > 3067 E Copper Point Dr. Meridian, ID 83642 > > > > > > > > > > > > > > > "This message is intended for the use of the person or entity to which it is addressed and may contain information that is confidential or privileged, the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this information is strictly prohibited. If you have received this message by error, please notify us immediately and destroy the related message." > > > > > > > > > On Thu, 10 Jul 2025 14:17:01 -0600 Halo Collar wrote --- > > > Hello Shasta, > > > Thanks so much for the update. We appreciate you letting us know it was returned. > > > Thank you for letting us know about the battery performance of your collar, as well! There is a bit of troubleshooting we can do to try to correct that. > > > To get started, please follow the steps below to reset and evaluate the battery: > > Fully discharge the collar- Use the collar until the battery is completely drained and the device powers off. > > Leave it powered off for at least 5 hours- This rest period helps reset the battery behavior. > > Charge the collar fully- Plug it in and allow it to reach 100% without interruption. > > Monitor over the next 48 hours- Use the collar as usual and keep an eye on the battery life. > > If the issue persists after completing these steps, please reply to this email. > > We'll send your case to our Collar Evaluation Team to determine next steps. > > We're here to help! > > > Thanks for being part of the Halo Pack! > > > With pawsitivity, > > Courtney > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■ <mailto:support@halocollar.com> | ■ https://support.halocollar.com/hc/en-us?_ga=2.164147005.364022471.1658755978-2104861059.1658523002 > > ■ Speak to a live agent face-to-face at our

STATUS CHANGE | Agent (YumuZHIE...) | 2025-09-16 15:53:20 UTC | Status: CLOSED

Conversation: IkTIKJORRpWxkB5ENR2ciw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:42:54 UTC to 2025-09-16 14:43:39 UTC

AGENT NOTE | Agent (qY4E785E...) | 2025-09-16 14:42:54 UTC

Live Team Notes Christy Voso Serial Numbers: 24h4411162rt FW: Issue/ Need: checking on order status for WR Troubleshooting & Actions Taken: Looking at AP seeing collar was done in NetSuite Looking at CS tracking sheet showing tracking # Adv cx delivery on Wed 9/17 Cx aware of delivery status Resources Used (provide details): (KB articles, Slack posts, internal docs.): Cs Tracking sheet Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (qY4E785E...) | 2025-09-16 14:42:59 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0lnRc2UDUrYWXc_JQ

EMAIL | Agent (qY4E785E...) | 2025-09-16 14:43:37 UTC

From: support@halocollar.com

To: vosodesigns@yahoo.com

Subject: Halo Collar Tracking Information

Hello Christy, Great news! Your Halo Collar is on its way! It's scheduled to arrive: 9/17/2025 FedEx Tracking Number: 393227702558 You can also monitor it here: Halo Collar Order Status We've packed your items with care, and they'll arrive shortly! If you have any further questions, please don't hesitate to contact us. With pawsitivity, Eddie Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Agent (qY4E785E...) | 2025-09-16 14:43:39 UTC | Status: CLOSED

Conversation: Vp5JldtdRhybshbUvCvsEg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:44:43 UTC to 2025-09-16 14:44:49 UTC

TOPIC CHANGE | Agent (JuW94Dok...) | 2025-09-16 14:44:43 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, N_yHDZizTI2ll1otDSOr9Q

AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 14:44:43 UTC

Intermediate Notes Issue/ Need: Cx needs assistance in submitting warranty Previous Steps:(previous interactions) CET Recap/TS: (current interaction) Assisted Cx in submitting warranty and confirming shipping address Resources: (Articles, Slack Threads, Docs) admin portal Next Steps: follow up email

EMAIL | Agent (JuW94Dok...) | 2025-09-16 14:44:48 UTC

From: support@halocollar.com

To: nicolemoe3@gmail.com

Subject: Halo Support Warranty Request Submitted

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

STATUS CHANGE | Agent (JuW94Dok...) | 2025-09-16 14:44:49 UTC | Status: CLOSED

Conversation: eNCP1DmIT2OXg9lfsmAcA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:44:45 UTC to 2025-09-16 15:02:34 UTC

EMAIL | Customer (ecCiDxcV...) | 2025-09-16 14:44:45 UTC

From: vork.linda4@gmail.com

To: info@halocollar.com

Subject: Re: Final notice: Need updated Halo Collar billing information

I have fraud on my card and they blocked it, sorry I didn't know. I can do my debit card until I get my card, I am so sorry. On Mon, Sep 15, 2025, 7:55 AM Katie Wilson wrote: > Hey Linda, > > We just tried to process the \$19.99 subscription payment for the fourth > time, but unfortunately it failed once again. > > You can update your billing information here. > > If the next charge fails, your account will be cancelled automatically. > > Let us know if you have any questions, > > — > Katie Wilson > Customer Success > >

TOPIC CHANGE | Agent (sR--y62-...) | 2025-09-16 15:01:44 UTC

Added: Yzbn8c0_TPW-jn3czqo5bg

AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 15:01:45 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Membership payment failed Cx states there was fraud on her card and it was blocked Recap (When/Where/What the customer wants) Advising how to update payment source Is This Resolved/Follow-Up Required? resolved If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

EMAIL | Agent (sR--y62-...) | 2025-09-16 15:02:33 UTC

From: support@halocollar.com

To: vork.linda4@gmail.com

Subject: Re: Final notice: Need updated Halo Collar billing information

Hello Linda, Thank you for reaching out concerning payment and membership details. My name is Don, and I'm happy to assist you. You can easily update your credit card on file or switch your Halo Membership Plan through your account on the Halo Collar website. To Change the Credit Card on File Log in to your Halo Account on the Halo Website Locate the Billing section and click Edit. Enter your new payment information. Click Update to save your changes. To Change Your Membership Plan Log in to your Halo Account on the Halo Website Click Change Plan. Review and check the boxes to agree to the Terms & Conditions. Click Change Plan under your desired plan. For more information on Halo Membership options, click here. If you have additional questions, please let me know. I'm here for you and your pup! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 10:44 AM "Linda Vork" wrote: > I have fraud on my card and they blocked it, sorry I didn't know. I can do > my debit card until I get my card, I am so sorry. > > On Mon, Sep 15, 2025, 7:55 AM Katie Wilson > wrote: > > > Hey Linda, > > > > We just tried to process the \$19.99 subscription payment for the fourth > > time, but unfortunately it failed once again. > > > > You can update your billing information here. > > > > If the next charge fails, your account will be cancelled automatically. > > > > Let us know if you have any questions, > > > > — > > > > Katie Wilson > > Customer Success > > > >

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 15:02:34 UTC | Status: CLOSED

Conversation: JoG1brqHQOSQZ3rMcYMIuw

Messages: 2 | Customers: 1 | Duration: 2025-09-16 14:45:16 UTC to 2025-09-16 16:46:28 UTC

EMAIL | Customer (4CsAlwdY...) | 2025-09-16 14:45:16 UTC

From: suzcap930@gmail.com

To: support@halocollar.com

Subject: Cancellation request

Dear halo team, I would like to cancel, how can I do that? I returned both the halo collars because our dogs plow right through the fence boundary's. Thank you, Suzanne

STATUS CHANGE | Unknown | 2025-09-16 16:46:28 UTC | Status: CLOSED

Conversation: 1VhcQYLuQYeU2Ec_YenKhQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:45:29 UTC to 2025-09-16 16:46:29 UTC

Customer (j8jpqsLn...) | 2025-09-16 14:45:29 UTC | halocollar.com

I need a replacement buckle/clasp

System/AI | 2025-09-16 14:46:05 UTC | halocollar.com

Hi there! For a replacement buckle or clasp for your Halo Collar, please check out our Online Store. You'll find a variety of accessories, including straps and other parts. If you can't find what you need or it's not available online, feel free to reach out to our live support team. They'll help you get the necessary replacement parts to keep your collar safe and functional. Let me know if there's anything else I can assist you with!

STATUS CHANGE | Unknown | 2025-09-16 16:46:29 UTC | Status: CLOSED

Conversation: OnnDKPyySu-cT3rjESHMDQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:45:39 UTC to 2025-09-16 14:58:52 UTC

PHONE_CALL | Customer (xVHtZpmU...) | 2025-09-16 14:45:39 UTC

AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 14:58:03 UTC

Live Team Notes Serial Numbers: 24h4451644rt FW: 3.00.05 Issue/ Need: Halo collar buzzes when it's charging Troubleshooting & Actions Taken: He said the collar got sprayed by a skunk and after cleaning it, the collar Won't stop buzzing Asked if the collar was completely dry after they cleaned it before charging, he said yes Asked to do HR on the collar, the buzzing stopped Adv to let the collar discharge the battery and don't charge for 5 hrs after it reached 0% Cx said will observe the collar performance Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, KB, TS for t1 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (wIA9Uacl...) | 2025-09-16 14:58:23 UTC

From: support@halocollar.com

To: aconstable@yahoo.com

Subject: Halo Support Follow Up

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

STATUS CHANGE | Agent (wIA9Uacl...) | 2025-09-16 14:58:52 UTC | Status: CLOSED

Conversation: cPUkH4N2QHcX9RxJT6fFSQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:46:09 UTC to 2025-09-16 14:59:29 UTC

PHONE_CALL | Customer (0ZJ9A4Ex...) | 2025-09-16 14:46:09 UTC

EMAIL | Agent (poWIULpl...) | 2025-09-16 14:57:33 UTC

From: support@halocollar.com

To: beckryckert@gmail.com

Subject: Follow Up

Hello Brad, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 14:59:25 UTC

Added: bDcJwjoMTjeffz13hM6gAA

AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 14:59:26 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Brad & Becky Ryckert Email: beckryckert@gmail.com Phone Number: Collar SN: 23h2140732rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx's collar not charging and powering up anymore. Consensus is the battery is done. Cx wants to replace via HC, which their collar is enrolled in. Advised cx that H5s are launching soon and suggested that they wait until then to upgrade the collar via HC. Next Steps: Resolved.

STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 14:59:29 UTC | Status: CLOSED

Conversation: DTBzsRj-Qu2k27DMt5H9lw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:50:09 UTC to 2025-09-16 16:51:31 UTC

Customer (axZPO9ae...) | 2025-09-16 14:50:09 UTC | halocollar.com

I am about to leave with my dog, we are driving to a park, do I need to change the settings since he will be with me

System/AI | 2025-09-16 14:50:32 UTC | halocollar.com

You don't need to change any settings on the Halo Collar when traveling with your dog. When you're at the park, just ensure that the Halo app is updated with the park's boundaries if you plan to use the Halo Collar there. This will help in accurately monitoring and keeping your dog safe in the new location. Safe travels and enjoy your time at the park with your dog!

STATUS CHANGE | Unknown | 2025-09-16 16:51:31 UTC | Status: CLOSED

Conversation: -1q-Q_nnTnW89HI2X2bY0A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:50:40 UTC to 2025-09-16 14:53:39 UTC

TOPIC CHANGE | Agent (1LZgqfXS...) | 2025-09-16 14:50:40 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, PT5SzfGLQx6qJKX6efjzxA

TOPIC CHANGE | Agent (1LZgqfXS...) | 2025-09-16 14:50:52 UTC

Added: g5apmYsrTuGLWnaVZyD4ng

AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 14:50:56 UTC

Live Team Notes Serial Numbers: n/a FW: n/a Issue/ Need: Cx needs help setting up fence , wants to know if he can set up boundaries in different locations and info on collar Troubleshooting & Actions Taken: Informed cx to get collar added to app Cx purchased membership Connection was not good,cx never reconnected back to call Gave cx info on how to get collar started , ending link via email to help get collar added Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Tier 1 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (1LZgqfXS...) | 2025-09-16 14:53:37 UTC

From: support@halocollar.com

To: fxbylou@gmail.com

Subject: Halo Support: Add Collar to App

When you are adding your Halo Collar to your account in the Halo App, make sure the following pre-conditions are met to ensure a smooth process: Your Halo Collar must be plugged into its charger and able to connect to a good Wi-Fi network or cellular coverage. It is best to do this process near a window. a.) Use the original Halo Charging Cable. b.) Make sure the charging port is clean and **dry **c.) Make sure the battery light on the collar blinks green when you plug it in. Quickly and firmly press and release the Power Button on the front of the collar. Your phone's Bluetooth must be turned on. - Be sure to enable Bluetooth within your phone's settings. Make sure your phone is within Bluetooth range of your collar (within 50 feet [15.2 meters]). If you are connecting the collar to an Android Device: On Android 11 or earlier (≤ 11), Location permission must be enabled. To check, go to Phone Settings > Apps > Halo > Permissions. On Android 12 or later (≥ 12), both Location and Bluetooth permissions must be enabled. To check, go to Phone Settings > Apps > Halo > Permissions. Bluetooth must be enabled on your phone. To check, open the quick settings panel by swiping down and look for the Bluetooth icon—if it is highlighted, Bluetooth is on. You can also go to Phone Settings > Bluetooth > Connected Devices to check the Bluetooth status. Location Service must be enabled on your phone. To check, open the quick settings panel and look for the Location icon—if it is highlighted, the service is on. You can also go to Phone Settings > Location to check its status. If you are connecting the collar to an iOS Device: Bluetooth permission must be enabled. To check, go to iPhone Settings > Halo > Bluetooth Permission Bluetooth must be enabled on your iPhone. To check, open the Control Center by swiping down from the top-right corner and look for the Bluetooth icon—if it is highlighted, Bluetooth is on. You can also go to Settings > Bluetooth to check its status. OR you can go to Settings > Bluetooth > Allow New Connections Following these procedures should make your Halo Collar appear in the app. If you do not see your collar in the app, please contact our live support team at Halo and we will be happy to assist you further! With pawisitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Agent (1LZgqfXS...) | 2025-09-16 14:53:39 UTC | Status: CLOSED

Conversation: G1MrAY4VTQSqkeq-9ZU2qw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:51:11 UTC to 2025-09-16 14:53:49 UTC

TOPIC CHANGE | Agent (nhfFRvHb...) | 2025-09-16 14:51:11 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, PT5SzfGLQx6qJKX6efjzxA

AGENT NOTE | Agent (nhfFRvHb...) | 2025-09-16 14:51:11 UTC

Live Team Notes Serial Numbers: 25h4133150rt FW: v. 03.00.05 Issue/ Need: Cx wanted to confirm if there was an extra attachment to keep the collar tighter together on the loop
Troubleshooting & Actions Taken: Had cx show the full collar (screenshot below) Advised the cx no extra screw and once collar is measured and cut to appropriate length with end rivets collar shouldnt just move No further questions Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Gladly Tier 1 troubleshooting Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. - N/A

EMAIL | Agent (nhfFRvHb...) | 2025-09-16 14:53:47 UTC

From: support@halocollar.com

To: laurabodenstedt@gmail.com

Subject: Halo Collar: Thank you!

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

STATUS CHANGE | Agent (nhfFRvHb...) | 2025-09-16 14:53:49 UTC | Status: CLOSED

Conversation: qiKcdBrZT7mapB3wo8P1ZA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:51:48 UTC to 2025-09-16 15:03:19 UTC

EMAIL | Customer (s5m0iyRG...) | 2025-09-16 14:51:48 UTC

From: massey850@myyahoo.com

To: support@halocollar.com

Subject: Log Submission

Can someone help us with diagnosing whether the collar is functioning? Sent from my iPhone

EMAIL | Agent (jAIUuvEy...) | 2025-09-16 15:03:08 UTC

From: support@halocollar.com

To: massey850@myyahoo.com

Subject: Re: Log Submission

Hello Anthony, Thank you for reaching out to our Halo Support team! I understand that you would like to know if your collar is functioning correctly. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. There is no account in our system with the email address provided. Please confirm the following information, and we will assist you. Email address on the account. The serial number of the collar. Looking forward to your reply. With pawstivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:51 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 2:51 PM "anthony Dryak" wrote: > > > Can someone help us with diagnosing whether the collar is functioning? > > > > > Sent from my iPhone

AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 15:03:10 UTC

First and Last Name: anthony Dryak Email: massey850@myyahoo.com Phone Number: Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: The cx wants to know if their collar is functioning correctly. There is no account in AP with the email provided. Next Steps: Email the cx to confirm the following information, and we will assist them. Email address on the account. The serial number of the collar. Submit as resolved.

TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 15:03:17 UTC

Added: w4-N2LKvQhW0agGKyIANbg

STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 15:03:19 UTC | Status: CLOSED

Conversation: 8Hjoac1BT5e4xf5Ova744A

Messages: 4 | Customers: 1 | Duration: 2025-09-16 14:54:25 UTC to 2025-09-16 14:58:27 UTC

TOPIC CHANGE | Agent (M0svworG...) | 2025-09-16 14:54:25 UTC

Added: rxefklGaTXGCpjC7oGEfPg

AGENT NOTE | Agent (M0svworG...) | 2025-09-16 14:56:19 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing- cx looking for update on return for a refund & plan cancellation/refund Recap (When/Where/What the customer wants) RMA 9BA6TDAW was expired Both collars (25h4222724rt,25h4282837rt) have been returned & checked in as INM due to expired return Pushed return through \$1,120.20 has been refunded Cancelled plan immediately & refunded 2 year plan \$268.42 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

EMAIL | Agent (M0svworG...) | 2025-09-16 14:57:49 UTC

From: support@halocollar.com

To: josettealvarez87@gmail.com

Subject: Halo Collar Refund Update

Hello Josette, We hope you and your pups are doing well today! My name is Katherine, and I'm here to help. Thank you for your patience while we review your refund. I want to sincerely apologize for the delay. Here's what happened: There was a hiccup in our automated system due to the return being expired in our systems. As a result, your refund didn't go through as expected. The good news, it's now been resolved: I've manually issued your refund for your collars as well as your membership plan, \$268.42, to your original form of payment. You should see \$1,120.20 back in your account within 5–10 business days. We understand that delays like this can be frustrating, and we appreciate your understanding. If you have any other questions or if there's anything else we can assist you with, we're here and happy to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend ■

STATUS CHANGE | Agent (M0svworG...) | 2025-09-16 14:58:27 UTC | Status: CLOSED

Conversation: -5TqjDpWQN-cT25ugd_Inq

Messages: 5 | Customers: 1 | Duration: 2025-09-16 14:55:16 UTC to 2025-09-16 15:14:47 UTC

Customer (_98vrfyV...) | 2025-09-16 14:55:16 UTC | halocollar.com

We purchased a halo collar in 2021 and haven't used it for about a year it's not working now was seeing about a replacement or if there was something we needed to do

System/AI | 2025-09-16 14:55:42 UTC | halocollar.com

Hi there! To get your Halo Collar working again, you might want to consider enrolling in Halo Care or Halo Protection. These plans offer discounted replacements if your collar is damaged or if you wish to upgrade. First, check if your collar is eligible for a warranty replacement. Halo Collars come with a 1-year warranty that covers defects. If your collar is out of warranty, the Halo Care plan can help with reduced replacement costs. To proceed with a replacement, visit the Halo website, log in to your account, and find the "Redeem Halo Care or Protection" option. Let me know if you have any other questions!

Customer (_98vrfyV...) | 2025-09-16 15:13:35 UTC | halocollar.com

Can I Have the order number from when we purchased the collar originally

Customer (_98vrfyV...) | 2025-09-16 15:13:50 UTC | halocollar.com

Connerv96@gmail.com

System/AI | 2025-09-16 15:14:47 UTC | halocollar.com

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

Conversation: e0DAZzQ7TBWFT-Rcvo8hMw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:55:48 UTC to 2025-09-16 14:56:40 UTC

Customer (MROpln67...) | 2025-09-16 14:55:48 UTC | halocollar.com

I need placement chargers

Customer (MROpln67...) | 2025-09-16 14:56:01 UTC | halocollar.com

replacement

System/AI | 2025-09-16 14:56:40 UTC | halocollar.com

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

Conversation: 2xhWrSOPT86BvPi5yXjd-Q

Messages: 3 | Customers: 1 | Duration: 2025-09-16 14:59:02 UTC to 2025-09-16 17:00:35 UTC

Customer (fP-ICIBN...) | 2025-09-16 14:59:02 UTC | halocollar.com

Cancel membership

System/AI | 2025-09-16 14:59:45 UTC | halocollar.com

To cancel your Halo membership, log in to your account on the My Account page on the Halo website. Once logged in, click 'Cancel Plan' on your dashboard and confirm the cancellation. Your plan will remain active until the end of the current billing cycle. If you change your mind before the cycle ends, you can restore your plan without interruption. If you need further assistance, feel free to ask!

STATUS CHANGE | Unknown | 2025-09-16 17:00:35 UTC | Status: CLOSED

Conversation: kVb9GWnKQFGgxmVDT-Zcxcg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 14:59:57 UTC to 2025-09-16 16:52:53 UTC

Customer (dEK9yOJb...) | 2025-09-16 14:59:57 UTC | halocollar.com

Error message about sensors

System/AI | 2025-09-16 15:00:34 UTC | halocollar.com

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

Customer (dEK9yOJb...) | 2025-09-16 15:01:16 UTC | halocollar.com

This is the error

Customer (dEK9yOJb...) | 2025-09-16 15:01:17 UTC | halocollar.com

Customer (dEK9yOJb...) | 2025-09-16 15:02:56 UTC | halocollar.com

Can you help?

AGENT NOTE | Agent (Xia3KyCm...) | 2025-09-16 16:52:41 UTC

Live Team Notes Serial Numbers:24h4510250rt FW:v.03.00.05 Issue/ Need: W/R Cx called to confirm shipping address. Resent email link to confirm. Cx stated he will talk to his wife and see what route to take. Cx is thinking of returning the collar from the store they bought it from and exchange it for a new one because he "cant go 3-5 business days" without a collar. Troubleshooting & Actions Taken: Resent email confirmation link Resources Used (provide details): (KB articles, Slack posts, internal docs.):AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (Xia3KyCm...) | 2025-09-16 16:52:47 UTC

From: support@halocollar.com

To: adbristol@hotmail.com

Subject: Halo Collar: Thank you!

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

TOPIC CHANGE | Agent (Xia3KyCm...) | 2025-09-16 16:52:52 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

STATUS CHANGE | Agent (Xia3KyCm...) | 2025-09-16 16:52:53 UTC | Status: CLOSED

Conversation: VZxvwwFoTaGxZvC682_e8A

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:02:31 UTC to 2025-09-16 17:03:42 UTC

Customer (yA1eW8UJ...) | 2025-09-16 15:02:31 UTC | halocollar.com

I am looking for shipping information on a replacement collar

System/AI | 2025-09-16 15:02:55 UTC | halocollar.com

Hi there! Replacement collars are shipped using our standard shipping method, which typically takes 3–5 business days once shipped. You'll receive an email to confirm your shipping address and a tracking number to monitor its journey. For status updates, you can check your order using your order number and email on the Order Status Dashboard. If you need further assistance, please let us know!

STATUS CHANGE | Unknown | 2025-09-16 17:03:42 UTC | Status: CLOSED

Conversation: 87s5ko_8S26SqRBs_Vcj6g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:03:06 UTC to 2025-09-16 15:03:19 UTC

AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 15:03:06 UTC

First and Last Name: Jason & Janet Proper Email: jproper73@gmail.com Other contact info if possible: Sidekick Handoff (N) If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

EMAIL | Agent (37v57Mh0...) | 2025-09-16 15:03:07 UTC

From: support@halocollar.com

To: jproper73@gmail.com

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

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

STATUS CHANGE | Agent (37v57Mh0...) | 2025-09-16 15:03:17 UTC | Status: CLOSED

TOPIC CHANGE | Agent (37v57Mh0...) | 2025-09-16 15:03:19 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E_3WUdWpR2CLXta3n6vNgw

Conversation: piKwW97vTNK0dz3e8ykQ5A

Messages: 8 | Customers: 1 | Duration: 2025-09-16 15:03:23 UTC to 2025-09-16 16:12:20 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:03:23 UTC

Added: bQCGkOpiQVKvoHsRWeR4Eg

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:03:31 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:16:57 UTC

From: support@halocollar.com

To: sammorneault@hotmail.com

Subject: Halo Collar Feedback- We Want to Help!

Hello Samantha, We hope you and your pup are doing well today. My name is Bree, and I'm part of the Halo Collar Customer Success Team. Thank you for taking the time to share your feedback in our recent survey; it truly means a lot to us. I'm sorry to hear your experience hasn't been as smooth as it should be. We're grateful you spoke up, and I'd love the chance to help make things right. If you're open to it, I'm here to talk through what's been going on and find a solution that better supports you and your pup. Please either reply to this email, or you can schedule a call with me. I am eager to assist you and make things right. Thank you for your time, and I look forward to hearing back from you soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:20:51 UTC | Status: CLOSED

EMAIL | Customer (zusGzSzz...) | 2025-09-16 15:28:57 UTC

From: sammorneault@hotmail.com

To: support@halocollar.com

Subject: Re: Halo Collar Feedback- We Want to Help!

I attempted again this morning to walk what I think the fence perimeter is with my phone in my hand to monitor us. Josie had the collar on for the first time. At one point it showed what I thought was a safe space and she got a shock!! Scared the daylights out of both of us!! I just can't make sense of the fence. Could it be that because we are so far in the woods with no cell reception only the camp WiFi that I'm not get a consistent fence? Sam Get Outlook for iOS _____ From:

support@halocollar.com on behalf of Halo Collar Sent: Tuesday, September 16, 2025 11:16:57 AM To: sammorneault@hotmail.com Subject: Halo Collar Feedback- We Want to Help! Hello Samantha, We hope you and your pup are doing well today. My name is Bree, and I'm part of the Halo Collar Customer Success Team. Thank you for taking the time to share your feedback in our recent survey; it truly means a lot to us. I'm sorry to hear your experience hasn't been as smooth as it should be. We're grateful you spoke up, and I'd love the chance to help make things right. If you're open to it, I'm here to talk through what's been going on and find a solution that better supports you and your pup. Please either reply to this email, or you can schedule a call with me. I am eager to assist you and make things right. Thank you for your time, and I look forward to hearing back from you soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

STATUS CHANGE | Customer (zusGzSzz...) | 2025-09-16 15:28:57 UTC | Status: OPEN

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:12:19 UTC

From: support@halocollar.com

To: sammorneault@hotmail.com

Subject: Re: Halo Collar Feedback- We Want to Help!

Hello Samantha, Thank you for sharing your experience—we completely understand how scary that must have been for both you and Josie. What you're describing could definitely be related to the limited connectivity in the woods. When the collar has only intermittent Wi-Fi or cellular signal, the GPS may not update as consistently, which can sometimes result in unexpected corrections. A few steps can help improve reliability in areas with limited signal: Walk the full boundary with your phone to ensure the fence is fully recognized by the app. Consider adjusting the boundaries to avoid heavily wooded areas where GPS can be inconsistent. Make sure the collar has a strong initial charge and is fully synced with the app before starting your walk. We want to help make this a safe and positive experience for Josie. If you'd like, we can schedule a call to go over your setup and provide guidance specific to your wooded area. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 11:28 AM "Samantha Morneault" wrote: > I attempted again this morning to walk what I think the fence perimeter is with my phone in my hand to monitor us. Josie had the collar on for the first time. At one point it showed what I thought was a safe space and she got a shock!! Scared the daylights out of both of us!! I just can't make sense of the fence. Could it be that because we are so far in the woods with no cell reception only the camp WiFi that I'm not get a consistent fence? > > Sam > > Get Outlook for iOS > _____ > From: support@halocollar.com on behalf of Halo Collar > Sent: Tuesday, September 16, 2025 11:16:57 AM > To: sammorneault@hotmail.com > Subject: Halo Collar Feedback- We Want to Help! > > Hello Samantha, > > We hope you and your pup are doing well today. > My name is Bree, and I'm part of the Halo Collar Customer Success Team. > > Thank you for taking the time to share your feedback in our recent survey; it truly means a lot to us. I'm sorry to hear your experience hasn't been as smooth as it should be. We're grateful you spoke up, and I'd love the chance to help make things right. > > If you're open to it, I'm here to talk through what's been going on and find a solution that better supports you and your pup. > > Please either reply to this email, or you can schedule a call with me. > > I am eager to assist you and make things right. > Thank you for your time, and I look forward to hearing back from you soon. > > Best Regards, > Bree > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ >

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:12:20 UTC | Status: CLOSED

Conversation: ASDZGdwbSUuRRviulKnGxg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:04:00 UTC to 2025-09-16 15:04:10 UTC

TOPIC CHANGE | Agent (WBbod4uN...) | 2025-09-16 15:04:00 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, XgG7bb7sStCdWy5Ryptnjw

AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 15:04:01 UTC

Live Team Notes Serial Numbers: 25h4112191rt FW: 03.00.05 Issue/ Need: Cx is following up from eval email Troubleshooting & Actions Taken: Cx was emailed on 9/4 about collar 25h4112191rt needing to be replaced Cx didnt realize they needed to join again to start warranty Helped start warranty request and make sure shipping was verified Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (WBbod4uN...) | 2025-09-16 15:04:07 UTC

From: support@halocollar.com

To: sablesys@yahoo.com

Subject: Halo Support Warranty Request Submitted

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

STATUS CHANGE | Agent (WBbod4uN...) | 2025-09-16 15:04:10 UTC | Status: CLOSED

Conversation: tolsOKaRQDm71XXZ-l3elw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:06:48 UTC to 2025-09-16 15:07:39 UTC

AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 15:06:48 UTC

Live Team Notes Serial Numbers: 24h4502426rt FW: 03.00.05 Issue/ Need: Cx collar receiving a diagnostic issue, was battery issue Troubleshooting & Actions Taken: -Cx was not aware that WR had already been initiated -Resent shipping confirmation email to cx to confirm -Cx was able to confirm shipping address -Cx wanted to know if he was able to return collar at this time, informed collar is 109 days outside the return window Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (LZsYfs6M...) | 2025-09-16 15:07:05 UTC

From: support@halocollar.com

To: gibbons220@gmail.com

Subject: Halo Collar: Thank you!

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

TOPIC CHANGE | Agent (LZsYfs6M...) | 2025-09-16 15:07:28 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, rdUSmYttSwKQFfR2AdKalw

STATUS CHANGE | Agent (LZsYfs6M...) | 2025-09-16 15:07:39 UTC | Status: CLOSED

Conversation: vZ8Jme7CScSTnmNWDpM4pA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:06:54 UTC to 2025-09-16 15:09:15 UTC

PHONE_CALL | Customer (Whbz-m0_...) | 2025-09-16 15:06:54 UTC

AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 15:08:57 UTC

Caller looking for assistance with Halo Smart Light Bulb. Adv caller to Google. No follow-up.

STATUS CHANGE | Agent (t75aKvM6...) | 2025-09-16 15:09:15 UTC | Status: CLOSED

Conversation: z-MeBrPFRZaBBGW_Sa9P7w

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:07:55 UTC to 2025-09-16 15:28:29 UTC

STATUS CHANGE | Agent (iBPLP4RB...) | 2025-09-16 15:07:55 UTC | Status: OPEN

AGENT NOTE | Agent (iBPLP4RB...) | 2025-09-16 15:08:00 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Collar with Issue's SN: 25h4162983rt Recap (When/Where/What the customer wants) Additional notes about the issue: "Cx has called earlier, the previous agent did a reset, but cx says as soon as the collars go outside, it stops connecting." Is This Resolved/Follow-Up Required? Y If Follow Up Is Required (What/When) Send e-mail to the customer that FW 3.1.2 was installed on the collar yesterday, and GPS needs to be reinitialized. Optional Additional Info: The screenshot submitted by the customer shows no wi-fi connection. System log for 9-15 reports multiple WLAN (wi-fi) connection issues. FW 3.1.2 was installed on the collar on 9-15, which has an improvement for wi-fi connectivity.

EMAIL | Agent (iBPLP4RB...) | 2025-09-16 15:28:24 UTC

From: support@halocollar.com

To: baca.usa@gmail.com

Subject: Re: Halo Support Accessories Order

Hello Sarah, My name is John, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing GPS and connectivity issues with your Halo Collar, serial number 25h4162983rt. Our backend data check indicated no hardware problems. I checked the screenshot you submitted, and noticed that the wi-fi connection (now circled in red) was very weak, but I could not determine if the collar was inside or outside since the map was not visible. The collar reported that it was "updating live", so the collar had an Internet connection. A new, just released firmware was sent to the collar yesterday after this ticket was created. The firmware was written, in part, to improve connection with wi-fi networks. Please click on the following link, and follow the the steps shown to re-sync the collar to the satellites needed for GPS accuracy. [How to Optimize GPS Accuracy – Halo Collar Help Center](#) Please use the collar for the next two days both indoors and outdoors, and take a screen recording that shows any connectivity issues, then reply using the instructions found by clicking on the link below. Thank you. [How to Take and Share a Screen Recording – Halo Collar Help Center](#) With pawsitivity, John Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 1:16 PM "sarah baca" wrote: > Please see logs for Athena > > > On Sep 15, 2025, at 11:03 AM, Halo Collar wrote: > > > ■■ > > Hello Sarah, > > > Thank you for calling Halo Support today. This is Joy. It was truly a pleasure speaking with you and learning more about you and your pup. > > > As discussed, refer to the link below to send your logs to us. > > How to Send System Logs and or Diagnostics Files to the Halo Support Team > > > We're always happy to help, whether by phone, email, or through our live support options. > > Thank you for being part of our pack! > > > With pawsitivity, > > Joy > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > >

■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Monday, September 15, 2025, 10:28 AM support@halocollar.com wrote: > > Hello Sarah, > > > My name is Don, and I would like to thank you for your patience while we processed your order request. > > > I'm happy to let you know that your order for two H4 charging kits has been successfully set up and will be shipping out shortly. > > You can expect your order to arrive within roughly 5-7 days > > You will receive an email confirmation when the order ships > > You can check the status of your shipment: [Halo Collar Order Status](#) > > > If you have any questions in the meantime, just reply to this email. We're always here to help. > > > Best Regards, > > Don > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend ■ > > > On Monday, September 15, 2025, 12:22 PM support@halocollar.com

wrote: > > Hello Sarah, > > > My name is Wisha, and I'll be assisting you. > > > I've gone ahead and submitted the request to have your charging kit H4 shipped. > > > Here's an update: > > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. > > You will receive an email confirmation when it ships. > > We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > > With pawsitivity, > > Wisha > > Halo Customer Support > > Halo Collar | Here for you and your best friend■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > On Monday, September 15, 2025, 12:15 PM "Sarah Baca" wrote: > > > Sent from my iPhone > > > > On Sep 15, 2025, at 10:13 AM, Halo Collar wrote: > > > > ■ > > > Hello Sarah, > > > > Thank you for reaching out to Halo support. Please attach the screenshot of the pet card. > > > > With pawsitivity, > > > Wisha > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend■ > > > > Need more help? > > > ■support@halocollar.com | ■Halo Help Center > > > ■Speak to a live agent face-to-face at our Dog Park > > > 9:00 am - 8:00 pm EST 7 days a week > > > Join Session to speak with the next available agent > > > > > > >

STATUS CHANGE | Agent (iBPLP4RB...) | 2025-09-16 15:28:29 UTC | Status: CLOSED

Conversation: aKvxh2PBQgSxBXgzyLPcWQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:08:18 UTC to 2025-09-16 15:08:36 UTC

AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 15:08:18 UTC

Live Team Notes Serial Numbers: 25h4133150rt FW: v.03.00.05 Issue/ Need: Feedback on beacon not going to collar Troubleshooting & Actions Taken: Had her check settings and the beacon is on She turned off and back on Beacon status is on under my map Had her test outside and the beacon is now working Resources Used Halo App Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (VM047vR9...) | 2025-09-16 15:08:30 UTC

From: support@halocollar.com

To: laurabodenstedt@gmail.com

Subject: Halo Collar: Thank you!

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

STATUS CHANGE | Agent (VM047vR9...) | 2025-09-16 15:08:36 UTC | Status: CLOSED

TOPIC CHANGE | Agent (VM047vR9...) | 2025-09-16 15:08:36 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, knxFA9d_QvCvKSD3FB0LTQ

Conversation: cKaNbvmGTMKnV0Enay98bA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:08:28 UTC to 2025-09-16 15:31:13 UTC

PHONE_CALL | Customer (4UDYSkxq...) | 2025-09-16 15:08:28 UTC

AGENT NOTE | Agent (qssY5KY8...) | 2025-09-16 15:30:33 UTC

Live Team Notes Serial Numbers: 24H3501546RT (Halo 3) FW: v.01.23.04 Issue/ Need: Customer wants to add the Halo 3 to the account and was advised of the instructions, walked through removing old collar to add new collar. The customer has a critical error on the account. Has upgraded the collar to a H3 with purchasing the new collar from Amazon. Troubleshooting & Actions Taken: n/a Resources Used (provide details): KB, Gladly, ZD, AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (qssY5KY8...) | 2025-09-16 15:30:54 UTC

From: support@halocollar.com

To: meblanton20870@aol.com

Subject: Halo Collar Halo Care Plan Information

Hello Marian, My name is Ashley, and I'm here to assist you with information on your Halo Care Plan. You can update your Halo Care Membership Plan at any time through your account on the Halo Collar website. If you'd like to switch from Halo Care to Halo Protection, follow the steps below. Steps to Change Your Plan Log in to your account on the Halo Collar Website. Click on Change Plan next to your current membership. Locate the Halo Care coverage section. Change your selection from Halo Care to Halo Protection. Click Update to save your changes. Your switch to Halo Protection will take effect at the start of your next billing cycle. Need to Switch Back? If you change your mind after updating your plan: Simply click Change again and reselect Halo Care. You will not be charged again—your original Halo Care plan will remain active as if it was never changed, and will renew on your next billing date. More information: Halo Care cannot be canceled within 60 days of enrollment. Halo Care Terms & Conditions. What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Ashley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (qssY5KY8...) | 2025-09-16 15:31:05 UTC

Added: bDcJwjoMTjeffz13hM6gAA

STATUS CHANGE | Agent (qssY5KY8...) | 2025-09-16 15:31:13 UTC | Status: CLOSED

Conversation: syLUqi0rTJq59V5dGOYRxxw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 15:08:42 UTC to 2025-09-16 15:31:02 UTC

PHONE_CALL | Customer (XvPdP0Li...) | 2025-09-16 15:08:42 UTC

EMAIL | Agent (6ow_I6yX...) | 2025-09-16 15:16:37 UTC

From: support@halocollar.com

To: eenoden@gmail.com

Subject: Halo Support Accessories Order

Hello Evelyn, My name is Coswayne, and I'll be assisting you. I've gone ahead and submitted the request to have your H3 Contact Tips (3.5mm) shipped. Here's an update: Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (6ow_I6yX...) | 2025-09-16 15:17:09 UTC

Added: -LmskJFZShWIO0nMJuMqlA

AGENT NOTE | Agent (6ow_I6yX...) | 2025-09-16 15:17:12 UTC

First and Last Name: Evelyn Noden Email: eenoden@gmail.com Collar SN: 24h3190448rt Collar FW: v.02.08.11 Resources: AP Recap/TS: CX states they ordered contact tips on 8/12 and have not received them Next Steps: CX does not have the order number No recent orders under this email address found. Last order was from 2024. Full Name: Evelyn Noden Email: eenoden@gmail.com Phone number: (315) 521-5625 Collar SN: 24h3190448rt Collar Model: 24h3190448rt Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 1880 Rt. 34B City: King Ferry State: NY Postal code: 13081 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 & H3 Contact Tips (3.5mm) For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

STATUS CHANGE | Agent (6ow_I6yX...) | 2025-09-16 15:17:15 UTC | Status: CLOSED

STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 15:30:59 UTC | Status: OPEN

AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 15:31:00 UTC

Accessory Order Number-1660355 H3 Contact tips

STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 15:31:02 UTC | Status: CLOSED

Conversation: yI9LJKZ7RJi0tU1AJ3zUbg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:08:47 UTC to 2025-09-16 15:17:36 UTC

AGENT NOTE | Agent (M0svworG...) | 2025-09-16 15:08:47 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx upset their collar is OOWW & would like to cancel their plan/refund Recap (When/Where/What the customer wants) Plan cancellation/refund AP; collars last heard 24 hours ago & 9/14 Went ahead and cancelled plan immediately & refunded \$254.78 Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

EMAIL | Agent (M0svworG...) | 2025-09-16 15:09:13 UTC

From: support@halocollar.com

To: bleedingblue@hotmail.com

Subject: Halo Collar Subscription Update

Hello Cassidy, Thanks for reaching out to Halo Support! My name is Katherine. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Sunday, September 14, 2025, 12:39 PM support@halocollar.com wrote: > Hello Cassidy, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Angelina > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

STATUS CHANGE | Agent (M0svworG...) | 2025-09-16 15:17:36 UTC | Status: CLOSED

Conversation: uqmem1iUQLugZICH29HKLQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:10:13 UTC to 2025-09-16 15:11:34 UTC

TOPIC CHANGE | Agent (UNfbdmGc...) | 2025-09-16 15:10:13 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

TOPIC CHANGE | Agent (UNfbdmGc...) | 2025-09-16 15:10:18 UTC

Added: PT5SzfGLQx6qJKX6efjzxA

AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 15:10:29 UTC

Live Team Notes Serial Numbers: FW: v.03.00.05 Issue/ Need: Cx needs help to add the WR collar. Troubleshooting & Actions Taken: Helped cx to add the WR collar to the app. Explained setup and collar usage. Cx tried to minimize me and dropped the call. Follow up with setup steps. Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly/Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (UNfbdmGc...) | 2025-09-16 15:11:25 UTC

From: support@halocollar.com

To: sallie.king@cbmoves.com

Subject: Halo Collar: Setup

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

STATUS CHANGE | Agent (UNfbdmGc...) | 2025-09-16 15:11:34 UTC | Status: CLOSED

Conversation: NZOAY9KtSr6dNSzDJdCOWw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:10:21 UTC to 2025-09-16 15:30:42 UTC

PHONE_CALL | Customer (6IUOKe2v...) | 2025-09-16 15:10:21 UTC

EMAIL | Agent (1SOmeXH2...) | 2025-09-16 15:30:19 UTC

From: support@halocollar.com

To: tianadara@gmail.com

Subject: Email Subject - Halo Support Follow Up

Hello Tiana, Thank you for calling Halo Support today. This is Abdul. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, Abdul Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 12:55 PM support@halocollar.com wrote: > Hello Tiana, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Ronald > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Monday, September 15, 2025, 2:24 PM support@halocollar.com wrote: > > > Hello Tiana, > > > Thank you for calling Halo Support today. This is Gale. It was truly a pleasure speaking with you and learning more about you and your pup. Sorry we were disconnected. Please give a call back at your convenience. > > > I hope I addressed all of your questions and provided the clarity you needed. > > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > > We're always happy to help, whether by phone, email, or through our live support options. > > Thank you for being part of our pack! > > > With pawsitivity, > > Gale > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■ support@halocollar.com | ■ Halo Help Center > > ■ Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

AGENT NOTE | Agent (1SOmeXH2...) | 2025-09-16 15:30:21 UTC

Live Team Notes Serial Numbers: 25h4220469rt FW: v.03.00.05 Issue/ Need: Collar battery is dying quickly, and it gives a correction when it shouldn't Troubleshooting & Actions Taken: Updated the fw on the collar Did a quick hard reset on the collar and advised cx to monitor the battery after allowing it to discharge Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZE OZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (1SOmeXH2...) | 2025-09-16 15:30:37 UTC

Added: ZKYz4UsHRG6__sFoccYIEA, SMYZ9ncRSlyKFeGsLX1pew | Removed: jHyQ0PKARAKhHUZ_rEmu6w

STATUS CHANGE | Agent (1SOmeXH2...) | 2025-09-16 15:30:42 UTC | Status: CLOSED

Conversation: WtLrsUXCRp-D0Qhv7MBR7g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:10:50 UTC to 2025-09-16 15:23:52 UTC

PHONE_CALL | Customer (fJOa20-D...) | 2025-09-16 15:10:50 UTC

EMAIL | Agent (gJyogQbb...) | 2025-09-16 15:18:32 UTC

From: support@halocollar.com

To: contact@jdwflooring.com

Subject: Halo Support

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

AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 15:21:31 UTC

Live Team Notes Serial Numbers:24h3170971rt FW:v.03.00.05 Issue/ Need: Cx has a dead unit h3 out of ww Troubleshooting & Actions Taken: cx wanted to see if he can replace the collar, adv to HC, explain how it works and sent the email. Issue resolved Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, Kb Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

STATUS CHANGE | Agent (gJyogQbb...) | 2025-09-16 15:23:52 UTC | Status: CLOSED

Conversation: 1tIK5wu1S96wgaLJPiSenQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:11:57 UTC to 2025-09-16 17:12:55 UTC

Customer (ISTe0dLA...) | 2025-09-16 15:11:57 UTC | halocollar.com

I ordered a pro case on accident. I thought it was an actual replacement collar strap. I need to return.

