

BIG-ABE SMS Terms and Conditions

Text messaging terms for service updates, scheduling, dispatch, billing, warranty coordination, and support

KEEPING CRITICAL SYSTEMS OPERATIONAL

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1. Scope and Relationship to Other Publications

These SMS Terms apply to BIG-ABE text messages sent to customers, authorized representatives, business contacts, property contacts, occupants, account contacts, warranty contacts, and other persons who provide or use a mobile number for BIG-ABE service communications.

The BIG-ABE Privacy Policy explains how BIG-ABE collects, uses, discloses, protects, and retains personal information. The BIG-ABE Terms of Service govern service authorization, customer obligations, payment, warranties, digital services, and legal risk allocation. If a signed written agreement applies, that agreement may include additional or different requirements.

These SMS Terms are designed for service-related text messaging and should not be used as a substitute for the Privacy Policy, Terms of Service, or any operational procedure that implements opt-in, opt-out, consent retention, or messaging-provider requirements.

2. Acceptance of SMS Terms

By opting in to receive text messages from BIG-ABE, you agree to these SMS Terms & Conditions, the BIG-ABE Privacy Policy, and any applicable Terms of Service governing your relationship with BIG-ABE.

SMS consent is not required to purchase services from BIG-ABE. If you do not consent to SMS or later opt out, BIG-ABE may use phone, email, portal, mailed notice, or other reasonable channels for service-related communications.

3. SMS Program Description

BIG-ABE Appliance, Refrigeration & HVAC LLC may send text messages related to service requests, appointment reminders, technician ETA and dispatch updates, access coordination, repair approvals, billing or payment notifications, warranty or preventive-maintenance follow-up, customer support, emergency or operational events, and review requests after service.

The SMS Program is intended to support conversational, service-oriented communication. BIG-ABE may use communications providers, telecommunications carriers, messaging aggregators, and related service providers to send, receive, route, monitor, suppress, and manage SMS messages.

4. Consent, Opt-In, and Electronic Records

Customers may opt in by submitting a website form, QR-code initiated website form, or customer-portal form that includes an SMS consent disclosure; requesting service and agreeing to receive service-related texts; replying affirmatively to an invitation to receive texts; authorizing text communications during a service interaction; or otherwise providing express consent to BIG-ABE.

A QR code may direct a customer to a Request Service page, website form, customer portal, or similar opt-in workflow. Scanning a QR code by itself does not constitute SMS consent. SMS consent occurs only when the customer completes an affirmative opt-in mechanism that includes the applicable SMS disclosure.

By providing a mobile number and opting in, the customer represents that the customer is the subscriber or customary user of the number or is authorized to provide consent for that number.

By opting in, you consent to the use of electronic records to document your SMS consent where permitted by law. Electronic records may include consent text, timestamp, source form or channel, phone number, customer identifier if available, affirmative reply, opt-out status, suppression status, and related message metadata.

5. Message Categories

BIG-ABE SMS is intended for service scheduling, dispatch coordination, customer support, billing notifications, warranty coordination, preventive maintenance, and operational or emergency service communications.

The examples below are illustrative. Actual message content may vary depending on the customer's request, the service relationship, the customer's responses, the service status, and the communication channel used.

Message Category Reference

Category	Purpose and examples
Service scheduling	Appointment confirmations, reminders, rescheduling coordination, service-window updates, and preparation instructions.
Dispatch coordination	Technician ETA, route updates, arrival notifications, access questions, emergency-response coordination, and site-readiness questions.
Customer support	Responses to customer questions, service-status updates, complaint review, satisfaction follow-up, and support-case coordination.
Billing notifications	Invoice notifications, payment-link notices, balance reminders, payment-status updates, and billing questions related to requested service.
Warranty coordination	Warranty evidence requests, manufacturer or distributor follow-up, covered-parts updates, documentation requests, and warranty-status communications.
Preventive maintenance	Maintenance reminders, recurring-service coordination, service-plan follow-up, asset-history support, and related customer-requested service communications.
Operational or emergency events	Urgent access coordination, safety or shutdown coordination, after-hours service updates, and communications needed during time-sensitive service events.

