SMS TERMS & CONSENT

Effective / revised November 23, 2026

These SMS Terms explain the optional birthday text messaging program TNT CONNECTS, LLC ("TNT CONNECTS," "we," "us") plans to offer directly to its own customers. TNT CONNECTS currently communicates with customers and affiliates by email and does not currently operate a direct-to-customer SMS program. These terms will apply to the birthday SMS program only when it launches and a recipient has expressly opted in. CONNECT customer-initiated messaging is described separately below.

1. Scope: CONNECT Customer-Initiated Messaging

CONNECT prepares personalized digital greetings and marketing images for customers to review. TNT CONNECTS does not independently transmit these prepared messages by SMS to customers' contacts. A customer must choose SEND on their own mobile device, using the device's messaging application and cellular service provider. The customer controls whether, when, and to whom a prepared message is sent and is responsible for applicable recipient consent, messaging laws, and carrier rules. Use of CONNECT does not itself establish recipient consent.

2. Planned TNT CONNECTS Birthday SMS Program

TNT CONNECTS plans to offer an optional birthday greeting by text to its own customers. The program is not active as of this revision. Before any birthday texts are sent, TNT CONNECTS will implement a separate, affirmative, unchecked enrollment opt-in and appropriate consent records. Providing a phone number, subscribing to CONNECT, or accepting general terms will not constitute SMS consent. If a birthday message includes marketing or promotional material, TNT CONNECTS will obtain consent appropriate to that content.

3. Message Frequency and Charges

If launched and you opt in, expect approximately one TNT CONNECTS birthday greeting per year, although a limited number of related administrative or opt-out confirmation messages may be necessary. Message and data rates may apply. Delivery depends on your wireless provider, and carriers are not responsible for delayed or undelivered messages.

4. Opt Out and Assistance

When the birthday SMS program is active, reply STOP to the sending number to opt out and HELP for assistance. You may receive a single opt-out confirmation. You can also contact support@tntconnects.com or 877-798-TNT1. These instructions apply to birthday texts sent by TNT CONNECTS, not to messages that CONNECT customers initiate from their own phones.

5. Voluntary Consent

Birthday SMS consent will be optional and will not be required to purchase CONNECT services, participate in CONNECT 5 Rewards, or obtain support. You may withdraw consent at any time after the program

launches. TNT CONNECTS does not currently send enrollment, billing, training, support, or affiliate SMS notifications; those communications are currently handled by email.

6. Phone Number and Eligibility

If you enroll in the future birthday SMS program, you must provide a U.S. mobile number that you own or are authorized to enroll and notify us if it changes. Do not send payment-card information or other sensitive information by text.

7. Privacy and Data Use

If the birthday SMS program launches, TNT CONNECTS and its messaging service providers may process the mobile number, birthday information needed to schedule the greeting, consent records, and opt-out information to administer the program and comply with applicable requirements. See our Privacy Policy at https://portal.tntconnects.com/privacy.

8. Updates and Contact

We may revise these SMS Terms before or after launch. Any materially expanded texting program will require any additional consent mandated by law. Questions: support@tntconnects.com or 877-798-TNT1.