System/AI | 2025-09-16 15:12:37 UTC | halocollar.com

I'm sorry to hear about the mix-up with your order. Unfortunately, accessories like protective cases are non-refundable as per our return policy. However, if you have any questions or need further assistance, feel free to reach out to our support team. For future purchases, you can explore our Accessory Shop to ensure you're ordering the correct items. If you need a replacement collar strap, you can find it there as well. If there's anything else I can do for you, please let me know!

STATUS CHANGE | Unknown | 2025-09-16 17:12:55 UTC | Status: CLOSED

Conversation: vQllapkfQEGXQYwS7m-rhQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 15:12:40 UTC to 2025-09-16 15:29:10 UTC

PHONE_CALL | Customer (dlcTJpfL...) | 2025-09-16 15:12:40 UTC

TOPIC_CHANGE | Agent (poWIULpl...) | 2025-09-16 15:24:40 UTC

Added: bDcJwjoMTjeffz13hM6gAA

EMAIL | Agent (poWIULpl...) | 2025-09-16 15:24:41 UTC

From: support@halocollar.com

To: andychirip@hotmail.com

Subject: Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Andy, Thank you for reaching out. My name is Kenny. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions Sign in to your account at www.halocollar.com On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order Important Notes Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

EMAIL | Agent (poWIULpl...) | 2025-09-16 15:26:52 UTC

From: support@halocollar.com

To: andychirip@hotmail.com

Subject: Follow Up

Hello Andy, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 11:24 AM support@halocollar.com wrote: > Hello Andy, > > Thank you for reaching out. My name is Kenny. I'll be assisting you. > > How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection > If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. > > Step-by-Step Instructions > Sign in to your account at www.halocollar.com On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order > Important Notes > Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number > For more information on our coverage options, please

refer to the following articles: > What is Halo Care?What is Halo Protection? > If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! > > With pawstivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 15:29:09 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Andy Chirip Email: andychirip@hotmail.com Phone Number: +12016184940 Collar SN: 24h3160449rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx's collar not holding battery charge anymore but still powers when plugged into the charger. According to AP, collar is OWW and enrolled to HC. Advised cx to upgrade collar via HC, when H5s are launched. Email cx "How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection" Next Steps: Resolved.

STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 15:29:10 UTC | Status: CLOSED

Conversation: X-ollfu4Q0epk9G1kzitXw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:13:45 UTC to 2025-09-16 16:13:15 UTC

PHONE_CALL | Customer (OsThNhSH...) | 2025-09-16 15:13:45 UTC

EMAIL | Agent (5amu5WSG...) | 2025-09-16 16:12:50 UTC

From: support@halocollar.com

To: joenyz@yahoo.com

Subject: Halo Support Follow Up:

Hello Joe, Thank you for calling Halo Support. This is KC, and it was a pleasure speaking with you today. I apologize for missing some information. I see that you confirmed the address on Friday. That would make today the 2nd business day. As long as FedEx picks it up tomorrow, we will definitely have this to you by the 5th business day, which would be Friday. I will keep an eye on your account and escalate this tomorrow if the tracking doesn't come through by the end of the business day. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! With pawsitivity, KC Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (5amu5WSG...) | 2025-09-16 16:13:10 UTC

2 replacements set up last week. 25h4283035rt 25h4272504rt Live Team Notes Serial Numbers: 25h4283035rt 25h4272504rt FW: Issue/ Need: wismo WR Troubleshooting & Actions Taken: friday is the 5th business day Resources Used (provide details): (KB articles, Slack posts, internal docs.): Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. Billing Team Escalation Notes Affected Serial Number: FW: Order ID: RMA Ticket #: Subscription Start Date: Reason for Escalation: Requested Action:

TOPIC CHANGE | Agent (5amu5WSG...) | 2025-09-16 16:13:13 UTC

Added: yuytZ0lnRc2UDUrYWXc_JQ

STATUS CHANGE | Agent (5amu5WSG...) | 2025-09-16 16:13:15 UTC | Status: CLOSED

Conversation: Hv0INISIQRCpvpX0sep-9Q

Messages: 6 | Customers: 1 | Duration: 2025-09-16 15:14:43 UTC to 2025-09-16 15:18:51 UTC

PHONE_CALL | Customer (yr9EwuDa...) | 2025-09-16 15:14:43 UTC

STATUS CHANGE | Unknown | 2025-09-16 15:14:47 UTC | Status: CLOSED

STATUS CHANGE | Agent (t75aKvM6...) | 2025-09-16 15:15:11 UTC | Status: OPEN

PHONE_CALL | Agent (t75aKvM6...) | 2025-09-16 15:15:15 UTC

AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 15:18:26 UTC

Auto dialer from Republican National Convention. Called back and asked to take number off of call list.

STATUS CHANGE | Agent (t75aKvM6...) | 2025-09-16 15:18:51 UTC | Status: CLOSED

Conversation: ICQIFn75RgqQGfPTnct2XA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:14:53 UTC to 2025-09-16 15:15:03 UTC

TOPIC CHANGE | Agent (WBbod4uN...) | 2025-09-16 15:14:53 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, yuytZ0lnRc2UDUrYWXc_JQ

AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 15:14:54 UTC

Live Team Notes Serial Numbers: Na FW: NA Issue/ Need: Cx wanted update on shipping for RMA AW-20250913-45693 Troubleshooting & Actions Taken: Cx got a diag notice on sunday and verified shipping Cx was concerned that they had missed something as the bot said it was under review Was able to see order had been created in our system Let them know it should be shipping soon and to watch for tracking Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehHzEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (WBbod4uN...) | 2025-09-16 15:15:02 UTC

From: support@halocollar.com

To: a262runner@gmail.com

Subject: Halo Collar: Thank you!

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

STATUS CHANGE | Agent (WBbod4uN...) | 2025-09-16 15:15:03 UTC | Status: CLOSED

Conversation: DvA2H3myQc2jHmyLZKaWgw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:15:46 UTC to 2025-09-16 15:16:29 UTC

AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 15:15:46 UTC

Live Team Notes Serial Numbers:24h4371854rt FW:v.03.00.05 Issue/ Need: cx wanted to know how to add replacement collar to her account Troubleshooting & Actions Taken: Advised cx this is done in settings under my collars Cx advised that she was having a hard time removing the screws from the strap Advised cx that if the allen key is not working she may try and use pliers Advised cx that she can return the defective unit in the box that the replacement came in Resources Used (provide details): (KB articles, Slack posts, internal docs.): How to Add a Replacement Collar to Your Account [<https://support.halocollar.com/hc/en-us/search/click?data=BAh7DjoHaWRsKwgX%2F3XdUQw6D2FjY291bnRfaWRpA5xBkzoJdHlwZUKiDGFydGljbGUGOGZFVDoldXJsSSJ0aHR0cHM6Ly9zdXBwb3J0LmhhbG9jb2xsYXluY29tL2hjL2VuLXVzL2FydGljbGVzLzEzNTQ1NzQ3MzgyMDM5LUhvdY10by1BZGQtYS1SZXBsYWNlbWVudC1Db2xsYXltdG8tWW91ci1BY2NvdW50BjSlVDoOc2Vhc mNoX2lkSSlpMjFmZml5YzgtZDRkNC00NWJkLTg3ODAtZDg5YmI0Y2NiNzAzBjSlRjoJcm Fua2kiOgtsb2NhbGVJlplbi11cwY7CFQ6CnF1ZXJ5SSlQcmVwbGFjZW1lbnQGOwhUOH JyZXN1bHRzX2NvdW50aRk%3D--9e8a8d6b77e74203c20d06a94001784b02bdc38f>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (37v57Mh0...) | 2025-09-16 15:16:18 UTC

From: support@halocollar.com

To: sallie.king@cbmoves.com

Subject: Halo Collar: Thank you!

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

STATUS CHANGE | Agent (37v57Mh0...) | 2025-09-16 15:16:28 UTC | Status: CLOSED

TOPIC CHANGE | Agent (37v57Mh0...) | 2025-09-16 15:16:29 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, PT5SzfGLQx6qJKX6efjzxA

Conversation: jeNzKp4fRVWsVyWudissfQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:16:01 UTC to 2025-09-16 15:23:49 UTC

PHONE_CALL | Customer (2vC5exv4...) | 2025-09-16 15:16:01 UTC

EMAIL | Agent (jAIUuvEy...) | 2025-09-16 15:23:35 UTC

From: support@halocollar.com

To: connerv96@gmail.com

Subject: Account

Hello conner, Thank you for calling Halo Support today. This is Rabindra. It was truly a pleasure speaking with you and learning more about you and your pup. I hope I addressed all of your questions and provided the clarity you needed. If anything remains unclear or if new questions arise, please don't hesitate to reach out. We're always happy to help, whether by phone, email, or through our live support options. Thank you for being part of our pack! Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost - or for any other reason, such as wanting a new device or upgrading your older model to a newer model! The redemption price for the Halo Care plan depends on your membership plan. Bronze - \$199 Silver - \$174 Gold - \$149 You can enroll your collar(s) in Halo Care on the My Account screen when you are logged in to halocollar.com. Note: you can enroll in Halo Care at any time and redeem a reduced price replacement collar immediately. However, this subscription cannot be canceled for 60 days after enrollment. Halo Care is billed monthly at \$9.99 per collar. Annual billing is available. If the Halo Care plan is canceled, remaining time will be used as a credited amount towards your next membership renewal. Save an additional \$25 on Halo Care or Halo Protection redemptions if you are a silver member. Save an additional \$50 on Halo Care or Halo Protection redemptions if you are a gold member. If you have multiple collars, you can select how many Halo Care memberships you would like. Keep in mind that Halo Care can only be used once a year. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 15:23:37 UTC

First and Last Name: conner varner Email: connerv96@gmail.com Phone Number: 14196307241 Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: The cx wants to link their collar to the account, and they are having difficulty. The cx does not have the collar with them. Next Steps: The cx will call us back. Submit as resolved.

TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 15:23:47 UTC

Added: UNYy8zJMRzuqZ0-CQlyc1Q

STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 15:23:49 UTC | Status: CLOSED

Conversation: wNyBIFSASZKQSuq5Nf2AzQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:17:50 UTC to 2025-09-16 15:21:32 UTC

AGENT NOTE | Agent (vi_2Fjmb...) | 2025-09-16 15:17:50 UTC

Live Team Notes Serial Numbers: 24h2010025rt (AW-534656 - added Mar 13, 2024 2:15 PM) FW: v. 02.08.11 Verifying Issue/ Need: Had a new debit card so it was not being charged, and got a message that the account was being deactivated The dog was not even there, so he was not using the collar and he completely forgot to update the card Troubleshooting & Actions Taken: Advised he would just need to update the card He said that he did but still says he does not a package Asked him to share the screen Walked him to the Restore Plan and Agree & Pay Walked him back to the App to Settings >MyCollars >Add Collar, he said it has power AP shows Battery level 1% Last Heard Jul 16, 2025 9:20 AM BT is ON The collar was added to the App, and assigned the Pet WIFI password was wrong, he had to look for it, it kept rejecting it but finally came through Sent the latest FW update to the collar 03.01.02 PROD BETA (screenshot) Explained to let it charge, then initialize it and hand-test it, etc Is my collar old? Advised of the versions following his H2+ and that he could get the latest version of the collar by signing up for Halo Care, explained how it works, etc Sending him info on the email Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (vi_2Fjmb...) | 2025-09-16 15:20:41 UTC

From: support@halocollar.com
To: johnmpoole1968@gmail.com
Subject: Halo Collar: Thank you!

Hello John, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! I am glad that I was able to help you reinstate your plan and add your collar back to the App. I also sent the latest version of the software to your collar, so you would need to leave it charging until it updates over-the-air and then take it outside to initialize it, hand-test the feedback, etc. We also discussed your options for upgrading your collar to the newest version. I explained how Halo Care works. I am sending additional information below: What is Halo Care? Halo Care vs Halo Protection Here are the steps on how to upgrade to the latest Halo Model: How to Sign Up for Halo Care – Halo Collar Help Center How to Purchase Replacement Collars using Halo Care or Halo Protection – Halo Collar Help Center Whether you need a little training guidance, help with setup, or just some peace of mind, we're always here to lend a paw. If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (vi_2Fjmb...) | 2025-09-16 15:21:16 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, CF6_882xQ3eGEtbPbwDdWQ, UNYy8zJMRzuqZ0-CQlyc1Q, PT5SzfGLQx6qJKX6efjzxA, bDcJwjoMTjeffz13hM6gAA

STATUS CHANGE | Agent (vi_2Fjmb...) | 2025-09-16 15:21:32 UTC | Status: CLOSED

Conversation: 9du9fC8DQc2r9V_60wBhWQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:19:25 UTC to 2025-09-16 15:26:00 UTC

Customer (QzH1Ntrw...) | 2025-09-16 15:19:25 UTC | halocollar.com

Yet another walk that didn't register at all because the GPS is not working. I recalibrated it yesterday as you suggested evidently that wasn't the problem.

Customer (QzH1Ntrw...) | 2025-09-16 15:22:04 UTC | halocollar.com

Is anybody home?

EMAIL | Agent (vayOmd0l...) | 2025-09-16 15:25:52 UTC

From: support@halocollar.com

To: noz34me@gmail.com

Subject: Halo Collar Troubleshooting

Hi, Thomas, Thank you for contacting Halo Support. We apologize for the difficulty you are experiencing with your GPS tracking in the App. We understand that you are facing issues with the Halo App's live tracking feature. We want to inform you that the collar does not require cell service or Wi-Fi to provide feedback to your dog. The fence feedback relies on GPS, so if you have little to no Internet signal the collar will still issue feedback when your dog is approaching the boundary line. The Internet connection is how the collar communicates with the app. So if you are in an area with low cellular service there will be a delay in getting notifications and live tracking updates on the app, but the collar will still work to keep your dog in the boundary using GPS technology. See more in this article. Additional Note Through the use of innovative new technology, your Halo Collar will receive satellite position data when plugged in to charge and connected to Wi-Fi. This data will alleviate the need for you to reinitialize your collar's GPS often. Please note: You may see notifications on occasion asking you to reinitialize your GPS. Be familiar with the above procedure in the event that you need to reinitialize again. After reinitializing, please follow the hand test instructions to test your fence. If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! With pawsitivity, Hannah Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (vayOmd0l...) | 2025-09-16 15:25:58 UTC

Added: yUdj74HoRguBsTQ2B0ZktA

STATUS CHANGE | Agent (vayOmd0l...) | 2025-09-16 15:26:00 UTC | Status: CLOSED

Conversation: kT-TNz95T62zoASFjFzaPA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 15:19:34 UTC to 2025-09-16 15:20:11 UTC

Customer (1Nrr_cxW...) | 2025-09-16 15:19:34 UTC | halocollar.com

the shock feature is very inconsistent so much so it's unclear if it's even working at times

System/AI | 2025-09-16 15:20:11 UTC | halocollar.com

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

Conversation: szbVysazRwihlxeQz2vjbw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:19:35 UTC to 2025-09-16 15:28:07 UTC

EMAIL | Customer (4_NhIIR2...) | 2025-09-16 15:19:35 UTC

From: carnochanjesslyn@gmail.com

To: support@halocollar.com

Subject: Re: Halo Collar Shipping Label

Hi, I'm just realizing now. This is only for FedEx. However, FedEx drop-offs for about an hour from my house. Is there a possibility I can just mail it ? Jesslyn Carnochan On Wed, Sep 3, 2025, 10:56 a.m. Halo Collar wrote: > Hello Jesslyn, > > My name is Katherine, and I hope you and your pup are doing well! > > *I've attached your PDF return label to this email.* > > - Please use it to send your old collar back to us. > - The label will expire on 9/17, so please ship before that date. > > > If you have any questions or need help with anything along the way, I'm > here and happy to assist. > Thank you again for being part of the Halo Pack! > > Best Regards, > Katherine > Halo Senior Customer Support > *Halo Collar* | Here for you and your best friend■ >

EMAIL | Agent (sR--y62-...) | 2025-09-16 15:27:55 UTC

From: support@halocollar.com

To: carnochanjesslyn@gmail.com

Subject: Re: Halo Collar Shipping Label

Hello Jesslyn, Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. Unfortunately, we do not have prepaid labels for the USPS as we ship exclusively with FedEx. If you have any further questions or concerns, please do not hesitate to contact us. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 11:19 AM "Jesslyn Carnochan" wrote: > Hi, I'm just realizing now. This is only for FedEx. However, FedEx > drop-offs for about an hour from my house. Is there a possibility I can > just mail it ? > Jesslyn Carnochan > > On Wed, Sep 3, 2025, 10:56 a.m. Halo Collar wrote: > > > Hello Jesslyn, > > > My name is Katherine, and I hope you and your pup are doing well! > > > *I've attached your PDF return label to this email.* > > > > - Please use it to send your old collar back to us. > > - The label will expire on 9/17, so please ship before that date. > > > > > If you have any questions or need help with anything along the way, I'm > > here and happy to assist. > > Thank you again for being part of the Halo Pack! > > > Best Regards, > > Katherine > > Halo Senior Customer Support > > *Halo Collar* | Here for you and your best friend■ > > >

TOPIC CHANGE | Agent (sR--y62-...) | 2025-09-16 15:28:06 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 15:28:07 UTC | Status: CLOSED

Conversation: zCCTRUKpQBCVacON1s3hBw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:19:48 UTC to 2025-09-16 15:28:33 UTC

PHONE_CALL | Customer (oglLD0Ta...) | 2025-09-16 15:19:48 UTC

EMAIL | Agent (t75aKvM6...) | 2025-09-16 15:23:01 UTC

From: support@halocollar.com

To: bayoublueasstchief101@yahoo.com

Subject: Halo Collar Shipping Address Confirmation Needed - AW-20250831-43039

Hello Robert, Thanks for reaching out to Halo Support! My name is Ronald, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. Please click here to confirm your shipping address: AW-20250831-43039 What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 15:27:25 UTC

First and Last Name: Email: bayoublueasstchief101@yahoo.com Collar SN: 25h4175226rt Collar FW: v.03.00.05 Resources: AP Answers Recap/TS: AW-20250831-43039 Address Confirmation Next Steps: Provided address confirmation link via email Walked CX through address confirmation

TOPIC CHANGE | Agent (t75aKvM6...) | 2025-09-16 15:27:32 UTC

Added: oa5e98htSpOozRqx9wftLg

STATUS CHANGE | Agent (t75aKvM6...) | 2025-09-16 15:28:33 UTC | Status: CLOSED

Conversation: PAUbOZy2QNe4-0-hnd1WHg

Messages: 7 | Customers: 1 | Duration: 2025-09-16 15:20:14 UTC to 2025-09-16 16:12:03 UTC

PHONE_CALL | Customer (b94NU2Kn...) | 2025-09-16 15:20:14 UTC

PHONE_CALL | Agent (5amu5WSG...) | 2025-09-16 15:29:09 UTC

PHONE_CALL | Agent (5amu5WSG...) | 2025-09-16 15:36:32 UTC

EMAIL | Agent (5amu5WSG...) | 2025-09-16 16:11:24 UTC

From: support@halocollar.com

To: sphdo@msn.com

Subject: Halo Support Follow Up:

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

AGENT NOTE | Agent (5amu5WSG...) | 2025-09-16 16:11:40 UTC

Live Team Notes Serial Numbers:25h4162376rt FW:3.1.2 Issue/ Need: 4 pups none tracking well. Tested boundaries, not consistent and delayed Troubleshooting & Actions Taken: pushed update took outside, didn't switch to LTE. Wanted wifi in all 10 acres. Deleted collars and added them w/o wifi. Now giving feedback at boundaries Resources Used (provide details): (KB articles, Slack posts, internal docs.): ap gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (5amu5WSG...) | 2025-09-16 16:11:47 UTC

Added: ZKYz4UsHRG6__sFoccYiEA, yUdj74HoRguBsTQ2B0ZktA

STATUS CHANGE | Agent (5amu5WSG...) | 2025-09-16 16:12:03 UTC | Status: CLOSED

Conversation: Erk29nLCTbKr4u0CzPfcqA

Messages: 11 | Customers: 1 | Duration: 2025-09-16 15:20:33 UTC to 2025-09-16 18:30:16 UTC

Customer (Qp6skP0l...) | 2025-09-16 15:20:33 UTC | halocollar.com

My collar is essentially dead. No lights, charger is working appropriately, tried hard restart, etc. I was told (by troubleshooting in the app) to call for live support

System/AI | 2025-09-16 15:20:52 UTC | halocollar.com

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

PHONE_CALL | Customer (JR141b-t...) | 2025-09-16 15:21:36 UTC

EMAIL | Agent (jAIUuvEy...) | 2025-09-16 15:40:08 UTC

From: support@halocollar.com

To: mueller.acm@gmail.com

Subject: Dead unit

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

AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 15:40:11 UTC

First and Last Name: Aaron Mueller Email: mueller.acm@gmail.com Phone Number: 15079935226 Collar SN: 22h2195508rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The cx says the collar is dead, no lights. Next Steps: Guide the cx on the dead unit TS instructions. Guide the cx on how to upgrade their collar. Submit as resolved.

TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 15:40:27 UTC

Added: PT5SzfGLQx6qJKX6efjzxA

STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 15:40:31 UTC | Status: CLOSED

Customer (JR141b-t...) | 2025-09-16 16:29:04 UTC | halocollar.com

How do I change my account password?

STATUS CHANGE | Customer (JR141b-t...) | 2025-09-16 16:29:04 UTC | Status: OPEN

System/AI | 2025-09-16 16:29:41 UTC | halocollar.com

Hey there! Changing your account password is easy. You can do it through the Halo website or the app. On the Website: Go to the Halo website and tap Log In. Tap Forgot Password. Enter your email and tap Send Recovery Link. Check your email and open the reset link to create a new password. In the App: Open the Halo App and tap Log In. Tap Forgot Password? Enter your email and request the recovery link. Open the email, reset your password, and tap Submit. Just a quick tip: Make sure your new password includes at least 8 characters, 1 lowercase letter, 1 uppercase letter, and 1 number or special character. Let me know if you need any more help!

STATUS CHANGE | Unknown | 2025-09-16 18:30:16 UTC | Status: CLOSED

Conversation: 7TFIqNrWQgmq3HrK5pdKPw

Messages: 7 | Customers: 1 | Duration: 2025-09-16 15:21:15 UTC to 2025-09-16 15:58:34 UTC

EMAIL | Customer (PVPzwxNC...) | 2025-09-16 15:21:15 UTC

From: juampasilvera@gmail.com

To: support@halocollar.com

Subject: Re: Urgent: malfunction detected

Hi Brandon, Thank you for your reply. I fully understand Halo does not ship abroad and only ships to the US and Canada — that's exactly why I provided a valid US shipping address. That said, this is the *second time I've experienced a malfunction with the Halo Collar*. Given that this is a repeated defect on Halo's side, I believe it is reasonable to request an *exception* so that I can receive the replacement with the correct paperwork to manage customs on my side. To be specific, I need Halo to provide a commercial invoice at *USD 150* with the shipment. Without this, Uruguay customs will calculate the value directly from your website, which would force me to pay over *60% in duties and taxes*. This is not something I should have to bear considering the collar failed again under warranty. If Halo is not willing to support me on this request, it unfortunately reflects a very poor customer experience. In that case, I will have no option but to escalate this matter publicly, including a detailed *1-star review on Amazon* to ensure other customers are aware of both the product reliability issues and the lack of support when problems arise. Please escalate this request to your *upper management* for review. I kindly ask for a clear response and a resolution path. Thanks, Juan Pablo Silvera

On Mon, 15 Sept 2025 at 18:46, Halo Collar wrote: > Hello Juan, > > I understand your situation, and I wish we could help you with this > matter. We never ship abroad, so we have no paperwork that we fill out. > It's just not something we would be able to offer. > > Best Regards, > Brandon > Halo Senior Customer Support > *Halo Collar* | Here for you and your best friend■ > > On Monday, September 15, 2025, 5:35 PM "Juan Pablo Silvera" juampasilvera@gmail.com> wrote: > > Hi Brandon, > > > Thank you for your reply. I fully understand Halo only ships to the US and > Canada — that's why I provided you with my US shipping address. From there, > I will personally handle the shipment to Uruguay. > > > However, as this is the second malfunction I'm experiencing with the same > product, and since I'm currently abroad, I kindly ask for an exception > regarding the paperwork. Specifically: > > > - > > Please include a *commercial invoice for USD 150* with the replacement > shipment. > - > > Also, kindly email me a copy of this invoice so I can pre-declare it > with Uruguay customs. > > > Without this, customs will apply duties and taxes based on the retail value > listed on your website (60% over the full price), which would make this > replacement extremely costly on my side — despite it being a warranty > issue. > > > To clarify: > > > - > > > You just need to ship the replacement collar to the *US address I > provided*. > - > > > I will cover and arrange the shipment from the US to Uruguay myself. > - > > > The only request is that you *declare the value at USD 150* on the > invoice so customs will process it smoothly. > > > I kindly ask for your support with this exception given the circumstances. > > > Thank you in advance, > > Juan Pablo Silvera > > On Mon, 15 Sept 2025 at 18:23, Halo Collar wrote: > > > Hello Juan, > > > > This isn't something we can do. We don't ship to Uruguay. We only ship to > > the US and Canada. > > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > > On Monday, September 15, 2025, 5:18 PM "Juan Pablo Silvera" > juampasilvera@gmail.com> wrote: > > > > Great, thanks so much! > > > > I'm able to access everything now. Before you ship, as mentioned, I'm > > *abroad* and this will be imported into *Uruguay*. I need a *commercial > > invoice for USD 150* to pre-declare with customs. It *cannot exceed USD > > 200*—otherwise duties and taxes apply. > > > > Could you please confirm you'll issue the invoice at *USD 150*, include > > it with the shipment, and *email me a copy* so I can register it with > > customs in advance? > > > > Thanks again! > > > > On Mon, 15 Sept 2025 at 15:50, Halo Collar wrote: > > > > > Subject: Quick Note About Your Order > > > > > Hi Juan, > > > > > I hope you're doing well! If you're confident that FedEx can deliver to > > > > your address, go ahead and select "keep my original address." If it > > happens > > to come back to us, we can always explore a different address together. > > If > > > > you've received our collars there before, it should be just fine! > > > > > Take care, > > > > Brandon > > > > Halo Senior Customer

please contact our Customer > > >> Support team in the Halo Dog Park > > >> > >
>>> . > > >> > > >> *— The Halo Team* > > >> > > >> > > >> > > >>
*Note: Halo will never ask you for your password. If you suspect > fraud > > >> please
contact us directly for assistance. * > > >> [image: Facebook] > > >> > > >>
[image: Instagram] > > >> > > >> [image: TikTok] > > >> > > >> [image:
YouTube] > > >> > > >> > > >> Halo by Protect Animals with Satellites LLC | 50
Tice Boulevard | > > Suite > > >> 340 | Woodcliff Lake, NJ 07677 > > >> > > >>
No longer want to receive these emails? Unsubscribe > > >> > > >> . > > >> > >
>> >> >> > > >> > > >> > > >> > > >> > > >> > > >> > > >>

STATUS CHANGE | Customer (PVPzwxNC...) | 2025-09-16 15:21:15 UTC | Status: OPEN

AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 15:25:06 UTC

Manager Request Notes Customer Information Serial Number: 25h4200306rt Firmware Version: na Order Number: na Why is this being escalated? (What happened?) Cx's second time with an HC issue, he expects an exception, as well as wants upper management to review. Threatening 1 star review if we don't comply with his request. What is the customer requesting? CX wants the collar shipped to FL and then they will ship to Uruguay They want the value declared to \$150 so they don't have to pay customs extra taxes What has already been done with the customer? (Previous steps taken?) Brandon notified via Lindsey that we can't do this Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone/Email) Phone number: Email address: juampasilvera@gmail.com Please do not promise a time frame for a response.

EMAIL | Agent (DRL3eEs5...) | 2025-09-16 15:25:10 UTC

From: support@halocollar.com

To: juampasilvera@gmail.com

Subject: Re: Urgent: malfunction detected

Hello Juan, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 11:21 AM "Juan Pablo Silvera" wrote: > Hi Brandon, > > Thank you for your reply. I fully understand Halo does not ship abroad and > only ships to the US and Canada — that's exactly why I provided a valid US > shipping address. > > That said, this is the *second time I've experienced a malfunction with the > Halo Collar*. Given that this is a repeated defect on Halo's side, I > believe it is reasonable to request an *exception* so that I can receive > the replacement with the correct paperwork to manage customs on my side. > > To be specific, I need Halo to provide a commercial invoice at *USD 150* > with the shipment. Without this, Uruguay customs will calculate the value > directly from your website, which would force me to pay over *60% in duties > and taxes*. This is not something I should have to bear considering the > collar failed again under warranty. > > If Halo is not willing to support me on this request, it unfortunately > reflects a very poor customer experience. In that case, I will have no > option but to escalate this matter publicly, including a detailed *1-star > review on Amazon* to ensure other customers are aware of both the product > reliability issues and the lack of support when problems arise. > > Please escalate this request to your *upper management* for review. I > kindly ask for a clear response and a resolution path. > > > Thanks, > > Juan Pablo Silvera > > On Mon, 15 Sept 2025 at 18:46, Halo Collar wrote: > > > Hello Juan, > > > I understand your situation, and I wish we could help you with this > > matter. We never ship abroad, so we have no paperwork that we fill out. > > It's just not something we would be able to offer. > > > Best Regards, > > Brandon > > Halo Senior Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > > On Monday, September 15, 2025, 5:35 PM "Juan Pablo Silvera" > juampasilvera@gmail.com> wrote: > > > > Hi Brandon, > > > > > Thank you for your

[illegible]

Hi Juan, My name is Marissa and I'm with Halo's Management Team. Thank you for reaching out to us. Unfortunately, we are unable to fulfill your request. We understand this may not have been the answer you were looking for, and we apologize for the inconvenience. Let me know if there's anything else we can do for you. We're happy to help. Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Tuesday, September 16, 2025, 10:25 AM support@halocollar.com wrote: > Hello Juan, > > Thank you for reaching out and sharing your concern. We're

genuinely sorry for the trouble you've experienced. > We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > > If you need anything in the meantime, we're right here and happy to help. > > Best Regards, > Robinson > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 11:21 AM "Juan Pablo Silvera" wrote: > > > Hi Brandon, > > > Thank you for your reply. I fully understand Halo does not ship abroad and > > only ships to the US and Canada — that's exactly why I provided a valid US > > shipping address. > > > That said, this is the *second time I've experienced a malfunction with the > > Halo Collar*. Given that this is a repeated defect on Halo's side, I > > believe it is reasonable to request an *exception* so that I can receive > > the replacement with the correct paperwork to manage customs on my side. > > > To be specific, I need Halo to provide a commercial invoice at *USD 150* > > with the shipment. Without this, Uruguay customs will calculate the value > > directly from your website, which would force me to pay over *60% in duties > > and taxes*. This is not something I should have to bear considering the > > collar failed again under warranty. > > > If Halo is not willing to support me on this request, it unfortunately > > reflects a very poor customer experience. In that case, I will have no > > option but to escalate this matter publicly, including a detailed *1-star > > review on Amazon* to ensure other customers are aware of both the product > > reliability issues and the lack of support when problems arise. > > > Please escalate this request to your *upper management* for review. I > > kindly ask for a clear response and a resolution path. > > > > Thanks, > > > Juan Pablo Silvera > > > On Mon, 15 Sept 2025 at 18:46, Halo Collar wrote: > > > > Hello Juan, > > > > I understand your situation, and I wish we could help you with this > > > matter. We never ship abroad, so we have no paperwork that we fill out. > > > It's just not something we would be able to offer. > > > > Best Regards, > > > Brandon > > > Halo Senior Customer Support > > > *Halo Collar* | Here for you and your best friend■ > > > > On Monday, September 15, 2025, 5:35 PM "Juan Pablo Silvera" > > juampasilvera@gmail.com> wrote: > > > > > Hi Brandon, > > > > > > Thank you for your reply. I fully understand Halo only ships to the US and > > > Canada — that's why I provided you with my US shipping address. From there, > > > I will personally handle the shipment to Uruguay. > > > > > > However, as this is the second malfunction I'm experiencing with the same > > > product, and since I'm currently abroad, I kindly ask for an exception > > > regarding the paperwork. Specifically: > > > > > > - > > > > > Please include a *commercial invoice for USD 150* with the replacement > > > shipment. > > > - > > > > > Also, kindly email me a copy of this invoice so I can pre-declare it > > > with Uruguay customs. > > > > > > Without this, customs will apply duties and taxes based on the retail value > > > listed on your website (60% over the full price), which would make this > > > replacement extremely costly on my side — despite it being a warranty > > > issue. > > > > > > To clarify: > > > > > > - > > > > > > You just need to ship the replacement collar to the *US address I > > > provided*. > > > - > > > > > > I will cover and arrange the shipment from the US to Uruguay myself. > > > - > > > > > > The only request is that you *declare the value at USD 150* on the > > > invoice so customs will process it smoothly. > > > > > > I kindly ask for your support with this exception given the circumstances. > > > > > > Thank you in advance, > > > > > Juan Pablo Silvera > > > > On Mon, 15 Sept 2025 at 18:23, Halo Collar wrote: > > > > Hello Juan, > > > > > This isn't something we can do. We don't ship to Uruguay. We only ship to > > > > the US and Canada. > > > > > Best Regards, > > > > > Brandon > > > > Halo Senior Customer Support > > > > *Halo Collar* | Here for you and your best friend■ > > > > > On Monday, September 15, 2025, 5:18 PM "Juan Pablo Silvera" > > > juampasilvera@gmail.com> wrote: > > > > > > Great, thanks so much! > > > > > > I'm able to access everything now. Before you ship, as mentioned, I'm > > > > > > *abroad* and this will be imported into *Uruguay*. I need a *commercial > > > > invoice for USD 150* to pre-declare with customs. It *cannot exceed USD > > > > 200*—otherwise duties and taxes apply. > > > > > > Could you please confirm you'll issue the invoice at *USD 150*, include > > > > it with the shipment, and *email me a copy* so I can register it with > > > > customs in advance? > > > > > > Thanks again! > > > > > > On Mon, 15 Sept 2025 at 15:50, Halo Collar wrote: > > > > > > Subject: Quick Note About

Your Order >>> Hi Juan, I hope you're doing well! If you're confident that FedEx can deliver to your address, go ahead and select "keep my original address." If it happens to come back to us, we can always explore a different address together.

If you've received our collars there before, it should be just fine!

Take care,

Brandon

Halo Senior Customer Support

Halo Collar | Here for you and your best friend

>>>

On Monday, September 15, 2025, 2:32 PM support@halocollar.com wrote:

Hello Juan,

What is it you're trying to order?

Best Regards,

Brandon

Halo Senior Customer Support

Halo Collar | Here for you and your best friend

>>>

On Monday, September 15, 2025, 1:50 PM "Juan Pablo Silvera" <juampasilvera@gmail.com> wrote:

I have shipped to that address from Amazon and other US Brands without any issues and this is the only address I have, sadly

On Mon, 15 Sept 2025 at 14:31, Halo Collar wrote:

Hello Juan,

This is Brandon with Halo Support.

Do you happen to have a family member, friend, or neighbor that we can ship it to? Does FedEx normally ship to your address?

Best Regards,

Brandon

Halo Senior Customer Support

Halo Collar | Here for you and your best friend

>>>

On Monday, September 15, 2025, 1:24 PM "Juan Pablo Silvera" <juampasilvera@gmail.com> wrote:

Hi I added the address but it's giving an error (attached). How can you ship to that address?

Thanks

On Mon, 15 Sept 2025 at 11:43, Halo Collar wrote:

Hello Juan,

Thank you for contacting Halo Support. My name is Don and I am with the RMA Team. I hope this message finds you well. I have resent the link for you to verify your shipping address for your replacement collar. You should have received the email for this (I've also included it below). Once that has been completed we can prepare your replacement. If you have any further questions or concerns, please do not hesitate to contact us.

https://haloapp.app.link/dynamic-warranty?dref=https%3a%2f%2fhalocollar.com%2fwarranty-access%3fwarrantyID%3dAW-20250812-39276

Best Regards,

Don

Halo Senior Customer Support

Halo Collar | Here for you and your best friend

>>>

On Monday, September 15, 2025, 8:28 AM "Juan Pablo Silvera" <juampasilvera@gmail.com> wrote:

Hi Halo Support Team,

This is the *second time* we've experienced the same malfunction with our Halo Collar (Serial No. *25h4200306rt*). Could you please help me understand *how this could happen again* and what corrective action is being taken? It's a real safety issue for our dogs and family, as we rely on the collar to keep them within our lot.

I'm currently outside the country, so for the *replacement* please:

1. Ship to this address:
Ludmila Umpierrez Menendez
3970 NW 132nd St
UNIT A-150005
Opa Locka, FL 33054
United States
Phone: +1 (786) 417-4062

- 2. Issue a commercial invoice for US\$150* (declared value) and include a copy with the shipment and by email. I need this amount on the invoice to clear Uruguayan customs without issues.

Important: I cannot return the defective unit at this time because I'm abroad and the international shipping, duties, and handling would be prohibitively expensive*. If a return is absolutely required, please advise on an alternative solution (e.g., certified disposal or photos/serial verification) that avoids those costs.

Please confirm the shipping date, tracking, and any next steps.

Thanks in advance for your prompt help.

Best regards,

Juan Pablo Silvera

On Fri, 22 Aug 2025 at 07:25, The Halo Team <thehaloteam@member.halocollar.com> wrote:

You're eligible for a free warranty replacement Halo Collar [image: Halo®]

Juan Pablo S. Bronze Member since 2024

Hi Juan Pablo,

STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 15:58:34 UTC | Status: CLOSED

STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 15:58:34 UTC | Status: CLOSED

Conversation: bChfEoD2RfijUu-u4gNzuQ

Messages: 6 | Customers: 1 | Duration: 2025-09-16 15:22:08 UTC to 2025-09-16 16:01:53 UTC

EMAIL | Agent (YumuZHIE...) | 2025-09-16 15:22:08 UTC

From: support@halocollar.com

To: runcyn0915@gmail.com

Subject: Halo Collar Success Team

Hello Cyndi, After further review, we'd like to assist with setting up the return of all collars associated with your account. While this request falls outside our standard 90-day return window, we're happy to offer this as a courtesy. Since Emma is out until tomorrow, I'd like to go ahead and get started to avoid you having to wait any longer. To proceed, I'll first need your confirmation that none of the collars associated with your account are currently in use. This is an important safety step, as the collars may be deactivated once the return is submitted. With this, we want to be sure you're no longer using any on your dogs. Once I have your confirmation, I'll initiate the return on our end and provide a return label for you to send back all collars in your possession, including any replacements or previously warranted collars. Receiving all items is essential for us to successfully process the refund. After we receive the returned collars, your refund will be processed to the original form of payment within 7–10 days, and you'll receive updates via email throughout the process. I hope this helps clarify everything. Once you confirm that the collars are no longer in use, I'll move forward with the return process. Thank you again for your time and for bringing this to our attention. I look forward to assisting you and making this as smooth as possible. Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend■

TOPIC CHANGE | Agent (YumuZHIE...) | 2025-09-16 15:24:45 UTC

Added: aXIAIFSOSpCQh-gy6D9WcQ

STATUS CHANGE | Agent (YumuZHIE...) | 2025-09-16 15:25:07 UTC | Status: CLOSED

EMAIL | Customer (dFAR47Fv...) | 2025-09-16 15:31:30 UTC

From: runcyn0915@gmail.com

To: support@halocollar.com

Subject: Re: Halo Collar Success Team

All collars are no longer in use. Thanks Haley Thanks, Cyndi Schnabel > On Sep 16, 2025, at 11:22 AM, Halo Collar wrote: > > ■ > Hello Cyndi, > > After further review, we'd like to assist with setting up the return of all collars associated with your account. While this request falls outside our standard 90-day return window, we're happy to offer this as a courtesy. Since Emma is out until tomorrow, I'd like to go ahead and get started to avoid you having to wait any longer. > > To proceed, I'll first need your confirmation that none of the collars associated with your account are currently in use. This is an important safety step, as the collars may be deactivated once the return is submitted. With this, we want to be sure you're no longer using any on your dogs. > > Once I have your confirmation, I'll initiate the return on our end and provide a return label for you to send back all collars in your possession, including any replacements or previously warranted collars. Receiving all items is essential for us to successfully process the refund. > > After we receive the returned collars, your refund will be processed to the original form of payment within 7–10 days, and you'll receive updates via email throughout the process. > > I hope this helps clarify everything. Once you confirm that the collars are no longer in use, I'll move forward with the return process. Thank you again for your time and for bringing this to our attention. I look forward to assisting you and making this as smooth as possible. > > Best Regards, > Haley > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■

STATUS CHANGE | Customer (dFAR47Fv...) | 2025-09-16 15:31:30 UTC | Status: OPEN

EMAIL | Agent (YumuZHIE...) | 2025-09-16 16:01:53 UTC

From: support@halocollar.com

To: runcyn0915@gmail.com

Subject: Re: Halo Collar Success Team

Hello Cyndi, Thank you for confirming! I've gone ahead and initiated your return, and your return label is attached to this message. You can use this label to send back all collars, and once they are received at our warehouse, you'll receive an email update when your refund has been processed. Please note that you'll need to cancel your plan to prevent any future charges. While we're sad to see you go, we truly appreciate the time you spent with Halo and wish you all the best in your next adventures. If you have any questions or need assistance along the way, please don't hesitate to reach out. We're happy to help!

Best Regards, Haley Halo Senior Customer Support Halo Collar | Here for you and your best friend

■ On Tuesday, September 16, 2025, 11:31 AM "Cyndi Schnabel" wrote: > All collars are no longer in use. > Thanks Haley > > Thanks, > Cyndi Schnabel > > > On Sep 16, 2025, at 11:22 AM, Halo Collar wrote: > > > ■ > > Hello Cyndi, > > > After further review, we'd like to assist with setting up the return of all collars associated with your account. While this request falls outside our standard 90-day return window, we're happy to offer this as a courtesy. Since Emma is out until tomorrow, I'd like to go ahead and get started to avoid you having to wait any longer. > > > > To proceed, I'll first need your confirmation that none of the collars associated with your account are currently in use.

