

24/7 AI Support Line

SMS Terms & Conditions

Effective Date: April 19, 2026 | Version 1.0

01 Introduction

These SMS Terms & Conditions (“Terms”) govern your receipt of text messages from the Shark Trap Gaming & Security Systems 24/7 AI Support Line, operated by our automated voice agent ARIA (Automated Remote Intelligence Agent). By calling the dedicated AI Support Line number and providing a mobile phone number during the call, you agree to these Terms.

The AI Support Line is an inbound technical support service intended for casino floor technicians, slot operations managers, pit supervisors, and other authorized personnel at properties using Shark Trap products. These Terms should be read together with the Shark Trap AI Support Line Privacy Policy, which describes in detail how information collected during a support call is handled.

02 Program Name

The SMS program covered by these Terms is the Shark Trap AI Support Line — Support Video Delivery Program (the “Program”), operated by Shark Trap Gaming & Security Systems and powered by our automated voice agent ARIA.

03 Program Description

The Program is a transactional, support-only SMS service. During an active call to the Shark Trap AI Support Line, ARIA may send one or more text messages to the mobile number you provide. Messages sent through the Program are limited to the following:

- Links to how-to videos that support the technical issue you are calling about;
- Links to step-by-step diagnostic instructions relevant to your reported issue;
- Confirmation or reference messages related to an ongoing or escalated support case.

The Program is used exclusively to assist with the diagnosis and resolution of technical issues reported through the AI Support Line. We do not send promotional, marketing, or advertising messages through this Program.

04 Message Frequency

Message frequency varies and is driven entirely by your support call. You will typically receive one (1) to five (5) messages per support call, based on the number of diagnostic videos or reference links ARIA determines are relevant to your issue. You will not receive recurring messages outside of an active support interaction.

05 Message and Data Rates

Message and data rates may apply. Standard messaging, text, and data rates from your wireless carrier apply to each message sent or received. Shark Trap Gaming & Security Systems is not responsible for any charges assessed by your carrier. If you are unsure what your carrier charges for SMS or data, please consult your wireless plan before opting in.

06 Opt-Out and Help Instructions

You can stop receiving messages from the Program or request help at any time using the keywords below.

STOP	To stop receiving text messages from the Program at any time, reply STOP to any message. After you send STOP, we will send one final confirmation message acknowledging your opt-out, and you will not receive further messages from the Program unless you re-initiate support and opt back in.
HELP	For help or more information about the Program at any time, reply HELP to any message. You will receive a response containing the Program name and Shark Trap support contact details.

Opting out of the SMS Program does not cancel any ongoing support case. If an issue requires follow-up or escalation, a member of the Shark Trap Level 2 technical team may still contact you by phone or email using the callback information provided during your support call.

07 Eligibility and Consent

The Program is intended for authorized personnel at properties using Shark Trap products, including casino floor technicians, slot operations managers, pit supervisors, and similar roles. By providing a mobile phone number to ARIA during a support call for the purpose of receiving how-to video links or other diagnostic materials, you represent that:

- You are at least eighteen (18) years of age;
- You are the subscriber of, or an authorized user of, the mobile phone number you provide;

- You consent to receive transactional SMS messages from Shark Trap for the purposes described in these Terms;
- You are using the AI Support Line in your capacity as an authorized representative of the property you identified during the call.

08 Supported Carriers and Delivery

The Program is supported on major U.S. wireless carriers, including but not limited to AT&T, T-Mobile, Verizon Wireless, U.S. Cellular, and their respective affiliates. Carriers are not liable for delayed or undelivered messages. Delivery of SMS messages is subject to the effective transmission from your wireless carrier and is not guaranteed by Shark Trap.

Neither Shark Trap nor its wireless carrier partners guarantee that messages will be delivered at any particular time or at all. Shark Trap is not responsible for any delays in delivery, non-delivery, or errors introduced by any carrier or intermediate service provider.

09 Privacy

Information collected during a support call, including the mobile phone number used to receive messages under the Program, is handled in accordance with the Shark Trap AI Support Line Privacy Policy. We do not sell, rent, trade, or share your mobile phone number with unaffiliated third parties, and we do not use it for marketing purposes. Mobile phone numbers are used solely to deliver the transactional messages described in these Terms and to support follow-up on the associated support case.

10 Changes to These Terms

We may update these SMS Terms & Conditions from time to time to reflect changes in our practices, technology, legal requirements, or the services we offer. When we make material changes, we will update the “Effective Date” at the top of this document and, where appropriate, notify the properties that use the AI Support Line. Your continued use of the Program after any update constitutes acceptance of the revised Terms.

11 Support Contact Information

For questions, concerns, or requests regarding these Terms or the Program — including opt-out assistance, billing or delivery concerns, or privacy-related inquiries — please contact Shark Trap using the details below.

Organization	Shark Trap Gaming & Security Systems
Attention	SMS Program Administrator
Address	Las Vegas, Nevada, USA

Email	<i>dino@sharktrap.com</i>
Phone	833-21-DEALR
Program Name	Shark Trap AI Support Line — Support Video Delivery Program

For the most current version of these Terms and the associated Privacy Policy, please contact the SMS Program Administrator using the information above.