

## REVISED TERMS OF SERVICE

Revised: February 3, 2026

Zion Call Management, LLC (doing business as “Zion Call Management” and “Storage Unit Management,” and referred to herein as “Zion,” “we,” “our,” or “us”) provides call management and related services to self-storage facilities and similar businesses, including call answering, live chat support, automated payment processing, past due outreach, AI-assisted interactions, tenant protection plans, and integrations with management software (collectively, the “Services”). Your use of the Services is subject to these Terms of Service (the “Terms” or this “Agreement”). We may update these Terms at any time, and the most current version will be available on our website at [www.zioncallmgmt.com/term-of-service](http://www.zioncallmgmt.com/term-of-service) or upon request. Continued use of the Services after any updates constitutes your acceptance of the revised Terms.

**PLEASE REVIEW THESE TERMS CAREFULLY.** By signing up for the Services, accessing, or using them, you agree to be bound by these Terms. If you are entering into these Terms on behalf of a company or other legal entity, you represent that you have the authority to bind that entity, in which case “you” or “your” refers to such entity. If you do not have such authority or do not agree to these Terms, you may not use the Services.

These Terms require binding arbitration for most disputes (see Section 19) and include a class action waiver. They also incorporate our Privacy Policy, available at [www.zioncallmgmt.com/privacy-policy](http://www.zioncallmgmt.com/privacy-policy), which describes how we handle personal information.

1. **Grant of Rights.** Subject to your compliance with these Terms, Zion grants you a limited, non-exclusive, non-transferable, non-sublicensable, revocable license to access and use the Services for your internal business purposes only. This includes authorizing Zion and its personnel to act as your representatives in interacting with your tenants or customers, such as handling calls, chats, payments, rentals, gate codes, and inquiries.
2. **Account Registration and Security.** To use the Services, you must provide true, accurate, current, and complete registration information (“Registration Data”) and maintain its accuracy. You are responsible for all activities under your account, including unauthorized use, and must notify us immediately of any security breach. We may suspend or terminate your account if we suspect inaccurate or fraudulent information.
3. **Services Description:**
  - a. **Call Answering and Support:** We provide live agent support during our operating hours (typically 6 days a week, subject to our discretion), with 24/7 automated options for payments and basic inquiries. We are not responsible for communications outside our hours.
  - b. **Past Due Outreach:** If you opt in (new clients) or do not opt out (existing clients), we may send automated calls and text messages to your tenants for past due amounts during business hours. Outreach stops once payments are current. You authorize us to access tenant data via your management software for this purpose and represent that you have obtained necessary consents from tenants for such communications under applicable laws (e.g., TCPA).
  - c. **AI-Assisted Interactions:** We use AI agents (hosted on secure third-party platforms like Talkdesk) to handle basic tasks via phone or chat, such as processing payments, rentals, issuing gate codes, or answering facility questions. AI interactions may escalate to live agents or provide callback options. Data processed by AI is handled via API connections to our systems and not stored on third-party servers beyond what’s necessary for the interaction.
  - d. **Payment Processing:** We process payments securely via PCI-compliant systems. We may charge convenience fees (flat or percentage-based) directly to your tenants. You authorize us to charge

your payment method (credit card or ACH) for Services fees, including any fees for charge disputes or insufficient funds (e.g., \$25 per incident, as we incur bank charges).

- e. **Integrations and Data Access:** Whether directly or through an integration with your management software, we may access your management software in order to access tenant data, process transactions, and maintain records. You grant us permission to do so as your authorized representative.
- f. **Tenant Protection Plans:** We may offer or administer tenant protection or insurance plans through your software or as agreed upon outside of this Agreement. All tenant protection plans offered by us are subject to a separate agreement, which agreement may be referenced for details.
- g. **Operating Details:** We operate only in the United States and Canada. Pricing may adjust with notice, and Services are provided on a month-to-month basis unless otherwise agreed. Your first payment is due within one week of signing, and Services auto-renew unless canceled with 48 hours' written notice.

We reserve the right to modify, suspend, or discontinue any part of the Services with notice where feasible.

#### 4. Your Responsibilities and Conduct. You agree not to:

- a. Use the Services in violation of any law, including data protection, consumer protection, or anti-spam laws.
- b. Impersonate others, interfere with the Services, or use automated tools to scrape data.
- c. Overload our infrastructure or violate third-party rights.
- d. You are responsible for obtaining consents from your tenants for data sharing, communications, and recordings.

You represent that all data you provide (e.g., tenant info) is accurate and lawfully obtained.

#### 5. Content and Data Rights:

- a. **Your Content:** You retain ownership of your content (e.g., tenant data). You grant us a worldwide, royalty-free, non-exclusive license to use it as needed to provide and improve the Services.
- b. **Our Rights:** We own all rights in the Services, excluding your content. You may not reverse engineer, copy, or compete using the Services.
- c. **Aggregate Data:** With your consent, we may use anonymized data for business purposes.
- d. **Recordings:** We may record calls/chats for quality and training. Recordings are our property and used lawfully.
- e. **Confidentiality:** You must keep our confidential information (e.g., Terms, recordings) confidential.

- 6. **Fees and Billing.** Services are billed monthly in advance via your payment method or charged to tenants where applicable. Fees are non-refundable, with no credits for partial months. We may change rates with 30

days' notice. Overdue accounts may incur late fees or suspension. Our DBA "Storage Unit Management" may appear on statements.

7. **Privacy and Data Protection.** We handle personal information in accordance with our Privacy Policy, incorporated herein. You agree to comply with data protection laws and ensure your tenants' data is shared lawfully.
8. **Suggestions and Feedback.** Any feedback you provide grants us a perpetual license to use it without compensation.
9. **Links and Third-Party Services.** We may link to external sites or use third-party providers (e.g., Talkdesk). We are not responsible for them, and you use them (through us) at your own risk.
10. **Indemnification.** You will indemnify Zion and its affiliates against claims arising from your content, use of Services, or violations of law/terms.
11. **Disclaimers.** Services are provided "as is" without warranties. We disclaim liability for inaccuracies, interruptions, or third-party components. Model contracts (if provided) are for information only; consult legal counsel.
12. **Limitation of Liability.** We are not liable for indirect, consequential, or punitive damages. Our total liability is capped at the lesser of \$1,000 or fees you paid in the prior 12 months.
13. **Termination.** We may terminate for any reason. You may cancel with 30 days' notice. Upon termination, access ends, and we may delete data. Surviving provisions continue.
14. **Governing Law.** Governed by Utah law, excluding conflicts principles.
15. **Binding Arbitration and Class Action Waiver.** Disputes (except small claims under \$9,000 or IP injunctions) are resolved by AAA arbitration in St. George, Utah (or convenient location for consumers). No class actions. If class waiver is invalid, arbitration is void, and claims go to Utah courts without jury. Changes to this section do not apply retroactively.
16. **Legal Compliance.** You warrant you are not on U.S. restricted lists or in embargoed countries.
17. **No Third-Party Beneficiaries.** No third-party beneficiaries except as stated.
18. **General Provisions.** This Agreement (together with the Privacy Policy) is the entire agreement. It may not be assigned without consent. Severability applies. Force majeure excuses delays.

By signing or using the Services, you agree to these Terms.