This is an important safety step, as the collars may be deactivated once the return is submitted. With this, we want to be sure you're no longer using any on your dogs. > > > > Once I have your confirmation, I'll initiate the return on our end and provide a return label for you to send back all collars in your possession, including any replacements or previously warranted collars. Receiving all items is essential for us to successfully process the refund. > > > > After we receive the returned collars, your refund will be processed to the original form of payment within 7–10 days, and you'll receive updates via email throughout the process. > > > > I hope this helps clarify everything. Once you confirm that the collars are no longer in use, I'll move forward with the return process. Thank you again for your time and for bringing this to our attention. I look forward to assisting you and making this as smooth as possible. > > > > Best Regards, > > Haley > > Halo Senior Customer Support > > Halo Collar | Here for you and your best friend ■ >

Conversation: Bih_86loQHC8fSXoMp2U1w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:22:40 UTC to 2025-09-16 17:24:03 UTC

Customer (MbcC5if6...) | 2025-09-16 15:22:40 UTC | halocollar.com

Ummmmmm

System/AI | 2025-09-16 15:22:58 UTC | halocollar.com

Hi Stacy! How can I assist you with your Halo Collar today? Whether you have questions about functionality, setup, or anything else, I'm here to help.

Customer (MbcC5if6...) | 2025-09-16 15:23:09 UTC | halocollar.com

sorry. Need to return a collar. How can I do that?

System/AI | 2025-09-16 15:23:35 UTC | halocollar.com

Hi there! To return your Halo Collar, please make sure it was purchased directly from www.halocollar.com and is not damaged. You'll need a Return Merchandise Authorization (RMA) and must return it within 90 days of receipt. Start by visiting this link and clicking "Submit a Return for Refund." Follow the steps, including entering your order number and purchase email. You'll receive an email with a pre-paid shipping label. Please note, a \$25 return fee applies, and original shipping costs are non-refundable.

STATUS CHANGE | Unknown | 2025-09-16 17:24:03 UTC | Status: CLOSED

Conversation: MENpQNTsRmqaTv2yubikrg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:23:12 UTC to 2025-09-16 15:23:33 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:23:12 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:23:13 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:23:32 UTC

From: support@halocollar.com

To: palmer_darla@hotmail.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:23:33 UTC | Status: CLOSED

Conversation: Y7wRjOkFTBqdRCUmCCgpdQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:23:29 UTC to 2025-09-16 15:24:26 UTC

TOPIC CHANGE | Agent (1LZgqfXS...) | 2025-09-16 15:23:29 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, MllsYsoXS1qWWFbZys35mg

TOPIC CHANGE | Agent (1LZgqfXS...) | 2025-09-16 15:23:34 UTC

Added: OeTzDXf5Qt2378nYRu_ilw

AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 15:23:34 UTC

Live Team Notes Serial Numbers: 24h4492390rt FW: v.03.00.05 Issue/ Need: Cx has received issues with collar not connecting in one area of fence to wifi/lte Troubleshooting & Actions Taken: Pushed up to date fw, collar was outdated Informed cx to hand test collar after update Cx will send screen recordings to Dog Park to forward to CET if update does not correct issue Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Tier 1 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (1LZgqfXS...) | 2025-09-16 15:24:20 UTC

From: support@halocollar.com

To: tim.sparstad@gmail.com

Subject: Halo Support: How to Take and Share a Screen Recording

Here's How to Capture and Share a Screen Recording If you run into an issue while using the Halo App, a screen recording can help our Customer Support team better understand and resolve the problem. What to Record If you're experiencing GPS issues, please record your screen while the My Map tab is open and your Pet Card is visible. While recording, test the collar along your fence line by following the steps in this article: [How to Hand Test The Collar Accuracy](#) How to Screen Record (iOS) Open the Control Center Swipe from the very top or bottom of your screen (depending on your iPhone model) to access the Control Center. Find the Screen Record Button Look for the circular icon (a solid dot inside a ring). If you don't see it, follow these instructions to add screen recording to your Control Center. Start the Recording Tap and hold the Screen Record icon. Turn the microphone ON (it should appear red). Tap Photos (if listed) to save the recording to your Camera Roll. Begin the Test Swipe the Control Center away and open the Halo App. Start your GPS test with the Pet Card open. You can switch to your Camera app during the recording to show where you or your dog are in real life vs. the app view. Stop the Recording Swipe to open the Control Center again and tap the record button to stop. You'll see a confirmation that your video has been saved. How to Screen Record (Android) Android 11 and Later: Follow these instructions to start a screen recording. Be sure to enable both Media Sounds and Microphone so we can hear what you're experiencing. Android 10 and Earlier: Download AZ Screen Recorder from the Google Play Store. Open the app and tap the camera icon. Grant microphone and file access. Start recording and walk through your issue in the Halo App. Use the microphone to describe what you're seeing/hearing in real time. Submitting Your Recording Once your video is recorded: Email attachment: Open your email app Reply to your support thread Attach the video from your Photos or Camera Roll. Then hit Send. If the file is too large: Upload it to your preferred cloud service and share the link: [How to share a file via iCloud](#) [How to share a file via Google Drive](#) [How to share a file via Dropbox](#) While recording, you can switch between apps, like Halo and your camera, to help us see the whole picture. Do you need additional help? Please contact Halo Collar Customer Service. We're happy to assist you! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Agent (1LZgqfXS...) | 2025-09-16 15:24:26 UTC | Status: CLOSED

Conversation: 9ZEHLETARF-p7iGBw8nrPg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:23:41 UTC to 2025-09-16 15:28:23 UTC

PHONE_CALL | Customer (PyJBAN8t...) | 2025-09-16 15:23:41 UTC

AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 15:28:03 UTC

Live Team Notes Serial Numbers: NA FW:NA Issue/ Need: Cx wanted to return the collar bought from amazon Troubleshooting & Actions Taken: explain it has to be through amazon support for the refunds Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap, kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

STATUS CHANGE | Agent (gJyogQbb...) | 2025-09-16 15:28:23 UTC | Status: CLOSED

Conversation: wAxRdVM8T8ux1ydnYi5KRA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:23:42 UTC to 2025-09-16 15:23:55 UTC

EMAIL | Agent (KshEi1Yy...) | 2025-09-16 15:23:42 UTC

From: support@halocollar.com

To: stephanieamtate@yahoo.com

Subject: Halo Management

Hi Stephanie, My name is Marissa and I'm with Halo's Management Team. To clarify, are you missing your replacement collar or your original collar? If the original collar is missing, it is unlikely we can waive the non-return fee. However, if you have not received the replacement collar, we can arrange to send another one and mark the previous shipment as lost. I'd be happy to discuss this further with you directly. I've included my call schedule below—please choose a time that works for you, and I'll reach out. If you prefer to respond by email, that's also fine. I just need a bit more information to assist you. Marissa's Call Schedule I look forward to hearing back from you! Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■

TOPIC CHANGE | Agent (KshEi1Yy...) | 2025-09-16 15:23:52 UTC

Added: Vc4PMz7yTqecSVPaJlmbZQ

STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 15:23:55 UTC | Status: CLOSED

Conversation: r1SzNn9FQ-K0f_Yj3loDUQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:23:56 UTC to 2025-09-16 15:24:17 UTC

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:23:56 UTC

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

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:23:56 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:24:16 UTC

From: support@halocollar.com

To: amharbin53@gmail.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:24:17 UTC | Status: CLOSED

Conversation: 6n--A-XaTVGmNf3VCSr4FQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:24:30 UTC to 2025-09-16 15:28:15 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:24:30 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:24:30 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:28:15 UTC

From: support@halocollar.com

To: megan.morrow@gmail.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:28:15 UTC | Status: CLOSED

Conversation: 9L4TabnASKCRDDcENiCFLw

Messages: 8 | Customers: 1 | Duration: 2025-09-16 15:24:30 UTC to 2025-09-16 18:33:26 UTC

TOPIC CHANGE | Agent (CgaCndlh...) | 2025-09-16 15:24:30 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 15:37:52 UTC

Live Team Notes Serial Numbers: 24h3200390rt - Callie FW: 03.01.02 PRODBETA Issue/ Need: Redeem HC Issues Troubleshooting & Actions Taken: The customer is not getting the "add to cart button when she tries on phone or computer Had the customer send in a screenshot The customer has tried multiple devices Reached out to Slack Support Confirmed phone number, will call the customer back after follow-up Resources Used (provide details): (KB articles, Slack posts, internal docs.): Halocollar.com [http://Halocollar.com] Personal device Slack Support [https://halocollarworkspace.slack.com/archives/C03JKV1S5C5/p1758036769964629] Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

STATUS CHANGE | Agent (CgaCndlh...) | 2025-09-16 15:38:25 UTC | Status: CLOSED

STATUS CHANGE | Agent (CgaCndlh...) | 2025-09-16 18:03:42 UTC | Status: OPEN

PHONE_CALL | Agent (CgaCndlh...) | 2025-09-16 18:03:45 UTC

AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 18:29:35 UTC

Intermediate Notes Issue/ Need: Redeem HC Issues Previous Steps:(previous interactions) The customer is not getting the "add to cart button when she tries on phone or computer Had the customer send in a screenshot The customer has tried multiple devices Reached out to Slack Support Confirmed phone number, will call the customer back after follow-up Recap/TS: (current interaction) Called the customer at 14135197784 as she preferred Attempted to redeem HC online, but changed the deactivation time to "immediately" Confirmed a color was selected However, "Add to Cart" was not an option Requested an OTAC The same thing occurred when I attempted from my computer Reached out to the lead (Ashley) Lead is sent this up to Softeq The customer asked how long this would take Advised I'm unclear of an exact time and could not guarantee a time, but many issues are solved within 48 hours Resources: (Articles, Slack Threads, Docs) Admin Lead Next Steps: Waiting for Softeq follow-up Will reach out to the customer by phone if any information is resolved

EMAIL | Agent (CgaCndlh...) | 2025-09-16 18:32:57 UTC

From: support@halocollar.com

To: tarapg93@gmail.com

Subject: Halo Collar: Update on Your Halo Care Issue

Hello Tara, Thank you for your continued patience as we work to resolve the issue you've been experiencing with redeeming Halo Care. I wanted to let you know that this matter has been escalated to our IT team for further investigation. Once a resolution is found or we receive additional information, I will personally follow up with you via phone to provide an update. If I'm unable to reach you by phone, I will be sure to send you a follow-up email instead. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Agent (CgaCndlh...) | 2025-09-16 18:33:26 UTC | Status: CLOSED

Conversation: jUYTvB5cRwaeWq_x2emfuQ

Messages: 16 | Customers: 1 | Duration: 2025-09-16 15:26:12 UTC to 2025-09-16 18:37:21 UTC

PHONE_CALL | Customer (v4hXDnQL...) | 2025-09-16 15:26:12 UTC

AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 15:32:13 UTC

Live Team Notes Serial Numbers: 25h4271161rt FW: 3.01.02 Issue/ Need: Battery life issues Troubleshooting & Actions Taken: Cx said they've gone thru the TS, draining the battery and waited 5 hrs before charging FW is updated yesterday Cx said after the collar was fully charged, it said 20 hrs on their app and then after 4 hrs, it went to 11 hrs left Said this is their 2nd replacement collar Started last week or so, cx noticed that it's draining faster than it should Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, gladly notes, TS for T1 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 15:35:06 UTC

Collar Evaluation Notes: Issue Details Collar with Issue's SN: 25h4271161rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Battery life issue Date & Time of Occurrence: Cx said it happened in the last week or so Is the Issue Reproducible? (Yes/No – If Yes, include steps): n/a Additional notes about the issue: Troubleshooting Summary Tier 1 TSing [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] Steps Completed:(Y/N) & Outcome of Troubleshooting: Y Cx had went thru the TS steps of draining the battery and waited 5 hrs before charging, Monitored for 48 hrs at least and still the battery of the collar is draining faster than it should Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) Screenshots: (Yes/No) System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) App Logs (App issues): (Yes/No)

EMAIL | Agent (wIA9Uacl...) | 2025-09-16 15:35:22 UTC

From: support@halocollar.com

To: casteele1957@gmail.com

Subject: Halo Collar Next Steps Investigation

Hello Cheryl, My name is Psyche, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (wIA9Uacl...) | 2025-09-16 15:35:27 UTC

Added: C601BWVnSViGn9DDMDr6WQ

STATUS CHANGE | Agent (wIA9Uacl...) | 2025-09-16 15:35:30 UTC | Status: CLOSED

STATUS CHANGE | Agent (Rh0xdCH1...) | 2025-09-16 17:19:34 UTC | Status: OPEN

AGENT NOTE | Agent (Rh0xdCH1...) | 2025-09-16 17:19:36 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Bo's (25h4271161rt) Recap (When/Where/What the customer wants) Battery life issues Is This Resolved/Follow-Up Required? yes If Follow Up Is Required (What/When) Sending cx wr confirmation macro Optional Additional Info:

Unit has excessive brout resets The battery has reset too many times The collar has excessive LTE init fails Collar is failing to connect to the LTE modem LTE socket err is 142 on 9/14 and 201 on 9/13 Unit is not saving gps data 9/14 Unit needs to be replaced Predicted battery life shows a sharp decline to 20.2 hours over the last 3 days

EMAIL | Agent (Rh0xdCH1...) | 2025-09-16 17:20:08 UTC

From: support@halocollar.com

To: casteele1957@gmail.com

Subject: Re: Halo Collar Next Steps Investigation

Hello Cheryl, My name is Quinn, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing battery life issues with Bo's Halo Collar (25h4271161rt). Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call. You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Quinn Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 11:35 AM support@halocollar.com wrote: > Hello Cheryl, > > My name is Psyche, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Psyche > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

STATUS CHANGE | Agent (Rh0xdCH1...) | 2025-09-16 17:20:17 UTC | Status: CLOSED

STATUS CHANGE | Customer (v4hXDnQL...) | 2025-09-16 18:28:01 UTC | Status: OPEN

PHONE_CALL | Customer (v4hXDnQL...) | 2025-09-16 18:28:01 UTC

AGENT NOTE | Agent (WoybUALE...) | 2025-09-16 18:36:24 UTC

Live Team Notes Serial Numbers: 25h4271161rt FW: v.03.01.02 PRODBETA Issue/ Need: cx called to find out if she could put the collar on her pup while the CET evaluates her collar Troubleshooting & Actions Taken: advised cx that per email from CET an hour ago Bo's Collar will need to be replaced and started the replacement process on behalf of cx and advised that the collar will be deactivated once this process is started Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, Gladly, Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (WoybUALE...) | 2025-09-16 18:36:53 UTC

From: support@halocollar.com

To: casteele1957@gmail.com

Subject: Halo Support Warranty Request Submitted

Hello Cheryl, My name is Michelle, and I want to thank you for your call. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. We understand the importance of your Halo Collar in keeping your pup safe. This step is being taken to prioritize your dog's well-being. Here's what to expect: Why it's being deactivated: A technical issue was identified that could affect how the collar works. Why this matters: Using a collar with a known issue could result in unreliable tracking or feedback. Deactivation helps prevent a false sense of safety. Your new collar will ship as soon as possible. You'll receive tracking details once it's on the way. Once your replacement collar arrives: The package should include your pre-paid return shipping label as well as instructions on what to send back to us. You will ONLY be sending back the Halo Unit, and keep all of the accessories that came with your collar originally. (Strap, Case, Charging Equipment, Contact Tips, Etc.) You can return your defective collar in the same packaging the replacement came in. If your package is missing the return shipping label, please contact support so we can send you a new one. We understand this may be inconvenient, and we truly appreciate your patience. Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Michelle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:20 PM support@halocollar.com wrote: > Hello Cheryl, > > My name is Quinn, and I'm with the Collar Evaluation Technical Team. > I understand you are experiencing battery life issues with Bo's Halo Collar (25h4271161rt). > > Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. > > To proceed with the replacement, follow these steps: > Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent > We're committed to making this right for you and ensuring your pup stays safe and protected. > Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. > > This is a requirement and can't be bypassed. > If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. > > With pawsitivity, > Quinn > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 11:35 AM support@halocollar.com wrote: > > > Hello Cheryl, > > > My name is Psyche, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > > What happens next: > > • Our specialists deep dive into our system > > • They'll email you with their findings and clear next steps > > • We'll stay with you until everything's working the way it should > > > If you have any questions in the meantime, just hit reply. > > We're here for you and your pup every step of the way. > > > We'll be in touch as soon as possible! > > > With pawsitivity, > > Psyche > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■support@halocollar.com | ■Halo Help Center > > ■Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

TOPIC CHANGE | Agent (WoybUALE...) | 2025-09-16 18:37:17 UTC

Added: WprjYFTuRsSIVmqirbejqg, N_yHDZizTi2I1otDSOr9Q | Removed: C601BWVnSViGn9DDMDr6WQ

STATUS CHANGE | Agent (WoybUALE...) | 2025-09-16 18:37:21 UTC | Status: CLOSED

Conversation: tFVRrVOXQHugWHE1B6_zhA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 15:26:58 UTC to 2025-09-16 15:37:56 UTC

Customer (88wicckU...) | 2025-09-16 15:26:58 UTC | halocollar.com

I need to cancel one collar due to it got wet and stopped working

System/AI | 2025-09-16 15:27:42 UTC | halocollar.com

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

EMAIL | Agent (YYRYgGjy...) | 2025-09-16 15:36:54 UTC

From: support@halocollar.com

To: splitofatom@protonmail.com

Subject: Halo Collar How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection

Hello Mick, Thank you for reaching out. My name is Ariel. I'll be assisting you. How to Purchase a Replacement Collar Kit Using Halo Care or Halo Protection If you need to replace your Halo Collar using your Halo Care or Halo Protection coverage, you can order a new kit directly from your account. Step-by-Step Instructions Sign in to your account at www.halocollar.com On the left-hand menu, click Replace My Collar Select Redeem Halo Care or Protection Choose the collar you want to replace from the list You'll see the replacement price based on your Halo Care plan and any membership discount Click Confirm to continue your replacement order Important Notes Be sure to select the correct collar, it will be deactivated and cannot be reused The collar is deactivated for your dog's safety If you don't see your collar in the list: You may need to add it using the Serial Number and your Order Number For more information on our coverage options, please refer to the following articles: What is Halo Care? What is Halo Protection? If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Ariel Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (YYRYgGjy...) | 2025-09-16 15:37:48 UTC

Live Team Notes Serial Numbers: 23h2163158rt FW: v.01.21.06 Issue/ Need: Needing to change amount of collars on account Troubleshooting & Actions Taken: Walked Cx through removing collar from account Cx saw HC and HP options Sent HC/HP email Cx will discuss w/ spouse Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (YYRYgGjy...) | 2025-09-16 15:37:55 UTC

Added: bDcJwjoMTjeffz13hM6gAA, 5PPI2RS4TSeSg5z-6z7TAQ

STATUS CHANGE | Agent (YYRYgGjy...) | 2025-09-16 15:37:56 UTC | Status: CLOSED

Conversation: yOcJAKcKRRGzvy8zsN24sA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:27:15 UTC to 2025-09-16 15:34:22 UTC

PHONE_CALL | Customer (hHsV7zi...) | 2025-09-16 15:27:15 UTC

AGENT NOTE | Agent (YC_UAXeV...) | 2025-09-16 15:33:46 UTC

Live Team Notes Serial Numbers:25h4249442rt FW:v.03.00.05 Issue/ Need: one dog passed away, return Troubleshooting & Actions Taken: still within window, returned the collar on behalf of cx, confirmed cx received the label. Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (YC_UAXeV...) | 2025-09-16 15:34:17 UTC

From: support@halocollar.com

To: bourquedm@gmail.com

Subject: Halo Support Follow Up

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

TOPIC CHANGE | Agent (YC_UAXeV...) | 2025-09-16 15:34:22 UTC

Added: rxefklGaTXGCpjC7oGEfPg

STATUS CHANGE | Agent (YC_UAXeV...) | 2025-09-16 15:34:22 UTC | Status: CLOSED

Conversation: QOW3ORJBQYiQamGANSEj5g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:27:17 UTC to 2025-09-16 15:27:41 UTC

AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 15:27:17 UTC

Live Team Notes Serial Numbers: 25h4308873rt FW:v.03.00.05 Issue/ Need: Questions about setting up a fence Troubleshooting & Actions Taken: Answered questions for fence placement Explained the feedback options Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (ne4kLbEh...) | 2025-09-16 15:27:25 UTC

From: support@halocollar.com

To: sandietalbot@hotmail.com

Subject: Halo Collar Instructions On Creating A Fence

Hello Sandie, My name is Chance, and I'm happy to provide you with more information on how to create a Fence. Creating a custom fence in the Halo App is quick and easy. Follow the steps below to set up your dog's boundaries safely. Creating a Fence Open the Halo App Tap My Map in the bottom-left corner Slide up the Find & Manage Pets card Select Add Fence You'll be presented with a map and a movable marker. Drag the marker to your property and tap Create Fence Or, enter your home address in the search bar to position the marker automatically Once you select Create Fence, the app will generate a unique fence around your property based on your layout and Halo's safety guidelines. Important Safety Guidelines Ensure at least 20 feet (6.1 meters) between: Your fence and any nearby roads Your fence and your house Warning Feedback activates when your dog is 7–10 feet (2.1–3.0 meters) from the fence boundary. This spacing gives your dog time to respond and helps prevent accidental feedback near roads or your home. Additional Notes You cannot create a fence inside another fence or allow any fences to overlap. To edit existing fences, check out this article: [How to Edit or Delete a Fence](#) If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (ne4kLbEh...) | 2025-09-16 15:27:38 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, g5apmYsrTuGLWnaVZyD4ng

STATUS CHANGE | Agent (ne4kLbEh...) | 2025-09-16 15:27:41 UTC | Status: CLOSED

Conversation: xS-8MA7XSN2I2Xz9QhU2sw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:27:23 UTC to 2025-09-16 17:28:05 UTC

Customer (DtDUC7Eh...) | 2025-09-16 15:27:23 UTC | halocollar.com

Clyde's collar isn't tracking when he goes outdoors. I'm connected and can whistle him but it's not tracking his location

System/AI | 2025-09-16 15:27:48 UTC | halocollar.com

Hi there! To resolve the tracking issue, try reinitializing the GPS. Take Clyde's collar outside to an open area away from buildings and trees. Keep it still until the GPS light changes to blinking green (Halo 4) or blue (Halo 3/older). Gently shake the collar to trigger motion sensors and update its location in the app. Make sure the collar is charged and connected to Wi-Fi or cellular for optimal performance. If problems persist, check for any GPS initialization notifications in the Halo App and consider running diagnostics from the Collar Settings. Let me know if you need further assistance!

STATUS CHANGE | *Unknown* | 2025-09-16 17:28:05 UTC | Status: *CLOSED*

Conversation: uVNKo54JTUSdjYw-SHow_g

Messages: 9 | Customers: 1 | Duration: 2025-09-16 15:27:45 UTC to 2025-09-16 15:59:52 UTC

Customer (vlhes7db...) | 2025-09-16 15:27:45 UTC | halocollar.com

Can I call a live agent?

System/AI | 2025-09-16 15:27:55 UTC | halocollar.com

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

Customer (vlhes7db...) | 2025-09-16 15:28:51 UTC | halocollar.com

Can I speak to a live agent?

System/AI | 2025-09-16 15:29:06 UTC | halocollar.com

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

PHONE_CALL | Customer (Wa248x1J...) | 2025-09-16 15:30:39 UTC

AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 15:59:26 UTC

Live Team Notes Serial Numbers: 25h4274549rt FW: v.03.01.02 PRODBETA Issue/ Need: cx wanted to set up the fence and edit feedback settings Troubleshooting & Actions Taken: edited the fence and feedback settings , hand tested the collar its working. The cx is having hard time with the training of the dog as the dog doesnt turn around so I suggested the cx to change the feedback setting and do practice with the dog daily Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, Kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (gJyogQbb...) | 2025-09-16 15:59:44 UTC

From: support@halocollar.com

To: mmmcd1@yahoo.com

Subject: Halo Support Follow Up

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

TOPIC CHANGE | Agent (gJyogQbb...) | 2025-09-16 15:59:51 UTC

Added: g5apmYsrTuGLWnaVZyD4ng

STATUS CHANGE | Agent (gJyogQbb...) | 2025-09-16 15:59:52 UTC | Status: CLOSED

Conversation: T4KkNbbESXKflu202-BJA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 15:28:41 UTC to 2025-09-16 15:48:28 UTC

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:28:41 UTC

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

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:28:49 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:28:54 UTC

From: support@halocollar.com

To: eelsberry@berry.edu

Subject: Re: Halo Collar Next Steps Investigation

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

■ On Saturday, September 13, 2025, 1:10 PM "Elsberry, Eddie" wrote: > But Halos website says battery last 3-5 years. > > From your website. > > > The Halo Collar contains a non-replaceable lithium-ion battery, and you will never need to replace the battery itself! The performance of the battery will not be impacted for at least 3-5 years with typical daily charging and normal daily use. > > > * iPhone. iTypos. iApologize. > > On Sep 13, 2025, at 1:06 PM, Halo Collar wrote: > > ■ > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hello Ed, > > eBay is not an authorized seller of the Halo Collar. The collars include a one-year warranty. I suggest reaching out to the seller if they are promoting it as new. > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend

■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > * 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 9:15 AM "Elsberry, Eddie" wrote: > I was told it was new and even if it was from 2024, the battery should last longer than 1 year correct? Or do just tell all customers to expect to buy new collar yearly? > > I really appreciate the support you have given but \$500 a year is not acceptable. > > * iPhone. iTypos. iApologize. > > On Sep 13, 2025, at 10:47 AM, Halo Collar wrote: > > ■ > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hello Ed, > > The warranty starts from the original purchase date. It looks like collar was purchased used from Ebay. It was originally purchased and added to an account in March of 2024. > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend

■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > * 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Friday, September 12, 2025, 4:43 PM "Elsberry, Eddie" wrote: > Thank you for the excellent support but I just bought this collar in June of this year. > > > > * iPhone. iTypos. iApologize. > > On Sep 12, 2025, at 3:55 PM, Halo Collar wrote: > > ■ > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hi Ed, > > My name is Les with the Collar Evaluation Technical Team. Thank you for your patience while we completed the evaluation of Jake's Halo Collar. After a thorough review, we've determined that your

collar requires replacement. For the safety of your pup, please discontinue use of the collar immediately. > > Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: > > Replacement Options: > > * Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. > > * Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. > > Here are the steps on How to Upgrade to the Latest Halo Model. > Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. > > You can review our warranty policy here. > > Please let us know if you have any additional questions! > We're here to help! > > If you have any questions, please do not hesitate to reach out, and we'll be happy to help! > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > * 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Friday, September 12, 2025, 10:57 AM support@halocollar.com wrote: > Hello Ed, > > My name is Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > * 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Friday, September 12, 2025, 12:48 PM "Elsberry, Eddie" wrote: > Thanks for the quick response. > > The battery is lasting about 2-3 hours. I am attaching screen shot of notification log. > > > > > > > > > > > > > > > * > * > * > * iPhone. iTypos. iApologize. > > On Sep 12, 2025, at 12:40 PM, Halo Collar wrote: > > ■ > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hello Ed, > > Thanks for reaching out to Halo Support! > > Before we can escalate this to our Collar Evaluation Team, please provide the following information: > > * How many hours does the battery last > * Screenshots/recording of Pet Card + Notifications > * Date/time collar was placed on/removed from charger > > If you have any questions, please do not hesitate to reach out, and we'll be happy to help! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > * 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > > >

EMAIL | Customer (I5x5F__J...) | 2025-09-16 15:35:02 UTC

From: eelsberry@berry.edu

To: support@halocollar.com

Subject: Re: Halo Collar Next Steps Investigation

Hi there, I can do call or email. I have been very happy with the collar until it started to lose charge so fast. I called your support team and they walked me through a "reset" . Unfortunately, that didn't help. I was then told by Halo I would have to purchase a new collar since it was not a replaceable battery. One of the reasons I had justified spending \$500 and yearly subscription on top of that was you claim on your website that battery will last 3-5 years. Mine lasted 14 months at full charge then started to lose power. Many thanks for any help you can offer. Sorry for the poor review, but I feel others should be warned there may be a battery issue and it is not replaceable. Many thanks Ed

From: Halo Collar Sent: Tuesday, September 16, 2025 11:28 AM To: Elsberry, Eddie Subject: Re: Halo Collar Next Steps Investigation

BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. Hello Ed, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend

■ On Saturday, September 13, 2025, 1:10 PM "Elsberry, Eddie" wrote: But Halos website says battery last 3-5 years. From your website. The Halo Collar contains a non-replaceable lithium-ion battery, and you will never need to replace the battery itself! The performance of the battery will not be impacted for at least 3-5 years with typical daily charging and normal daily use. * iPhone. iTypos. iApologize. On Sep 13, 2025, at 1:06 PM, Halo Collar wrote: ■ BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. Hello Ed, eBay is not an authorized seller of the Halo Collar. The collars include a one-year warranty. I suggest reaching out to the seller if they are promoting it as new. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend

■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park * 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Saturday, September 13, 2025, 9:15 AM "Elsberry, Eddie" wrote: I was told it was new and even if it was from 2024, the battery should last longer than 1 year correct? Or do just tell all customers to expect to buy new collar yearly? I really appreciate the support you have given but \$500 a year is not acceptable. * iPhone. iTypos. iApologize. On Sep 13, 2025, at 10:47 AM, Halo Collar wrote: ■ BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. Hello Ed, The warranty starts from the original purchase date. It looks like collar was purchased used from Ebay. It was originally purchased and added to an account in March of 2024. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend

■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park * 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Friday, September 12, 2025, 4:43 PM "Elsberry, Eddie" wrote: Thank you for the excellent support but I just bought this collar in June of this year. * iPhone. iTypos. iApologize. On Sep 12, 2025, at 3:55 PM, Halo Collar wrote: ■ BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. Hi Ed, My name is Les with the Collar Evaluation Technical Team. Thank you for your patience while we completed the evaluation of Jake's Halo Collar. After a thorough review, we've determined that your collar requires replacement. For the safety of your pup, please discontinue use of the collar immediately. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: * Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. * Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend

■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park * 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Friday, September 12, 2025, 10:57 AM support@halocollar.com wrote: Hello Ed, My name is

Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park * 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Friday, September 12, 2025, 12:48 PM "Elsberry, Eddie" wrote: Thanks for the quick response. The battery is lasting about 2-3 hours. I am attaching screen shot of notification log. * * * * iPhone. iTypos. iApologize. On Sep 12, 2025, at 12:40 PM, Halo Collar wrote: ■ BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. Hello Ed, Thanks for reaching out to Halo Support! Before we can escalate this to our Collar Evaluation Team, please provide the following information: * How many hours does the battery last * Screenshots/recording of Pet Card + Notifications * Date/time collar was placed on/removed from charger If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park * 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:48:27 UTC

From: support@halocollar.com

To: eelsberry@berry.edu

Subject: Re: Halo Collar Next Steps Investigation

Hello Ed, Thank you for sharing your experience, and we're sorry to hear about the battery issue. We understand how frustrating it can be, especially when you were counting on long-term performance. To get this resolved, please use the link provided in our initial email to schedule a date and time that works best for you. Once scheduled, we can review your situation in detail and discuss the best solution to ensure your collar is working reliably again. We appreciate your patience and your feedback—it helps us improve our products and support for all customers. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 11:35 AM "Elsberry, Eddie" wrote: > Hi there, > > I can do call or email. > > I have been very happy with the collar until it started to lose charge so fast. I called your support team and they walker me through a "reset" . Unfortunately, that didn't help. > > I was then told by Halo I would have to purchase a new collar since it was not a replaceable battery. > > One of the reasons I had justified spending \$500 and yearly subscription on top of that was you claim on your website that battery will last 3-5 years. Mine lasted 14 months at full charge then started to lose power. > > Many thanks for any help you can offer. Sorry for the poor review, but I feel others should be warned there may be a battery issue and it is not replaceable. > > Many thanks > > Ed > > > _____ > From: Halo Collar > Sent: Tuesday, September 16, 2025 11:28 AM > To: Elsberry, Eddie > Subject: Re: Halo Collar Next Steps Investigation > > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hello Ed, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. > > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, > Bree > Halo Senior Customer Support > Halo Collar | Here for you and your best friend ■ > > On Saturday, September 13, 2025, 1:10 PM "Elsberry, Eddie" wrote: > But Halos website says battery last 3-5 years. > > From your

website. > > > The Halo Collar contains a non-replaceable lithium-ion battery, and you will never need to replace the battery itself! The performance of the battery will not be impacted for at least 3-5 years with typical daily charging and normal daily use. > > > * iPhone. iTypos. iApologize. > > On Sep 13, 2025, at 1:06 PM, Halo Collar wrote: > > ■ > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hello Ed, > > eBay is not an authorized seller of the Halo Collar. The collars include a one-year warranty. I suggest reaching out to the seller if they are promoting it as new. > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > * 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Saturday, September 13, 2025, 9:15 AM "Elsberry, Eddie" wrote: > I was told it was new and even if it was from 2024, the battery should last longer than 1 year correct? Or do just tell all customers to expect to buy new collar yearly? > > I really appreciate the support you have given but \$500 a year is not acceptable. > > * iPhone. iTypos. iApologize. > > On Sep 13, 2025, at 10:47 AM, Halo Collar wrote: > > ■ > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hello Ed, > > The warranty starts from the original purchase date. It looks like collar was purchased used from Ebay. It was originally purchased and added to an account in March of 2024. > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > * 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Friday, September 12, 2025, 4:43 PM "Elsberry, Eddie" wrote: > Thank you for the excellent support but I just bought this collar in June of this year. > > > > * iPhone. iTypos. iApologize. > > On Sep 12, 2025, at 3:55 PM, Halo Collar wrote: > > ■ > > BEWARE: This email was sent from a non-Berry address. Don't click links, open attachments, or respond unless you are certain it is safe. If in doubt, report it using the "Report Message" button. > > Hi Ed, > > My name is Les with the Collar Evaluation Technical Team. Thank you for your patience while we completed the evaluation of Jake's Halo Collar. After a thorough review, we've determined that your collar requires replacement. For the safety of your pup, please discontinue use of the collar immediately. > > Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: > > Replacement Options: > > * Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. > > > * Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. > > Here are the steps on How to Upgrade to the Latest Halo Model. > Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. > > You can review our warranty policy here. > > Please let us know if you have any additional questions! > We're here to help! > > If you have any questions, please do not hesitate to reach out, and we'll be happy to help! > > With pawsitivity, > Les > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > > * 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent > > On Friday, September 12, 2025, 10:57 AM support@halocollar.com wrote: > Hello Ed, > > My name is Kenny, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > > • Our specialists deep dive into our system > > • They'll email you with their findings and clear next steps > > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:48:28 UTC | Status: CLOSED

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:48:28 UTC | Status: CLOSED

Conversation: SRpHQjAuRQ-X1yGNUF--eA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:29:20 UTC to 2025-09-16 15:35:51 UTC

TOPIC CHANGE | Agent (_mb2l5Ls...) | 2025-09-16 15:29:20 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

AGENT NOTE | Agent (_mb2l5Ls...) | 2025-09-16 15:35:39 UTC

Live Team Notes Serial Numbers: 25h4304219rt FW: v.03.00.05 Issue/ Need: Mag adapter is not working according to cx Troubleshooting & Actions Taken: Sending new mag adapter to cx Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Order #1660357 Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (_mb2l5Ls...) | 2025-09-16 15:35:45 UTC

Added: 76jKdDJqQKG1X52gm4kjGg

EMAIL | Agent (_mb2l5Ls...) | 2025-09-16 15:35:50 UTC

From: support@halocollar.com

To: bouncecraze@yahoo.com

Subject: Halo Collar: Thank you!

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

STATUS CHANGE | Agent (_mb2l5Ls...) | 2025-09-16 15:35:51 UTC | Status: CLOSED

Conversation: _SLsROxRQQuzBHserxntpA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:31:16 UTC to 2025-09-16 15:31:18 UTC

TOPIC CHANGE | Agent (KshEi1Yy...) | 2025-09-16 15:31:16 UTC

Added: Vc4PMz7yTqecSVPaJlmbZQ

EMAIL | Agent (KshEi1Yy...) | 2025-09-16 15:31:17 UTC

From: support@halocollar.com

To: deb-hargis@outlook.com

Subject: Halo Management

Hi Deborah, My name is Marissa and I'm with Halo's Management Team. We're deeply concerned to hear about Izzy and completely understand why this has brought up some worries. I'd love the opportunity to connect with you directly and talk through how we can best support Izzy moving forward. I've included my call schedule below—please pick a time that works best, and I'll be sure to reach out. Marissa's Call Schedule I look forward to our conversation. Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■

STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 15:31:18 UTC | Status: CLOSED

Conversation: Cc-IZ6VTSQmbe6oXRFkzVw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:33:20 UTC to 2025-09-16 15:33:43 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:33:20 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:33:20 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:33:42 UTC

From: support@halocollar.com

To: jhammels@outlook.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:33:43 UTC | Status: CLOSED

Conversation: luOmQmCdTgeb9mWlr6f9wQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:33:49 UTC to 2025-09-16 17:34:17 UTC

Customer (C6QwjUYS...) | 2025-09-16 15:33:49 UTC | halocollar.com

Yes, hi, I ordered the halo collar for my dog. But unfortunately, I need to return them. I've actually never even really use them.

System/AI | 2025-09-16 15:34:16 UTC | halocollar.com

Hi there! To return your unused Halo Collar, please make sure it was purchased directly from our website and is not damaged. You need to request a Return Merchandise Authorization (RMA) within 90 days of receiving it. Please note, a \$25 return fee applies, and original shipping costs are non-refundable. To start the return process, visit this link and submit a return request. Just follow the instructions provided to complete everything. If you need any more help, feel free to reach out to our support team. We're here to assist you!

STATUS CHANGE | Unknown | 2025-09-16 17:34:17 UTC | Status: CLOSED

Conversation: g0Gylu13RpOaQ0UISBY0Cg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:33:57 UTC to 2025-09-16 15:34:18 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:33:57 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:33:58 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:34:18 UTC

From: support@halocollar.com

To: laurel_mcleod@yahoo.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:34:18 UTC | Status: CLOSED

Conversation: NzK0pr5LQReICHx-rrYnNA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 15:34:20 UTC to 2025-09-16 15:34:25 UTC

EMAIL | Agent (iBPLP4RB...) | 2025-09-16 15:34:20 UTC

From: support@halocollar.com

To: jdemars862@yahoo.com

Subject: Re: Halo Collar Next Steps Investigation

Hello Jessica, This is usually a question that can be answered by one of our live support agents. It is also answered in the article found by clicking on the following link. When Does the Collar Give Prevention Feedback? – Halo Collar Help Center With pawsitivity, John Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 5:53 PM "J DeMars" wrote: > Okay can you help understand how the fence works. Do they get the shock when they get to the perimeter then the boundary when on the line and then emergency shock after they cross the line? > > Yahoo Mail: Search, Organize, Conquer > > On Mon, Sep 15, 2025 at 5:46 PM, Halo Collar wrote: Hello Jessica, > I am happy that expanding the fence away from your house helped. As for the static level, there is no set level at which dogs react. I would start low and test the feedback with your pup. Increase the level by one until the pup reacts, and stops at the fence. > With pawsitivity, John Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Monday, September 15, 2025, 5:39 PM "J DeMars" wrote: > Thanks. > I've tightened the collar and expanded the perimeter so he isn't shocked in the house > I believe I have the setting shock at 6, but I see that it goes up to 15, any guidance on how much I can go up safely? > > Yahoo Mail: Search, Organize, Conquer > > On Sun, Sep 14, 2025 at 5:40 PM, Halo Collar wrote: Hello Jessica, > My name is John, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing feedback issues with your Halo Collar, serial number 25h4260082rt. > Our backend data check indicated no hardware problems. > I watched the screen recording you submitted and noticed a two issues. First, the message on the pet card that said "feedback paused when in or near building", and also that the collar's orientation was such that the GPS receiver reported facing sideways, instead of near the top of your pup's neck, which will lower the GPS signal received. > Please adjust the collar on Luca's neck using the steps found by clicking on the following link. Collar Orientation – Halo Collar Help Center. > Then, if the issue persists, please adjust your fence so that it is at least twenty feet from any buildings. Please then test the collar using the steps found in the following link How to Optimize GPS Accuracy – Halo Collar Help Center and take a screen recording by following the link below and submit the recording. Thank you. > How to Take and Share a Screen Recording – Halo Collar Help Center > > With pawsitivity, John Halo Customer Support Halo Collar | Here for you and your best friend ■ > Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Sunday, September 14, 2025, 4:02 PM "J DeMars" wrote: > Hi there > > When I click on boundary or Emergency on the app, it does now ring the collar. The collar itself when crossing the perimeter line is doing the warning but not buzzing for boundary or emergency, allowing the dog to run > > Yahoo Mail: Search, Organize, Conquer > > On Sun, Sep 14, 2025 at 1:42 PM, Halo Collar wrote: Hello Jessica, > My name is Quinn, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing GPS issues with Luca's Halo Collar (25h4260082rt). > Our backend data check showed no hardware issues. We suggest initializing the collar outside, as the solar panels may affect GPS tracking indoors. > > If the problem continues, please reply to this email, and I will investigate further. Additionally, a screen recording of the collar behaving irregularly or showing delayed feedback at the fence line would greatly assist our team. > Here is a link to our help page on how to capture a screen recording: > - How to Take and Share a Screen Recording > > If you have any questions in the meantime, please don't hesitate to reach out. We're here

to help. > With pawsitivity, Quinn Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Sunday, September 14, 2025, 11:36 AM support@halocollar.com wrote: > Hello Jessica, > My name is Adella, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > If you have any questions in the meantime, just hit reply.We're here for you and your pup every step of the way. > We'll be in touch as soon as possible! > With pawsitivity, Adella Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > > > > > >

STATUS CHANGE | Agent (iBPLP4RB...) | 2025-09-16 15:34:25 UTC | Status: CLOSED

Conversation: S6OjepEWSsWEmPcqFE_-Vw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 15:34:31 UTC to 2025-09-16 20:14:23 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:34:31 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:34:31 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:37:49 UTC

From: support@halocollar.com

To: william@flynnsigns.net

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:37:49 UTC | Status: CLOSED

EMAIL | Customer (TO4E1sPz...) | 2025-09-16 20:14:22 UTC

From: william@flynnsigns.net

To: support@halocollar.com

Subject: RE: Halo Collar Your Satisfaction Is Important!