6. Message Frequency and Charges

Message frequency varies. Frequency depends on appointment activity, service requests, customer responses, emergency events, warranty activity, preventive-maintenance activity, support needs, billing status, and service status. A typical service request may involve several messages before, during, and after the appointment.

Message and data rates may apply according to the customer's mobile carrier plan. BIG-ABE does not control carrier fees, device settings, network charges, roaming charges, or the terms of the customer's mobile service plan.

7. No Marketing or Promotional Messaging

BIG-ABE's SMS Program is designed primarily for service communications rather than promotional marketing.

BIG-ABE SMS is not intended for mass advertising, political messaging, lead-generation campaigns, third-party promotional campaigns, or unrelated marketing blasts. If BIG-ABE later offers a separate marketing SMS program, that program should use separate notice and consent where required by law, carrier requirements, or platform rules.

8. STOP and Opt-Out

Customers may reply STOP to opt out of SMS messages from the BIG-ABE number that sent the message. BIG-ABE may send one final confirmation message and will then stop SMS communications to that number unless the customer opts in again.

Where supported by the applicable messaging provider, number type, and carrier workflow, BIG-ABE may also recognize END, QUIT, CANCEL, or UNSUBSCRIBE as opt-out keywords. STOP is the primary opt-out keyword and should be included in public-facing SMS disclosures unless a provider-specific program brief requires additional wording.

Opting out of SMS does not cancel requested services, payment obligations, warranty obligations, appointments, emergency work, or other communications that BIG-ABE may provide through non-SMS channels.

9. HELP and Support

Customers may reply HELP for assistance. HELP responses should provide support information, the BIG-ABE website, the SMS or compliance contact, operational service-routing contacts, emergency scheduling contact, and privacy contact.

General SMS support and compliance questions may be directed to compliance@big-abe.com. Operational service issues may be directed to commercialcustomers@big-abe.com or residentialcustomers@big-abe.com. Emergency scheduling may be directed to emergencyhvacr@big-abe.com. Privacy requests and privacy questions may be directed to privacy@big-abe.com. Customers may also contact BIG-ABE through <https://www.big-abe.com>.

HELP is intended to provide support information. It does not by itself create a service request, cancel an appointment, authorize work, resolve a billing dispute, or revoke any non-SMS communication required for service, unless BIG-ABE confirms the requested action through an appropriate channel.

10. Program Availability and Carrier Terms

SMS service availability depends upon carrier support, network availability, customer device capability, messaging-provider functionality, number registration status, filtering controls, and communications-provider performance.

Text messages may be delayed, blocked, filtered, unavailable, duplicated, or undelivered due to carrier, device, network, provider, registration, security, spam-filtering, outage, or technical conditions outside BIG-ABE's reasonable control.

Carriers and communications providers are not liable for delayed or undelivered messages to the extent permitted by applicable law and provider terms.

11. Customer Responsibilities

Customers are responsible for providing an accurate mobile number, maintaining authority to use the number, and notifying BIG-ABE if the number changes or is no longer controlled by the customer or authorized user.

Customers should ensure that authorized users of the mobile number may receive service-related messages about the applicable service request, property, equipment, invoice, warranty matter, or support issue.

Customers should not send sensitive payment-card information, protected health information, government-sensitive information, access credentials, confidential third-party information, or other sensitive materials by ordinary SMS unless BIG-ABE expressly requests the information through an approved channel.

12. Privacy and Mobile Opt-In Non-Sharing

SMS content, phone numbers, consent status, opt-out status, suppression status, delivery status, and message metadata may be handled according to the BIG-ABE Privacy Policy.

BIG-ABE does not sell, rent, trade, or share mobile opt-in information, mobile phone numbers, or SMS consent with third parties or affiliates for marketing or promotional purposes. Mobile opt-in information may be processed by communications providers, telecommunications carriers, messaging aggregators, and related service providers solely as necessary to deliver and manage BIG-ABE messages.

BIG-ABE may retain SMS consent and opt-out records while needed to document consent, honor opt-outs, maintain suppression lists, support customer service, resolve disputes, comply with law, satisfy carrier or platform requirements, and operate the SMS Program.

13. Service Alternatives

If a customer opts out of SMS, BIG-ABE may use phone, email, customer portal, mailed notice, service notes, invoice notes, in-person communication, or other reasonable channels to provide service updates, obtain approvals, request access information, discuss billing, coordinate warranty matters, or complete the service relationship.

