Ascent SMS Terms & Conditions

1. Program Description

Ascent Global Logistics, Inc. and its affiliates (collectively, "Ascent," "we," "us," or "our") may offer customers, carriers, drivers, business partners, applicants, and other authorized contacts the option to receive text messages related to Ascent services, transactions, and business communications (the "SMS Program").

Text messages may be used to:

- provide shipment, pickup, delivery, tracking, scheduling, dispatch, appointment, or service updates;
- notify you of delays, changes, exceptions, or other service-related events;
- request or confirm information needed to coordinate transportation or logistics services;
- provide account, onboarding, recruiting, or support-related notices, where applicable;
- respond to questions or requests you send to us; and
- send other communications directly related to your relationship or transactions with Ascent.

Unless expressly stated otherwise when you opt in, Ascent's SMS Program is intended for informational, operational, and service-related communications and not for promotional or marketing messages.

2. Consent to Receive Text Messages

By providing your mobile phone number to Ascent, texting a keyword to an Ascent number, checking an opt-in box, signing a form, or otherwise agreeing to receive text messages, you expressly consent to receive SMS or MMS text messages from Ascent at the number you provided, including messages that may be sent using an automatic telephone dialing system or other automated technology, where permitted by law.

Your consent is not a condition of purchasing any goods or services from Ascent.

You represent that:

- you are the authorized user of the mobile number provided; and
- you are authorized to consent to receive text messages at that number.

If your mobile number changes, you agree to notify Ascent before the number is reassigned or no longer under your control.

3. Message Frequency

Message frequency will vary depending on your relationship with Ascent, the transactions or services involved, and your level of interaction with us.

4. Opt-Out

You may opt out of the SMS Program at any time by replying STOP to any text message from Ascent.

After you send STOP, we may send you a one-time confirmation message confirming your opt-out. After that, you will no longer receive further text messages through that specific SMS Program unless you opt in again.

5. Help

For help, reply HELP to any text message from Ascent or contact us at:

- Email: info@ascentlogistics.com
- Phone: 800-614-1348
- Website: www.ascentlogistics.com/contact

6. Message and Data Rates

Message and data rates may apply to any messages sent to you from us and to us from you. Charges are billed by and payable to your mobile carrier. Please contact your mobile carrier for pricing details.

7. Carriers and Delivery

Supported carriers may change without notice. Carriers are not liable for delayed or undelivered messages. Delivery is subject to effective transmission by your mobile carrier and is not guaranteed.

8. Privacy

Information collected in connection with the SMS Program will be handled in accordance with Ascent's Privacy Policy: https://ascentlogistics.com/privacy-policy/

We may use your phone number and related information to administer the SMS Program, communicate with you about your transactions or relationship with Ascent, and maintain appropriate records of your consent and communications.

We do not share mobile opt-in data or consent with third parties for their own marketing purposes.

9. Eligibility

You must be at least 18 years old, or the age of majority in your state of residence, to participate in the SMS Program unless the specific program materials state otherwise.

10. Program Changes

Ascent may modify or discontinue all or any part of the SMS Program at any time without prior notice, including changing the phone number, short code, or sending functionality used for the program.

11. Terms Changes

Ascent may update these SMS Terms & Conditions from time to time. Any changes will be effective when posted to the applicable website or otherwise made available to you. Your continued participation in the SMS Program after changes become effective constitutes your acceptance of the revised terms.

12. Contact Information

For questions about these SMS Terms & Conditions, contact: info@ascentlogistics.com