I've only given very positive feedback. I'm a little confused. W From: support@halocollar.com Sent: Tuesday, September 16, 2025 10:38 AM To: Wil Flynn Subject: Halo Collar Your Satisfaction Is Important! Hello William, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

STATUS CHANGE | Customer (TO4E1sPz...) | 2025-09-16 20:14:23 UTC | Status: OPEN

Conversation: IQPYI5OeQsOPr2myfKbB-g

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:34:44 UTC to 2025-09-16 15:36:38 UTC

EMAIL | Customer (0M6wcX8q...) | 2025-09-16 15:34:44 UTC

From: steven_schram@yahoo.com

To: support@halocollar.com

Subject: Re: Halo Collar Management

Thank you for your understanding and assistance. I mailed the unit back last Friday. Yahoo Mail: Search, Organize, Conquer On Thu, Sep 11, 2025 at 9:53 AM, Halo Collar wrote: Hello Steven, My name is Shari from the Halo Collar Management Team. Thank you for sharing your experience and providing context about your situation. I completely understand your concerns and the frustration you've experienced, especially given the investment in the product and the safety of your puppy. I wanted to let you know that I have started the return for your collar, and I have attached the shipping label to this email. You can use this label to send the collar back to us. Once we receive it, we'll process the return promptly. We truly appreciate you taking the time to explain your situation, and I hope this resolution helps provide some peace of mind. Please don't hesitate to reach out if you have any questions about the return process. Best Regards, Shari Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

TOPIC CHANGE | Agent (DRL3eEs5...) | 2025-09-16 15:36:32 UTC

Added: VMJV3XpQT36TjMPwkXkCJw, IE0X_KncQI6vMmRGK1vGrA

STATUS CHANGE | Agent (DRL3eEs5...) | 2025-09-16 15:36:38 UTC | Status: CLOSED

Conversation: ZIZH9Z9pSCC6gmkBNzY6OQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:34:49 UTC to 2025-09-16 17:36:24 UTC

Customer (SkkHMULb...) | 2025-09-16 15:34:49 UTC | halocollar.com

Hello, looking at your system and was wondering about puppies. We have a 12 week old lab.

System/AI | 2025-09-16 15:35:15 UTC | halocollar.com

Hi there! The Halo Collar is perfect for dogs of all sizes, including puppies that weigh at least 20 lbs. Your 12-week-old lab should definitely benefit from our safety and training features. Make sure the collar fits comfortably as your pup grows. If you have any more questions or need help, just let me know!

Customer (SkkHMULb...) | 2025-09-16 15:35:50 UTC | halocollar.com

thank you

System/AI | 2025-09-16 15:36:07 UTC | halocollar.com

You're welcome! If you have any more questions in the future, feel free to reach out. Have a great day with your lab! ■

STATUS CHANGE | Unknown | 2025-09-16 17:36:24 UTC | Status: CLOSED

Conversation: P_pxzxQsRNWl6FpsBhTmig

Messages: 9 | Customers: 1 | Duration: 2025-09-16 15:35:32 UTC to 2025-09-16 18:23:25 UTC

AGENT NOTE | Agent (KiK-0-RR...) | 2025-09-16 15:35:32 UTC

Manager Request Notes Customer Information Serial Number: 25h4312437rt Firmware Version: v.03.00.05 Order Number: AW-20250831-43079 Why is this being escalated? (What happened?) Customer is angry due to not getting a call from a member of Manager request that he had scheduled What is the customer requesting? To receive a call as scheduled by previous manager What has already been done with the customer? (Previous steps taken?) CET escalation, Manager escalation, scheduled call with Marissa Macintyre, no call came through according to the customer. Is the customer requesting a call or email? (If phone, make sure to gather the preferred contact number) Preferred contact method? (Phone) Phone number: 816-217-2711 Email address: dwboyd2011@gmail.com Please do not promise a time frame for a response.

AGENT NOTE | Agent (KiK-0-RR...) | 2025-09-16 15:40:31 UTC

Live Team Notes Serial Numbers: 25h4312437rt FW: v.03.00.05 Issue/ Need: Customer is angry due to not getting a call from a member of Manager request that he had scheduled Troubleshooting & Actions Taken: Escalate to Manager Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (KiK-0-RR...) | 2025-09-16 15:40:53 UTC

From: support@halocollar.com

To: dwboyd2011@gmail.com

Subject: Halo Collar Your Request Has Been Escalated

Hello Doug, Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. If you need anything in the meantime, we're right here and happy to help. With pawsitivity, Ryan Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (KiK-0-RR...) | 2025-09-16 15:41:04 UTC

Added: fyFFNohUSm2oIvCfe9HM0A, 5PPI2RS4TSeSg5z-6z7TAQ

PHONE_CALL | Agent (KshEi1Yy...) | 2025-09-16 18:11:07 UTC

AGENT NOTE | Agent (KshEi1Yy...) | 2025-09-16 18:21:10 UTC

Intermediate Notes Issue/ Need: The cx requested to be downgraded to h3 for their h4 rep Previous Steps:(previous interactions) The cx was demanding h3 as their rep They have been through 4 h4s and currently have 2 older h3s that are working just fine Sent call link and informed the cx we could not downgrade their rep as the order had already made it to NS. Recap/TS: (current interaction) Cold called the cx due to them saying they scheduled a call (they did not) Informed the cx that while we can't downgrade their collar at this time, I would leave a note in their file that stated if it happened again, we could make an exception and send h3 as rep. The cx was happy with this. The cx says it is a service dog (Knucklehead) and it's imperative they have a collar he can trust. Resources: (Articles, Slack Threads, Docs) Gladly, AP Next Steps: If the cx has another H4 collar failure, please send H3 as their REP.

EMAIL | Agent (KshEi1Yy...) | 2025-09-16 18:22:51 UTC

From: support@halocollar.com

To: dwboyd2011@gmail.com

Subject: Re: Halo Collar Your Request Has Been Escalated

Hi Doug, Thanks so much for speaking with me today. As discussed, I'm including my call schedule link below should you need to reach out to me again in the future. I am hopeful that your most recent replacement will perform at our standards and restore your trust in our newest model. Marissa's Call Schedule I hope you have an amazing rest of your day! Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 10:40 AM support@halocollar.com wrote: > Hello Doug, > > Thank you for reaching out and sharing your concern. We're genuinely sorry for the trouble you've experienced. > We understand how important this is to you, and we want you to know that your voice matters deeply to us. We've escalated your case to the right person on our Management Team who is best equipped to help. > > They'll be reaching out as soon as possible to support you directly and work toward the best solution. We're committed to making this right for you and your pup, and we truly appreciate your patience while we resolve the issue. > > If you need anything in the meantime, we're right here and happy to help. > > With pawsitivity, > Ryan > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

AGENT NOTE | Agent (KshEi1Yy...) | 2025-09-16 18:23:24 UTC

Forgot to add: Someone informed the CX of H4 internal manufacturing issues.

STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 18:23:25 UTC | Status: CLOSED

Conversation: KfK258RJyqWw961JYeqg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:38:04 UTC to 2025-09-16 15:46:52 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:38:04 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:38:05 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:46:51 UTC

From: support@halocollar.com

To: lgreenlund@verizon.net

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:46:52 UTC | Status: CLOSED

Conversation: c_t_A0vQRGqpVcPtBGbo0A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:39:17 UTC to 2025-09-16 15:45:24 UTC

PHONE_CALL | Customer (KRpbEGJC...) | 2025-09-16 15:39:17 UTC

EMAIL | Agent (t75aKvM6...) | 2025-09-16 15:43:30 UTC

From: support@halocollar.com

To: dropped.jag@gmail.com

Subject: Halo Collar Shipping Address Confirmation Needed - AW-20250915-45899

Hello Warren, Thanks for reaching out to Halo Support! My name is Ronald, and I'll be assisting you. I submitted your warranty request, and we are preparing your replacement collar. Please click here to confirm your shipping address: AW-20250915-45899 What to expect next: You'll receive an email shortly with a link to review and confirm (or update) your address. Please open the email on your mobile device and ensure the Halo App is installed to access the link successfully. Once your address is confirmed, we'll move forward with shipping your replacement. Your address must be confirmed before we can proceed with the shipping process. Please discontinue using your current collar immediately, as it will be deactivated due to a technical issue. Thank you for being part of our Halo Pack! With pawsitivity, Ronald Halo Customer Support Halo Collar | Here for you and your best friend 🐾 Need more help? 📧 support@halocollar.com | 📺 Halo Help Center 🗨️ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (t75aKvM6...) | 2025-09-16 15:45:18 UTC

First and Last Name: Warren Walton Email: dropped.jag@gmail.com Collar SN: 25h4200565rt Collar FW: v.03.00.05 Resources: AP Answer Recap/TS: AW-20250915-45899 Address confirmation Next Steps: Provided address confirmation link via email Walked CX through address confirmation

TOPIC CHANGE | Agent (t75aKvM6...) | 2025-09-16 15:45:22 UTC

Added: oa5e98htSpOozRqx9wftLg

STATUS CHANGE | Agent (t75aKvM6...) | 2025-09-16 15:45:24 UTC | Status: CLOSED

Conversation: B0QoHb4eRpSm11onVfZxpw

Messages: 7 | Customers: 1 | Duration: 2025-09-16 15:40:31 UTC to 2025-09-16 15:52:01 UTC

PHONE_CALL | Customer (kSURk65i...) | 2025-09-16 15:40:31 UTC

AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 15:49:09 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Annie Black Email: pblack458@aol.com Phone number: +12082507799 Collar SN: 25h4163916rt, 25h4163861r Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 14303 Descanso Dr City: Perris State: CA Postal code: 92570 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! Two H4 Charging Kits For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why". Cx had lost both chargers at their old location after moving.

EMAIL | Agent (poWIULpl...) | 2025-09-16 15:49:50 UTC

From: support@halocollar.com

To: pblack458@aol.com

Subject: Halo Support Accessories Order

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

TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 15:49:54 UTC

Added: -LmskJFZShWIO0nMJuMqlA

EMAIL | Agent (poWIULpl...) | 2025-09-16 15:51:16 UTC

From: support@halocollar.com

To: pblack458@aol.com

Subject: Follow Up

Hello Annie, We hope you and your pups are doing great today! My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: leave a review! Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 11:49 AM support@halocollar.com wrote: > Hello Annie, > > My name is Kenny, and I'll be assisting you. > > I've gone ahead and submitted the request to have your two Halo Collar 4 Charger shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully

functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 15:51:24 UTC

Accessory Order Number-1660361 2x h4 charging kits

***STATUS CHANGE** | Agent (DRL3eEs5...) | 2025-09-16 15:52:01 UTC | Status: CLOSED*

Conversation: -tsLE5AITjWEaDRrHUuBCw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:41:59 UTC to 2025-09-16 17:43:28 UTC

Customer (ZbYcKcVR...) | 2025-09-16 15:41:59 UTC | halocollar.com

My dog collar

System/AI | 2025-09-16 15:42:35 UTC | halocollar.com

Hi there! Could you please provide more details about your Halo dog collar issue? Whether it's a question about setup, features, or a specific problem, I'm here to help! If your concern is about pairing, cleaning, or troubleshooting, let me know, and I can provide specific guidance. For issues like replacement parts or battery life, I can also assist with those. Feel free to elaborate on the problem you're experiencing so I can offer the best support possible.

Customer (ZbYcKcVR...) | 2025-09-16 15:42:45 UTC | halocollar.com

My dog collar has very poor signal and hardly ever connects while he's out. It hasn't done this in the past

System/AI | 2025-09-16 15:43:10 UTC | halocollar.com

Hi there! Poor GPS signal can be due to several factors. Firstly, ensure your dog's collar is properly fitted, as good contact improves signal reception. Try initializing the GPS by taking the collar outside to an open area, away from buildings or heavy tree cover, and hold it still until the GPS light turns green. This helps re-establish a strong satellite connection. If the problem persists, keep your collar charged and connected to Wi-Fi overnight for software updates and optimized GPS performance. Let me know if you need more help!

STATUS CHANGE | Unknown | 2025-09-16 17:43:28 UTC | Status: CLOSED

Conversation: YCZsg2r5TUCcMlzmu8ak5A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:43:42 UTC to 2025-09-16 17:45:29 UTC

Customer (pl8vmSqZ...) | 2025-09-16 15:43:42 UTC | halocollar.com

can a halo collar fit a 4 pound dog

System/AI | 2025-09-16 15:44:16 UTC | halocollar.com

The Halo Collar is recommended for dogs weighing at least 10 pounds. For a 4-pound dog, the collar may be too bulky and uncomfortable, and it might not fit properly. It's best to wait until your dog reaches the minimum weight requirement for a proper fit and comfort. If you have any more questions or need further assistance, feel free to ask!

Customer (pl8vmSqZ...) | 2025-09-16 15:44:31 UTC | halocollar.com

ok

System/AI | 2025-09-16 15:44:51 UTC | halocollar.com

Thank you for reaching out! If you have any more questions, feel free to ask anytime. Have a great day! ■

STATUS CHANGE | Unknown | 2025-09-16 17:45:29 UTC | Status: CLOSED

Conversation: ESww6at7Tzun1MPckG7fDA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:45:53 UTC to 2025-09-16 15:46:09 UTC

TOPIC CHANGE | Agent (1LZgqfXS...) | 2025-09-16 15:45:53 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, rxefklGaTXGCpjC7oGEfPg

AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 15:45:54 UTC

Live Team Notes Serial Numbers: 25h4344240rt FW: v.03.01.02 Issue/ Need: Cx just wanted to confirm how to return malfunctioned collar Troubleshooting & Actions Taken: Informed cx to remove strap/case Return shipping label, package Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (1LZgqfXS...) | 2025-09-16 15:46:04 UTC

Added: WprjYFTuRsSIVmqirbejqg

EMAIL | Agent (1LZgqfXS...) | 2025-09-16 15:46:09 UTC

From: support@halocollar.com

To: thomasbloom@gmail.com

Subject: Halo Collar: Thank you!

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

STATUS CHANGE | Agent (1LZgqfXS...) | 2025-09-16 15:46:09 UTC | Status: CLOSED

Conversation: _Sci_1mYT2i-Oel8pr2rqw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:46:00 UTC to 2025-09-16 15:46:18 UTC

AGENT NOTE | Agent (CCEwld9i...) | 2025-09-16 15:46:00 UTC

Live Team Notes Serial Numbers: 24h4402251rt FW:v.03.00.05 Issue/ Need: Customer called to check tracking info for warranty collar Informed customer that the collar has not shipped yet Troubleshooting & Actions Taken: Tier one Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (CCEwld9i...) | 2025-09-16 15:46:12 UTC

From: support@halocollar.com

To: kesscoggin@yahoo.com

Subject: Halo Collar: Thank you!

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

TOPIC CHANGE | Agent (CCEwld9i...) | 2025-09-16 15:46:17 UTC

Added: dG-ljZuyRaaSTewLvto6tw, 5PPI2RS4TSeSg5z-6z7TAQ

STATUS CHANGE | Agent (CCEwld9i...) | 2025-09-16 15:46:18 UTC | Status: CLOSED

Conversation: IOeLbrOJSp6aWBHC2tWHQw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:48:49 UTC to 2025-09-16 16:00:25 UTC

EMAIL | Customer (PbE4B8oB...) | 2025-09-16 15:48:49 UTC

From: qfxmgjn2xc@privaterelay.appleid.com

To: info@halocollar.com

Subject: Re: We cancelled your Halo Collar account

Yes reactivate my account Sent from my iPhone > On Sep 16, 2025, at 11:45 AM, Katie Wilson wrote: > > ■ > Hey Drew, > We tried to process your Halo Collar subscription payment a number of times, but unfortunately they didn't go through. Since the billing information was not updated, your account was cancelled automatically. > Let us know if you want to re-activate the account. > — > Katie Wilson > Customer Success >

AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 15:57:26 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx responded to email about payment failure Membership was cancelled due to no payment Recap (When/Where/What the customer wants) Unable to locate account with email address qfxmgjn2xc@privaterelay.appleid.com Is This Resolved/Follow-Up Required? Asking cx what email address account is under If Follow Up Is Required (What/When) n/a Optional Additional Info: n/a

TOPIC CHANGE | Agent (sR--y62-...) | 2025-09-16 16:00:22 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ

AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 16:00:23 UTC

Cx responded to under email address braydrew20@icloud.com https://halocollar.us-1.gladly.com/customer/5oV-jYLdQwm_PBH1prkqPg/conversation/_WC8eaHjR168KtIW7fEY0g [https://halocollar.us-1.gladly.com/customer/5oV-jYLdQwm_PBH1prkqPg/conversation/_WC8eaHjR168KtIW7fEY0g] Closing ticket

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 16:00:25 UTC | Status: CLOSED

Conversation: uWB0-h-RRlqKcRTRNihJ4Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:48:52 UTC to 2025-09-16 15:50:53 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:48:52 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:48:53 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:50:52 UTC

From: support@halocollar.com

To: ellievreich@gmail.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:50:53 UTC | Status: CLOSED

Conversation: xh76QEXrQTSp5bO9RgbLCQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:49:53 UTC to 2025-09-16 17:18:54 UTC

EMAIL | Customer (C-zNhUr4...) | 2025-09-16 15:49:53 UTC

From: meeta101@yahoo.com

To: support@halocollar.com

Subject: Re: Halo Collar Subscription Update

Thank you! On Monday, September 15, 2025 at 12:42:58 PM CDT, Halo Collar wrote: Hello Marie, Thanks for reaching out to Halo Support! My name is Jessica with the Billing Team. My deepest sympathies on the passing of your pup. I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up please let us know. With pawsitivity, Jessica Halo Customer SupportHalo Collar | Here for you and your best friend■ Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 12:44 PM support@halocollar.com wrote: Hello Marie, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: - Our team is reviewing the details of your request and any related activity. - We're checking systems to get a complete picture. - You'll hear back from us as soon as we have an update or resolution to share. In the meantime: - Please know we're prioritizing this for you. - We truly appreciate your patience while we dig in and work on a solution. - Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Wisha Halo Customer SupportHalo Collar | Here for you and your best friend■ Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park - 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Customer (C-zNhUr4...) | 2025-09-16 15:49:53 UTC | Status: OPEN

EMAIL | Agent (K5Oem0q0...) | 2025-09-16 17:18:51 UTC

From: support@halocollar.com

To: meeta101@yahoo.com

Subject: Re: Halo Collar Subscription Update

Hello Marie, You are very welcome. Thanks for being part of the Halo Pack! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 11:49 AM "Marie Bohler" wrote: > Thank you! > On Monday, September 15, 2025 at 12:42:58 PM CDT, Halo Collar wrote: > > Hello Marie, > > Thanks for reaching out to Halo Support! My name is Jessica with the Billing Team. > My deepest sympathies on the passing of your pup. I've gone ahead and canceled your subscription. No further payments will be taken. > If anything else comes up please let us know. > With pawsitivity, Jessica Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > On Monday, September 15, 2025, 12:44 PM support@halocollar.com wrote: > Hello Marie, > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > Here's what you can expect: > - Our team is reviewing the details of your request and any related activity. > - We're checking systems to get a complete picture. > - You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > - Please know we're prioritizing this for you. > - We truly

appreciate your patience while we dig in and work on a solution. > - Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > With pawsitivity, Wisha Halo Customer SupportHalo Collar | Here for you and your best friend■ > Need more help?■support@halocollar.com | ■Halo Help Center■Speak to a live agent face-to-face at our Dog Park > - 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > >

STATUS CHANGE | Agent (K5Oem0q0...) | 2025-09-16 17:18:54 UTC | Status: CLOSED

Conversation: Ae_YK2H_TZSso9gt6lv2Wg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 15:50:57 UTC to 2025-09-16 15:51:10 UTC

Customer (gTlf8nSj...) | 2025-09-16 15:50:57 UTC | halocollar.com

I have lost a collar and it is now dead, so I cannot send any signals. Is there any way to send a signal?

System/AI | 2025-09-16 15:51:10 UTC | halocollar.com

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

Conversation: T8rNtyDLRQ26l-AuS_b8ww

Messages: 10 | Customers: 1 | Duration: 2025-09-16 15:51:06 UTC to 2025-09-16 20:07:25 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:51:06 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:51:06 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:51:27 UTC

From: support@halocollar.com

To: motolife548@icloud.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:51:28 UTC | Status: CLOSED

EMAIL | Customer (PbtNZLEJ...) | 2025-09-16 17:45:42 UTC

From: motolife548@icloud.com

To: support@halocollar.com

Subject: Re: Halo Collar Your Satisfaction Is Important!

Here's the issue the collar doesn't work you are sending a new one and yet to gotten a email saying your sending it I'm paying for the subscription when I do not have a collar that works Sent from my iPhone On Sep 16, 2025, at 11:51 AM, Halo Collar wrote: Hello Kimberly, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can.
(<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) Thanks again for your time, and I hope we'll talk soon. Best Regards , Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

STATUS CHANGE | Customer (PbtNZLEJ...) | 2025-09-16 17:45:42 UTC | Status: OPEN

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 18:06:01 UTC

From: support@halocollar.com

To: motolife548@icloud.com

Subject: Re: Halo Collar Your Satisfaction Is Important!

Hello Kimberly, Thank you for reaching out. I completely understand your frustration, especially while your subscription is active and your collar isn't working. Your replacement collar is currently being processed and has not shipped yet, but it should be on its way

within the next few business days. I'll keep an eye on the shipment and will send you the tracking information as soon as it becomes available so you'll know exactly when to expect it. We appreciate your patience, and we want to make sure you're back up and running as soon as possible. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:45 PM "Kay L" wrote: > Here's the issue the collar doesn't work you are sending a new one and yet to gotten a email saying your sending it I'm paying for the subscription when I do not have a collar that works > > Sent from my iPhone > On Sep 16, 2025, at 11:51 AM, Halo Collar wrote: > > Hello Kimberly, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. > > I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. > > Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. > > You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) > > Thanks again for your time, and I hope we'll talk soon. > > Best Regards , > Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 18:06:03 UTC | Status: CLOSED

EMAIL | Customer (PbtNZLEJ...) | 2025-09-16 20:07:25 UTC

From: motolife548@icloud.com

To: support@halocollar.com

Subject: Re: Halo Collar Your Satisfaction Is Important!

Yeah that makes zero sense to me pay for something you can't use I wish honestly I never bought from here Sent from my iPhone On Sep 16, 2025, at 2:06 PM, Halo Collar wrote: Hello Kimberly, Thank you for reaching out. I completely understand your frustration, especially while your subscription is active and your collar isn't working. Your replacement collar is currently being processed and has not shipped yet, but it should be on its way within the next few business days. I'll keep an eye on the shipment and will send you the tracking information as soon as it becomes available so you'll know exactly when to expect it. We appreciate your patience, and we want to make sure you're back up and running as soon as possible. Best Regards , Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 1:45 PM "Kay L" wrote: Here's the issue the collar doesn't work you are sending a new one and yet to gotten a email saying your sending it I'm paying for the subscription when I do not have a collar that works Sent from my iPhone On Sep 16, 2025, at 11:51 AM, Halo Collar wrote: Hello Kimberly, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) Thanks again for your time, and I hope we'll talk soon. Best Regards , Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

STATUS CHANGE | Customer (PbtNZLEJ...) | 2025-09-16 20:07:25 UTC | Status: OPEN

Conversation: wTl8TyA7Rueolfit6aoLJw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:51:41 UTC to 2025-09-16 15:53:09 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:51:41 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:51:42 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:53:08 UTC

From: support@halocollar.com

To: denbec1200@yahoo.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:53:09 UTC | Status: CLOSED

Conversation: _WC8eaHjR168KtIW7fEY0g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:53:19 UTC to 2025-09-16 15:54:05 UTC

AGENT NOTE | Agent (VM047vR9...) | 2025-09-16 15:53:19 UTC

Live Team Notes Serial Numbers: 22h2321246rt FW: v.02.06.00 Issue/ Need: Wanting to reactivate collar Troubleshooting & Actions Taken: Adv he needs to go online to do this-reinstate account Cx states hes tried but its not doing anything Call got disconnected Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (VM047vR9...) | 2025-09-16 15:53:56 UTC

From: support@halocollar.com

To: braydrew20@icloud.com

Subject: Halo Collar Membership Information

Hello Drew, My name is Taylor, and I'm happy to assist you with Membership information. Here is an overview: How to Reactivate or Update Your Halo Membership Plan Go to the My Account page at halocollar.com Log in using the same email address you use for the Halo App Possible Reasons Your Plan Is Inactive You canceled your plan from the My Account page You contacted Halo Support and requested a cancellation Your payment method failed (e.g., insufficient funds, lost or stolen card) You would have received five reminder emails over four weeks before your plan was deactivated You requested automatic cancellation and returned all collars on your account Next Steps to Reactivate Your Plan Make sure a valid credit card is on file Go to the Billing section on the left side of the My Account page Click Edit to update your payment information Once your billing info is up to date, go to the My Plan section Choose a new plan: Bronze, Silver, or Gold, based on your needs Halo Collar Subscription Plans If you have any additional questions, please don't hesitate to reach out! We're here for you and your pup! With pawsitivity, Taylor Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (VM047vR9...) | 2025-09-16 15:54:05 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, E_3WUdWpR2CLXta3n6vNgw, bDcJwjoMTjefz13hM6gAA

STATUS CHANGE | Agent (VM047vR9...) | 2025-09-16 15:54:05 UTC | Status: CLOSED

Conversation: ST-j9GGeTfqK1PRpjk8avw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:53:26 UTC to 2025-09-16 15:55:32 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:53:26 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:53:27 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:55:31 UTC

From: support@halocollar.com

To: lafleuve@aol.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:55:32 UTC | Status: CLOSED

Conversation: M7J_GKDiTb2pZi8mDJrg1A

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:54:15 UTC to 2025-09-16 17:57:41 UTC

EMAIL | Customer (eZyDx8d9...) | 2025-09-16 15:54:15 UTC

From: collins.kelly@ace.aaa.com

To: support@halocollar.com

Subject: missing collar

I have lost one of my collars, it is dead now so I cannot send it any signal. Are there any other options? I have gone to the last place it was active, but not there. I have multiple dogs and have had to replace collars because they have chewed them off each other. So it could have been pick up by one of the others and dropped somewhere else. Would appreciate any assistance. Thank you! Kelly Collins

EMAIL | Customer (eZyDx8d9...) | 2025-09-16 15:56:15 UTC

From: collins.kelly@ace.aaa.com

To: support@halocollar.com

Subject: RE: missing collar

Yeah, I am aware that I can spend another \$550 on a collar, but didn't really want to go that route. We bought 6 so already invested a lot with the company. Thank you, Kelly
From: support@halocollar.com Sent: Tuesday, September 16, 2025 11:55 AM To: Collins.Kelly Subject: Re: missing collar ! CAUTION! EXTERNAL SENDER! STOP, ASSESS, AND VERIFY Do you know this person? Were you expecting this email? If not, report it using the Report Phishing Button! We're sorry to hear about your lost collar. Since it's not responding to signals, we recommend considering a replacement. You can conveniently purchase a new collar or any necessary accessories directly from our Accessories Page. If you have any further questions or need assistance with the purchase, feel free to reach out. We're here to help! The Halo Collar Virtual Assistant On Tuesday, September 16, 2025, 3:54 PM "Collins.Kelly" > wrote: I have lost one of my collars, it is dead now so I cannot send it any signal. Are there any other options? I have gone to the last place it was active, but not there. I have multiple dogs and have had to replace collars because they have chewed them off each other. So it could have been pick up by one of the others and dropped somewhere else. Would appreciate any assistance. Thank you! Kelly Collins

STATUS CHANGE | Unknown | 2025-09-16 17:57:41 UTC | Status: CLOSED

Conversation: LMsLOuE1SxqZqlpmaVqT1g

Messages: 2 | Customers: 1 | Duration: 2025-09-16 15:54:18 UTC to 2025-09-16 15:54:32 UTC

Customer (m-Gth4le...) | 2025-09-16 15:54:18 UTC | halocollar.com

Why did I only get a partial refund?

System/AI | 2025-09-16 15:54:32 UTC | halocollar.com

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

Conversation: Otqxtry4T7ez-IsAl7h71w

Messages: 10 | Customers: 1 | Duration: 2025-09-16 15:55:03 UTC to 2025-09-16 16:41:05 UTC

PHONE_CALL | Customer (X1yM4NRG...) | 2025-09-16 15:55:03 UTC

EMAIL | Agent (6ow_I6yX...) | 2025-09-16 16:03:53 UTC

From: support@halocollar.com

To: catcobb93@gmail.com

Subject: Halo Collar Next Steps Investigation

Hello Catherine, My name is Coswayne, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. What happens next: • Our specialists deep dive into our system • They'll email you with their findings and clear next steps • We'll stay with you until everything's working the way it should If you have any questions in the meantime, just hit reply. We're here for you and your pup every step of the way. We'll be in touch as soon as possible! With pawsitivity, Coswayne Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (6ow_I6yX...) | 2025-09-16 16:04:03 UTC

Added: jwlJ3FbQTW2nPIHkhIkBIA

AGENT NOTE | Agent (6ow_I6yX...) | 2025-09-16 16:04:13 UTC

First and Last Name: Catherine Conrad Email: catcobb93@gmail.com Collar SN: 25h4100875rt Collar FW: v.02.08.11 Resources: AP Recap/TS: CX states her collar hasn't charged in a few weeks. CX was sent a new charging kit Collar has been on the charger all night and has not charged Next Steps: AP shows last heard Aug 13, 2025 12:58 PM @ 0% battery CX did dead unit TS with another agent. CX states they did another HR after receiving the new charging kit. No LED's and no vibrate during HR CX's Collar Evaluation Notes: Issue Details Collar with Issue's SN: 25h4100875rt Issue Type: (GPS / LTE / Wi-Fi / Bluetooth / App / Other): Dead unit Date & Time of Occurrence: 8/13 - 9/16 Is the Issue Reproducible? (Yes/No – If Yes, include steps): Yes. Dead unit TS New charging accessories Additional notes about the issue: Collar is currently on the charger using the new charging accessories. No LED. No vibration during HR. Troubleshooting Summary Tier 1 TSing [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] Steps Completed:(Y/N) & Outcome of Troubleshooting: Dead unit Required Attachments (Check if Included) Screen Recording with narration: (Yes/No) n Screenshots: (Yes/No) n System Logs (Bluetooth, Wi-Fi, Cellular): (Yes/No) n App Logs (App issues): (Yes/No) n

STATUS CHANGE | Agent (6ow_I6yX...) | 2025-09-16 16:04:20 UTC | Status: CLOSED

STATUS CHANGE | Agent (-LDMikjl...) | 2025-09-16 16:23:17 UTC | Status: OPEN

AGENT NOTE | Agent (-LDMikjl...) | 2025-09-16 16:39:17 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) 25h4100875rt - Willow Dead unit Recap (When/Where/What the customer wants) Collar is currently on the charger using the new charging accessories. No LED. No vibration during HR. AP shows last heard Aug 13, 2025 12:58 PM @ 0% battery CX did dead unit TS with another agent. CX states they did another HR after receiving the new charging kit. No LED's and no vibrate during HR Is This Resolved/Follow-Up Required? If Follow Up Is Required (What/When) Optional Additional Info: Last heard Aug 13, 2025 with 0% charge WB diagnostic data reports battery failure starting 8/12 Collar needs to be replaced

AGENT NOTE | Agent (-LDMikjl...) | 2025-09-16 16:39:53 UTC

Pet name is Foxy, not Willow

EMAIL | Agent (-LDMikjl...) | 2025-09-16 16:40:21 UTC

From: support@halocollar.com

To: catcobb93@gmail.com

Subject: Re: Halo Collar Next Steps Investigation

Hello Catherine, My name is Les, and I'm with the Collar Evaluation Technical Team. I understand you are experiencing charging issues with Foxy's Halo Collar. Our backend data check indicated hardware problems. Based on our findings, I would like to offer a replacement. To proceed with the replacement, follow these steps: Please click this link to speak with a Dog Park agent All hardware issues will be recorded in our system, so you don't need to worry about providing detailed explanations. The agent will require your verbal authorization for the replacement and confirm details with you. Cameras aren't required for this call. You can also join the Dog Park through the Halo App. Here are the instructions: Tap Settings Tap Halo Dog Park Tap Halo Support Tap Join Session Allow any permissions requested You will be connected with an agent We're committed to making this right for you and ensuring your pup stays safe and protected. Please note that when the replacement is issued, your current collar will be deactivated for safety reasons. This is a requirement and can't be bypassed. If you have any questions in the meantime, please don't hesitate to reach out. We're here to help. With pawsitivity, Les Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:03 AM support@halocollar.com wrote: > Hello Catherine, > > My name is Coswayne, and I'm sorry your pup is having trouble with their Halo Collar. I know that can be stressful. > > I've just escalated your case to our Collar Technical Evaluation Team. They'll investigate the details and email you as soon as they finish their review. > > What happens next: > • Our specialists deep dive into our system > • They'll email you with their findings and clear next steps > • We'll stay with you until everything's working the way it should > > If you have any questions in the meantime, just hit reply. > We're here for you and your pup every step of the way. > > We'll be in touch as soon as possible! > > With pawsitivity, > Coswayne > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

STATUS CHANGE | Agent (-LDMikjl...) | 2025-09-16 16:41:05 UTC | Status: CLOSED

Conversation: yQLiZqI0QbeUkf9qBG6AyQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:55:09 UTC to 2025-09-16 17:12:58 UTC

TOPIC CHANGE | Agent (K5Oem0q0...) | 2025-09-16 15:55:09 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ, bDcJwjoMTjeffz13hM6gAA

AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 17:12:04 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants refund of annual sub plan Recap (When/Where/What the customer wants) Per AP no collars linked to account Unknown retailer on AP Cx cancelled plan on 9/16, sub start 8/11 Refunding sub plan to cx Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Email to cx on refund status Optional Additional Info:

EMAIL | Agent (K5Oem0q0...) | 2025-09-16 17:12:52 UTC

From: support@halocollar.com

To: joshuacerna1@yahoo.com

Subject: Halo Collar Subscription Update

Hello Joshua, Thanks for reaching out to Halo Support! My name is Jessica. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Monday, September 15, 2025, 5:36 PM support@halocollar.com wrote: > Hello Joshua, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Rodrigo > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

STATUS CHANGE | Agent (K5Oem0q0...) | 2025-09-16 17:12:58 UTC | Status: CLOSED

Conversation: uvTGWkarTXqsNrJ4cCNQOw

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:55:20 UTC to 2025-09-16 15:58:04 UTC

AGENT NOTE | Agent (WnnJ5spb...) | 2025-09-16 15:55:20 UTC

Live Team Notes4 Serial Numbers:24h3100504rt FW: v.02.08.11 Issue/ Need: failure to connect to call Troubleshooting & Actions Taken: Failed connection waited 2 min for customer to join Sending FTC Macro Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (WnnJ5spb...) | 2025-09-16 15:56:31 UTC

From: support@halocollar.com

To: braydrew20@icloud.com

Subject: Halo Support Sorry We Were Unable To Connect!

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

TOPIC CHANGE | Agent (WnnJ5spb...) | 2025-09-16 15:57:14 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

TOPIC CHANGE | Agent (WnnJ5spb...) | 2025-09-16 15:57:53 UTC

Added: E_3WUdWpR2CLXta3n6vNgw

STATUS CHANGE | Agent (WnnJ5spb...) | 2025-09-16 15:58:04 UTC | Status: CLOSED

Conversation: JnVblyGmS8-q4eoYNeS_NA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 15:55:27 UTC to 2025-09-16 15:56:14 UTC

Customer (HSa7xg9b...) | 2025-09-16 15:55:27 UTC | halocollar.com

I just bought a halo call for my dog and the battery only lasts a few hours

System/AI | 2025-09-16 15:56:14 UTC | halocollar.com

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

Conversation: DwLsXBCISzOoGafPAsk29w

Messages: 11 | Customers: 1 | Duration: 2025-09-16 15:55:58 UTC to 2025-09-16 22:03:26 UTC

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:55:58 UTC

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

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:55:59 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:57:11 UTC

From: support@halocollar.com

To: sarahhollyday@yahoo.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:57:12 UTC | Status: CLOSED

EMAIL | Customer (GWGxcO2y...) | 2025-09-16 16:21:34 UTC

From: sarahhollyday@yahoo.com

To: support@halocollar.com

Subject: Re: Halo Collar Your Satisfaction Is Important!

Hello Bree, I have appt at 12:30 tomorrow with you. I need advice and some hand holding. Freddie is a sensitive dog and training is slow. I am sensitive too.■ He is afraid to go out via mudroom door and my partner is upset about behavior changes in Freddie. I am being patient and gentle and focusing on recall with feedback settings. Freddie is too afraid to go after high reward treat so we can't move on to the leave it training. Freddie is two, did well in dog school and is a good canine citizen. I don't want to mess him up. Partner is scared, skeptical of the Halo process so I am trying to be confident in training and believe we will get there one day. I look forward to getting advice, validation and support. ThanksSarah Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 11:57 AM, Halo Collar wrote: Hello Sarah, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

STATUS CHANGE | Customer (GWGxcO2y...) | 2025-09-16 16:21:34 UTC | Status: OPEN

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:51:56 UTC

From: support@halocollar.com

To: sarahhollyday@yahoo.com

Subject: Re: Halo Collar Your Satisfaction Is Important!

Hello Sarah, Thank you for sharing all of this! It's completely understandable—both you and Freddie are navigating a big adjustment, and it's clear how much care and patience you're putting into his training. Sensitive dogs can take a little longer to adapt, and it's great that you're focusing on gentle, positive reinforcement with recall and feedback settings. I'm looking forward to our 12:30 appointment tomorrow and will provide guidance, validation, and hands-on support to help you feel confident in the Halo training process. We'll go step by step with Freddie, address any concerns your partner has, and make sure you feel comfortable every step of the way. You're doing all the right things, and together we'll help Freddie gain confidence while keeping the process calm and positive. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:21 PM "sarah hollyday" wrote: > Hello Bree, I have appt at 12:30 tomorrow with you. I need advice and some hand holding. Freddie is a sensitive dog and training is slow. I am sensitive too.■ He is afraid to go out via mudroom door and my partner is upset about behavior changes in Freddie. I am being patient and gentle and focusing on recall with feedback settings. Freddie is too afraid to go after high reward treat so we can't move on to the leave it training. Freddie is two, did well in dog school and is a good canine citizen. I don't want to mess him up. Partner is scared, skeptical of the Halo process so I am trying to be confident in training and believe we will get there one day. I look forward to getting advice, validation and support. ThanksSarah > > Sent from Yahoo Mail for iPhone > > On Tuesday, September 16, 2025, 11:57 AM, Halo Collar wrote: > > Hello Sarah, > > I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. > I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. > Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. > You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. > Thanks again for your time, and I hope we'll talk soon. > > > Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ > > >

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:52:04 UTC | Status: CLOSED

EMAIL | Customer (GWGxcO2y...) | 2025-09-16 21:11:36 UTC

From: sarahhollyday@yahoo.com

To: support@halocollar.com

Subject: Re: Halo Collar Your Satisfaction Is Important!

Thank you Bree, you are making my day. Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 12:51 PM, Halo Collar wrote: Hello Sarah, Thank you for sharing all of this! It's completely understandable—both you and Freddie are navigating a big adjustment, and it's clear how much care and patience you're putting into his training. Sensitive dogs can take a little longer to adapt, and it's great that you're focusing on gentle, positive reinforcement with recall and feedback settings. I'm looking forward to our 12:30 appointment tomorrow and will provide guidance, validation, and hands-on support to help you feel confident in the Halo training process. We'll go step by step with Freddie, address any concerns your partner has, and make sure you feel comfortable every step of the way. You're doing all the right things, and together we'll help Freddie gain confidence while keeping the process calm and positive. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:21 PM "sarah hollyday" wrote: Hello Bree, I have appt at 12:30 tomorrow with you. I need advice and some hand holding. Freddie is a sensitive dog and training is slow. I am sensitive too.■ He is afraid to go out via mudroom door and my partner is upset about behavior changes in Freddie. I am being patient and gentle and focusing on recall with feedback settings. Freddie is too afraid to go after high reward treat so we can't move on to the leave it training. Freddie is two, did well in dog school and is a good canine citizen. I don't want to mess him up. Partner is scared, skeptical of the Halo process so I am trying to be confident in training and believe we will get there one day. I look forward to getting advice, validation and support. ThanksSarah Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 11:57 AM, Halo Collar wrote: Hello Sarah, I hope you're

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

STATUS CHANGE | Customer (GWGxcO2y...) | 2025-09-16 21:11:36 UTC | Status: OPEN

EMAIL | Customer (GWGxcO2y...) | 2025-09-16 22:03:26 UTC

From: sarahhollyday@yahoo.com

To: support@halocollar.com

Subject: Re: Halo Collar Your Satisfaction Is Important!

Hi Bree, this is Freddie I get the sense that Freddie in some ways is a slow processor. He is lab mix and has been with us for 13 months. He can be cautious, a little aloof and Darling. We are incredibly lucky to have him. He is smart, curious, loves people and kids. I look forward to talking tomorrow Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 5:11 PM, sarah hollyday wrote: Thank you Bree, you are making my day. Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 12:51 PM, Halo Collar wrote: Hello Sarah, Thank you for sharing all of this! It's completely understandable—both you and Freddie are navigating a big adjustment, and it's clear how much care and patience you're putting into his training. Sensitive dogs can take a little longer to adapt, and it's great that you're focusing on gentle, positive reinforcement with recall and feedback settings. I'm looking forward to our 12:30 appointment tomorrow and will provide guidance, validation, and hands-on support to help you feel confident in the Halo training process. We'll go step by step with Freddie, address any concerns your partner has, and make sure you feel comfortable every step of the way. You're doing all the right things, and together we'll help Freddie gain confidence while keeping the process calm and positive. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:21 PM "sarah hollyday" wrote: Hello Bree, I have appt at 12:30 tomorrow with you. I need advice and some hand holding. Freddie is a sensitive dog and training is slow. I am sensitive too.■ He is afraid to go out via mudroom door and my partner is upset about behavior changes in Freddie. I am being patient and gentle and focusing on recall with feedback settings. Freddie is too afraid to go after high reward treat so we can't move on to the leave it training. Freddie is two, did well in dog school and is a good canine citizen. I don't want to mess him up. Partner is scared, skeptical of the Halo process so I am trying to be confident in training and believe we will get there one day. I look forward to getting advice, validation and support. ThanksSarah Sent from Yahoo Mail for iPhone On Tuesday, September 16, 2025, 11:57 AM, Halo Collar wrote: Hello Sarah, I hope you're doing well. My name is Bree, and I'm with the Halo Collar Customer Success Team. I'm sincerely sorry to hear that your experience with the Halo Collar hasn't gone as expected. Thank you for taking the time to share your feedback. It's extremely important for us to improve. Our goal is always to make sure every member of our Pack feels supported, and I'd love the chance to help turn things around for you. You can either reply directly to this email or book a call with us — whichever is easier for you. I'm here and ready to help however I can. Thanks again for your time, and I hope we'll talk soon. Best Regards, Bree Halo Senior Customer SupportHalo Collar | Here for you and your best friend■

Conversation: K5CqXpwkRtikAo_L-B734Q

Messages: 8 | Customers: 1 | Duration: 2025-09-16 15:57:14 UTC to 2025-09-16 18:04:11 UTC

PHONE_CALL | Customer (FC6xaTpp...) | 2025-09-16 15:57:14 UTC

AGENT NOTE | Agent (qssY5KY8...) | 2025-09-16 16:02:40 UTC

Live Team Notes Serial Numbers: 25h4283710rt FW:v.03.00.05 Issue/ Need: Customer stated that he recieved a partial refund on the account he removed the collar and canceled the pack plan effective today, would like a further explanation Troubleshooting & Actions Taken: Escalated Billing / RMA Resources Used (provide details): KB, ZD, AP, Gladly Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (qssY5KY8...) | 2025-09-16 16:02:51 UTC

Added: bDcJwjoMTjefz13hM6gAA, jHyQ0PKARAKhHUZ_rEmu6w

EMAIL | Agent (qssY5KY8...) | 2025-09-16 16:05:14 UTC

From: support@halocollar.com

To: k_wilhoite@sbcglobal.net

Subject: Halo Support: Your Request is Under Review

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

AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 18:02:35 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx is requesting info on why he only received a partial refund Recap (When/Where/What the customer wants) RMA #Q5Z5HQP0 was resolved 9/16. Cx was refunded for order# 1643153 -\$530.44 to Paypal Cx also cancelled plan and refund already initiated 9/16 No action needed- advising cx on withholding amounts per refund policy Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Sending email to cx on withholding/ shipping fee Optional Additional Info:

EMAIL | Agent (K5Oem0q0...) | 2025-09-16 18:04:00 UTC

From: support@halocollar.com

To: k_wilhoite@sbcglobal.net

Subject: Halo Collar Refund Processed

Hello Keith, We've processed your refund for the \$530.44 to your original payment method in accordance with our Return Policy. As outlined in the policy, the following amounts were withheld: \$25 for return shipping and restocking The original shipping cost (plus sales tax, where applicable) You can find full details here: Return Policy Details Please allow 7–10 business days for the refund to reflect on your account, depending on your bank's processing time. If you have any questions or need further assistance, reply to this email. We're happy to help. With pawsitivity, Jessica Halo Customer Support Halo Collar | Here

for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:05 PM support@halocollar.com wrote: > Hello Keith, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Ashley > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

TOPIC CHANGE | Agent (K5Oem0q0...) | 2025-09-16 18:04:10 UTC

Added: rxefklGaTXGCpjC7oGEfPg

STATUS CHANGE | Agent (K5Oem0q0...) | 2025-09-16 18:04:11 UTC | Status: CLOSED

Conversation: 8BTsow1KQoS LuMXnVtw3BQ

Messages: 8 | Customers: 1 | Duration: 2025-09-16 15:57:26 UTC to 2025-09-16 17:59:46 UTC

Customer (mRhY9pVa...) | 2025-09-16 15:57:26 UTC | halocollar.com

Hi.