Customers who need communications in a different format may contact BIG-ABE using the contact information below.

14. Changes to These SMS Terms

BIG-ABE may update these SMS Terms by posting or providing a revised version. Updates apply prospectively unless a written agreement states otherwise or applicable law requires a different approach.

BIG-ABE should review these SMS Terms when SMS providers, number types, opt-in workflows, HELP or STOP responses, public website forms, privacy commitments, customer communications, law, carrier requirements, or platform rules materially change.

15. Contact

Questions about these SMS Terms & Conditions may be directed to BIG-ABE Appliance, Refrigeration & HVAC LLC.

Website: <https://www.big-abe.com>

Contact group	Routing
Operational Support	Commercial customers: commercialcustomers@big-abe.com Residential customers: residentialcustomers@big-abe.com Emergency scheduling: emergencyhvacr@big-abe.com
Compliance	compliance@big-abe.com
Privacy	Privacy requests and privacy questions: privacy@big-abe.com

Mailing address: 2942 N 24th St Ste 115 #944131, Phoenix, AZ 85016

Appendix A - Standard Initial SMS Disclosure

The following standard language may be used for the first SMS in a service-related conversation.

Field	Standard Language
Sender	BIG-ABE
Initial message	By opting into SMS from a website form, customer portal, or other approved consent method, you agree to receive service-related text messages from BIG-ABE Appliance, Refrigeration & HVAC LLC regarding appointment scheduling, dispatch updates, customer support, billing notifications, warranty coordination, and related service communications. Message frequency varies. Message and data rates may apply. Reply HELP for assistance. Reply STOP to opt out. Privacy: https://www.big-abe.com/assets/legal/Privacy_Policy_BIG-ABE.pdf . SMS Terms: https://www.big-abe.com/assets/legal/SMS_Terms_and_Conditions_BIG-ABE.pdf .
Purpose	Service-related SMS disclosure for scheduling, dispatch, customer support, billing, warranty coordination, preventive maintenance, and related service communications.

Appendix B - Standard HELP and STOP Responses

Keyword	Standard Response
HELP	BIG-ABE: SMS/compliance help: compliance@big-abe.com . Service: commercialcustomers@big-abe.com or residentialcustomers@big-abe.com . Emergency: emergencyhvacr@big-abe.com . Privacy: privacy@big-abe.com . Reply STOP to opt out. Msg & data rates may apply.
STOP	BIG-ABE: You have opted out of SMS messages from this number. No more texts will be sent unless you opt in again. For help, visit https://www.big-abe.com .
START / UNSTOP	BIG-ABE: You have opted in to receive service-related text messages. Msg frequency varies. Msg & data rates may apply. Reply HELP for help. Reply STOP to opt out.

Appendix C - Definitions

Term	Definition
SMS Program	BIG-ABE's service-related text messaging program for scheduling, dispatch, support, billing, warranty, preventive maintenance, and related service communications.
Opt-In	A customer's affirmative consent to receive SMS messages from BIG-ABE for the disclosed purpose.
Opt-Out	A customer's request to stop SMS messages from a BIG-ABE number, commonly submitted by replying STOP or another supported opt-out keyword.
HELP	A keyword a customer may send to receive support information, website information, compliance contact information, operational service-routing information, emergency scheduling information, and privacy contact information.
STOP	The primary keyword a customer may send to opt out of SMS messages from the applicable BIG-ABE number.
Message Frequency	The number and timing of messages, which varies based on service requests, appointment activity, customer responses, emergency events, warranty activity, billing status, and support needs.
SMS Consent	A customer's permission for BIG-ABE to send text messages to a mobile number for the disclosed purpose.
Mobile Opt-In Information	The mobile number, opt-in status, consent records, opt-in method, timestamps, customer identifier if available, and related records showing consent to receive SMS messages.
Communications Providers	Telecommunications carriers, messaging providers, aggregators, number providers, cloud communication tools, and related vendors that help deliver and manage SMS messages.
Service Communications	Communications about requested or active BIG-ABE services, including scheduling, dispatch, service status, approvals, billing, warranty, preventive maintenance, customer support, and service follow-up.