Customer (mRhY9pVa...) | 2025-09-16 15:57:26 UTC | halocollar.com

Hi

Customer (mRhY9pVa...) | 2025-09-16 15:57:41 UTC | halocollar.com

I need a new magnetic piece to charge my collar

System/AI | 2025-09-16 15:57:43 UTC | halocollar.com

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

System/AI | 2025-09-16 15:58:16 UTC | halocollar.com

You can purchase a new magnetic charger adapter for your Halo Collar from our Accessory Shop on the Halo website. Make sure to select the correct adapter for your specific collar model to ensure compatibility. If you have any other questions or need further assistance, feel free to ask!

Customer (mRhY9pVa...) | 2025-09-16 15:58:35 UTC | halocollar.com

Is there a way just to get the magnetic piece?

System/AI | 2025-09-16 15:59:11 UTC | halocollar.com

Hi there! Unfortunately, the magnetic charging adapter is only available as part of the complete charging kit and can't be purchased separately. You can check out the full set in our Accessory Shop. If you're having trouble with your charger, our support team might be able to help. Just let me know if you need more assistance!

STATUS CHANGE | Unknown | 2025-09-16 17:59:46 UTC | Status: CLOSED

Conversation: gDS9qfjnRtqK4gK2qvwFDw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:57:51 UTC to 2025-09-16 15:58:13 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:57:51 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:57:51 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:58:12 UTC

From: support@halocollar.com

To: raptor4016@gmail.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:58:13 UTC | Status: CLOSED

Conversation: ajTbPNUGRp2UNXz5oS3XoA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:58:24 UTC to 2025-09-16 15:59:08 UTC

AGENT NOTE | Agent (LZsYfs6M...) | 2025-09-16 15:58:24 UTC

First and Last Name: Drew Bray Email: braydrew20@icloud.com Other contact info if possible: Sidekick Handoff (Y*N) N If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

EMAIL | Agent (LZsYfs6M...) | 2025-09-16 15:58:31 UTC

From: support@halocollar.com

To: braydrew20@icloud.com

Subject: Halo Support Sorry We Were Unable To Connect!

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

TOPIC CHANGE | Agent (LZsYfs6M...) | 2025-09-16 15:58:52 UTC

Added: E_3WUdWpR2CLXta3n6vNgw

STATUS CHANGE | Agent (LZsYfs6M...) | 2025-09-16 15:59:08 UTC | Status: CLOSED

Conversation: IVI7789RSSW7XIIXmWN5BA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:58:27 UTC to 2025-09-16 15:58:47 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:58:27 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:58:28 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 15:58:46 UTC

From: support@halocollar.com

To: bowercollin81@gmail.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:58:47 UTC | Status: CLOSED

Conversation: 2P3o_xwvRlyIA2vPbMryw

Messages: 4 | Customers: 1 | Duration: 2025-09-16 15:59:00 UTC to 2025-09-16 16:04:44 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 15:59:00 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 15:59:01 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:04:43 UTC

From: support@halocollar.com

To: burdman1955@gmail.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:04:44 UTC | Status: CLOSED

Conversation: SuCxPyWlQkOFYBdaEHfuHg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 15:59:24 UTC to 2025-09-16 18:02:54 UTC

Customer (94Yv2urw...) | 2025-09-16 15:59:24 UTC | halocollar.com

will the dog be confused why we can go through the front area in walk mode when its usually a boundary?

System/AI | 2025-09-16 15:59:50 UTC | halocollar.com

Dogs are generally adaptable and can learn to differentiate between different modes of operation, like walk mode and boundary mode. In walk mode, the collar is designed to allow your dog to move freely with you, even through areas that are usually set as boundaries. Training and consistency in using the Halo Collar's features will help your dog understand the difference. If you have any concerns, reinforcing training with positive reinforcement can be beneficial.

Customer (94Yv2urw...) | 2025-09-16 16:01:36 UTC | halocollar.com

so its more about the dog responding to the boundary feedback wherever they encounter it then memorizing where the lines are?

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

That's right! Dogs learn to respond to the Halo Collar's boundary feedback instead of memorizing exact boundary locations. The collar's feedback, which can be customized as sounds, vibrations, or static pulses, guides your dog to stay within safe zones. By consistently using the feedback, your dog will understand where they shouldn't go, regardless of physical boundary lines. This adaptability is a key feature of the Halo system, promoting your dog's safety and training wherever you go.

STATUS CHANGE | Unknown | 2025-09-16 18:02:54 UTC | Status: CLOSED

Conversation: FWQz_HX_QgC0kl9ff2SA7g

Messages: 3 | Customers: 1 | Duration: 2025-09-16 15:59:36 UTC to 2025-09-16 16:00:02 UTC

Customer (gywWQm9l...) | 2025-09-16 15:59:36 UTC | halocollar.com

Hello I paid 575 for a collar that I returned in perfect condition and I was only refunded 530. Can you explain why?

Customer (gywWQm9l...) | 2025-09-16 15:59:48 UTC | halocollar.com

Order #1653458

System/AI | 2025-09-16 16:00:02 UTC | halocollar.com

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

Conversation: kFYOwqFvSF6YtSAnHD8fSA

Messages: 7 | Customers: 1 | Duration: 2025-09-16 15:59:49 UTC to 2025-09-16 18:51:59 UTC

Customer (agm7kycq...) | 2025-09-16 15:59:49 UTC | halocollar.com

I received an email saying my collar has been upgraded to halo 5. Trying to determine if it's real

System/AI | 2025-09-16 16:00:42 UTC | halocollar.com

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

EMAIL | Customer (agm7kycq...) | 2025-09-16 17:08:13 UTC

From: clovr317@hotmail.com

To: support@halocollar.com

Subject: Collar Upgrade Email

I received an email stating my collar was upgraded to a halo 5. From what I can tell there is no such thing so I wanted to make you aware I received the email, incase anyone else does. Jackie Johnston Sent from my iPhone

EMAIL | Agent (chgMWdgT...) | 2025-09-16 18:50:13 UTC

From: support@halocollar.com

To: clovr317@hotmail.com

Subject: Re: Collar Upgrade Email

Hello Jackie, This is Brandon with Halo Support. I hope you're having a great day. The Halo 5 is not officially being launched until 9/18. It's price is going to be \$599. As a courtesy to our new customer orders, we are upgrading them to our newest Halo 5 collar. We appreciate you being a part of the pack. Please let us know if you have any other questions. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 1:08 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 5:08 PM "Jackie Johnston" wrote: > > > I received an email stating my collar was upgraded to a halo 5. From what I can tell there is no such thing so I wanted to make you aware I received the email, incase anyone else does. > > > Jackie Johnston > > Sent from my iPhone

AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 18:51:31 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX was concerned about the email they received upgrading their order to an H5 Recap (When/Where/What the customer wants) Ensured them the email was legit and they were being upgraded Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

TOPIC CHANGE | Agent (chgMWdgT...) | 2025-09-16 18:51:58 UTC

Added: w4-N2LKvQhW0agGKylANbg, PIOeudXYRhqGCLwE5ykYeQ

STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 18:51:59 UTC | Status: CLOSED

Conversation: Z8lfHllvTJuLaS-obNkqog

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:00:23 UTC to 2025-09-16 16:00:38 UTC

Customer (3iaKZ4qg...) | 2025-09-16 16:00:23 UTC | halocollar.com

I called and talked to someone last week about callor not shocking. he updated it and it still is not working correctly

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

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

Conversation: n2BHLFWoQLiA2lyrfzTV1w

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:00:39 UTC to 2025-09-16 17:24:05 UTC

EMAIL | Customer (2xNx02zN...) | 2025-09-16 16:00:39 UTC

From: scvan05@gmail.com

To: support@halocollar.com

Subject: Return and cancel service

I am returning the two halo collars purchased as they do not work for my dogs and the satellite tracking is unusable for our property .Serial Number: 25h4304183rt) I would like information on how to return and cancel my subscription plan. Receipt #2020-0959 Thank you Susanna Van Norman

AGENT NOTE | Agent (5Xverlxv...) | 2025-09-16 17:23:45 UTC

First and Last Name: Susanna Van Norman Email: scvan05@gmail.com Other contact info if possible: Sidekick Handoff (Y*N) N If yes what was the handoff for? (Please assist customer via email) If NO- Send "Failed to connect"

EMAIL | Agent (5Xverlxv...) | 2025-09-16 17:23:58 UTC

From: support@halocollar.com

To: scvan05@gmail.com

Subject: Re: Return and cancel service

Hello susanna, My name is Renee, from the Halo Dog Park. I'm sorry we missed you today. It looks like we had trouble connecting to the video call. We were looking forward to helping you and your pup! If you still need support, please reply to this message, and we'll be happy to assist you. If hopping back into the Dog Park isn't convenient, not to worry. Our phone support team is available and ready to assist you. To join the Dog Park through the Halo App, just follow these quick steps: Tap SettingsTap Halo Dog ParkTap Halo SupportTap Join Session Phone support (+1 (214) 238-9788) available hours: 9:00 AM - 5:00 PM EST (Monday-Friday)10:00 AM - 4:00 PM EST (Saturday & Sunday) We know how important it is to keep your pup safe and happy, and we're here to help every step of the way. With pawsitivity, Renee Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:01 PM support@halocollar.com wrote: > Hi Susanna, > > To return your Halo Collars, please follow these steps: > > * Visit the Halo Returns Page (<https://www.halocollar.com/returns-and-replacements/>) . > * Click on "Submit a Return for Refund." > * Enter your order number (Receipt #2020-0959) and purchase email. > * Follow the prompts to complete your return request. > > To cancel your subscription plan: > > * Log in to your account on the Halo website (<https://auth.halocollar.com/pages/account/log-in>) . > * Navigate to your account dashboard and click "Cancel Plan." > * Confirm the cancellation. > > If you need further assistance, feel free to reach out! > > Best regards, Halo Collar Customer Experience Team > > The Halo Collar Virtual Assistant > > On Tuesday, September 16, 2025, 4:00 PM "susanna van norman" wrote: > > > I am returning the two halo collars purchased as they do not work for my dogs and the satellite tracking is unusable for our property .Serial Number: 25h4304183rt) > > > I would like information on how to return and cancel my subscription plan. Receipt #2020-0959 > > > Thank you > > Susanna Van Norman > > > >

TOPIC CHANGE | Agent (5Xverlxv...) | 2025-09-16 17:24:05 UTC

Added: E_3WUdWpR2CLXta3n6vNgw

STATUS CHANGE | Agent (5Xverlxv...) | 2025-09-16 17:24:05 UTC | Status: CLOSED

Conversation: fVwM2Jh4TietYq6iVzu-tA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:01:34 UTC to 2025-09-16 18:07:58 UTC

Customer (uUjuWB3w...) | 2025-09-16 16:01:34 UTC | halocollar.com

My dogs collar is a month old and the battery seems to go dead after a few hours

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

I'm sorry to hear about the battery issue with your Halo Collar. To recalibrate the battery, try this: plug the collar into the charger, hold the power button for 15 seconds, then release. Let it fully discharge, rest it for 5 hours, and then charge it uninterrupted to 100%. Monitor the battery life for 48 hours. If the issue persists, please contact our support team for further assistance.

Customer (uUjuWB3w...) | 2025-09-16 16:07:13 UTC | halocollar.com

Ok

System/AI | 2025-09-16 16:07:53 UTC | halocollar.com

If you have any more questions or need further assistance, feel free to reach out. We're here to help! ■

STATUS CHANGE | Unknown | 2025-09-16 18:07:58 UTC | Status: CLOSED

Conversation: UPriYEVYSXianS36n1JU8w

Messages: 7 | Customers: 1 | Duration: 2025-09-16 16:01:43 UTC to 2025-09-16 18:34:53 UTC

EMAIL | Agent (KshEi1Yy...) | 2025-09-16 16:01:43 UTC

From: support@halocollar.com

To: chtburks@gmail.com

Subject: Halo Management

Hi Chelsea, My name is Marissa and I'm with Halo's Management Team. Thank you so much for reaching out to us, though I wish it was under better circumstances. We can go ahead and grant your request to return the collars as a one-time courtesy. I just need your consent that the collars are no longer in use before proceeding. Let me know if you have any additional questions or concerns, in the meantime. I'm happy to address them for you. We appreciate your patience! Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■

TOPIC CHANGE | Agent (KshEi1Yy...) | 2025-09-16 16:01:51 UTC

Added: Vc4PMz7yTqecSVPaJlmbZQ

STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 16:01:52 UTC | Status: CLOSED

EMAIL | Customer (DrTWQ7WG...) | 2025-09-16 17:23:19 UTC

From: chtburks@gmail.com

To: support@halocollar.com

Subject: Re: Halo Management

You have my consent, the collars are not being used at the moment. On Tue, Sep 16, 2025 at 11:01 AM Halo Collar wrote: > Hi Chelsea, > > My name is Marissa and I'm with Halo's Management Team. > > Thank you so much for reaching out to us, though I wish it was under > better circumstances. > > We can go ahead and grant your request to return the collars as a one-time > courtesy. I just need your consent that the collars are no longer in use > before proceeding. > > Let me know if you have any additional questions or concerns, in the > meantime. I'm happy to address them for you. > > We appreciate your patience! > > Best Regards, > Marissa > Halo Senior Customer Support > *Halo Collar* | Here for you and your best friend■ >

STATUS CHANGE | Customer (DrTWQ7WG...) | 2025-09-16 17:23:20 UTC | Status: OPEN

EMAIL | Agent (KshEi1Yy...) | 2025-09-16 18:34:51 UTC

From: support@halocollar.com

To: chtburks@gmail.com

Subject: Re: Halo Management

Hi Chelsea, Thank you for providing your consent. I'm including the return label below. Once we receive your return with an approved RMA: A Halo team member will inspect the item. We may reach out to assist with troubleshooting any reported issue. If approved, a refund will be issued to your original payment method. A \$25 return shipping and handling fee (plus tax) will be deducted. If the collar was purchased from another retailer, please contact them directly to process the return per their policy. For more details, see: Here is our Return Policy. Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:23 PM "Chelsey Burks" wrote: > You have my consent, the collars are not being used at the moment. > > On Tue, Sep 16, 2025 at 11:01 AM Halo Collar wrote: > > > Hi Chelsea, > > > My name is Marissa and I'm with Halo's Management Team. > > > Thank you so much for reaching out to us, though I wish it was under > > better circumstances. > > > We can go ahead and grant your request to return the collars as a one-time > > courtesy. I just need your consent that the collars are no longer in use > > before proceeding. > > > Let me know if you have any additional questions or concerns, in the > > meantime. I'm happy to address them for you. > > > We appreciate your patience! > > > Best Regards, > >

Marissa > > Halo Senior Customer Support > > *Halo Collar* | Here for you and your best friend■ > > >

STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 18:34:53 UTC | Status: CLOSED

Conversation: WzygfFfpThW2xAGAWu2zwQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:01:55 UTC to 2025-09-16 16:08:32 UTC

TOPIC CHANGE | Agent (B63iEj1y...) | 2025-09-16 16:01:55 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

TOPIC CHANGE | Agent (B63iEj1y...) | 2025-09-16 16:02:32 UTC

Added: Z3qy_B6uR8CPWZWZA-uJWg

AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 16:02:36 UTC

Live Team Notes Serial Numbers: 25h4090697rt FW: v.03.01.02 PRODBETA Issue/Need: Gps in accurate ; while on walk showed pet at home Troubleshooting & Actions Taken: First we updated the cx's FW; cx got a bit upset that it didn't go automatically. Explained to cx we can process the FW update as the collar is charging and connected to WIFI Next we moved on the the collar's orientation on the pup Directed cx to go on their pet card to check the collar's orientation and make sure its correct and facing the sky Cx stated he didn't know how to go back to the pet card; directed cx to look for "more" icon or "three little dots" on his screen . Cx cannot locate the minimize option at all to bring us back to the pet card Cx stated he will update app and return for more assistance Sent follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (B63iEj1y...) | 2025-09-16 16:08:31 UTC

From: support@halocollar.com

To: noz34me@gmail.com

Subject: Halo Collar: Thank you!

Hello Thomas, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! It looks like your collar is showing reduced GPS accuracy. Once your app is updated, you can follow the steps I've put together to help improve its performance. Ensure Proper Collar Orientation Perform the Hand Test If you have any other questions, need a refresher, or just want to check in. We're just a click or call away. We want to make sure that any issues you're experiencing are completely resolved. Wishing you and your pup many safe, happy adventures ahead! Please do not hesitate to contact our customer support. We are here to help! With pawsitivity, Gabrielle Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Agent (B63iEj1y...) | 2025-09-16 16:08:32 UTC | Status: CLOSED

Conversation: InwuMDuhQO-khZgFsAmsWg

Messages: 3 | Customers: 1 | Duration: 2025-09-16 16:02:03 UTC to 2025-09-16 16:02:19 UTC

STATUS CHANGE | Agent (vi_2Fjmb...) | 2025-09-16 16:02:03 UTC | Status: OPEN

EMAIL | Agent (vi_2Fjmb...) | 2025-09-16 16:02:04 UTC

From: support@halocollar.com

To: jmsadlowski@gmail.com

Subject: Halo Collar Order Tracking Information

Hello Melissa, My name is Monica, and I'm here to assist you! We understand the importance of staying updated on your order, so we wanted to let you know that your Halo Collar is on its way and will arrive within the estimated delivery timeframe by FedEx: SCHEDULED DELIVERY DATE Wednesday 9/17/25 before 8:00 PM Estimated between 12:00 PM - 4:00 PM You can track your shipment here: 393214815116 Our team packed your order with care, and we're excited for you and your pup to get started! If you have any questions in the meantime, we're here and happy to help. With pawsitivity, Monica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Agent (vi_2Fjmb...) | 2025-09-16 16:02:19 UTC | Status: CLOSED

Conversation: yHwyo4rCQwOmlv42J-07qg

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:03:58 UTC to 2025-09-16 16:04:00 UTC

TOPIC CHANGE | Agent (YumuZHIE...) | 2025-09-16 16:03:58 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

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

Conversation: U-BU2IlkS-eFwMI1qWOkXQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:04:09 UTC to 2025-09-16 16:04:11 UTC

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:04:09 UTC

From: support@halocollar.com

To: awheeler10@yahoo.com

Subject: Re: Halo Collar- Your Thoughts Matter!

Hello Ashley, Thank you for letting us know. We'd like to help resolve the issues you're experiencing as quickly as possible. Please use the link provided to schedule a call at a date and time that works best for you, so we can review everything and provide the assistance you need. We look forward to speaking with you and getting things sorted. Best Regards, Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Monday, September 15, 2025, 12:41 PM "Ashley Wheeler" wrote: > Yes i have quite a few issues > > Sent from my iPhone > On Sep 15, 2025, at 11:45 AM, Halo Collar wrote: > > Hello Ashley, > > My name is Bree, and I want to thank you for sharing your feedback. I read your comments , and I completely understand how important this is for you and your dog's safety. > I'd love the chance to help. If you reply to this email, we can work together to sort this out. You can also schedule a time to speak with our Halo Concierge team. (<https://calendly.com/d/cw2g-68w-55q/halo-support-call>) > I'm here when you're ready. Your dog's safety always comes first. > > Best Regards , > Bree Halo Senior Customer Support Halo Collar | Here for you and your best friend■

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:04:11 UTC | Status: CLOSED

Conversation: plq3S8ikT8qvF3qmdYa-Nw

Messages: 14 | Customers: 1 | Duration: 2025-09-16 16:04:25 UTC to 2025-09-16 22:00:50 UTC

Customer (K_SYYuwT...) | 2025-09-16 16:04:25 UTC | halocollar.com

HALO 5 does not work like HALO 2+

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

I'm sorry you're experiencing issues with your Halo 5. While both models aim to provide top-notch safety and training, the features and technology might vary slightly. Could you please specify what functions aren't working as expected? This will allow us to assist you more effectively.

Customer (K_SYYuwT...) | 2025-09-16 16:07:12 UTC | halocollar.com

I have yet to see a location where my dog is... she is always shown as "last known location" and is grayed out. The previous Halo showed her location, roaming all around the property.

System/AI | 2025-09-16 16:07:55 UTC | halocollar.com

Hi there! It sounds like your Halo 5 collar might need a GPS initialization. This can happen after updates or if the collar has been off for a while. To get it set up, take the collar outside to an open area, away from buildings and trees, and keep it still until the GPS light turns green. Giving it a gentle shake can also help update its location in the app. Make sure the collar is charged and connected to Wi-Fi for the best performance. If you're still having trouble, feel free to reach out to our support team for more help.

Customer (K_SYYuwT...) | 2025-09-16 16:08:50 UTC | halocollar.com

i will try to reinitialize.

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

Great choice, Marcy! Reinitializing the GPS often resolves these location display issues. If you need any more help during the process, don't hesitate to reach out to us. We're happy to assist you anytime!

Customer (K_SYYuwT...) | 2025-09-16 16:09:57 UTC | halocollar.com

But the collar is never connected to WiFi when the collar is outside ! Is this a new requirement?

System/AI | 2025-09-16 16:10:39 UTC | halocollar.com

Hi there! The Halo Collar doesn't need a constant Wi-Fi connection when it's outside. It uses GPS to track your dog's location and maintain virtual fences, so it works independently of Wi-Fi or cellular data. Wi-Fi is mainly used for updating the collar and syncing data. If your collar is showing "last known location," it might need GPS initialization or there could be a connectivity issue. Once it's initialized, it should give you accurate, real-time location updates without needing Wi-Fi access outdoors.

Customer (K_SYYuwT...) | 2025-09-16 16:11:26 UTC | halocollar.com

ok. Thanks.

System/AI | 2025-09-16 16:11:46 UTC | halocollar.com

You're welcome, Marcy! If you have any more questions or need further assistance, feel free to reach out. Have a great day!

STATUS CHANGE | Unknown | 2025-09-16 18:11:59 UTC | Status: CLOSED

Customer (K_SYYuwT...) | 2025-09-16 22:00:14 UTC | halocollar.com

I've tried for most of the day to calibrate this Halo collar... no green light ever. Once every so often I see a short RED blink. Apparently this collar is defective--I've not seen a green light since I received it and replaced my old faithful Halo 2+ with it. Right now I'm wishing I had not accepted the courtesy upgrade, because I cannot go back to my old setup can I ?

STATUS CHANGE | Customer (K_SYYuwT...) | 2025-09-16 22:00:14 UTC | Status: OPEN

System/AI | 2025-09-16 22:00:50 UTC | halocollar.com

Hi there! I'm sorry to hear about the issues with your Halo collar. The red blink usually means there's a weak GPS signal or the collar needs setup. Please make sure your collar is fully charged using a USB-C cable and a compatible adapter, and try a hard reset by holding the power button for 15 seconds while plugged in. If these steps don't fix the issue, it might be a defective unit. Unfortunately, once a collar is deactivated, it can't be reactivated, so going back to your old setup isn't possible. Please reach out to our support team for further assistance or replacement options. For more detailed troubleshooting, check out our [Battery and Charging Resource](#).

Conversation: _9qgxBNUQqG0vw9ulx_yjQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:06:09 UTC to 2025-09-16 16:06:53 UTC

Customer (RLtr9Jk...) | 2025-09-16 16:06:09 UTC | halocollar.com

Can this cover 15 acres?

System/AI | 2025-09-16 16:06:53 UTC | halocollar.com

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

Conversation: RL-7RbNTQM6I-8RQaKOFeA

Messages: 10 | Customers: 1 | Duration: 2025-09-16 16:06:36 UTC to 2025-09-16 18:14:38 UTC

PHONE_CALL | Customer (CN5fLRpo...) | 2025-09-16 16:06:36 UTC

TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 16:11:15 UTC

Added: bDcJwjoMTjeffz13hM6gAA

EMAIL | Agent (poWIULpl...) | 2025-09-16 16:11:15 UTC

From: support@halocollar.com

To: kenagy34@yahoo.com

Subject: Login

Hello Sean, tdn82mq6qt@privaterelay.appleid.com With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 16:18:19 UTC

Billing Team Escalation Notes Affected Serial Number: 22h2010595rt FW: Order ID: RMA Ticket #: Subscription Start Date: Dec 9, 2023 Reason for Escalation: Cx wants to cancel sub due to their dog being deceased. Cx unable to login into account to cancel sub due to Apple Private Relay email masking, preventing cx from getting password reset email. Requested Action: Cancel sub for cx.

EMAIL | Agent (poWIULpl...) | 2025-09-16 16:18:40 UTC

From: support@halocollar.com

To: kenagy34@yahoo.com

Subject: Halo Support: Your Request is Under Review

Hello Sean, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:11 PM support@halocollar.com wrote: > Hello Sean, > > tdn82mq6qt@privaterelay.appleid.com > > With pawsitivity, > Kenny > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 16:19:00 UTC

Added: jHyQ0PKARAKhHUZ_rEmu6w

AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 18:09:59 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx wants to cancel sub due to dog passing and unable to do so on the website Recap (When/Where/What the customer wants) Per stripe account is

showing active Collar no longer linked to account Collar removed from account on March 2025 Cancelling monthly silver sub immediately for cx Is This Resolved/Follow-Up Required? Y- sub cancelled If Follow Up Is Required (What/When) Sending email to cx on sub cancellation Optional Additional Info:

EMAIL | Agent (K5Oem0q0...) | 2025-09-16 18:14:32 UTC

From: support@halocollar.com

To: kenagy34@yahoo.com

Subject: Halo Collar Subscription Update

Hello Sean, Thanks for reaching out to Halo Support! My name is Jessica with the Billing Team. We are very sorry to hear of the passing of Pearl and we offer our deepest sympathies. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription No further payments will be taken. If anything else comes up please let us know. With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (K5Oem0q0...) | 2025-09-16 18:14:37 UTC

Added: Of tt8viJQcq6OAbjGHi0iQ

STATUS CHANGE | Agent (K5Oem0q0...) | 2025-09-16 18:14:38 UTC | Status: CLOSED

Conversation: cSxBpNNST9igLSPsnvZj9w

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:06:44 UTC to 2025-09-16 16:07:13 UTC

AGENT NOTE | Agent (WBbod4uN...) | 2025-09-16 16:06:44 UTC

Live Team Notes Serial Numbers: NA FW: NA Issue/ Need: Cx had pre-order questions Troubleshooting & Actions Taken: Cx wanted to know more about how the collars worked if there was not cell service Cx states they live in an area that does not always have service Let them know that the collars will still send feedback off at the fence line but they may not get the live notification Walked with cx through some general collar info and how the app and collar connect They also wanted to know the return policy Provided the return info and fees Also talked through possible damage as pups are 6 months old Cx is going to look into buying 2 collars for their pups Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (WBbod4uN...) | 2025-09-16 16:06:53 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, NCR2eulFTRyzoCpXePNHpw

EMAIL | Agent (WBbod4uN...) | 2025-09-16 16:07:12 UTC

From: support@halocollar.com

To: dnkelly@sopris.net

Subject: Halo Collar: Thank you!

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

STATUS CHANGE | Agent (WBbod4uN...) | 2025-09-16 16:07:13 UTC | Status: CLOSED

Conversation: yaqx-5j_S0iUS3cnkv293g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:08:20 UTC to 2025-09-16 18:09:58 UTC

Customer (IRZBeScs...) | 2025-09-16 16:08:20 UTC | halocollar.com

Th collar is falling g apart

Customer (IRZBeScs...) | 2025-09-16 16:08:53 UTC | halocollar.com

A prong fell off while it was on him, the screw fell out of the piece that holds the belt part in.
The dog barely wears it

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

I'm sorry to hear about the issues with your collar. If the screws or clips holding your Halo Collar have fallen out or broken, please contact our live support team. They can assist you in obtaining the necessary replacement parts to fix your collar. For immediate assistance, you can also explore purchasing replacement parts, such as screws or clips, through our Accessory Shop. If you need further help, feel free to reach out to our support team for more personalized assistance.

STATUS CHANGE | Unknown | 2025-09-16 18:09:58 UTC | Status: CLOSED

Conversation: OOEBaR1AQW2mUI1rqXZGgA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 16:09:06 UTC to 2025-09-16 16:12:17 UTC

TOPIC CHANGE | Agent (UNfbdmGc...) | 2025-09-16 16:09:06 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

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

Added: -LmskJFZShWIO0nMJuMqlA

AGENT NOTE | Agent (UNfbdmGc...) | 2025-09-16 16:09:22 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name: Jason Bacon Email: jsnbcn12312@gmail.com Phone number: 9045573832 Collar SN: 25h4244490rt Collar Model: Halo 4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 12511 Remler Dr. W. City: Jacksonville State: FL Postal code: 32233 Country: US What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! H4 Strap Kit(Strap with tools to adjust) Midnight Blue For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

EMAIL | Agent (UNfbdmGc...) | 2025-09-16 16:09:43 UTC

From: support@halocollar.com

To: jsnbcn12312@gmail.com

Subject: Halo Collar: Thank you!

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

AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 16:12:15 UTC

Accessory Order Number-1660369

STATUS CHANGE | Agent (DRL3eEs5...) | 2025-09-16 16:12:17 UTC | Status: CLOSED

Conversation: 7CPwJ-ZPRL-27Fyj-yxTSQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:10:17 UTC to 2025-09-16 16:15:10 UTC

TOPIC CHANGE | Agent (CgaCndlh...) | 2025-09-16 16:10:17 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

AGENT NOTE | Agent (CgaCndlh...) | 2025-09-16 16:14:44 UTC

Live Team Notes Serial Numbers: 25h4161215rt FW: N/A Issue/ Need: WISMO - WR Troubleshooting & Actions Taken: AW-20250908-44622 FedEx Tracking Number: 393225354345 [<https://www.fedex.com/fedextrack/?trknbr=393225354345&trkqual;=2460934000~393225354345~FX>] Scheduled to deliver: 9/17/25 Resources Used (provide details): (KB articles, Slack posts, internal docs.): FedEx Tracking CS Tracker Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (CgaCndlh...) | 2025-09-16 16:15:03 UTC

From: support@halocollar.com

To: josefish5@aol.com

Subject: Halo Collar Tracking Information

Hello Joseph, Great news! Your Halo Collar for Remi is on its way! It's scheduled to arrive: 9/17/2025 FedEx Tracking Number: 393225354345 You can also monitor it here: Halo Collar Order Status We've packed your items with care, and they'll arrive shortly! If you have any further questions, please don't hesitate to contact us. With pawsitivity, Alexis Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (CgaCndlh...) | 2025-09-16 16:15:09 UTC

Added: yuytZ0InRc2UDUrYWXc_JQ

STATUS CHANGE | Agent (CgaCndlh...) | 2025-09-16 16:15:10 UTC | Status: CLOSED

Conversation: 0ONmTnetR6WTBluVo_KiaA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:10:44 UTC to 2025-09-16 16:11:35 UTC

AGENT NOTE | Agent (37v57Mh0...) | 2025-09-16 16:10:44 UTC

Live Team Notesret Serial Numbers: n/a FW: n/a Issue/ Need: cx advised that he doesn't have much time to complete training and would like to know if his collars are eligible for return Troubleshooting & Actions Taken: Order was placed back in July; advised cx that he has 90 days to return for a refund Cx wanted to know more about the collar and how it works Explained to cx the benefits and functions of the collar Resources Used (provide details): (KB articles, Slack posts, internal docs.): How to Return Your Halo Collar for a Refund [<https://support.halocollar.com/hc/en-us/search/click?data=BAh7DjoHaWRsKwiXmkEBAwQ6D2FjY291bnRfaWRpA5xBkzoJdHlwZUkiDGFydGljbGUGOGZFVDoIdXJsSSJvaHR0cHM6Ly9zdXBwb3J0LmhhbG9jb2xsYXluY29tL2hjL2VuLXVzL2FydGljbGVzLzQ0MTA5NTI0ODk2MjMtSG93LXRvLVJldHVybi1Zb3VyLUhhbG8tQ29sbGFyLWZvci1hLVJIZnVuZAY7CFQ6DnNIYXJjaF9pZEkiKTQ0NDIhNGQ4LTQwNWYtNDAXMy05MDA4LTc2NjU1NTgzOTI4YgY7CEY6CXJhbmtCToLbG9jYXlwYXlSSiKZW4tdXMGOWhUOgpxdWVyeUkiDHJldHVybiAGOWhUOhJyZXN1bHRzX2NvdW50aSg%3D--d57da01b5e846d9855d76e81abf7b16e1fd9cff6>] Return Policy Details [<https://support.halocollar.com/hc/en-us/search/click?data=BAh7DjoHaWRsKwjuA8fUuWA6D2FjY291bnRfaWRpA5xBkzoJdHlwZUkiDGFydGljbGUGOGZFVDoIdXJsSSJYahR0cHM6Ly9zdXBwb3J0LmhhbG9jb2xsYXluY29tL2hjL2VuLXVzL2FydGljbGVzLzQ0MTA5NTI0ODk2MjMtSG93LXRvLVJldHVybi1Zb3VyLUhhbG8tQ29sbGFyLWZvci1hLVJIZnVuZAY7CFQ6DnNIYXJjaF9pZEkiKTQ0NDIhNGQ4LTQwNWYtNDAXMy05MDA4LTc2NjU1NTgzOTI4YgY7CEY6CXJhbmtCToLbG9jYXlwYXlSSiKZW4tdXMGOWhUOgpxdWVyeUkiDHJldHVybiAGOWhUOhJyZXN1bHRzX2NvdW50aSg%3D--d57da01b5e846d9855d76e81abf7b16e1fd9cff6>] Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (37v57Mh0...) | 2025-09-16 16:11:16 UTC

From: support@halocollar.com

To: jeffrunge@gmail.com

Subject: Halo Collar: Return Process

Hello Jeff, Thank you so much for joining me in the Dog Park today! It was a pleasure connecting with you and supporting you on your Halo journey! You may be eligible for a refund under our Return Policy. Here is everything you need to know to get started: Return PolicyHow to Return Your Halo Collar for a Refund If you have any questions or encounter any issues along the way, please reply to this email. We're always happy to help and want to ensure everything goes smoothly for you and your pup! With pawsitivity, Khadijah Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (37v57Mh0...) | 2025-09-16 16:11:29 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, rxefklGaTXGCpjC7oGEfPg

STATUS CHANGE | Agent (37v57Mh0...) | 2025-09-16 16:11:35 UTC | Status: CLOSED

Conversation: xL6Xps76SJqgMoZ32IKSLQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:11:06 UTC to 2025-09-16 16:11:20 UTC

Customer (9g-8C-o2...) | 2025-09-16 16:11:06 UTC | halocollar.com

Live assistance

System/AI | 2025-09-16 16:11:20 UTC | halocollar.com

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

Conversation: ffSe9gQ1SN2jBU4SWhOQ

Messages: 3 | Customers: 1 | Duration: 2025-09-16 16:12:48 UTC to 2025-09-16 18:14:00 UTC

Customer (H3q5tDel...) | 2025-09-16 16:12:48 UTC | halocollar.com

Hi there! I would love to order a collar for our Malinois! We already use an e-collar, and it looks like this would replace it- if we get the beacon like we already do now....If Im thinking of trying the Gold lever Pack service, would the 50% discount kick in for that order? Or would I need to wait and make a second one?

System/AI | 2025-09-16 16:13:34 UTC | halocollar.com

Hi there! The Gold Pack service gives you a 50% discount on accessories like beacons, straps, cases, and charging equipment. This discount will automatically apply at checkout when you're logged into your Halo Account. For your first collar order, any active discounts or promotions will be visible on our website. If you don't see a current promotion, you might need to place a separate order to enjoy the Gold Pack benefits. Joining our mailing list can also keep you updated on promotions. For more details, feel free to access your account on the Halo website.

STATUS CHANGE | Unknown | 2025-09-16 18:14:00 UTC | Status: CLOSED

Conversation: DAQZXDSKRgih2icybdeoWA

Messages: 9 | Customers: 1 | Duration: 2025-09-16 16:13:28 UTC to 2025-09-16 16:34:01 UTC

Customer (AlihkJyi...) | 2025-09-16 16:13:28 UTC | halocollar.com

trouble with set up

System/AI | 2025-09-16 16:13:53 UTC | halocollar.com

Hi there! I'm here to help with your Halo Collar setup. First, make sure your dog is calm before fitting the collar. For Halo Collar 4, place it around the middle of the neck, aligning the power button with the dog's ear. Ensure the contact tips avoid the throat and tighten the strap so two fingers fit between the strap and neck. If you need further assistance, please use the Halo App's Collar Orientation feature or let me know if you have specific questions!

Customer (AlihkJyi...) | 2025-09-16 16:15:45 UTC | halocollar.com

no. it's the app. I created an account but it's not letting me proceed

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

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

PHONE_CALL | Customer (ZaQggjHR...) | 2025-09-16 16:18:26 UTC

EMAIL | Agent (kx0B3Ww9...) | 2025-09-16 16:33:18 UTC

From: support@halocollar.com

To: kathryn_krouse@yahoo.com

Subject: Halo Support Follow Up

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

AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 16:33:35 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Kathryn Krouse Email: kathryn_krouse@yahoo.com Phone Number: +17164359982 Collar SN: Collar FW: Collar Purchased From: Resources: AP Recap/TS: Cx is trying to get started using her collar. Cx does not have a plan yet. Assisted cx with getting a plan. Cx has not charged her collar so she will do that and call us back if she needs to. Next Steps: Sending email to cx

TOPIC CHANGE | Agent (kx0B3Ww9...) | 2025-09-16 16:33:59 UTC

Added: UNYy8zJMRzuqZ0-CQlyc1Q

STATUS CHANGE | Agent (kx0B3Ww9...) | 2025-09-16 16:34:01 UTC | Status: CLOSED

Conversation: nxC4rKbJTSSev9-quKb8IA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:13:48 UTC to 2025-09-16 16:14:21 UTC

AGENT NOTE | Agent (ne4kLbEh...) | 2025-09-16 16:13:48 UTC

Live Team Notes Serial Numbers: 25h4290523rt FW: v.03.00.05 Issue/ Need: Battery not holding Troubleshooting & Actions Taken: Test Charger & Cable 15-sec reset CX will complete these on own Fully Drain Battery Monitor Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP T1TSG Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (ne4kLbEh...) | 2025-09-16 16:14:02 UTC

From: support@halocollar.com

To: erikludlow@hotmail.com

Subject: Halo Collar Battery Instructions

Hello Erik, Thank you for reaching out about the battery performance of your Halo Collar. My name is Chance, and I'll be assisting you. To get started, please follow the steps below to reset and evaluate the battery: Fully discharge the collar- Use the collar until the battery is completely drained and the device powers off. Leave it powered off for at least 5 hours- This rest period helps reset the battery behavior. Charge the collar fully- Plug it in and allow it to reach 100% without interruption. Monitor over the next 48 hours- Use the collar as usual and keep an eye on the battery life. If the issue persists after completing these steps, please reply to this email. We'll send your case to our Collar Evaluation Team to determine next steps. We're here to help! With pawsitivity, Chance Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (ne4kLbEh...) | 2025-09-16 16:14:19 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, SMYZ9ncRSlyKFeGsLX1pew

STATUS CHANGE | Agent (ne4kLbEh...) | 2025-09-16 16:14:21 UTC | Status: CLOSED

Conversation: mO3krXJ_T5CK1PnGB9OsBw

Messages: 6 | Customers: 1 | Duration: 2025-09-16 16:14:14 UTC to 2025-09-16 16:58:02 UTC

PHONE_CALL | Customer (26Vqa5yp...) | 2025-09-16 16:14:14 UTC

AGENT NOTE | Agent (R0Luxcqv...) | 2025-09-16 16:47:09 UTC

Live Team Notes Serial Numbers: 24h3221304rt FW: v.02.08.11 Issue/ Need: H3 Collar doesn't work and wants to upgrade. Warranty expired, it's been 89 days since activation. Even if within warranty, he would've received an H3 replacement, right? Cx has a 2-year Bronze plan since June 8, 2024, and now wants to opt into HC for 60 days. However, the system is not allowing him to choose the monthly HC plan, it's either switching the HPP to monthly or requiring him to select a 2-year HC plan. Will he still be able to cancel HC after 60 days? Troubleshooting & Actions Taken: HC 2-year billing. If the HC plan is canceled after the 60 day waiting period, remaining funds will be used as a CREDIT towards their next membership renewal. Yes, we can also offer a refund if the customer would like that instead of a credit. If they would like a refund, they need to be escalated to RMA!!! Resources Used (provide details): (KB articles, Slack posts, internal docs.): Ap, Kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (R0Luxcqv...) | 2025-09-16 16:56:56 UTC

From: support@halocollar.com

To: scottmarkowitzmd@gmail.com

Subject: Halo Collar Upgrade Options

Hello Scott, Thank you for contacting Halo Collar Support! We would be happy to help with replacing your collar. It appears that your collar is not covered under warranty, as per our warranty policy. We apologize for any inconvenience this may cause. Here are alternative methods for replacing your collar: 1. Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. 2. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. If you need time to think about the upgrade, we can proceed with troubleshooting the battery life and GPS issues your collar is experiencing by escalating the case to our Engineering Team. Please reply to this email with details about the issue with the collar, or feel free to call us anytime for troubleshooting assistance. If you decide to upgrade your collar using the Halo Care plan, please note that you'll need to select the 2-year billing option. If the plan is canceled after the 60-day waiting period, any remaining funds will be issued as a credit toward your next membership renewal. If you'd prefer a refund instead of a credit, we can offer that too, just let us know, and we'll escalate your request to the RMA team. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

EMAIL | Agent (R0Luxcqv...) | 2025-09-16 16:57:26 UTC

From: support@halocollar.com

To: scottmarkowitzmd@gmail.com

Subject: Halo Collar Battery Instructions

Hello Scott, Thank you for reaching out about the battery performance of your Halo Collar. My name is Sneha, and I'll be assisting you. To get started, please follow the steps below

to reset and evaluate the battery: Fully discharge the collar- Use the collar until the battery is completely drained and the device powers off. Leave it powered off for at least 5 hours- This rest period helps reset the battery behavior. Charge the collar fully- Plug it in and allow it to reach 100% without interruption. Monitor over the next 48 hours- Use the collar as usual and keep an eye on the battery life. If the issue persists after completing these steps, please reply to this email. We'll send your case to our Collar Evaluation Team to determine next steps. We're here to help! With pawsitivity, Sneha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:56 AM support@halocollar.com wrote: > Hello Scott, > > Thank you for contacting Halo Collar Support! We would be happy to help with replacing your collar. > It appears that your collar is not covered under warranty, as per our warranty policy. We apologize for any inconvenience this may cause. > > Here are alternative methods for replacing your collar: > > 1. Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. > > 2. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. > > Here are the steps on How to Upgrade to the Latest Halo Model. > Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. > > If you need time to think about the upgrade, we can proceed with troubleshooting the battery life and GPS issues your collar is experiencing by escalating the case to our Engineering Team. Please reply to this email with details about the issue with the collar, or feel free to call us anytime for troubleshooting assistance. > > If you decide to upgrade your collar using the Halo Care plan, please note that you'll need to select the 2-year billing option. If the plan is canceled after the 60-day waiting period, any remaining funds will be issued as a credit toward your next membership renewal. If you'd prefer a refund instead of a credit, we can offer that too, just let us know, and we'll escalate your request to the RMA team. > > Please let us know if you have any additional questions! We're here to help! > If you have any questions, please do not hesitate to reach out, and we'll be happy to help! > > With pawsitivity, > Sneha > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

TOPIC CHANGE | Agent (R0Luxcqv...) | 2025-09-16 16:57:41 UTC

Added: SMYZ9ncRSlyKFeGsLX1pew

STATUS CHANGE | Agent (R0Luxcqv...) | 2025-09-16 16:58:02 UTC | Status: CLOSED

Conversation: c5sFoVPjSrSFouCAWEIRHw

Messages: 9 | Customers: 1 | Duration: 2025-09-16 16:15:10 UTC to 2025-09-16 18:31:22 UTC

PHONE_CALL | Customer (bxn5nbWY...) | 2025-09-16 16:15:10 UTC

AGENT NOTE | Agent (AMYuZ1d7...) | 2025-09-16 16:35:38 UTC

Live Team Notes Serial Numbers: 22h2460160rt FW: N/A Issue/ Need: Cancel Subscription Troubleshooting & Actions Taken: Customer calling to receive a refund for an annual membership charge, they have not used the collar for around a year. Customer says that they had call to have their subscription cancelled around this time a year ago, and the collar was removed from their account. Customer says they were told explicitly that their membership was cancelled and says they received a refund for their membership fees up to that point. Reached out to slack and they advised cancelling the membership and escalating to rma Membership cancelled, escalating issue to billing Resources Used (provide details): (KB articles, Slack posts, internal docs.): Gladly Slack Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

AGENT NOTE | Agent (AMYuZ1d7...) | 2025-09-16 16:44:21 UTC

Billing Team Escalation Notes Affected Serial Number: 22h2460160rt FW: v.01.04.14 Order ID: 979671 RMA Ticket #: N/A Subscription Start Date: 9/14/24 Reason for Escalation: Customer called to cancel their membership about a year ago and was told that the membership was cancelled, and they received a refund for their membership fees up to that point. They were just charged again a couple of days ago for the renewal of the annual membership they had been told was cancelled. Requested Action: Customer would like to receive a refund for the annual membership renewal charge from a couple of days ago, as they have not used their collar in about a year.

EMAIL | Agent (AMYuZ1d7...) | 2025-09-16 16:44:37 UTC

From: support@halocollar.com

To: njw@waterstonepm.com

Subject: Halo Support: Your Request is Under Review

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

TOPIC CHANGE | Agent (AMYuZ1d7...) | 2025-09-16 16:44:46 UTC

Added: jHyQ0PKARAKhHUZ_rEmu6w

AGENT NOTE | Agent (K5Oem0q0...) | 2025-09-16 18:30:22 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Cx is asking for refund on annual sub plan, states they thought it was cancelled this time last year Recap (When/Where/What the customer wants) Per previous gladly interactions, cx did request a cancel of sub 09/2024, cx received a refund in stripe but acct was not cancelled AP showing sub is active Per stripe sub is still showing as active as well Cancelling sub immediately and refunding last charge

Is This Resolved/Follow-Up Required? y If Follow Up Is Required (What/When) Sending sub email for cancel/refund Optional Additional Info:

EMAIL | Agent (K5Oem0q0...) | 2025-09-16 18:31:16 UTC

From: support@halocollar.com

To: njw@waterstonepm.com

Subject: Halo Collar Subscription Update

Hello Ned, Thanks for reaching out to Halo Support! My name is Jessica with the Billing Team. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:44 PM support@halocollar.com wrote: > Hello Ned, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > With pawsitivity, > Ransom-John > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

STATUS CHANGE | Agent (K5Oem0q0...) | 2025-09-16 18:31:22 UTC | Status: CLOSED

TOPIC CHANGE | Agent (K5Oem0q0...) | 2025-09-16 18:31:22 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ, BV6q0qW9QZKAbEVdca7vNQ

Conversation: OOtB4GWnTtuiWuLTgfe7nA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:15:41 UTC to 2025-09-16 16:46:25 UTC

EMAIL | Customer (qPIOTSr8...) | 2025-09-16 16:15:41 UTC

From: larry.www.b@gmail.com

To: info@halocollar.com

Subject: Re: You left something in your cart: Get \$25 off

Bought two collars put the code in on each one and it didn't accept it Larry Burns Sent from my iPad On Sep 16, 2025, at 10:05 AM, Halo Collar wrote: ■ This offer won't last! Get the all-new redesigned Halo Collar 4 today! Say goodbye to in-ground fences The safest GPS dog fence ever created. Build GPS Fences Positive reinforcement and customizable feedback keep your dog contained. No Installation Easily create unlimited fences in the app — no wires or digging required. Protected by Halo Always-on GPS tech guides your dog back to safety. Travel Companion Take your dog hiking, to the beach — make a fence anywhere you go! (http://clicks.halocollar.com/f/a/udvYdJT9s_69_AQvmT8i_w~/AAQRxRA~/rCsufSJD4TnfTPweoCDVrO3L77de3KQvBJAA4r9TK01wMTXkPWqpjMH6MQr7Na_gdBfDA_JCqo5-nSiRWAK0zIMrI7VpMWxFVLEweXQ1ub0ZbKXmps1Uyikwev2B0K96) (<http://clicks.halocollar.com/f/a/03Gh6J4hGFtclM5zS13KYQ~/AAQRxRA~/xos6P-GkbyU8vPJoZu5QSKJRPPPGyf-M4so4QGnHPSpZmIY-H3qL5AANUkHs4XwlEWMSO1reLJ08TYwRwRX5QfzrANvC7Ch3idMdl4JZP4WdTSvw1PPgmi3bcU1hWzH>) (<http://clicks.halocollar.com/f/a/Ni1MnnkThbG81ygNzaBbPg~/AAQRxRA~/rCsufSJD4TnfTPweoCDVrP56lexB1FfGwITIOc-wGP6Gq23vW13zLsv203squP0fFu9APdmXpudQuMj4ZYT7iSU7idqJXGBZh3kj56iZ2hb92YijT7zQKuGCSWSsAhgn>) (http://clicks.halocollar.com/f/a/SmhNr-DZf4D0gLeCWe6oFw~/AAQRxRA~/rCsufSJD4TnfTPweoCDVrIGYyUmvSotlgtCW hWWoHxKvUMJBfYPTXXoHoUfKMPqVvsYT-E08ijNqKfd53t3KalDInxG0fELyWuTEoPLlfuJZn2M5nMy_qb3603H3Gx) Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 No longer want to receive these emails? Unsubscribe. (http://clicks.halocollar.com/f/a/vGf9AmyhplcGsB558_nBHg~/AAQRxRA~/QfvzbNaFpmz-qMZ04tKmbuoo8UkvJAzHk8f0MBFtBdbTHwt7oAS-J6-tIDHbjr9RBWyaPX LdGpLajxQbvKBAlS0wWEd85uod10lkF2bO1qsEYndD20Ua0OZeIzd-bJpqiyuYfOXb9QY o4qK_4MBT8CWqOOMQ-4FBgG1XKDiGoElayNQ8wFp3Wb3JRLZdnkpWLq0fazJUkNkQ eB4Q-6PXIW9rs3JluTkh_hXyrg56yJH44OwspC-N3y1xf6DRu_Rbn6mqCJPgtqCoWqN16 U7Fvb0DSD56NXatX4v6lfaszWUOjmwWr_PALGEPrlYyXc8hNDmSbLXWzDWRqpNPzyrl Kwz-6MIG4I77sfC_m19WPaGz35kAB2_7V4r-xRKc-8kPOSLHPCfeneGbkp8n128IMHOH 6MKMY_607mF_jR6a5RMASkMLRfe0BVylJmi8PpoAz4qKuoaPB-OeAlzXcr7xDiO6GXP9 knpz3b05n0kbsspDVy28_Ic8O1Gvgk79ZQw_ksBcCJq97YxsUQYub0f5K-QUFrMz1hg3Fv GN6oUE96RFFQqgbmNTammHN1kTJqrjD4rzy3mcGIMW3G9Zdoal1BjB5Bunu0uxeGe KJt_6yrKKvtKKMbS-3u8g-prhN2Ev4es1PsXFRqYHTeSEICGmw4M-5C_O-FuRvt2nq0g3 Wos-20xkSaDMcmkBXeXgNMhnK9SmY3kZRMaOUCwO9XmhxtzhNwD73UNkClxSGOB DQFFjvZ3GX2qbTmoFVILAU)

EMAIL | Agent (chgMWdgT...) | 2025-09-16 16:23:50 UTC

From: support@halocollar.com

To: larry.www.b@gmail.com

Subject: Re: You left something in your cart: Get \$25 off

Hello Larry, This is Brandon with Halo Support. I hope you're having a great day. We apologize for any misunderstanding, but the \$25 off only works on a new collar purchase. Since you used your Halo Care protection to upgrade your collar, no other promos can be used. Please let us know if you need any other assistance. Best Regards, Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:15 PM "Larry Burns" wrote: > Bought two collars put the code in on each one and it didn't accept it > > Larry Burns > > Sent from my iPad > On Sep 16, 2025, at 10:05 AM, Halo Collar wrote: > > ■ > This offer won't last! Get the all-new redesigned Halo Collar 4 today! Say goodbye to in-ground fences > > > The safest GPS dog fence ever created. > > > Build GPS Fences > Positive reinforcement and customizable feedback keep your dog contained. > No Installation > Easily create unlimited fences in the app — no wires or digging required. > Protected by Halo >

Always-on GPS tech guides your dog back to safety. > Travel Companion > Take your dog hiking, to the beach — make a fence anywhere you go! > > > > > > > (http://clicks.halocollar.com/f/a/udvYdJT9s_69_AQvmT8i_w~~/AAQRxRA~/rCsufSJD4TnfTPweoCDVrO3L77de3KQvBJAA4r9TK01wMTXkPWqpjMH6MQr7Na_gdBfDA_JCqo5-nSiRWAK0ziMrl7VpMWxFLWEwEXQ1ub0ZbKXmps1Uyikwev2B0K96) > > (http://clicks.halocollar.com/f/a/03Gh6J4hGFtclM5zS13KYQ~~/AAQRxRA~/lxos6P-GkbyU8vPJoZu5QSKJRPPPGyf-M4so4QGnHPSPzmlY-H3qL5AANUKHs4XwlEwMSO1reLJ08TYwRwRX5QfzrANvC7Ch3idMdl4JZP4WdTSvw1PPgmi3bcU1hWzH) > > (http://clicks.halocollar.com/f/a/Ni1MnnkThbG81ygNzaBbPg~~/AAQRxRA~/rCsufSJD4TnfTPweoCDVrP56lexB1FfGwlTIOc-wGP6Gq23vW13zLsv203squP0fFu9APdmXpudQuMj4ZYT7iSU7idqJXGBzH3kj56iZ2hb92YijT7zQKuGCWSsAhgn) > > (http://clicks.halocollar.com/f/a/SmhNr-DZf4D0gLecWe6oFw~~/AAQRxRA~/rCsufSJD4TnfTPweoCDVrIGYyUmvsOtlgtCWwWWoHxKvUMJBfYPTXXoHoUfKMPqVvsYT-E08ijNqKfd53t3KalDlnxG0fcELyWuTEoPLlfuJZn2M5nMy_qb3603H3Gx) > > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite 340 | Woodcliff Lake, NJ 07677 > > No longer want to receive these emails? Unsubscribe. (http://clicks.halocollar.com/f/a/vGf9AmyhplcGsB558_nBHg~~/AAQRxRA~/QfvzbNaFpmz-qMZ04tKmbuoo8UkvJAzHk8f0MBFtBdbTHwt7oAS-J6-tlDHbjr9RBWyaPXLdGpLajxQbvKBAIS0wWEd85uod10lkF2bO1qsEYndD20Ua0OZelZd-bJpqiyuYfOXb9QYo4qK_4MBT8CWqOOMQ-4FBgG1XKDIgoElayNQ8wFp3Wb3JRLZdnkpWLq0fazJUkNkQeB4Q-6PXIW9rs3JluTkh_hXyrg56yJlH44OwspC-N3y1xf6DRu_Rbn6mqCJPgtqCoWqN16U7Fvb0DSD56NXatX4v6lfaszWUUojmWr_PALGEPriYyXc8hNDmSbLXWzDWRqpNPzyrIKwz-6MIG4I77sfC_m19WPaGz35kAB2_7V4r-xRKc-8kPOSLHPCfeneGbkp8n128IMHOH6MKMY_607mF_jR6a5RMA SkMLRfe0BVylJmi8PpoAz4qKuoapB-OeAlzXcr7xDi0G6XP9knpz3b05n0kbsspDVy28_lc8O1Gvgk79ZQw_ksBcCJq97YxsUQYub0f5K-QUFrMz1hg3FvGN6oUE96RFFQqgbmNTa mmHN1kTJqrjD4rzy3mcGIMW3G9ZdoalL1BJB5Bunu0uxeGeKJt_6yrKKvtKKMbS-3u8g-prhN2Ev4es1PsXFRqYHTeSEICGmw4M-5C_O-FuRvtt2nq0g3Wos-20xkSaDMcmkBXeXg NMhnK9SmY3kZRmA0UCwO9XmhxtzhNwD73UNkClxSGOBDQFFjvZ3GX2qbTmoFVIL AU)

AGENT NOTE | Agent (chgMWdgT...) | 2025-09-16 16:29:56 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) CX upgraded 2 collars with HC and says they didn't get \$25 off promo Recap (When/Where/What the customer wants) Let them know it won't work with Halo Care purchased Is This Resolved/Follow-Up Required? Resolved If Follow Up Is Required (What/When) Optional Additional Info:

TOPIC CHANGE | Agent (chgMWdgT...) | 2025-09-16 16:46:22 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ, w4-N2LKvQhW0agGKylANbg

STATUS CHANGE | Agent (chgMWdgT...) | 2025-09-16 16:46:25 UTC | Status: CLOSED

Conversation: PInFReVoQRaMvf5pvrrvxQ

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:15:42 UTC to 2025-09-16 18:17:01 UTC

EMAIL | Customer (QkNq0gn8...) | 2025-09-16 16:15:42 UTC

From: kc.carter1019@gmail.com

To: support@halocollar.com

Subject: return on order #1656810

Hello, I would like to return my collar order number #1656810. I haven't opened or created a dog park account yet.

STATUS CHANGE | *Unknown* | 2025-09-16 18:17:01 UTC | Status: CLOSED

Conversation: W9IPpSTcTwS-HNDH7aY86g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:16:20 UTC to 2025-09-16 16:19:58 UTC

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

Added: VMJV3XpQT36TjMPwkXkCJw

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

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:19:57 UTC

From: support@halocollar.com

To: hhall@hpa.edu

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:19:58 UTC | Status: CLOSED

Conversation: e_w9hKJKQTWXAZpVoQNQfQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:16:25 UTC to 2025-09-16 16:16:36 UTC

TOPIC CHANGE | Agent (JuW94Dok...) | 2025-09-16 16:16:25 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, majmLeKgR.JekuZZECNBxAQ, zHerDDHSRyKoaFtPZdCcew

AGENT NOTE | Agent (JuW94Dok...) | 2025-09-16 16:16:25 UTC

Live Team Notes Serial Numbers: 25h4090697rt FW: 03.01.02 Issue/ Need: Cx calls reporting Troubleshooting & Actions Taken: inside signal levels low 50, Higher than 2000 outside When trying to hand test collar is stuck in paused mode and inside, in the app tracking is active Advised in CS dept and it is stuck pet pin Resources Used (provide details): (KB articles, Slack posts, internal docs.): T1 Troubleshooting Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (JuW94Dok...) | 2025-09-16 16:16:34 UTC

From: support@halocollar.com

To: noz34me@gmail.com

Subject: Halo Support Warranty Request Submitted

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

STATUS CHANGE | Agent (JuW94Dok...) | 2025-09-16 16:16:36 UTC | Status: CLOSED

Conversation: qyBJ56A3T7i-logs9zmaBQ

Messages: 9 | Customers: 1 | Duration: 2025-09-16 16:16:35 UTC to 2025-09-16 21:43:19 UTC

PHONE_CALL | Customer (hJS3wN3M...) | 2025-09-16 16:16:35 UTC

TOPIC CHANGE | Agent (WCBmyO3-...) | 2025-09-16 16:21:59 UTC

Added: yuytZ0InRc2UDUrYWXc_JQ

AGENT NOTE | Agent (WCBmyO3-...) | 2025-09-16 16:22:00 UTC

Account Info Customer First and Last Name: Mike Moran Customer Email: mmike4910@gmail.com Collar Serial Number: 25h4120933rt Firmware Build: 03.00.05 Previous tickets related to the issue?: Notes Issue/Question/Request(s) recap Cx wanted to know when the replacement collar will get there. His dog is with a friend and he's worried about his dog's safety without the collar. Applicable Articles/Resources Next Steps (Was it solved or are you following up with additional steps, if so what steps?)

STATUS CHANGE | Agent (WCBmyO3-...) | 2025-09-16 16:22:01 UTC | Status: CLOSED

STATUS CHANGE | Agent (b_XA60eU...) | 2025-09-16 21:42:36 UTC | Status: OPEN

TOPIC CHANGE | Agent (b_XA60eU...) | 2025-09-16 21:42:45 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

EMAIL | Agent (b_XA60eU...) | 2025-09-16 21:42:49 UTC

From: support@halocollar.com

To: mmike4910@gmail.com

Subject: Halo Collar Your Satisfaction Is Important!

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

AGENT NOTE | Agent (b_XA60eU...) | 2025-09-16 21:42:56 UTC

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

STATUS CHANGE | Agent (b_XA60eU...) | 2025-09-16 21:43:19 UTC | Status: CLOSED

Conversation: Q9DkJ5a0T_S7QLum2vqIHHA

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:18:35 UTC to 2025-09-16 16:35:47 UTC

PHONE_CALL | Customer (KPv0PIJL...) | 2025-09-16 16:18:35 UTC

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

First and Last Name: Donald Skillings Email: DonaldLSkillings@gmail.com Collar SN: 25h4286979rt, 25h4287473rt, 25h4287362rt Collar FW: v.02.06.05 Resources: AP Answers Recap/TS: Multiple collar setup assistance Next Steps: Walked CX through setting up 2nd and 3rd collars. Walked CX through GPS Initialization. Walked CX through how to update FW.

TOPIC CHANGE | Agent (t75aKvM6...) | 2025-09-16 16:35:29 UTC

Added: PT5SzfGLQx6qJKX6efjzxA, xuobtcPqSGuD7uwjUFZzMQ

EMAIL | Agent (t75aKvM6...) | 2025-09-16 16:35:45 UTC

From: support@halocollar.com

To: donaldskillings@gmail.com

Subject: Halo Support Follow Up

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

STATUS CHANGE | Agent (t75aKvM6...) | 2025-09-16 16:35:47 UTC | Status: CLOSED

Conversation: yC5I5GCWT0qbbh8eyjVPwA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:19:08 UTC to 2025-09-16 16:19:48 UTC

Customer (ZEVMB2To...) | 2025-09-16 16:19:08 UTC | halocollar.com

Good morning, I'm concerned on how wide of an area does the boundary detect.

System/AI | 2025-09-16 16:19:48 UTC | halocollar.com

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

Conversation: OAou6rr5TEuengLPuE8ifg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:20:14 UTC to 2025-09-16 16:23:24 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:20:14 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:20:14 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:23:24 UTC

From: support@halocollar.com

To: allinlogging12@yahoo.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:23:24 UTC | Status: CLOSED

Conversation: V3P6lyTOSveccuRqnXbWtg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:20:40 UTC to 2025-09-16 16:37:48 UTC

PHONE_CALL | Customer (JTMrgiSo...) | 2025-09-16 16:20:40 UTC

EMAIL | Agent (qssY5KY8...) | 2025-09-16 16:33:15 UTC

From: support@halocollar.com

To: mherring62@hotmail.com

Subject: What is the Halo Beacon Range?

Hi Michael, The beacon range is adjustable and isn't fixed to a specific number of feet per range level. Think of it as an adjustment of signal strength. Increasing the range expands the transmission radius, and decreasing it reduces the radius. The beacon's radius is spherical, meaning if you increase the range, your pup might receive feedback even on another floor. You'll need to experiment to find the optimal setting that meets your specific needs. This radius will work both in keep away mode & ignore fences functions. Let's take a look at a use case where you'd like to keep your dog out of the kitchen using the keep away function. Take note of the red 'X' marks. These marks represent the points which warning feedback will be applied on the outermost 'X' and then boundary feedback on the second 'X' as your pup approaches the beacon. On the contrary, you can use the ignore fences function to walk with your dog through your fence outside while going for a walk or a drive and the collar will not receive any feedback. Let's take a look at a visual representation of this 'dome' of protection below. So long as your pup's collar is within range (Blue Circle) of the ignore fences beacon on your person, no feedback will be issued at the fence warning zone, allowing you to pass through. Additional Notes If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: How to Contact Customer Support and we'll be happy to help! With pawsitivity, Ashley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

EMAIL | Agent (qssY5KY8...) | 2025-09-16 16:37:31 UTC

From: support@halocollar.com

To: mherring62@hotmail.com

Subject: Halo Collar Your Feedback Helps Create a Safer World For Pets!

Hello Michael, We hope you and your pup are doing great today! My name is Ashley, and I'm following up on your recent experience with our Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With pawsitivity, Ashley Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 11:33 AM support@halocollar.com wrote: > > Hi Michael, > > The beacon range is adjustable and isn't fixed to a specific number of feet per range level. Think of it as an adjustment of signal strength. Increasing the range expands the transmission radius, and decreasing it reduces the radius. > > The beacon's radius is spherical, meaning if you increase the range, your pup might receive feedback even on another floor. You'll need to experiment to find the optimal setting that meets your specific needs. This radius will work both in keep away mode & ignore fences functions. > > Let's take a look at a use case where you'd like to keep your dog out of the kitchen using the keep away function. > > Take note of the red 'X' marks. These marks represent the points which warning feedback will be applied on the outermost 'X' and then boundary feedback on the second 'X' as your pup approaches the beacon. > > > On the contrary, you can use the ignore fences function to walk with your

dog through your fence outside while going for a walk or a drive and the collar will not receive any feedback. Let's take a look at a visual representation of this 'dome' of protection below. > > So long as your pup's collar is within range (Blue Circle) of the ignore fences beacon on your person, no feedback will be issued at the fence warning zone, allowing you to pass through. > > > Additional Notes > > If you have any further questions and would like to speak to our live support team, please feel free to reach out using the following article: [How to Contact Customer Support](#) and we'll be happy to help! > > With pawsitivity, > Ashley > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

TOPIC CHANGE | Agent (qssY5KY8...) | 2025-09-16 16:37:41 UTC

Added: bDcJwjoMTjeffz13hM6gAA

STATUS CHANGE | Agent (qssY5KY8...) | 2025-09-16 16:37:48 UTC | Status: CLOSED

Conversation: gIMFRfPMQ9SKVnsY4NMtBA

Messages: 3 | Customers: 1 | Duration: 2025-09-16 16:20:40 UTC to 2025-09-16 18:22:05 UTC

Customer (VBOalulx...) | 2025-09-16 16:20:40 UTC | halocollar.com

How do I turn off the Halo 4 collar?

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

The Halo 4 collar can't be completely turned off, but you can use Low Power Mode to save battery life when it's not in use. To activate it, press and hold the power button until the collar vibrates and the battery light turns red. Release the button when the red light goes off. If you won't be using the collar for a while, Low Power Mode is a great option. For daily use, keep the collar charged and active for the best performance.

STATUS CHANGE | Unknown | 2025-09-16 18:22:05 UTC | Status: CLOSED

Conversation: KPqi4Ws-T_mLIQ-YHxJTow

Messages: 17 | Customers: 1 | Duration: 2025-09-16 16:20:41 UTC to 2025-09-16 17:34:00 UTC

Customer (fZNzux-S...) | 2025-09-16 16:20:41 UTC | halocollar.com

i need a refund of the membership plan. we tried the product, and returned it promptly after it shocked out dog twice indoors. we

System/AI | 2025-09-16 16:20:50 UTC | halocollar.com

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

PHONE_CALL | Customer (FLGYqcrR...) | 2025-09-16 16:23:13 UTC

TOPIC CHANGE | Agent (TXZmSWWr...) | 2025-09-16 16:26:50 UTC

Added: BV6q0qW9QZKAbEVdca7vNQ

EMAIL | Agent (TXZmSWWr...) | 2025-09-16 16:28:48 UTC

From: support@halocollar.com

To: crroan001@gmail.com

Subject: Halo Support: Account Inquiry

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

AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 16:28:55 UTC

First and Last Name: Christopher Roan Email: crroan001@gmail.com Phone: 16784675730 Serial number: no collar on file Firmware Build: no collar on file Purchased From: Amazon Recap/TS: Customer requesting refund for annual subscription for collar they returned to Amazon Resources: AP Next Steps: Customer will send documentation of return so refund request can be submitted.

STATUS CHANGE | Agent (TXZmSWWr...) | 2025-09-16 16:28:57 UTC | Status: CLOSED

EMAIL | Customer (FLGYqcrR...) | 2025-09-16 16:35:25 UTC

From: crroan001@gmail.com

To: support@halocollar.com

Subject: Re: Halo Support: Account Inquiry

Hi Peggy and team, Please find proof of the refund processed by Amazon attached to this email. I've also cancelled the membership on your site. Please reply back with confirmation on your end once the refund has been initiated on your end by sending this to the billing team. Please cc me on that so I can stay apprised. All the best, On Tue, Sep 16, 2025 at 12:28 PM Halo Collar wrote: > Hello Christopher, > > Thank you for reaching out to Halo Support. We understand you are > inquiring about a refund for an annual subscription plan for a collar you > returned. We apologize for any inconvenience caused, but rest assured, we > are here to assist you. > > To process a refund of the membership you will need to initiate the > cancellation online and provide proof of the return collar (screenshot of > the return page). Once you do, we would be happy to assist with a refund of > the membership. > Please reply to this email with the screenshot from Amazon. > > Here are the steps for canceling your membership plan: > > Login to your account on ■www.halocollar.com > Once you sign in, you will see your My Account dashboard. > On the right-hand side of your dashboard (or at the bottom on mobile), > select "Cancel Plan" > Your plan will not terminate until the end of the current billing cycle. > Therefore, you have the option to restore your plan if you change your mind > before it terminates. If you select "Restore", you will retain access to > all the features provided by your current plan, as if you never selected > Cancel. > > If you have any further questions or need additional assistance, please do > not hesitate to contact our customer support. We are here to help! > > Thank you for choosing Halo! > > > With Pawsitivity, > Peggy > Halo Customer Support > *Halo Collar* | Here for you and your best friend■ > > *Need more help?* > ■*support@halocollar.com* | ■*Halo Help Center* > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > - 9:00 am - 8:00 pm EST *7 days a week* > > *Join Session* to speak with the next available agent >

STATUS CHANGE | Customer (FLGYqcrR...) | 2025-09-16 16:35:25 UTC | Status: OPEN

AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 16:39:50 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) cx not using collar at this time collar returned to Amazon Recap (When/Where/What the customer wants) cx requesting to cancel membership plan refunded \$101.90 Action Taken To Date (What has been completed) cancelled plan Customer Notified (Y/ N)? Y Is This Resolved/Follow-Up Required? n/a If Follow Up Is Required (What/When) advising of cancellation and refund Optional Additional Info: n/a Alternate Refunds Team ONLY Note Used by: Live Agent and Alternate Refunds Team When to use: Only when processing an approved alternate refund. Must complete "Live" Note

EMAIL | Agent (sR--y62-...) | 2025-09-16 16:42:42 UTC

From: support@halocollar.com

To: crroan001@gmail.com

Subject: Re: Halo Support: Account Inquiry

Hello Christopher, Thanks for reaching out to Halo Support! My name is Don. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5–10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 12:35 PM "Christopher Roan" wrote: > Hi Peggy and team, > > Please find proof of the refund processed by Amazon attached to this email. > I've also cancelled the membership on your site. Please reply back with > confirmation on your end once the refund has been initiated on your end by > sending this to the billing team. Please cc me on that so I can stay > apprised. > > All the best, > > On Tue, Sep 16, 2025 at 12:28 PM Halo Collar wrote: > > > Hello Christopher, > > > Thank you for reaching out to Halo Support. We understand you are > > inquiring about a refund for an annual subscription plan for a collar you > > returned. We apologize for any inconvenience caused, but rest assured, we > > are here to assist you. > > > To process a refund of the membership you will need to initiate the > > cancellation online and provide proof of the return collar (screenshot of > > the return page). Once you do, we would be happy to assist with a refund of > > the membership. > > Please reply to this email with the screenshot from Amazon. > > >

Here are the steps for canceling your membership plan: > > > Login to your account on ■www.halocollar.com > > Once you sign in, you will see your My Account dashboard. > > On the right-hand side of your dashboard (or at the bottom on mobile), > > select "Cancel Plan" > > Your plan will not terminate until the end of the current billing cycle. > > Therefore, you have the option to restore your plan if you change your mind > > before it terminates. If you select "Restore", you will retain access to > > all the features provided by your current plan, as if you never selected > > Cancel. > > > If you have any further questions or need additional assistance, please do > > not hesitate to contact our customer support. We are here to help! > > > Thank you for choosing Halo! > > > > With Pawsitivity, > > Peggy > > Halo Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > *Need more help?* > > ■*support@halocollar.com* | ■*Halo Help Center* > > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > > > - 9:00 am - 8:00 pm EST *7 days a week* > > > *Join Session* to speak with the next available agent > > >

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 16:42:44 UTC | Status: CLOSED

EMAIL | Customer (FLGYqcrR...) | 2025-09-16 17:30:42 UTC

From: crroan001@gmail.com

To: support@halocollar.com

Subject: Re: Halo Support: Account Inquiry

Thank you. On Tue, Sep 16, 2025 at 12:42 PM Halo Collar wrote: > Hello Christopher, > > Thanks for reaching out to Halo Support! My name is Don. > > *I'm reaching out with an update on your subscription:* > > - I've gone ahead and canceled your subscription and refunded your > most recent charge. > > - You should see the refund in your account within 5–10 business days. > > - No further payments will be taken. > > > If anything else comes up, we're always here for you and your pup! > > Best Regards, > Don > Halo Senior Customer Support > *Halo Collar* | Here for you and your best friend■ > > On Tuesday, September 16, 2025, 12:35 PM "Christopher Roan" crroan001@gmail.com> wrote: > > Hi Peggy and team, > > Please find proof of the refund processed by Amazon attached to this > email. I've also cancelled the membership on your site. Please reply back > with confirmation on your end once the refund has been initiated on your > end by sending this to the billing team. Please cc me on that so I can stay > apprised. > > All the best, > > On Tue, Sep 16, 2025 at 12:28 PM Halo Collar > wrote: > > > Hello Christopher, > > > Thank you for reaching out to Halo Support. We understand you are > > inquiring about a refund for an annual subscription plan for a collar you > > returned. We apologize for any inconvenience caused, but rest assured, we > > are here to assist you. > > > To process a refund of the membership you will need to initiate the > > cancellation online and provide proof of the return collar (screenshot of > > the return page). Once you do, we would be happy to assist with a refund of > > the membership. > > Please reply to this email with the screenshot from Amazon. > > > Here are the steps for canceling your membership plan: > > > Login to your account on ■www.halocollar.com > > Once you sign in, you will see your My Account dashboard. > > On the right-hand side of your dashboard (or at the bottom on mobile), > > select "Cancel Plan" > > Your plan will not terminate until the end of the current billing cycle. > > Therefore, you have the option to restore your plan if you change your mind > > before it terminates. If you select "Restore", you will retain access to > > all the features provided by your current plan, as if you never selected > > Cancel. > > > If you have any further questions or need additional assistance, please > > do not hesitate to contact our customer support. We are here to help! > > > Thank you for choosing Halo! > > > > With Pawsitivity, > > Peggy > > Halo Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > *Need more help?* > > ■*support@halocollar.com* | ■*Halo Help > > Center* > > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > > > - 9:00 am - 8:00 pm EST *7 days a week* > > > *Join Session* to speak with the next available agent > > >

STATUS CHANGE | Customer (FLGYqcrR...) | 2025-09-16 17:30:42 UTC | Status: OPEN

EMAIL | Agent (jAIUuvEy...) | 2025-09-16 17:33:57 UTC

From: support@halocollar.com

To: crroan001@gmail.com

Subject: Re: Halo Support: Account Inquiry

Hello Christopher, Thank you for contacting our Halo Support team! It was a pleasure for one of our agents to assist you. I apologize for any inconvenience caused during the process. Please don't hesitate to contact us with any further questions or concerns. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 1:30 PM

"Christopher Roan" wrote: > Thank you. > > On Tue, Sep 16, 2025 at 12:42 PM Halo Collar wrote: > > > Hello Christopher, > > > Thanks for reaching out to Halo Support! My name is Don. > > > *I'm reaching out with an update on your subscription:* > > > - I've gone ahead and canceled your subscription and refunded your > > most recent charge. > > - You should see the refund in your account within 5–10 business days. > > - No further payments will be taken. > > > > If anything else comes up, we're always here for you and your pup! > > > Best Regards, > > Don > > Halo Senior Customer Support > > *Halo Collar* | Here for you and your best friend ■ > > > On Tuesday, September 16, 2025, 12:35 PM "Christopher Roan" > crrroan001@gmail.com > wrote: > > > > Hi Peggy and team, > > > Please find proof of the refund processed by Amazon attached to this > > email. I've also cancelled the membership on your site. Please reply back > > with confirmation on your end once the refund has been initiated on your > > end by sending this to the billing team. Please cc me on that so I can stay > > apprised. > > > All the best, > > > On Tue, Sep 16, 2025 at 12:28 PM Halo Collar > > wrote: > > > > Hello Christopher, > > > > Thank you for reaching out to Halo Support. We understand you are > > > inquiring about a refund for an annual subscription plan for a collar you > > > returned. We apologize for any inconvenience caused, but rest assured, we > > > are here to assist you. > > > > To process a refund of the membership you will need to initiate the > > > cancellation online and provide proof of the return collar (screenshot of > > > the return page). Once you do, we would be happy to assist with a refund of > > > the membership. > > > Please reply to this email with the screenshot from Amazon. > > > > Here are the steps for canceling your membership plan: > > > > Login to your account on ■www.halocollar.com > > > Once you sign in, you will see your My Account dashboard. > > > On the right-hand side of your dashboard (or at the bottom on mobile), > > > select "Cancel Plan" > > > Your plan will not terminate until the end of the current billing cycle. > > > Therefore, you have the option to restore your plan if you change your mind > > > before it terminates. If you select "Restore", you will retain access to > > > all the features provided by your current plan, as if you never selected > > > Cancel. > > > > If you have any further questions or need additional assistance, please > > > do not hesitate to contact our customer support. We are here to help! > > > > Thank you for choosing Halo! > > > > > > With Pawsitivity, > > > Peggy > > > Halo Customer Support > > > *Halo Collar* | Here for you and your best friend ■ > > > > *Need more help?* > > > > ■*support@halocollar.com* | ■*Halo Help > > > Center* > > > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > > > > - 9:00 am - 8:00 pm EST *7 days a week* > > > > > *Join Session* to speak with the next available agent > > > > > >

AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 17:33:58 UTC

First and Last Name: Christopher Roan Email: crrroan001@gmail.com Phone Number: 16784675730 Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: The previous agent assisted the cx with their subscription refund. The cx says thank you. Next Steps: Send the cx a follow-up email. Submit as resolved.

STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 17:34:00 UTC | Status: CLOSED

Conversation: 5R8yT1aRQ0K-KnuciR9WWQ

Messages: 15 | Customers: 1 | Duration: 2025-09-16 16:20:46 UTC to 2025-09-16 17:15:50 UTC

Customer (BMtgKS_-...) | 2025-09-16 16:20:46 UTC | halocollar.com

Good morning, we received a warranty replacement a few weeks ago and we are experiencing the same issue with the collar not charging.

System/AI | 2025-09-16 16:21:34 UTC | halocollar.com

I'm sorry to hear you're having charging issues with your replacement collar. Let's try a few steps to resolve this: Check Power Source: Use the original USB-C cable and charging block. Make sure the collar isn't connected to a computer. Inspect Charging Port: Gently clean the gold pins with a Q-tip and rubbing alcohol. Perform a Hard Reset: Keep the collar plugged in for 5 minutes, hold the power button for 15 seconds, then release. If the problem continues, please reach out to our live support for more help. They can assist you with the warranty process if necessary.

Customer (BMtgKS_-...) | 2025-09-16 16:23:06 UTC | halocollar.com

We tried all the above. The light is green when on the charger but as soon as we remove the charger it goes dead.

System/AI | 2025-09-16 16:23:21 UTC | halocollar.com

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

PHONE_CALL | Customer (BMtgKS_-...) | 2025-09-16 16:24:12 UTC

EMAIL | Agent (jAIUuvEy...) | 2025-09-16 16:29:30 UTC

From: support@halocollar.com

To: gskoshiol@outlook.com

Subject: Dead Unit

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

AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 16:29:32 UTC

First and Last Name: Sharon Koshiol Email: gskoshiol@outlook.com Phone Number: 17152940733 Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: The cx received a replacement collar, and it is dead. The cx does not have the collar with them. Next Steps: The cx will call us back. Submit as resolved.

TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 16:29:51 UTC

Added: 76jKdDJqQKG1X52gm4kjGg

STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 16:34:43 UTC | Status: CLOSED

STATUS CHANGE | Customer (BMtgKS_-...) | 2025-09-16 16:43:15 UTC | Status: OPEN

PHONE_CALL | Customer (BMtgKS_-...) | 2025-09-16 16:43:15 UTC

EMAIL | Agent (DBqblO4n...) | 2025-09-16 17:08:11 UTC

From: support@halocollar.com

To: gskoshiol@outlook.com

Subject: Halo Support: Your Request is Under Review

Hello Sharon, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. I have sent a request to our Billing Team to have another warranty replacement collar approved and sent to you. They're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. In the meantime: Please be assured that we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Aljerome Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:29 PM support@halocollar.com wrote: > Hello Sharon, > > Thank you for calling Halo Support today. This is Rabindra. It was truly a pleasure speaking with you and learning more about you and your pup. > > I hope I addressed all of your questions and provided the clarity you needed. > If anything remains unclear or if new questions arise, please don't hesitate to reach out. > > We're always happy to help, whether by phone, email, or through our live support options. > Thank you for being part of our pack! > > With pawsitivity, > Rabindra > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 17:08:14 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Sharon Koshiol Email: gskoshiol@outlook.com Phone Number: 17152940733 Collar SN: 24h3341986rt Collar FW: Collar Purchased From: Halo Resources: gladly, a/p Recap/TS: Cx states newly rec'd WR collar will not charge. WR AW-20250730-36449 Prev rep requested S/N of collar. Cx provided sn. Advsd cx collar in possession is old collar that was supposed to be returned. Cx states they already sent back a collar and realized they sent back the WR collar. Esc to RMA to request approval to send another WR collar. Next Steps: sending RMA esc p/r

AGENT NOTE | Agent (DBqblO4n...) | 2025-09-16 17:14:50 UTC

Billing Team Escalation Notes Affected Serial Number: 24h3341986rt FW: Order ID: RMA Ticket #: AW-20250730-36449 Subscription Start Date: Feb 25, 2022 Reason for Escalation: Cx c/i to report WR collar rec'd is not charging. Found collar in question is old collar that was supposed to be returned. Cx states they may have gotten collars mixed up and the WR collar was returned in error. Requested Action: Please approve sending another WR collar as cx seem to have returned the WR collar instead of the affected collar.

TOPIC CHANGE | Agent (DBqblO4n...) | 2025-09-16 17:15:50 UTC

Added: jHyQ0PKARAKhHUZ_rEmu6w

Conversation: 1rS-5eumSYyAJa9ohpQ7-w

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:22:36 UTC to 2025-09-16 16:22:49 UTC

Customer (58dTmHCp...) | 2025-09-16 16:22:36 UTC | halocollar.com

i need a refund on the membership

System/AI | 2025-09-16 16:22:49 UTC | halocollar.com

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

Conversation: ucnfsHD4Qze3cxIVZKUZbg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:23:49 UTC to 2025-09-16 16:30:55 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:23:49 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:23:49 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:30:54 UTC

From: support@halocollar.com

To: jblgkl@yahoo.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:30:55 UTC | Status: CLOSED

Conversation: gSG1MPjBR7qE9mqzocWM_g

Messages: 7 | Customers: 1 | Duration: 2025-09-16 16:24:27 UTC to 2025-09-16 16:27:19 UTC

Customer (B-OK9B8D...) | 2025-09-16 16:24:27 UTC | halocollar.com

does this device work with andriod

System/AI | 2025-09-16 16:24:50 UTC | halocollar.com

Yes, the Halo Collar works with Android devices! You can download the Halo app from the Google Play Store to use it with your Android phone. If you have any more questions, feel free to ask!

Customer (B-OK9B8D...) | 2025-09-16 16:25:22 UTC | halocollar.com

is there a subscription

System/AI | 2025-09-16 16:25:46 UTC | halocollar.com

Yes, a subscription is required to use the Halo Collar. Halo offers three membership plans: Bronze, Silver, and Gold, starting at \$9.99/month. Each plan includes features like GPS tracking, custom fences, and training content. You can choose from monthly, yearly, or 2-year plans. For more details and to compare plans, visit Halo Membership Plans. If you need further assistance, feel free to ask!

Customer (B-OK9B8D...) | 2025-09-16 16:26:22 UTC | halocollar.com

does it work in heavily wooded areas up to 10 acres away?

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

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

Customer (B-OK9B8D...) | 2025-09-16 16:27:19 UTC | halocollar.com

ty

Conversation: 1PIX8TJATLqZIExTEJaDFQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:25:56 UTC to 2025-09-16 16:31:49 UTC

Customer (ra7jNk4J...) | 2025-09-16 16:25:56 UTC | halocollar.com

I would like to renew my plan

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

To renew your Halo Collar plan, simply log in to your account on the Halo website. Once you're logged in, head over to your subscription settings to renew or update your plan. If you run into any issues or need more help, feel free to reach out to our customer support team. They're always ready to assist you with your subscription needs.

Customer (ra7jNk4J...) | 2025-09-16 16:30:12 UTC | halocollar.com

I logged in but it won't let me purchase a plan

System/AI | 2025-09-16 16:31:49 UTC | halocollar.com

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

Conversation: hH9OvoINQeGs3ptOvE3Q4w

Messages: 8 | Customers: 1 | Duration: 2025-09-16 16:28:15 UTC to 2025-09-16 20:29:24 UTC

AGENT NOTE | Agent (M0svworG...) | 2025-09-16 16:28:15 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx has had two recent warranties & is requesting plan time reimbursement, new pro case, & contact tips Recap (When/Where/What the customer wants) AP; cx has had two WR 25h4330934rt is attached to the account Cx has also requested a new pro-case & contact tips Stripe; cx has 2 year bronze plan Offering cx \$25 GC for plan time reimbursement for recent WRs Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Issue \$25 gc if cx accepts Put in pro-cas & contact tip order once cx confirms which color they would like Optional Additional Info:

EMAIL | Agent (M0svworG...) | 2025-09-16 16:33:28 UTC

From: support@halocollar.com

To: jamielboesch@gmail.com

Subject: Your Halo Membership Reimbursement Request

Hello Jamie, My name is Katherine and I'm with the Halo Management Team. We are saddened to hear of your recent experience and would appreciate the opportunity to make things right! I would like to offer you a \$25 gift card to cover some of your unused plan time. This gift card is sent directly to your email from Tremendous and can be used anywhere that accepts Visa or even deposited directly into your bank account. I would also be happy to send you another set of contact tips and a Halo Pro case as a one-time courtesy. Can you please confirm which color you would like? We look forward to hearing from you and getting this resolved right away! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend

On Sunday, September 14, 2025, 1:36 PM support@halocollar.com wrote: > Hello Jamie, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > > Here's what you can expect: > Our team is reviewing the details of your request and any related activity. We're checking systems to get a complete picture. You'll hear back from us as soon as we have an update or resolution to share. > In the meantime: > Please know we're prioritizing this for you. We truly appreciate your patience while we dig in and work on a solution. Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > > > With pawssitivity, > Gabriel > Halo Customer Support > Halo Collar | Here for you and your best friend

> > Need more help? > support@halocollar.com | Halo Help Center > Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Sunday, September 14, 2025, 12:31 PM support@halocollar.com wrote: > > > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > On Sunday, September 14, 2025, 4:31 PM "Jamie Boesch" wrote: > > > > I'm really disappointed. This is now the 2nd collar that's being replaced due to a malfunction on halo's end. My dog has now gone months without the collar due to this issue. I am asking for a refund of part of my yearly membership. The fabric cover has now ripped from me removing it all these times to put on the new collar. I also have accidentally sent back the long prongs on the collar. You never sent a return label so I had to wait for that. I then had to drive a far distance to find a store that would return an item with a battery. It's been such a disappointment experience. I am asking for a partial refund, new prongs and a new cover. Please advise > > > Thank you > > > Jamie Boesch > > > > Sent from my iPhone > > > On Sep 12, 2025, at 11:20 AM, Jamie Boesch

wrote: > > > There was no return label > > > 180 County Road 579 > > > Bloomsbury NJ 08804 > > > > > Sent from my iPhone > > > On Sep 12, 2025, at 10:53 AM, Halo Collar wrote: > > > > > Hello Jamie, > > > > > Thank you for contacting Halo Support. I'm happy to assist you, and I apologize for any confusion regarding the return window. > > > > > If you received a replacement collar, it should have included a return label for sending the original collar back. If you did not receive a return label, please reply to this email with your shipping address, and we will be happy to request a return label to be sent to you. > > > > > If you have any further questions or need additional assistance, please let us know. We're here to help! > > > With pawsitivity, > > > Psyche Halo Customer Support Halo Collar | Here for you and your best friend■ > > > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > > > > On Friday, September 12, 2025, 10:40 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > > > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > > > → Tap Settings > > > → Tap Halo Dog Park > > > → Tap Halo Support > > > → Tap Join Session > > > → Allow any requested permissions. > > > > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > > > > On Friday, September 12, 2025, 2:40 PM "Jamie" wrote: It says it's outside the return window. > > > > > On Sep 12, 2025, at 9:30 am, Halo Collar wrote: > > > > > To return your old collar, please obtain a Return Merchandise Authorization (RMA) by visiting this link. Once you submit your return request, you'll receive a pre-paid shipping label via email to send the collar back. (<https://www.halocollar.com/returns-and-replacements/>) > > > If you have any issues or need further assistance, feel free to reach out! > > > > > The Halo Collar Virtual Assistant > > > > > On Friday, September 12, 2025, 1:30 PM "Jamie Boesch" wrote: >

STATUS CHANGE | Agent (M0svworG...) | 2025-09-16 16:33:50 UTC | Status: CLOSED

EMAIL | Customer (ctCwk8pB...) | 2025-09-16 16:47:35 UTC

From: jamielboesch@gmail.com

To: support@halocollar.com

Subject: Re: Your Halo Membership Reimbursement Request

Thank you I appreciate it. Is it normal to have to have it replaced twice? The blaze color would be nice. Sent from my iPhone On Sep 16, 2025, at 12:33 PM, Halo Collar wrote: Hello Jamie, My name is Katherine and I'm with the Halo Management Team. We are saddened to hear of your recent experience and would appreciate the opportunity to make things right! I would like to offer you a \$25 gift card to cover some of your unused plan time. This gift card is sent directly to your email from Tremendous and can be used anywhere that accepts Visa or even deposited directly into your bank account. I would also be happy to send you another set of contact tips and a Halo Pro case as a one-time courtesy. Can you please confirm which color you would like? We look forward to hearing from you and getting this resolved right away! Best Regards , Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Sunday, September 14, 2025, 1:36 PM support@halocollar.com wrote: Hello Jamie, Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. Here's what you can expect: * Our team is reviewing the details of your request and any related activity. * We're checking systems to get a complete picture. * You'll hear back from us as soon as we have an update or resolution to share. In the meantime: * Please know we're prioritizing this for you. * We truly appreciate your patience while we dig in and work on a solution. * Our goal, always, is to keep tails wagging and give you peace of mind. If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. With pawsitivity, Gabriel Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Sunday, September 14, 2025, 12:31 PM support@halocollar.com wrote: Thank you for reaching out! I've

shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Sunday, September 14, 2025, 4:31 PM "Jamie Boesch" wrote: I'm really disappointed. This is now the 2nd collar that's being replaced due to a malfunction on halo's end. My dog has now gone months without the collar due to this issue. I am asking for a refund of part of my yearly membership. The fabric cover has now ripped from me removing it all these times to put on the new collar. I also have accidentally sent back the long prongs on the collar. You never sent a return label so I had to wait for that. I then had to drive a far distance to find a store that would return an item with a battery. It's been such a disappointment experience. I am asking for a partial refund, new prongs and a new cover. Please advise Thank you Jamie Boesch Sent from my iPhone On Sep 12, 2025, at 11:20 AM, Jamie Boesch wrote: There was no return label 180 County Road 579 Bloomsbury NJ 08804 Sent from my iPhone On Sep 12, 2025, at 10:53 AM, Halo Collar wrote: Hello Jamie, Thank you for contacting Halo Support. I'm happy to assist you, and I apologize for any confusion regarding the return window. If you received a replacement collar, it should have included a return label for sending the original collar back. If you did not receive a return label, please reply to this email with your shipping address, and we will be happy to request a return label to be sent to you. If you have any further questions or need additional assistance, please let us know. We're here to help! With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Friday, September 12, 2025, 10:40 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 On Friday, September 12, 2025, 2:40 PM "Jamie" wrote: It says it's outside the return window. On Sep 12, 2025, at 9:30 am, Halo Collar wrote: To return your old collar, please obtain a Return Merchandise Authorization (RMA) by visiting this link. Once you submit your return request, you'll receive a pre-paid shipping label via email to send the collar back. (<https://www.halocollar.com/returns-and-replacements/>) If you have any issues or need further assistance, feel free to reach out! The Halo Collar Virtual Assistant On Friday, September 12, 2025, 1:30 PM "Jamie Boesch" wrote:

STATUS CHANGE | Customer (ctCwk8pB...) | 2025-09-16 16:47:35 UTC | Status: OPEN

AGENT NOTE | Agent (M0svworG...) | 2025-09-16 20:26:05 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx reached back out stating they would like a blaze pro case & accepted \$25 gc for unused membership time Recap (When/Where/What the customer wants) Cx wants blaze accessory - we are unable to send blaze accessories & cx original order was graphite Issued \$25 gc in AP Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Put in ACC order for pro-case & contact tips once cx confirms other color they would like Optional Additional Info:

EMAIL | Agent (M0svworG...) | 2025-09-16 20:28:38 UTC

From: support@halocollar.com

To: jamielboesch@gmail.com

Subject: Your Halo Membership Reimbursement Request

Hello Jamie, Thank you for your quick reply! I have issued your \$25 gift card, please be on the lookout for it! It works just like a VISA and can be used almost anywhere. Here's what to expect: You'll receive the gift card by email from TremendousIt should arrive within the next couple of daysIf it's not in your inbox, be sure to check your junk or spam folder Additionally, at this time, we do not have the Blaze accessory color available for

Pro-Cases and Straps. We apologize for any inconvenience! Is there another color you would like us to send you? If you have any other questions or if there's anything else we can do, just let us know. We look forward to hearing from you! Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

On Tuesday, September 16, 2025, 10:47 AM "Jamie Boesch" wrote: > Thank you I appreciate it. > Is it normal to have to have it replaced twice? > The blaze color would be nice. > > Sent from my iPhone > On Sep 16, 2025, at 12:33 PM, Halo Collar wrote: > > Hello Jamie, > > My name is Katherine and I'm with the Halo Management Team. > > We are saddened to hear of your recent experience and would appreciate the opportunity to make things right! I would like to offer you a \$25 gift card to cover some of your unused plan time. This gift card is sent directly to your email from Tremendous and can be used anywhere that accepts Visa or even deposited directly into your bank account. > > I would also be happy to send you another set of contact tips and a Halo Pro case as a one-time courtesy. Can you please confirm which color you would like? > > We look forward to hearing from you and getting this resolved right away! > > Best Regards , > Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ > > On Sunday, September 14, 2025, 1:36 PM support@halocollar.com wrote: > Hello Jamie, > > Thank you for reaching out to the Halo Support Team, and for giving us the chance to help. > > Your request has been sent to our Billing Team, and they're actively investigating the issue to ensure we resolve it as quickly and accurately as possible. > Here's what you can expect: > * Our team is reviewing the details of your request and any related activity. > * We're checking systems to get a complete picture. > * You'll hear back from us as soon as we have an update or resolution to share. In the meantime: > * Please know we're prioritizing this for you. > * We truly appreciate your patience while we dig in and work on a solution. > * Our goal, always, is to keep tails wagging and give you peace of mind. > > If you have any questions or if anything changes on your end, feel free to reply to this message. We're here, and we're ready to help every step of the way. > With pawsitivity, > Gabriel Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Sunday, September 14, 2025, 12:31 PM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Sunday, September 14, 2025, 4:31 PM "Jamie Boesch" wrote: I'm really disappointed. This is now the 2nd collar that's being replaced due to a malfunction on halos end. My dog has now gone months without the collar due to this issue. I am asking for a refund of part of my yearly membership. The fabric cover has now ripped from me removing it all these times to put on the new collar. I also have accidentally sent back the long prongs on the collar. You never sent a return label so I had to wait for that. I then had to drive a far distance to find a store that would return an item with a battery. It's been such a disappointment experience . I am asking for a partial refund, new prongs and a new cover. Please advise > Thank you > Jamie Boesch > > Sent from my iPhone > On Sep 12, 2025, at 11:20 AM, Jamie Boesch wrote: > There was no return label > 180 County Road 579 > Bloomsbury NJ 08804 > > Sent from my iPhone > On Sep 12, 2025, at 10:53 AM, Halo Collar wrote: > > Hello Jamie, > > Thank you for contacting Halo Support. I'm happy to assist you, and I apologize for any confusion regarding the return window. > > If you received a replacement collar, it should have included a return label for sending the original collar back. If you did not receive a return label, please reply to this email with your shipping address, and we will be happy to request a return label to be sent to you. > > If you have any further questions or need additional assistance, please let us know. We're here to help! > With pawsitivity, > Psyche Halo Customer Support Halo Collar | Here for you and your best friend■ > Need more help? support@halocollar.com | ■ Halo Help Center Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent > > On Friday, September 12, 2025, 10:40 AM support@halocollar.com wrote: Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. > > For a quicker resolution, we highly suggest

reaching out to our Dog Park via your Halo App: Open the Halo App > → Tap Settings > → Tap Halo Dog Park > → Tap Halo Support > → Tap Join Session > → Allow any requested permissions. > > You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Friday, September 12, 2025, 2:40 PM "Jamie" wrote: It says it's outside the return window. > > On Sep 12, 2025, at 9:30 am, Halo Collar wrote: > > To return your old collar, please obtain a Return Merchandise Authorization (RMA) by visiting this link. Once you submit your return request, you'll receive a pre-paid shipping label via email to send the collar back. (<https://www.halocollar.com/returns-and-replacements/>) > If you have any issues or need further assistance, feel free to reach out! > > The Halo Collar Virtual Assistant > > On Friday, September 12, 2025, 1:30 PM "Jamie Boesch" wrote:

STATUS CHANGE | Agent (M0svworG...) | 2025-09-16 20:29:24 UTC | Status: CLOSED

Conversation: 2y-LxBeGT2WdJOkVsNIBfA

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:30:58 UTC to 2025-09-16 16:31:36 UTC

Customer (vp7Q90W6...) | 2025-09-16 16:30:58 UTC | halocollar.com

can Halo upload more recent topography for the maps

System/AI | 2025-09-16 16:31:36 UTC | halocollar.com

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

Conversation: zhmlLocQTISEJPmVsgUN2g

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:31:12 UTC to 2025-09-16 16:31:32 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:31:12 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:31:12 UTC

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

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

From: support@halocollar.com

To: wjladnier@yahoo.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:31:32 UTC | Status: CLOSED

Conversation: sdm3tJJ0TFGjCLpDh_pQdw

Messages: 10 | Customers: 1 | Duration: 2025-09-16 16:31:47 UTC to 2025-09-16 22:44:11 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:31:47 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:31:48 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:35:02 UTC

From: support@halocollar.com

To: timbog1979@yahoo.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:35:02 UTC | Status: CLOSED

STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 22:16:56 UTC | Status: OPEN

PHONE_CALL | Agent (KshEi1Yy...) | 2025-09-16 22:16:59 UTC

AGENT NOTE | Agent (KshEi1Yy...) | 2025-09-16 22:34:50 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) The cx is asking for a refund on their collars and sub. Recap (When/Where/What the customer wants) The cx wants a refund for their collars. The cx explained that they have been through their dogs becoming lost numerous times over the years. Most recently, their dogs escaped and now they have a fine to pay because the cops were called. The cx says they have also dealt with unwanted feedback in safe zones. At one point, their dog Holly would no longer go outside and would pee in the home. The cx expressed being done with the collars/Halo and they are asking for a refund, especially to compensate for the ticket they received. Is This Resolved/Follow-Up Required? FU If Follow Up Is Required (What/When) Refund Holly's collar ~ 25h4174658rt 1596490 31 days OOW Investigate Bowie's collar/ask lead if this can be refunded (very old order) 24h3501003rt ~ 1065126 Refund 3 months of their membership plan. \$137.88 Optional Additional Info:

EMAIL | Agent (KshEi1Yy...) | 2025-09-16 22:42:29 UTC

From: support@halocollar.com

To: timbog1979@yahoo.com

Subject: Halo Management

Hi Timothy and Lyndsey, Thank you so much for speaking with me today and sharing your journey with Halo. We're grateful to have had you as a part of our pack, and sad to see you go. As discussed, I refunded some of your membership fees. You should see a refund of \$137.88 back in your account within 5-10 business days, depending on your bank. I also initiated the return process for Holly's collar, and I'm including the return label for that below. As for Bowie's collar, I'm still looking for the original order details. I'll need to touch

base with our Billing Manager tomorrow once she's back in office. I'll be sure to update you then! In the meantime, if you have any questions or concerns you forgot to mention during our phone call, feel free to ask me here! Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■

EMAIL | Agent (KshEi1Yy...) | 2025-09-16 22:43:38 UTC

From: support@halocollar.com

To: timbog1979@yahoo.com

Subject: Re: Halo Management

Hi Lyndsey and Tim, I completely forgot to attach the PDF for your return. Here you go! My apologies. Best Regards, Marissa Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Tuesday, September 16, 2025, 5:42 PM support@halocollar.com wrote: > Hi Timothy and Lyndsey, > > Thank you so much for speaking with me today and sharing your journey with Halo. > > We're grateful to have had you as a part of our pack, and sad to see you go. > > As discussed, I refunded some of your membership fees. You should see a refund of \$137.88 back in your account within 5-10 business days, depending on your bank. > > I also initiated the return process for Holly's collar, and I'm including the return label for that below. As for Bowie's collar, I'm still looking for the original order details. I'll need to touch base with our Billing Manager tomorrow once she's back in office. I'll be sure to update you then! > > In the meantime, if you have any questions or concerns you forgot to mention during our phone call, feel free to ask me here! > > Best Regards, > Marissa > Halo Senior Customer Support > Halo Collar | Here for you and your best friend■

STATUS CHANGE | Agent (KshEi1Yy...) | 2025-09-16 22:44:11 UTC | Status: CLOSED

Conversation: U3lgJSu5SmquuFN9CYJ68Q

Messages: 3 | Customers: 1 | Duration: 2025-09-16 16:32:35 UTC to 2025-09-16 18:33:24 UTC

Customer (g_tuksJk...) | 2025-09-16 16:32:35 UTC | halocollar.com

My Halo account is in my name and login. How can I link my wife's phone so she can view my dog's info on the app as well?

System/AI | 2025-09-16 16:33:04 UTC | halocollar.com

To link your wife's phone to view your dog's info on the Halo app, simply use the same login credentials on both devices. Separate user profiles aren't supported, so anyone with the login can access the app and control settings. Please ensure your wife completes the User Training for safe and proper handling of the collar. If you have more questions, feel free to ask!

STATUS CHANGE | Unknown | 2025-09-16 18:33:24 UTC | Status: CLOSED

Conversation: FQ94fyG1RhOwBt4B_n4zeg

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:34:09 UTC to 2025-09-16 16:35:53 UTC

EMAIL | Customer (WftxYWtb...) | 2025-09-16 16:34:09 UTC

From: hedge724@gmail.com

To: support@halocollar.com

Subject: Re: Your Halo Warranty AW-20250902-43345

Good afternoon, we received Daisy's collar and it's connected, but we did not receive a return label. Can y'all forward one so I can get the failed Collar shipped back to you? Steve Hedges 281-744-4805 On Wed, Sep 10, 2025, 08:20 Halo Collar wrote: > Hello Steve, > > Thank you so much for your patience and quick response! > > I'm happy to let you know that your order for a Halo 4 Replacement Unit > has been successfully set up and will be shipping out shortly. > > - Your order number is *1657649.* > - You can expect your order to arrive within roughly 3-5 business days > - You will receive an email confirmation when the order ships > - You can check the status of your shipment: *Halo Collar Order Status* > > > If you have any questions in the meantime, just reply to this email. > We're always here to help. > > Best Regards, > Katherine > Halo Senior Customer Support > *Halo Collar* | Here for you and your best friend■ > > On Tuesday, September 9, 2025, 4:56 PM "Steve Hedges" > wrote: > > Thank you Katherine, > > My address is: > 1771 County Road 1190 > > Kopperl, TX 76652 > > > On Tue, Sep 9, 2025, 15:31 Halo Collar wrote: > > > Hello Steve, > > > Thank you for reaching out regarding your replacement order for > > AW-20250902-43345. We are saddened to hear that FedEx delivered your order > > to the wrong address, and we have filed a claim on your behalf. > > > Moving forward, could you please confirm your address with us before we > > send your replacement again? You can respond to this email or reach out to > > our Dog Park. > > > We look forward to hearing from you and getting that replacement sent out > > ASAP! > > > Best Regards, > > Katherine > > Halo Senior Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > On Saturday, September 6, 2025, 1:46 PM support@halocollar.com wrote: > > > Hello Steve, > > > Thank you for reaching out to the Halo Support Team, and for giving us > > the chance to help. > > > Your situation has been sent to our Billing Team, and they're actively > > investigating the issue to ensure we resolve it as quickly and accurately > > as possible. > > > *Here's what you can expect:* > > > - Our team is reviewing the details of your request and any related > > activity. > > - We're checking systems to get a complete picture. > > - You'll hear back from us as soon as we have an update or resolution > > to share. > > > *In the meantime:* > > > - Please know we're prioritizing this for you. > > - We truly appreciate your patience while we dig in and work on a > > solution. > > - Our goal, always, is to keep tails wagging and give you peace of > > mind. > > > If you have any questions or if anything changes on your end, feel free > > to reply to this message. We're here, and we're ready to help every step of > > the way. > > > With pawsitivity, > > Paisley > > Halo Customer Support > > *Halo Collar* | Here for you and your best friend■ > > > *Need more help?* > > ■*support@halocollar.com* | ■*Halo Help > > Center* > > > ■*Speak to a live agent face-to-face at our **Dog Park* > > > > - 9:00 am - 8:00 pm EST *7 days a week* > > > *Join Session* to speak with the next available agent > > > On Saturday, September 6, 2025, 12:32 PM "Steve Hedges" > > hedge724@gmail.com> wrote: > > > I tracked this package since we didn't receive it. The picture is not > > our address nor is it our neighbors. FedEx doesn't have a good track > > record in our area. > > > On Wed, Sep 3, 2025, 20:58 The Halo Team > > thehaloteam@member.halocollar.com> wrote: > > > [image: Halo@] > > > > Steve Hedges Bronze > > > Member since 2024 > > > > Hi Steve, > > > > > > Good news! Your replacement Halo Collar for RMA #AW-20250902-43345 > > > shipped. > > > > > > Here are your tracking details: > > > > - *Tracking Number:* 1195269280470007665200392818664022 > > > - *Carrier:* FedEx > > > > For your dog's safety, please do not use Halo Collar 24h4390867rt. > > > > > > If you have any questions, visit the Halo Dog Park > > > > . > > > > > > *— The Halo Team* > > > [image: Facebook] > > > [image: Instagram] > > > [image: TikTok] > > > [image: YouTube] > > > > > Halo by Protect Animals with Satellites LLC | 50 Tice Boulevard | Suite > > > 340 | Woodcliff Lake, NJ 07677 > > > > > > No longer want to receive these emails? Unsubscribe > > > > . > > > > > >

AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 16:35:28 UTC

Label Request Notes RMA Number from Admin Portal- AW-20250902-43345 Reason for Request- Return label not included with replacement. Accessory or Collar- Collar Customer's Shipping Address- 1771 County Road 1190 Kopperl, TX 76652 If the Shipping Address or the RMA Number is missing, we will not be able to send the label and the conversation will be sent back to you to complete

EMAIL | Agent (poWIULpl...) | 2025-09-16 16:35:45 UTC

From: support@halocollar.com

To: hedge724@gmail.com

Subject: Halo Collar Shipping Label Update

Hello Steve, Thanks for reaching out! My name is Kenny, and I'm happy to help get this sorted for you! I've just submitted a request for a new shipping label to be sent to your email. These typically arrive within 1–2 business days, so keep an eye on your inbox. A few quick tips: The email will come directly from our shipping partner. Be sure to check your spam or junk folder—sometimes it likes to hide there. If you don't see it within 3 business days, let us know and we'll take another look. If you have any other questions, please let us know! With pawsitivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:34 PM "Steve Hedges" wrote: > Good afternoon, we received Daisy's collar and it's connected, but we did > not receive a return label. Can y'all forward one so I can get the failed > Collar shipped back to you? > > Steve Hedges > 281-744-4805 > > On Wed, Sep 10, 2025, 08:20 Halo Collar wrote: > > > Hello Steve, > > > Thank you so much for your patience and quick response! > > > I'm happy to let you know that your order for a Halo 4 Replacement Unit > > has been successfully set up and will be shipping out shortly. > > > - Your order number is *1657649.* > > - You can expect your order to arrive within roughly 3-5 business days > > - You will receive an email confirmation when the order ships > > - You can check the status of your shipment: *Halo Collar Order Status* > > > > > If you have any questions in the meantime, just reply to this email. > > We're always here to help. > > > Best Regards, > > Katherine > > Halo Senior Customer Support > > *Halo Collar* | Here for you and your best friend ■ > > > On Tuesday, September 9, 2025, 4:56 PM "Steve Hedges" > > wrote: > > > Thank you Katherine, > > > My address is: > > 1771 County Road 1190 > > > Kopperl, TX 76652 > > > > > On Tue, Sep 9, 2025, 15:31 Halo Collar wrote: > > > > Hello Steve, > > > > Thank you for reaching out regarding your replacement order for > > AW-20250902-43345. We are saddened to hear that FedEx delivered your order > > to the wrong address, and we have filed a claim on your behalf. > > > > Moving forward, could you please confirm your address with us before we > > send your replacement again? You can respond to this email or reach out to > > our Dog Park. > > > > We look forward to hearing from you and getting that replacement sent out > > ASAP! > > > > Best Regards, > > Katherine > > Halo Senior Customer Support > > *Halo Collar* | Here for you and your best friend ■ > > > > On Saturday, September 6, 2025, 1:46 PM support@halocollar.com wrote: > > > > Hello Steve, > > > > Thank you for reaching out to the Halo Support Team, and for giving us > > the chance to help. > > > > Your situation has been sent to our Billing Team, and they're actively > > investigating the issue to ensure we resolve it as quickly and accurately > > as possible. > > > > *Here's what you can expect:* > > > > - Our team is reviewing the details of your request and any related > > activity. > > - We're checking systems to get a complete picture. > > - You'll hear back from us as soon as we have an update or resolution > > to share. > > > > > > *In the meantime:* > > > > - Please know we're prioritizing this for you. > > - We truly appreciate your patience while we dig in and work on a > > solution. > > - Our goal, always, is to keep tails wagging and give you peace of > > mind. > > > > > > If you have any questions or if anything changes on your end, feel free > > to reply to this message. We're here, and we're ready to help every step of > > the way. > > > > > With pawsitivity, > > Paisley > > Halo Customer Support > > *Halo Collar* | Here for you and your best friend ■ > > > > *Need more help?* > > > ■ *support@halocollar.com* | ■ *Halo Help > > Center* > > > > ■ *Speak to a live agent face-to-face at our **Dog

Park* > >> >> >> - 9:00 am - 8:00 pm EST *7 days a week* > >> >> *Join Session*
to speak with the next available agent > >> >> On Saturday, September 6, 2025, 12:32
PM "Steve Hedges" >> hedge724@gmail.com> wrote: > >> >> I tracked this package
since we didn't receive it. The picture is not > >> our address nor is it our neighbors.
FedEx doesn't have a good track > >> record in our area. > >> >> On Wed, Sep 3, 2025,
20:58 The Halo Team >> thehaloteam@member.halocollar.com> wrote: > >> >>>
[image: Halo®] > >>> >>> Steve Hedges Bronze > >>> Member since 2024 > >>> > >>>
Hi Steve, > >>> >>> > >>> > >>> Good news! Your replacement Halo Collar for RMA
#AW-20250902-43345 > >>> shipped. > >>> > >>> > >>> > >>> Here are your tracking
details: > >>> > >>> - *Tracking Number:* 1195269280470007665200392818664022 >
>>> - *Carrier:* FedEx > >>> > >>> For your dog's safety, please do not use Halo Collar
24h4390867rt. > >>> > >>> > >>> > >>> If you have any questions, visit the Halo Dog
Park > >>> > >>> . > >>> > >>> > >>> > >>> *— The Halo Team* > >>> [image:
Facebook] > >>> > >>> [image: Instagram] > >>> > >>> [image: TikTok] > >>> > >>>
[image: YouTube] > >>> > >>> > >>> Halo by Protect Animals with Satellites LLC | 50 Tice
Boulevard | Suite > >>> 340 | Woodcliff Lake, NJ 07677 > >>> > >>> > >>> No longer
want to receive these emails? Unsubscribe > >>> > >>> . > >>> > >> > >> > >> > >> >

TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 16:35:51 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

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

Conversation: j5cy7OtBSkWT7jqH7Qczpg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:34:26 UTC to 2025-09-16 16:40:27 UTC

TOPIC CHANGE | Agent (M0svworG...) | 2025-09-16 16:34:26 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

AGENT NOTE | Agent (M0svworG...) | 2025-09-16 16:39:06 UTC

Label request for old WR Tracking: 791942369337 AW-685859

EMAIL | Agent (M0svworG...) | 2025-09-16 16:40:21 UTC

From: support@halocollar.com

To: cathy@empiregp.com

Subject: Halo Collar Shipping Label

Hello Cathy, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support
Halo Collar | Here for you and your best friend■

STATUS CHANGE | Agent (M0svworG...) | 2025-09-16 16:40:27 UTC | Status: CLOSED

Conversation: acwqT4cZTj-IZDtZjSHdgg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:34:38 UTC to 2025-09-16 16:39:48 UTC

PHONE_CALL | Customer (9a79CN9p...) | 2025-09-16 16:34:38 UTC

AGENT NOTE | Agent (WCBmyO3-...) | 2025-09-16 16:39:27 UTC

Account Info Customer First and Last Name: Lori Toher Customer Email: lrhtoher@gmail.com Collar Serial Number: Firmware Build: Previous tickets related to the issue?: Notes Issue/Question/Request(s) recap Cx was having trouble logging in but they were using the wrong email address. Applicable Articles/Resources Next Steps (Was it solved or are you following up with additional steps, if so what steps?)

TOPIC CHANGE | Agent (WCBmyO3-...) | 2025-09-16 16:39:35 UTC

Added: L9jaUhpTSjKkls_YzL0tDg

STATUS CHANGE | Agent (WCBmyO3-...) | 2025-09-16 16:39:48 UTC | Status: CLOSED

Conversation: ZoYqFs1rRBKWtHqCGGITqA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 16:34:55 UTC to 2025-09-16 16:44:48 UTC

STATUS CHANGE | Customer (xS1JUb5D...) | 2025-09-16 16:34:55 UTC | Status: OPEN

PHONE_CALL | Customer (xS1JUb5D...) | 2025-09-16 16:34:55 UTC

TOPIC CHANGE | Agent (TXZmSWWr...) | 2025-09-16 16:37:30 UTC

Removed: yuytZ0InRc2UDUrYWXc_JQ

EMAIL | Agent (TXZmSWWr...) | 2025-09-16 16:44:34 UTC

From: support@halocollar.com

To: tabitha_jade@yahoo.com

Subject: Halo Support: Collar Inquiry

Hello Tabitha, Thank you for reaching out to Halo Collar Support. We understand that your Halo collar is experiencing issues with the GPS. We apologize for any inconvenience caused, but rest assured, we are here to assist you. ■■■Please see the information below for collar placement: A properly fitting collar is crucial for accurate feedback from the device. The collar utilizes GPS technology, which requires an unobstructed line of sight to the satellites in the sky. To ensure the collar antenna orientation is correct, follow these steps in the Halo App: ■■■ Go to Settings > My Collars. Select the collar, then go to Advanced Settings > GPS Signal Level. Ensure the Collar Antenna Orientation shows a green check mark and "Correct (facing sky)" Halo Collar 4: ■■■ Contact Tips should be placed on the left side of the dog's neck, avoiding the trachea. The Halo logo on the protective Pro Case should face down under the dog's head. The collar should fit snugly with just enough space to fit two fingers in to ensure the collar doesn't shift Please check the Pet Card and ensure that the fence is set to "Feedback on. Check the feedback settings to ensure everything is appropriately enabled. No or Low GPS (and no tracking) is NORMAL when indoors or just outside the house. If the level is always Low, further from the house, with a fully clear sky view, AND if the orientation is good, please adjust the GPS levels accordingly. Please see the article below to adjust your GPS settings if needed: GPS settings If the issue is not resolved after trying the steps above, we may need a screen recording for further analysis. Please see the steps below to send a screen recording to customer service: Screen recording ■■■If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! ■■■Thank you for choosing Halo! With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 16:44:47 UTC

First and Last Name: Tabitha Story Email: tabitha_jade@yahoo.com Phone: +19047699541 Serial number: 25h4150600rt Firmware Build: v.03.00.05 Purchased From: Halo 1582752 Recap/TS: Customer advised their GPS is not always accurate Resources: AP Next Steps: Provided fitment information- collar-collar was not situated Provided GPS TS

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

Conversation: E-rw3veARcGxEjOIJL0bhg

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:35:15 UTC to 2025-09-16 16:37:27 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:35:15 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:35:15 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:37:26 UTC

From: support@halocollar.com

To: bill@libbylawoffice.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:37:27 UTC | Status: CLOSED

Conversation: SUnECLhrQGay_tamJnKeWQ

Messages: 12 | Customers: 1 | Duration: 2025-09-16 16:35:30 UTC to 2025-09-16 18:08:20 UTC

Customer (k-hZ-Gn0...) | 2025-09-16 16:35:30 UTC | halocollar.com

Need to talk to representative

System/AI | 2025-09-16 16:35:40 UTC | halocollar.com

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

PHONE_CALL | Customer (k-hZ-Gn0...) | 2025-09-16 16:41:08 UTC

EMAIL | Agent (wIA9Uacl...) | 2025-09-16 16:50:46 UTC

From: support@halocollar.com

To: brzozowskianna@yahoo.com

Subject: Shipping Address

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

AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 16:53:52 UTC

Live Team Notes Serial Numbers: 25h4141194rt ; 24h4411806rt FW: 3.00.05 Issue/ Need: Collars not charging Troubleshooting & Actions Taken: Said it's been over a week that they have not used for a week Said both collars are not showing lights Gucci and collar is plugged in on the charger Cx said they one working charger for both collars Check Power Source Remove Case Test Charger & Cable - cx said they only have one charger for both collars Inspect Charging Port - cx cleaned it Hard Reset - for both collars Send charging kit for both collars per TS steps Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP, T1 TS Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

AGENT NOTE | Agent (wIA9Uacl...) | 2025-09-16 16:56:48 UTC

ALL information is required to complete the accessory order. Conversation/Task will be sent back to the requesting agent if any information is incomplete. Full Name:Anna Brzozowski Email:brzozowskianna@yahoo.com Phone number:+19176209502 Collar SN:25h4141194rt ; 24h4411806rt Collar Model: H4 Break down shipping address - Confirm ALL information is correct before escalating. Street Address: 17 Woodruff Way City: Columbia State: New Jersey Postal code: 07832 Country: USA What are we sending the customer? (Please select the needed accessories from the DESCRIPTION drop down of this macro (in yellow) on the right side of Gladly) If sending more than 1 of an item please specify! 2x charging kits for H4s For special requests, beacons, and any accessory requiring multiple quantities, please leave an internal note explaining "why".

EMAIL | Agent (wIA9Uacl...) | 2025-09-16 16:57:13 UTC

From: support@halocollar.com

To: brzozowskianna@yahoo.com

Subject: Halo Support Accessories Order

Hello Anna, My name is Psyche, and I'll be assisting you. I've gone ahead and submitted the request to have your charging kits shipped. Here's an update: Our Orders Team is

working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! With pawsitivity, Psyche Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:50 PM support@halocollar.com wrote: > Hello Anna, > > Please reply to this email with your shipping address > > With pawsitivity, > Psyche > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

TOPIC CHANGE | Agent (wIA9Uacl...) | 2025-09-16 16:57:18 UTC

Added: -LmskJFZShWIOOnMJUmqlA

STATUS CHANGE | Agent (wIA9Uacl...) | 2025-09-16 16:57:21 UTC | Status: CLOSED

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 18:06:09 UTC | Status: OPEN

EMAIL | Agent (sR--y62-...) | 2025-09-16 18:08:19 UTC

From: support@halocollar.com

To: brzozowskianna@yahoo.com

Subject: Re: Halo Support Accessories Order

Hello Anna, My name is Don, and I would like to thank you for your patience while we processed your order request. I'm happy to let you know that your order for two H4 charging kits has been successfully set up and will be shipping out shortly. You can expect your order to arrive within roughly 5-7 days. You will receive an email confirmation when the order ships. You can check the status of your shipment: Halo Collar Order Status. If you have any questions in the meantime, just reply to this email. We're always here to help. Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 12:57 PM support@halocollar.com wrote: > Hello Anna, > > My name is Psyche, and I'll be assisting you. > > I've gone ahead and submitted the request to have your charging kits shipped. > > Here's an update: > Our Orders Team is working diligently to expedite the shipment of your accessory order as soon as possible. You will receive an email confirmation when it ships. We understand the importance of having a fully functioning product, and we're committed to resolving any issues to your complete satisfaction. > > If you have any questions or need further assistance in the meantime, don't hesitate to reach out. We're here and happy to help! > > With pawsitivity, > Psyche > Halo Customer Support > Halo Collar | Here for you and your best friend ■ > > Need more help? > ■ support@halocollar.com | ■ Halo Help Center > ■ Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent > > On Tuesday, September 16, 2025, 12:50 PM support@halocollar.com wrote: > > > Hello Anna, > > > Please reply to this email with your shipping address > > > With pawsitivity, > > Psyche > > Halo Customer Support > > Halo Collar | Here for you and your best friend ■ > > > Need more help? > > ■ support@halocollar.com | ■ Halo Help Center > > ■ Speak to a live agent face-to-face at our Dog Park > > 9:00 am - 8:00 pm EST 7 days a week > > Join Session to speak with the next available agent >

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 18:08:20 UTC | Status: CLOSED

Conversation: rTalf4ruRMG-a7buvmyrgQ

Messages: 7 | Customers: 1 | Duration: 2025-09-16 16:37:39 UTC to 2025-09-16 17:08:59 UTC

EMAIL | Customer (wWIYUn1s...) | 2025-09-16 16:37:39 UTC

From: leahlschmidt62@gmail.com

To: support@halocollar.com

Subject: Reactivating account

Please help.

EMAIL | Customer (wWIYUn1s...) | 2025-09-16 16:58:34 UTC

From: leahlschmidt62@gmail.com

To: support@halocollar.com

Subject: Help

I have tried the help line and it doesn't work. I need assistance.

EMAIL | Customer (wWIYUn1s...) | 2025-09-16 17:02:52 UTC

From: leahlschmidt62@gmail.com

To: support@halocollar.com

Subject: Phone support

Why can I not talk to a live person?

TOPIC CHANGE | Agent (TXZmSWWr...) | 2025-09-16 17:06:00 UTC

Added: PIOeudXYRhqGCLwE5ykYeQ

EMAIL | Agent (TXZmSWWr...) | 2025-09-16 17:08:49 UTC

From: support@halocollar.com

To: leahlschmidt62@gmail.com

Subject: Halo Support: Inquiry

Hello Leah, Thank you for reaching out to Halo Collar Support. We understand that you are inquiring about speaking with our customer support team. We apologize for any inconvenience caused, but rest assured, we are here to assist you. We sincerely apologize for the issues you have experienced when trying to reach our customer support team. Please find our customer support phone number and hours of operation below: Call us at (214) 238-9788. Our team is available Monday–Friday, 8 AM – 6 PM EST, and Saturday–Sunday, 10 AM – 4 PM EST. If you have any further questions or need additional assistance, please do not hesitate to contact our customer support. We are here to help! Thank you for choosing Halo! ■ With Pawsitivity, Peggy Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help?

■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 10:03 AM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 5:02 PM "Leah Schmidt" wrote: > > Why can I not talk to a live person? > >

AGENT NOTE | Agent (TXZmSWWr...) | 2025-09-16 17:08:59 UTC

First and Last Name: Leah Schmidt Email: leahlschmidt62@gmail.com Serial number: no collar on file Firmware Build: no collar on file Purchased From: unknown Recap/TS: Customer responding to AI chat that they would like to speak with a live person

Resources: AP Next Steps: Providing phone number for customer support

STATUS CHANGE | Agent (TXZmSwwr...) | 2025-09-16 17:08:59 UTC | Status: CLOSED

Conversation: i7RDifTiTDqJyuZ2mYG8kA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:37:47 UTC to 2025-09-16 16:42:00 UTC

TOPIC CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:37:47 UTC

Added: VMJV3XpQT36TjMPwkXkCJw

AGENT NOTE | Agent (oXI3CnvV...) | 2025-09-16 16:37:47 UTC

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

EMAIL | Agent (oXI3CnvV...) | 2025-09-16 16:42:00 UTC

From: support@halocollar.com

To: 6cnff7j8dy@privaterelay.appleid.com

Subject: Halo Collar Your Satisfaction Is Important!

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

STATUS CHANGE | Agent (oXI3CnvV...) | 2025-09-16 16:42:00 UTC | Status: CLOSED

Conversation: 8p8E0x7URUCjGptyw3t8nQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:38:20 UTC to 2025-09-16 16:51:50 UTC

PHONE_CALL | Customer (f7eVjMBO...) | 2025-09-16 16:38:20 UTC

EMAIL | Agent (kx0B3Ww9...) | 2025-09-16 16:51:04 UTC

From: support@halocollar.com

To: 78andsunny@gmail.com

Subject: Halo Support Follow Up

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

AGENT NOTE | Agent (kx0B3Ww9...) | 2025-09-16 16:51:22 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: Krysta Glass Email: 78andsunny@gmail.com Phone Number: +14259224194 Collar SN: 25h4131199rt, 25h4132392rt Collar FW: v.02.02.11 Collar Purchased From: Halo Resources: AP Recap/TS: Collars do not work in her location, so cx she would want to cancel her plan and then sell her collars Assisted her with cancelling and taking the collar of her account. Next Steps: Sending email to cx

TOPIC CHANGE | Agent (kx0B3Ww9...) | 2025-09-16 16:51:48 UTC

Added: OfTt8viJQcq6OAbjGHi0iQ

STATUS CHANGE | Agent (kx0B3Ww9...) | 2025-09-16 16:51:50 UTC | Status: CLOSED

Conversation: PnuAMw55TuebU1WtTFtR8g

Messages: 6 | Customers: 1 | Duration: 2025-09-16 16:38:30 UTC to 2025-09-16 16:56:46 UTC

Customer (iE4vuW3i...) | 2025-09-16 16:38:30 UTC | halocollar.com

Checking on my return

System/AI | 2025-09-16 16:38:56 UTC | halocollar.com

To check the status of your return, make sure you have a Return Merchandise Authorization (RMA) and that your return is within the 90-day window from when you received your Halo Collar. Once we receive and inspect your return, we'll process your refund, minus a \$25 return fee. For detailed steps on processing your return, you can visit our returns page. If you need further assistance, feel free to reach out to our support team.

AGENT NOTE | Agent (WnnJ5spb...) | 2025-09-16 16:55:47 UTC

Live Team Notes Serial Numbers: 25h4285989rt /25h4288699rt FW:v.03.00.05 Issue/ Need: Customer returning both collars checking status of refund Did not work the way they were wanting Troubleshooting & Actions Taken: Informed customer that we have not received them yet Sent customer the follow up email with what to expect once we receive the collars. Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (WnnJ5spb...) | 2025-09-16 16:56:21 UTC

From: support@halocollar.com

To: kaishabrielle@gmail.com

Subject: Halo Collar Refund Processing Information

Hello Kaisha, Thank you for reaching out about your refund—we completely understand how important this is, and we're here to help clarify what comes next. We are sad to see you go. Below you will see the next steps once we receive your collars. Here's what to expect: Once your return arrives at our warehouse, our team will inspect the item. After inspection, we'll process your refund for the purchase price minus the return fee outlined in our Return Policy. Please allow 7–10 business days from the date we receive your return for processing. Refunds typically take 1–2 billing cycles to appear on your statement, depending on your credit card company. You'll receive an email confirmation as soon as your refund has been issued. We truly appreciate your patience and understanding throughout this process. If you have any questions in the meantime, don't hesitate to reach out. We're always happy to help. With pawsitivity, Jessica Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (WnnJ5spb...) | 2025-09-16 16:56:34 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, IDABD6XfSDadjp6utMv7LA

STATUS CHANGE | Agent (WnnJ5spb...) | 2025-09-16 16:56:46 UTC | Status: CLOSED

Conversation: eeBOyOKWRgyWAhLwcuYXJA

Messages: 6 | Customers: 1 | Duration: 2025-09-16 16:40:08 UTC to 2025-09-16 16:46:16 UTC

TOPIC CHANGE | Agent (B63iEj1y...) | 2025-09-16 16:40:08 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ

TOPIC CHANGE | Agent (B63iEj1y...) | 2025-09-16 16:41:03 UTC

Added: jjmywZ3VSKKjVyuw1USzJQ, Gw0dDqdqTzq781jSoMtrUA

AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 16:41:07 UTC

Live Team Notes Serial Numbers: 25h4176333rt FW: v.03.01.02 PRODBETA Issue/Need: Cx got WR collar but it showing same issues as before (pet pin says "unsafe" when indoors and feedback is paused Troubleshooting & Actions Taken: Collar worked when first obtained but went back to the same issue as before Cx tried the battery drain Hard reset Adjusted GPS thresholds Tested FBS's Hand tested verified that GPS is high outdoors but once inside is still paused No beacons are on account to prevent FB Cx has agitated and wanted the issue resolved today told cx we will have to go over some other troubleshooting steps while providing empathy to her situation cx rather get her funds back from her membership plan and collar itself told cx I will escalate to billing sent follow up email Resources Used (provide details): (KB articles, Slack posts, internal docs.): AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

AGENT NOTE | Agent (B63iEj1y...) | 2025-09-16 16:45:04 UTC

Billing Team Escalation Notes Affected Serial Number: 25h4176333rt FW: v.03.01.02 PRODBETA Order ID: AW-20250909-44890 RMA Ticket #: AW-20250909-44890 Subscription Start Date: Jul 9, 2025 8:23 AM Reason for Escalation: Cx got WR collar in the mail but it showing the same issues as before (pet pin says "unsafe" when indoors and feedback is paused Cx wants issues resolved today or a full refund on membership plan and collar itself Requested Action: full refund on membership plan and collar itself

EMAIL | Agent (B63iEj1y...) | 2025-09-16 16:46:13 UTC

From: support@halocollar.com

To: williamsnicole0315@gmail.com

Subject: Halo Support: Your Request is Under Review

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

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

Conversation: 68zQxvYyQbCeFBZ8Adh6_w

Messages: 2 | Customers: 1 | Duration: 2025-09-16 16:41:25 UTC to 2025-09-16 16:41:37 UTC

Customer (mEg6uECM...) | 2025-09-16 16:41:25 UTC | halocollar.com

One of my hall collars will not charge. I have tried all the things I was told to try still not working

System/AI | 2025-09-16 16:41:37 UTC | halocollar.com

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

Conversation: t-RPRU-zTyqoilLraZ91wQ

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:42:19 UTC to 2025-09-16 16:49:07 UTC

EMAIL | Customer (m9QZVws8...) | 2025-09-16 16:42:19 UTC

From: mattaltepeter41@gmail.com

To: support@halocollar.com

Subject: Re: Halo Support Follow Up

Thank you On Mon, Sep 15, 2025 at 12:14 PM Halo Collar wrote: > Hello Matt, > > Yes, that's the strap and the case. This is what I'm sending you. > > Best Regards, > Brandon > Halo Senior Customer Support > *Halo Collar* | Here for you and your best friend■ > > On Monday, September 15, 2025, 1:07 PM "Matt Altepeter" mattaltepeter41@gmail.com> wrote: > > Pictures sent of outer fabric case and collar > > On Mon, Sep 15, 2025, 11:55 AM Matt Altepeter > wrote: > > > > > On Mon, Sep 15, 2025, 11:51 AM Halo Collar > > wrote: > > > Subject: Thank You for Your Call > > > Dear Matt, > > > Thank you for contacting Halo Support today. My name is Jeremy, and it > > > was a pleasure speaking with you and learning more about you and your dog. > > > Please send in the pictures of the parts you will need at your convenience. > > > I trust that I addressed all of your questions and provided the clarity > > > you were seeking. If there is anything that remains unclear or if you have > > > additional inquiries, please do not hesitate to reach out. > > > We are always happy to assist you, whether by phone, email, or through > > > our live support options. Thank you for being a valued member of our > > > community! > > > Best regards, > > > Jeremy > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend > > > Need further assistance? > > > ■ support@halocollar.com | ■ Halo Help Center > > > ■ Speak to a live agent face-to-face at our Dog Park > > > 9:00 am - 8:00 pm EST, 7 days a week > > > Join Session to connect with the next available agent. > > > >

STATUS CHANGE | Customer (m9QZVws8...) | 2025-09-16 16:42:19 UTC | Status: OPEN

EMAIL | Agent (jAIUuvEy...) | 2025-09-16 16:49:04 UTC

From: support@halocollar.com

To: mattaltepeter41@gmail.com

Subject: Re: Halo Support Follow Up

Hello Matt & April, Thank you for contacting our Halo Support team! It was a pleasure for one of our agents to assist you. I apologize for any inconvenience caused during the process. Please don't hesitate to contact us with any further questions or concerns. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:42 PM "Matt Altepeter" wrote: > Thank you > > On Mon, Sep 15, 2025 at 12:14 PM Halo Collar wrote: > > > Hello Matt, > > > Yes, that's the strap and the case. This is what I'm sending you. > > > Best Regards, > > > Brandon > > > Halo Senior Customer Support > > > *Halo Collar* | Here for you and your best friend■ > > > On Monday, September 15, 2025, 1:07 PM "Matt Altepeter" > mattaltepeter41@gmail.com> wrote: > > > Pictures sent of outer fabric case and collar > > > On Mon, Sep 15, 2025, 11:55 AM Matt Altepeter > > wrote: > > > > > > > > > On Mon, Sep 15, 2025, 11:51 AM Halo Collar > > wrote: > > > > > Subject: Thank You for Your Call > > > > > Dear Matt, > > > > > Thank you for contacting Halo Support today. My name is Jeremy, and it > > > was a pleasure speaking with you and learning more about you and your dog. > > > Please send in the pictures of the parts you will need at your convenience. > > > I trust that I addressed all of your questions and provided the clarity > > > you were seeking. If there is anything that remains unclear or if you have > > > additional inquiries, please do not hesitate to reach out. > > > > > We are always happy to assist you, whether by phone, email, or through > > > our live support options. Thank you for being a valued member of our > > > community! > > > > > Best regards, > > > Jeremy > > > Halo Customer Support > > > Halo Collar | Here for you and your best friend > > > > > Need further assistance? >

>>> ■ support@halocollar.com | ■ Halo Help Center > >>> ■ Speak to a live agent face-to-face at our Dog Park > >>> 9:00 am - 8:00 pm EST, 7 days a week > >>> Join Session to connect with the next available agent. > >>> > >> > >

AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 16:49:05 UTC

First and Last Name: Matt & April Altepeter Email: Mattaltepeter41@gmail.com Phone Number: +18152761534 Collar SN: 25h4152546rt Collar FW: v.03.00.05 Collar Purchased From: Halo Resources: AP Gladly Recap/TS: The previous agent assisted the cx with their accessory request. The cx says thank you. Next Steps: Send the cx a follow-up email. Submit as resolved.

STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 16:49:07 UTC | Status: CLOSED

Conversation: npTB9YA1Q3WqyPhg-JaiUA

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:42:29 UTC to 2025-09-16 16:45:24 UTC

AGENT NOTE | Agent (M0svworG...) | 2025-09-16 16:42:29 UTC

New return label request AW-20250720-34019 Tracking: 791942376980

EMAIL | Agent (M0svworG...) | 2025-09-16 16:45:11 UTC

From: support@halocollar.com

To: ldefabio@bwell4life.com

Subject: Halo Collar Shipping Label

Hello Laura, My name is Katherine, and I hope you and your pup are doing well! I've attached your PDF return label to this email. Please use it to send your old collar back to us. The label will expire on 9/30, so please ship before that date. If you have any questions or need help with anything along the way, I'm here and happy to assist. Thank you again for being part of the Halo Pack! Best Regards, Katherine Halo Senior Customer Support
Halo Collar | Here for you and your best friend■

TOPIC CHANGE | Agent (M0svworG...) | 2025-09-16 16:45:19 UTC

Added: Nf-QZDukQcG7MEnpW2vqLg

STATUS CHANGE | Agent (M0svworG...) | 2025-09-16 16:45:24 UTC | Status: CLOSED

Conversation: 2Dte8kAJSyG8FkrnaSdrYw

Messages: 10 | Customers: 1 | Duration: 2025-09-16 16:42:42 UTC to 2025-09-16 17:04:53 UTC

PHONE_CALL | Customer (Rd29ScyF...) | 2025-09-16 16:42:42 UTC

PHONE_CALL | Customer (Rd29ScyF...) | 2025-09-16 16:43:52 UTC

PHONE_CALL | Agent (jAIUuvEy...) | 2025-09-16 16:44:13 UTC

AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 16:44:29 UTC

First and Last Name: Email: Phone Number: 19196361190 Collar SN: Collar FW: Collar Purchased From: Resources: Recap/TS: Next Steps: The call got disconnected.

AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 16:44:44 UTC

I called back the cx and no answer.

TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 16:44:50 UTC

Added: E_3WUdWpR2CLXta3n6vNgw

EMAIL | Agent (poWIULpl...) | 2025-09-16 17:02:53 UTC

From: support@halocollar.com

To: james.b.tysinger@gmail.com

Subject: Follow Up

Hello James, My name is Kenny, and I'm following up on your recent experience with me, as part of the Customer Support Team. We're so glad we could help — and we'd be truly grateful if you'd share your feedback. Your review helps other dog parents discover Halo, and it means a great deal to the team that supported you. Most importantly, it helps us continue our mission to keep dogs safe wherever they roam! If you're up for it, you can leave a quick review here: [leave a review!](#) Thank you again for being part of the Halo Pack. We're lucky to have you! With paw positivity, Kenny Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

TOPIC CHANGE | Agent (poWIULpl...) | 2025-09-16 17:03:04 UTC

Added: DxZWbe1XRPCUt24NT2R11Q | Removed: E_3WUdWpR2CLXta3n6vNgw

AGENT NOTE | Agent (poWIULpl...) | 2025-09-16 17:04:50 UTC

Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer. First and Last Name: James Tysinger Email: james.b.tysinger@gmail.com Phone Number: Collar SN: 24h4290071rt Collar FW: Collar Purchased From: Halo Resources: Gladly, AP Recap/TS: Cx's collar's LED not flashing but collar working & charging. According to AP, cx's collar FW is outdated. Pushed the newest FW update. Cx wants to replace a broken H3 they have. According to AP, its enrolled to HC. Advised cx to upgrade via HC to H5s when they launch. Next Steps: Wait for cx to F/U.

STATUS CHANGE | Agent (poWIULpl...) | 2025-09-16 17:04:53 UTC | Status: CLOSED

Conversation: WKaw6AGNR9OO7NfHSKOF2Q

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:43:02 UTC to 2025-09-16 16:54:20 UTC

EMAIL | Customer (776lchSh...) | 2025-09-16 16:43:02 UTC

From: emilyannenolan@gmail.com

To: support@halocollar.com

Subject: Re: Halo Collar Refund

Still waiting on the refund. Please give me an eta On Sep 3, 2025, at 2:05 PM, Halo Collar wrote: Hello Emily, This is Brandon with Halo Support. Looking at the shipping label tracking we sent you, it shows the collar is still in transit to us. We have to receive the collar before we can issue a refund. Once we receive the collar and get it checked in, then we will be able to submit your refund. Please let us know if you have any other questions. Best Regards , Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Wednesday, September 3, 2025, 12:30 PM "Emily Nolan" wrote: Will you please give me an eta on the refund On Aug 15, 2025, at 10:17 AM, Halo Collar wrote: Hello Emily, Thank you for reaching back out regarding your return, RMA QN8OT6AM. We are sorry you did not receive the FedEx prepaid return label. I have gone ahead and attached it directly to this email! Please let us know if you have any other questions or concerns, and we hope you have a wonderful rest of your day! Best Regards , Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■ On Thursday, August 14, 2025, 6:57 PM "Emily Nolan" wrote: I have not received the return email On Aug 13, 2025, at 4:19 PM, Halo Collar wrote: Hello Emily Thank you for reaching out about your return and refund—we are saddened to hear that the collar did not meet your expectations, but we understand your reasoning for wanting to return. We're here to help clarify what comes next. We have manually pushed through your return, and your RMA number is QN8OT6AM. We have also gone ahead and refunded your August membership fee. Please allow 5-10 business days for this to reflect back on your account. Here's what to expect: * You will receive a separate email with return instructions and a prepaid FedEx return shipping label. * Once your return arrives at our warehouse, our team will inspect the item. * After inspection, we'll process your refund for the purchase price minus the return fee outlined in our Return Policy. (<https://www.halocollar.com/unified-terms-and-conditions/#ReturnPolicy>) * Please allow 7–10 business days from the date we receive your return for processing. * Refunds typically take 1–2 billing cycles to appear on your statement, depending on your credit card company. * You'll receive an email confirmation as soon as your refund has been issued. We truly appreciate your patience and understanding throughout this process. If you have any questions in the meantime, don't hesitate to reach out. We're always happy to help. Best Regards , Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

EMAIL | Agent (jAIUuvEy...) | 2025-09-16 16:54:11 UTC

From: support@halocollar.com

To: emilyannenolan@gmail.com

Subject: Re: Halo Collar Refund

Hello Emily, Thank you for reaching out to our Halo Support team! I understand that you are checking on the status of your refund. I apologize for any inconvenience this may have caused. Please rest assured that I am here to assist you. Here are the refund details: Please allow 7–10 days from the date we receive your returned item for processing. Refunds may take 1–2 billing cycles to appear on your credit card statement, depending on your bank. You'll receive an email once your return has been processed. Refunds can only be issued to the original payment method used at purchase. Return fee details: For collars in working condition with only minor signs of use (no tears, dents, bite marks, speaker damage, broken carabiners, or missing dirt flap). A \$25 return shipping and handling fee (plus sales tax, if applicable) will be deducted per collar. Eligibility requirements: The purchase must have been made directly through www.halocollar.com. The collar must not be damaged or broken. An approved Return Merchandise Authorization (RMA) is required. The return must be postmarked within 90

days of receiving the collar Once your return is received and inspected, a Halo team member will review it. We may reach out to troubleshoot any reported issues. Once approved, your refund will be issued minus the \$25 return fee (plus tax). If the collar was purchased through a third-party seller or reseller, their return policy applies. With pawsitivity, Rabindra Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:43 PM "Emily Nolan" wrote: > Still waiting on the refund. Please give me an eta > On Sep 3, 2025, at 2:05 PM, Halo Collar wrote: > > Hello Emily, > > This is Brandon with Halo Support. > > Looking at the shipping label tracking we sent you, it shows the collar is still in transit to us. We have to receive the collar before we can issue a refund. Once we receive the collar and get it checked in, then we will be able to submit your refund. > > Please let us know if you have any other questions. > > Best Regards , > Brandon Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ > > On Wednesday, September 3, 2025, 12:30 PM "Emily Nolan" wrote: > Will you please give an eta on the refund > On Aug 15, 2025, at 10:17 AM, Halo Collar wrote: > > Hello Emily, > > Thank you for reaching back out regarding your return, RMA QN8OT6AM. We are sorry you did not receive the FedEx prepaid return label. I have gone ahead and attached it directly to this email! > > Please let us know if you have any other questions or concerns, and we hope you have a wonderful rest of your day! > > Best Regards , > Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ > > On Thursday, August 14, 2025, 6:57 PM "Emily Nolan" wrote: > I have not received the return email > On Aug 13, 2025, at 4:19 PM, Halo Collar wrote: > > Hello Emily > > Thank you for reaching out about your return and refund—we are saddened to hear that the collar did not meet your expectations, but we understand your reasoning for wanting to return. We're here to help clarify what comes next. > > We have manually pushed through your return, and your RMA number is QN8OT6AM. > > We have also gone ahead and refunded your August membership fee. Please allow 5-10 business days for this to reflect back on your account. > Here's what to expect: > * You will receive a separate email with return instructions and a prepaid FedEx return shipping label. > * Once your return arrives at our warehouse, our team will inspect the item. > * After inspection, we'll process your refund for the purchase price minus the return fee outlined in our Return Policy. (<https://www.halocollar.com/unified-terms-and-conditions/#ReturnPolicy>) > * Please allow 7–10 business days from the date we receive your return for processing. > * Refunds typically take 1–2 billing cycles to appear on your statement, depending on your credit card company. > * You'll receive an email confirmation as soon as your refund has been issued. > > We truly appreciate your patience and understanding throughout this process. > If you have any questions in the meantime, don't hesitate to reach out. > We're always happy to help. > > Best Regards , > Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ > >

AGENT NOTE | Agent (jAIUuvEy...) | 2025-09-16 16:54:12 UTC

First and Last Name: Emily Nolan Email: emilyannenolan@gmail.com Phone Number: +18437259301 Collar SN: NA Collar FW: NA Collar Purchased From: NA Resources: AP Gladly Recap/TS: The cx is checking on the status of their refund. Next Steps: Email the cx the refund timeline macro. Submit as resolved.

TOPIC CHANGE | Agent (jAIUuvEy...) | 2025-09-16 16:54:17 UTC

Added: IDABD6XfSDadjp6utMv7LA

STATUS CHANGE | Agent (jAIUuvEy...) | 2025-09-16 16:54:20 UTC | Status: CLOSED

Conversation: IuoVk8uqSHCD6nv4i6KP-A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:43:03 UTC to 2025-09-16 16:55:13 UTC

EMAIL | Customer (Oxx5c-ep...) | 2025-09-16 16:43:03 UTC

From: just4stef@yahoo.com

To: support@halocollar.com

Subject: Cxl subscription

Please cxl my subscription Get Outlook for iOS

AGENT NOTE | Agent (sR--y62-...) | 2025-09-16 16:52:53 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) cx not using collar at this time Recap (When/Where/What the customer wants) cx requesting to cancel membership plan refunded \$14.99 - Sept charge Action Taken To Date (What has been completed) cancelled plan Customer Notified (Y/ N)? Y Is This Resolved/Follow-Up Required? n/a If Follow Up Is Required (What/When) advising of cancellation and refund Optional Additional Info: n/a Alternate Refunds Team ONLY Note Used by: Live Agent and Alternate Refunds Team When to use: Only when processing an approved alternate refund. Must complete "Live" Note

EMAIL | Agent (sR--y62-...) | 2025-09-16 16:55:06 UTC

From: support@halocollar.com

To: just4stef@yahoo.com

Subject: Re: Cxl subscription

Hello Stephanie, Thanks for reaching out to Halo Support! My name is Don. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription and refunded your most recent charge. You should see the refund in your account within 5-10 business days. No further payments will be taken. If anything else comes up, we're always here for you and your pup! Best Regards, Don Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 12:43 PM support@halocollar.com wrote: > Thank you for reaching out! I've shared your inquiry with our customer support team, and they will be in touch with you within the next 24 hours to assist you further. For a quicker resolution, we highly suggest reaching out to our Dog Park via your Halo App: Open the Halo App → Tap Settings → Tap Halo Dog Park → Tap Halo Support → Tap Join Session → Allow any requested permissions. You can also join us via web using this link <https://dogpark.halocollar.com>, or give us a call at (214) 712-2270 > > On Tuesday, September 16, 2025, 4:43 PM "Stephanie Allers" wrote: > > > Please cxl my subscription > > > Get Outlook for iOS > >

TOPIC CHANGE | Agent (sR--y62-...) | 2025-09-16 16:55:13 UTC

Added: Ofтт8viJQcq6OAbjGHI0iQ

STATUS CHANGE | Agent (sR--y62-...) | 2025-09-16 16:55:13 UTC | Status: CLOSED

Conversation: vFtG5l52Sb-iPfWWFFDHDA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 16:43:09 UTC to 2025-09-16 17:12:54 UTC

Customer (4cGixc2r...) | 2025-09-16 16:43:09 UTC | halocollar.com

where can I send this collar out for repair for charging port .

Customer (4cGixc2r...) | 2025-09-16 16:43:13 UTC | halocollar.com

System/AI | 2025-09-16 16:43:23 UTC | halocollar.com

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

PHONE_CALL | Customer (sKY3ul7l...) | 2025-09-16 16:44:52 UTC

AGENT NOTE | Agent (qssY5KY8...) | 2025-09-16 17:06:48 UTC

Live Team Notes Serial Numbers: 23h3320501rt FW: v.02.08.11 Issue/ Need: My collar port is damaged, cx does not want to use HC or HP and does not want the outreach program to escalate ended up cancelling the account Troubleshooting & Actions Taken: n/a Resources Used (provide details): RES, Gladly, ZD, AP Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (qssY5KY8...) | 2025-09-16 17:12:49 UTC

From: support@halocollar.com

To: acftmechphl@att.net

Subject: Halo Collar Subscription Update

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

TOPIC CHANGE | Agent (qssY5KY8...) | 2025-09-16 17:12:53 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

STATUS CHANGE | Agent (qssY5KY8...) | 2025-09-16 17:12:54 UTC | Status: CLOSED

Conversation: CTtJlrSfRMSDpxmfB-hsWw

Messages: 3 | Customers: 1 | Duration: 2025-09-16 16:43:45 UTC to 2025-09-16 18:44:30 UTC

Customer (hCRFmB3X...) | 2025-09-16 16:43:45 UTC | halocollar.com

How do I change the battery in a halo collar

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

The Halo Collar has a built-in lithium-ion battery that lasts 3-5 years with normal use, and it can't be replaced by the user. To keep the battery in good shape: Charge the collar every night for 2-2.5 hours. If the battery life seems short, try recalibrating by fully discharging the collar, letting it rest for 5 hours, then fully charging it. If you still have problems, please reach out to our support team for help.

STATUS CHANGE | Unknown | 2025-09-16 18:44:30 UTC | Status: CLOSED

Conversation: Hsj7B7YwRzGk6nTzMrqyHA

Messages: 8 | Customers: 1 | Duration: 2025-09-16 16:43:59 UTC to 2025-09-16 17:13:29 UTC

EMAIL | Customer (t388ABd5...) | 2025-09-16 16:43:59 UTC

From: mblakehillis@gmail.com

To: info@halocollar.com

Subject: Re: Your ■ payment for Halo Collar failed

I got ride of my dog please cancel my subscription. On Mon, Sep 15, 2025 at 11:17 PM Katie Wilson wrote: > Hey Blake, > > Katie Wilson from Halo Collar here. It looks like your subscription > payment of \$10.29 didn't go through. Please update your information here > > and we'll give it another try. > > Let us know if you have any questions. > > — > Katie Wilson > Customer Success > >

TOPIC CHANGE | Agent (DRL3eEs5...) | 2025-09-16 16:50:10 UTC

Added: OfTt8viJQcq6OAbjGHI0iQ

EMAIL | Agent (DRL3eEs5...) | 2025-09-16 16:50:26 UTC

From: support@halocollar.com

To: mblakehillis@gmail.com

Subject: Re: Your ■ payment for Halo Collar failed

Hello Blake, Thanks for reaching out to Halo Support! My name is Robinson. I'm reaching out with an update on your subscription: I've gone ahead and canceled your subscription. No further payments will be taken. If anything else comes up, we're always here for you. Best Regards, Robinson Halo Senior Customer Support Halo Collar | Here for you and your best friend ■ On Tuesday, September 16, 2025, 12:43 PM "Blake Hillis" wrote: > I got ride of my dog please cancel my subscription. > > On Mon, Sep 15, 2025 at 11:17 PM Katie Wilson > wrote: > > > Hey Blake, > > > Katie Wilson from Halo Collar here. It looks like your subscription > > payment of \$10.29 didn't go through. Please update your information here > > > and we'll give it another try. > > > Let us know if you have any questions. > > > — > > Katie Wilson > > Customer Success > > > >

AGENT NOTE | Agent (DRL3eEs5...) | 2025-09-16 16:51:03 UTC

Canceled cx sub as per request

STATUS CHANGE | Agent (DRL3eEs5...) | 2025-09-16 16:51:04 UTC | Status: CLOSED

EMAIL | Customer (t388ABd5...) | 2025-09-16 17:12:29 UTC

From: mblakehillis@gmail.com

To: support@halocollar.com

Subject: Re: Your ■ payment for Halo Collar failed

Thank you. On Tue, Sep 16, 2025 at 8:50 AM Halo Collar wrote: > Hello Blake, > > Thanks for reaching out to Halo Support! My name is Robinson. > > *I'm reaching out with an update on your subscription:* > > - I've gone ahead and canceled your subscription > - No further payments will be taken. > > If anything else comes up, we're always here for you > > Best Regards, > Robinson > Halo Senior Customer Support > *Halo Collar* | Here for you and your best friend ■ > > On Tuesday, September 16, 2025, 12:43 PM "Blake Hillis" mblakehillis@gmail.com> wrote: > > I got ride of my dog please cancel my subscription. > > On Mon, Sep 15, 2025 at 11:17 PM Katie Wilson > wrote: > > > Hey Blake, > > > Katie Wilson from Halo Collar here. It looks like your subscription > > payment of \$10.29 didn't go through. Please update your information here > > > and we'll give it another try. > > > Let us know if you have any questions. > > > — > > Katie Wilson > > Customer Success > > > >

STATUS CHANGE | Customer (t388ABd5...) | 2025-09-16 17:12:29 UTC | Status: OPEN

STATUS CHANGE | Agent (DRL3eEs5...) | 2025-09-16 17:13:29 UTC | Status: CLOSED

Conversation: -fGTEG6aQYCx1_m48exKRw

Messages: 9 | Customers: 1 | Duration: 2025-09-16 16:44:04 UTC to 2025-09-16 18:49:33 UTC

Customer (x0qfydF8...) | 2025-09-16 16:44:04 UTC | halocollar.com

why did my battery go from 35 hours to dead in 5 hours.

System/AI | 2025-09-16 16:44:33 UTC | halocollar.com

I'm sorry to hear about the battery issue with your Halo Collar. A sudden drop in battery life can be due to outdated firmware, frequent app usage, or poor LTE signal. To recalibrate the battery, try holding the power button for 15 seconds while charging, then fully discharge and recharge the collar. If the problem persists, please contact support for further assistance. Ensure your charger and cable are working properly, and clean the charging port if necessary. Let me know if you need more help!

Customer (x0qfydF8...) | 2025-09-16 16:45:20 UTC | halocollar.com

it's 2 weeks old

System/AI | 2025-09-16 16:45:46 UTC | halocollar.com

Hi there! Thanks for the update. Since your Halo Collar is just 2 weeks old, the battery performance is concerning. As a next step, I suggest performing a hard reset and recalibrating the battery as previously mentioned. If the battery issue continues, please get in touch with our support team to explore warranty options or further troubleshooting. We're here to help and will make sure to resolve this for you!

Customer (x0qfydF8...) | 2025-09-16 16:46:59 UTC | halocollar.com

if I return my device. am I given a full refund on the device as well as the subscription.

System/AI | 2025-09-16 16:47:28 UTC | halocollar.com

If you return your Halo Collar within 90 days of purchase, you can get a refund minus a \$25 return fee. Please note that shipping costs are non-refundable. For subscription plans, if you cancel your membership when returning the collar, you'll be refunded for the unused portion of your subscription. Make sure to obtain a Return Merchandise Authorization (RMA) before returning. If you need more help, just let me know!

Customer (x0qfydF8...) | 2025-09-16 16:48:10 UTC | halocollar.com

who issues the Return Merchandise Authorization

System/AI | 2025-09-16 16:48:33 UTC | halocollar.com

The Return Merchandise Authorization (RMA) is issued by Halo's support team. To start the return process and obtain an RMA, use this link to submit a return request. Let me know if you need any further assistance or have questions about the process!

STATUS CHANGE | Unknown | 2025-09-16 18:49:33 UTC | Status: CLOSED

Conversation: y26ID6nhRJyk2fyCOjmm1Q

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:45:35 UTC to 2025-09-16 16:45:58 UTC

AGENT NOTE | Agent (KiK-0-RR...) | 2025-09-16 16:45:35 UTC

Live Team Notes Serial Numbers: 25h4190752rt FW: v.03.00.05 Issue/ Need: Customer needed help with replacing her collar due to a DIAGREQ error Troubleshooting & Actions Taken: Address confirmation email sent, customer needed her husband to answer the email. Left the call to have him do it Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

EMAIL | Agent (KiK-0-RR...) | 2025-09-16 16:45:42 UTC

From: support@halocollar.com

To: muscutt@rogers.com

Subject: Halo Collar: Thank you!

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

TOPIC CHANGE | Agent (KiK-0-RR...) | 2025-09-16 16:45:48 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, oa5e98htSpOozRqx9wftLg

STATUS CHANGE | Agent (KiK-0-RR...) | 2025-09-16 16:45:58 UTC | Status: CLOSED

Conversation: flrSk5UERJiiGz214KZ95A

Messages: 5 | Customers: 1 | Duration: 2025-09-16 16:46:27 UTC to 2025-09-16 16:46:58 UTC

AGENT NOTE | Agent (1LZgqfXS...) | 2025-09-16 16:46:27 UTC

Live Team Notes Serial Numbers: 23h3222216rt FW: v.02.08.11 Issue/ Need: Cx wants to inquire about replacement options because collar will not charge , all ts have been completed and warranty is expired Troubleshooting & Actions Taken: Informed and sending cx replacement options and pricing info Survey mentioned Resources Used (provide details): (KB articles, Slack posts, internal docs.): Admin Portal Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (1LZgqfXS...) | 2025-09-16 16:46:28 UTC

Added: 5PPI2RS4TSeSg5z-6z7TAQ, 76jKdDJqQKG1X52gm4kjGg

TOPIC CHANGE | Agent (1LZgqfXS...) | 2025-09-16 16:46:38 UTC

Added: 6jk7DobMRw2g1ATE6kOMjw

EMAIL | Agent (1LZgqfXS...) | 2025-09-16 16:46:52 UTC

From: support@halocollar.com

To: sesegrrl@att.net

Subject: Halo Collar Out Of Warranty

Hi Donna, My name is Sunella with the Halo Support Team. After a thorough review, we've determined that your collar requires replacement. Looking at your account, your device is outside the 12-month warranty period. Knowing this, it is no longer eligible for a complimentary replacement. However, we want to ensure your pet remains safe and protected, so we're happy to offer you options to receive a brand new Halo Collar kit: Replacement Options: Halo Care is a device replacement program that allows you to replace your eligible Halo Collar in the event that your collar is damaged, stolen, or lost, or for any other reason, such as wanting a new device or upgrading your current model to a newer model. Halo Protection is a collar replacement option that is included with all Halo Membership Plans (Bronze, Silver, and Gold) at zero monthly or annual cost. Here are the steps on How to Upgrade to the Latest Halo Model. Please note that the redemption price for Halo Care or Halo Protection depends on your membership plan. You can review our warranty policy here. Please let us know if you have any additional questions! We're here to help! If you have any questions, please do not hesitate to reach out, and we'll be happy to help! With pawsitivity, Sunella Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■support@halocollar.com | ■Halo Help Center ■Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

STATUS CHANGE | Agent (1LZgqfXS...) | 2025-09-16 16:46:58 UTC | Status: CLOSED

Conversation: tgddGto5Qn29x6QGS-y7cQ

Messages: 4 | Customers: 1 | Duration: 2025-09-16 16:47:06 UTC to 2025-09-16 16:58:32 UTC

TOPIC CHANGE | Agent (M0svworG...) | 2025-09-16 16:47:06 UTC

Added: rxefklGaTXGCpjC7oGEfPg

AGENT NOTE | Agent (M0svworG...) | 2025-09-16 16:53:16 UTC

Escalation Team ONLY Note (RMA, Manager, Incident, Social, Accessories, etc) Reason for Escalation: (Explain Why) Billing - cx slightly outside of return window & needs assistance with submitting return request Recap (When/Where/What the customer wants) Order: 1607619 - shipped 6/5/2025 - cx is 10 days OORW Pushed return through in AS RMA LT6DWBVX Collar was never linked to cx account Stripe; cx has cancelled plan already Is This Resolved/Follow-Up Required? Resolved- sending cx return label/processing details If Follow Up Is Required (What/When) Optional Additional Info:

EMAIL | Agent (M0svworG...) | 2025-09-16 16:58:22 UTC

From: support@halocollar.com

To: fredmacalus@gmail.com

Subject: Halo Collar Refund Processing Information

Hello Freddie Thank you for reaching out about your return and refund—we completely understand how important this is, and we're here to help clarify what comes next. Your return RMA number is LT6DWBVX and I have included your prepaid FedEx return label in this email. Here's what to expect: Once your return arrives at our warehouse, our team will inspect the item. After inspection, we'll process your refund for the purchase price minus the return fee outlined in our Return Policy. Please allow 7–10 business days from the date we receive your return for processing. Refunds typically take 1–2 billing cycles to appear on your statement, depending on your credit card company. You'll receive an email confirmation as soon as your refund has been issued. We truly appreciate your patience and understanding throughout this process. If you have any questions in the meantime, don't hesitate to reach out. We're always happy to help. Best Regards, Katherine Halo Senior Customer Support Halo Collar | Here for you and your best friend■

STATUS CHANGE | Agent (M0svworG...) | 2025-09-16 16:58:32 UTC | Status: CLOSED

Conversation: Lv94vWxwTAqjvL7WpBZwwg

Messages: 9 | Customers: 1 | Duration: 2025-09-16 16:48:47 UTC to 2025-09-16 17:16:02 UTC

Customer (nWpgxbYD...) | 2025-09-16 16:48:47 UTC | halocollar.com

My collar thinks it's someplace else on my trip to my shop and will not change

System/AI | 2025-09-16 16:49:04 UTC | halocollar.com

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

Customer (nWpgxbYD...) | 2025-09-16 16:50:46 UTC | halocollar.com

I also cannot get it to shut down I e tried many times

PHONE_CALL | Customer (lyu5T8-L...) | 2025-09-16 16:51:19 UTC

EMAIL | Agent (gJyogQbb...) | 2025-09-16 16:57:35 UTC

From: support@halocollar.com

To: timb2553@icloud.com

Subject: Halo Support

Hello Tim, How to Apply a Wired Firmware Update to Your Halo Collar If you're unable to update your collar wirelessly, you can perform a wired firmware update using a computer. What You'll Need: Your Halo Collar The original charging cable (or any USB-C cable) A computer (PC or Mac) with a USB-C port (adapter may be needed) Tip: After the update, wait 5 minutes before trying to add the collar to your account. This allows the SIM card to activate. Step 1: Identify Your Collar and Download the Firmware Open the Halo App. Go to Settings > My Collars. Check your collar type: Halo 1, Halo 2, Halo 2+, Halo 3, or Halo 4. Download the correct firmware file for your collar: Halo 1 or 2 Halo 2+ Halo 3 Halo 4 The file will likely download to your Downloads folder. Step 2: Prepare Your Collar Plug your collar into your computer using the USB-C cable. Press and hold the power button for 5–7 seconds until: The collar vibrates twice The Halo logo blinks red This puts the collar into low-power mode, ready for the update. If your computer doesn't detect the collar: Hold the power button for 60 seconds to perform a hard reset, then try again. Step 3: Open the Collar Drive On your computer: Windows: Open File Explorer Mac: Open Finder Look for the collar as a new drive (usually labeled D:, E:, or No Name). Open the drive — you'll see folders like log and config. For Halo 3: If your PC doesn't detect the collar, make sure the charger is connected in the correct orientation. Step 4: Copy the Firmware File Locate the firmware file you downloaded (e.g., 1.26.5_v2 or 2.0.3_v4). Right-click the file and select Copy. Return to the collar drive window. Right-click in the main (root) area and select Paste. Important: Do not place the file inside any folder (like log or config). It should be pasted directly in the main drive window. Step 5: Install the Update Press the power button once (quick press, about 1 second). The battery light will blink red to show the update is in progress (takes ~3–4 minutes). When finished: Solid green light = fully charged Blinking green = charging Unplug the collar and press the power button once more to fully complete the update. Final Notes An active LTE connection is required for the update to complete successfully. Without it, we can't confirm the update worked. Once updated, take your collar outside for about 30 minutes so it can recalibrate GPS before use. The easiest way to update is wirelessly: Plug your collar into its charger overnight Ensure it's connected to Wi-Fi It will automatically update if an update is available. If you have any additional questions, please don't hesitate to reach out to our Halo Collar Customer Service team. We're happy to help! With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent

EMAIL | Agent (gJyogQbb...) | 2025-09-16 17:12:44 UTC

From: support@halocollar.com

To: timb2553@icloud.com

Subject: Re: Halo Support

Hello Tim, Adjusting GPS Signal Levels in the Halo App The Halo Collar is designed to work well right out of the box. But if you're seeing GPS issues like inaccurate locations or Low GPS readings outside, you may need to fine-tune your collar's GPS signal thresholds. When to Manually Adjust GPS Signal Levels You only need to adjust these settings if: Your collar shows High GPS, but the map location is clearly off Your collar shows Low GPS, even when you're outside near the fence If your collar is working as expected, there's no need to make any changes. This adjustment doesn't boost your GPS signal it just helps the collar better understand what should count as High or Low GPS in your environment. Before You Begin Your dog is wearing the collar (not holding it in your hand) The Pet Pin on the My Map screen is pulsing and shows "Updating Live" This ensures the GPS readings are accurate. How to Manually Adjust GPS Signal Levels Open the Halo App Tap Settings > My Collars Select your collar Tap Advanced Settings > GPS Signal Level Settings Step 1: Set High GPS Threshold Walk your dog outside, especially near your fence If the signal drops below the High threshold in those areas, lower the High threshold slightly Step 2: Set Low GPS Threshold Walk your dog indoors, especially where GPS has been inaccurate If the signal is above the Low threshold in those spots, raise the Low threshold slightly How to Make the Changes Tap Edit Signal Level Settings Move the sliders: White/pink = Low GPS Pink/blue = High GPS Tap Done to save your changes Need to undo your changes? Tap Revert to Halo Defaults Important Reminders Setting High GPS too high may prevent the collar from correcting your dog near the fence Setting Low GPS too low may cause your dog to get feedback indoors If there's an area where GPS just can't be dialed in perfectly, consider placing a Zone Beacon: Use Keep Away for outdoor areas that your dog should avoid Use Ignore Fences for indoor areas where GPS may cause unwanted feedback If you need additional assistance, please contact Halo Collar Customer Service. We're happy to help! With pawsitivity, Wisha Halo Customer Support Halo Collar | Here for you and your best friend ■ Need more help? ■ support@halocollar.com | ■ Halo Help Center ■ Speak to a live agent face-to-face at our Dog Park 9:00 am - 8:00 pm EST 7 days a week Join Session to speak with the next available agent On Tuesday, September 16, 2025, 12:57 PM support@halocollar.com wrote: > Hello Tim, > > How to Apply a Wired Firmware Update to Your Halo Collar > If you're unable to update your collar wirelessly, you can perform a wired firmware update using a computer. > What You'll Need: > Your Halo Collar The original charging cable (or any USB-C cable) A computer (PC or Mac) with a USB-C port (adapter may be needed) Tip: After the update, wait 5 minutes before trying to add the collar to your account. This allows the SIM card to activate. > Step 1: Identify Your Collar and Download the Firmware > Open the Halo App. Go to Settings > My Collars. Check your collar type: Halo 1, Halo 2, Halo 2+, Halo 3, or Halo 4. > Download the correct firmware file for your collar: > Halo 1 or 2 Halo 2+ Halo 3 Halo 4 > The file will likely download to your Downloads folder. > Step 2: Prepare Your Collar > Plug your collar into your computer using the USB-C cable. Press and hold the power button for 5–7 seconds until: The collar vibrates twice The Halo logo blinks red This puts the collar into low-power mode, ready for the update. If your computer doesn't detect the collar: Hold the power button for 60 seconds to perform a hard reset, then try again. > Step 3: Open the Collar Drive > On your computer: Windows: Open File Explorer Mac: Open Finder Look for the collar as a new drive (usually labeled D:, E:, or No Name). Open the drive — you'll see folders like log and config. For Halo 3: If your PC doesn't detect the collar, make sure the charger is connected in the correct orientation. > Step 4: Copy the Firmware File > Locate the firmware file you downloaded (e.g., 1.26.5_v2 or 2.0.3_v4). Right-click the file and select Copy. Return to the collar drive window. Right-click in the main (root) area and select Paste. Important: Do not place the file inside any folder (like log or config). It should be pasted directly in the main drive window. > Step 5: Install the Update > Press the power button once (quick press, about 1 second). The battery light will blink red to show the update is in progress (takes ~3–4 minutes). When finished: Solid green light = fully charged Blinking green = charging Unplug the collar and press the power button once more to fully complete the update. > Final Notes > An active LTE connection is required for the update to complete successfully. Without it, we can't confirm the update worked. Once updated, take your collar outside for about 30 minutes so it can recalibrate GPS before use. The easiest way to update is wirelessly: Plug your collar into its charger overnight Ensure it's connected to

Wi-Fi will automatically update if an update is available. > If you have any additional questions, please don't hesitate to reach out to our Halo Collar Customer Service team. We're happy to help! > > > With pawsitivity, > Wisha > Halo Customer Support > Halo Collar | Here for you and your best friend■ > > Need more help? > ■support@halocollar.com | ■Halo Help Center > ■Speak to a live agent face-to-face at our Dog Park > 9:00 am - 8:00 pm EST 7 days a week > Join Session to speak with the next available agent

AGENT NOTE | Agent (gJyogQbb...) | 2025-09-16 17:15:15 UTC

Live Team Notes Serial Numbers:25h4245183rt FW:v.03.00.05 Issue/ Need: the cx has an issue with the location of the collar Troubleshooting & Actions Taken: the cx has been doing the hard reset on the collar, explain we do that for battery issues, also collar never turns off until it ran off battery, the fw is not uptodate, cx was without the charger couldnt push the update, added the collar again to the app, the gps signals with no bars, explain to adjust it manually, also sent how to update the fw, cx might call back tomorrow Resources Used (provide details): (KB articles, Slack posts, internal docs.):ap, kb Please complete all steps in the Tier 1 Troubleshooting Guide [<https://docs.google.com/document/d/1S1mydtG6ZJVAzcehhZEOZgGIWAWUKDKI5rL0ASafGH4/edit?tab=t.0#heading=h.9e6r2wrw4yk>] before escalating. Incomplete escalations will be returned for follow-up with the customer.

TOPIC CHANGE | Agent (gJyogQbb...) | 2025-09-16 17:15:37 UTC

Added: DWX7EuMeSkumrbZ8T4AUPQ, majmLeKgRJekuZZECNBxAQ

STATUS CHANGE | Agent (gJyogQbb...) | 2025-09-16 17:16:02 UTC | Status: CLOSED