Business Building USA Inc. Website: businessbuildingusa.com Version 3.0 Effective Date: November 24, 2026 Last Updated: November 24, 2026

1. About These Terms

1.1 Who Sends the Messages. These Text and Call Terms apply to text messages ("Texts") and phone calls ("Calls") from Business Building USA Inc., 4015 TRAVIS DRIVE STE 211 #1086, NASHVILLE, TN 37211 ("Business Building USA," "we," "us," or "our"). They are part of our Website Terms of Service and are read together with our Privacy Policy.

1.2 Program. Our messaging program (the "Program," named "Business Building USA Text Messaging") sends: (i) informational Texts about your inquiry, scheduling, appointment confirmations and reminders, order and service updates, and follow-up on your request, if you agree to informational Texts; and (ii) marketing and promotional Texts, only if you separately agree. We answer Calls made to us, and we place Calls to people who booked a call with us, asked us to call them, or are our clients, as Section 2.1(c) and (d) explain. We do not make cold calls, send unsolicited promotional Texts, make promotional voice Calls (including AI voice Calls), or send promotional Texts to purchased lists.

2. Your Consent

2.1 What You Agree To. Each consent below is optional, is requested separately by its own unchecked box or equivalent step, and covers only what it says.

1. **Marketing Texts.** If you agree, you consent to receive marketing and promotional Texts from Business Building USA at the mobile number you provide, which may be sent using an automatic telephone dialing system or AI-assisted text tools.

2. **Informational Texts.** If you agree, you consent to receive non-marketing Texts such as confirmations, reminders, scheduling messages, and replies to your inquiry, which may be sent using automated or AI-assisted tools.

3. **Service Callbacks.** If you agree, or if you leave your number after a prompt that tells you we may call you back about your request, you consent to a callback about your inquiry or missed Call, which may be placed by a person or by an AI voice assistant, and which may leave an automated or AI voicemail limited to that callback. Service

callbacks are not promotional. If we cannot confirm this consent, a person returns the Call.

4. **Calls You Ask For.** If you book a call with us, or ask us to call you, you agree that a person from Business Building USA may call you at the number you provided, at or around the time you chose, to talk about your request. If you booked through a form, the form tells you this before you submit it.

2.2 Not a Condition of Purchase. None of these consents is required to buy any product or service from us. You may use our Website and buy our services without agreeing to receive marketing Texts or any Calls.

2.3 Consent Is Specific. A form submission, an inquiry, a Call to us, or a purchase is not, by itself, consent to marketing Texts. Consent to one kind of message is not consent to another.

2.4 Your Number. By giving us a phone number, you confirm that you are the subscriber or customary user of that number and that you are authorized to consent. You agree to tell us if your number changes or is reassigned.

2.5 Record of Consent. We keep a record of your consent, including the date, the number, the wording you saw, and the form or method you used.

3. Message Frequency, Hours, and Costs

3.1 Frequency. Message frequency varies depending on your inquiry and your activity with us.

3.2 Costs. Message and data rates may apply. Your mobile carrier sets those rates, and we do not charge you for Texts.

3.3 Hours. Our AI tools may answer Texts and Calls that you send or make to us at any time. That availability does not mean we send other messages at any time. Marketing Texts are sent only between 8:00 a.m. and 9:00 p.m. in your local time, or during any shorter window that the law of your state requires. If we cannot tell where you are with confidence, we use a more restrictive window.

4. Artificial Intelligence

4.1 AI Use. Some Texts and Calls are handled by AI tools, including an AI voice assistant that answers inbound Calls and AI-generated text replies. If an AI tool is communicating with you, it will identify itself as an AI or automated assistant.

4.2 Recording. Calls, including AI-handled Calls, may be recorded and transcribed for service, training, quality, and record keeping. We tell you at the start of the Call and ask whether you agree to recording. If you say no, we do not record. If we cannot stop recording on a particular Call, we will end the Call and offer to continue by text, email, or a person on a non-recorded line.

5. How to Stop or Get Help

5.1 Stop Texts. Reply STOP to any Text to stop receiving Texts. You may also use words such as END, CANCEL, UNSUBSCRIBE, QUIT, STOPALL, REVOKE, or OPT OUT, or tell us in your own words, for example, “please stop texting me” or “do not contact me again.” You may receive one final Text confirming your request.

5.2 Stop Calls. Tell us during any Call (including an AI Call) that you do not want more Calls, or contact us using the details in Section 9.

5.3 Any Reasonable Method. You may withdraw your consent at any time by any reasonable method. We will honor your request promptly and within the time required by law, and we apply it across our systems, queued messages, AI tools, telephone systems, and service providers. We do not resume marketing Texts after you opt out unless you give new valid consent.

5.4 Help. Reply HELP to any Text, or contact us at support@businessbuildingusa.com or (866) 947-9111, for assistance.

5.5 Effect of Opting Out. Replying STOP ends all Texts from that program and number, both marketing and informational, except one confirmation. If you want to stop only marketing Texts, tell us so, and we will continue the informational Texts you agreed to. Opting out of Texts does not cancel services you have purchased or stop messages the law allows us to send about them, such as billing notices by email.

6. Privacy of Your Mobile Information

6.1 No Sharing for Marketing. We do not share your mobile phone number or your Text opt-in data and consent with any third parties or affiliates for their marketing or promotional purposes. This applies to numbers and opt-in data we collect through our own texting program. It does not cover contact information of people in our lead database, who did not opt in to our texting program, and whose information we deliver to clients as our Privacy Policy describes.

6.2 Service Providers. We use service providers, such as our messaging platform, fulfillment partners, and mobile carriers, to deliver Texts and Calls for us. They may handle your information only to provide those services. See our Privacy Policy for details.

7. Messages We Send for Our Clients

7.1 Clients' Customers. We also send Texts for our business clients, such as to reactivate past customers or to help them book appointments. We send those Texts from our own messaging account, using a phone number we have registered with U.S. carriers, and we manage the replies, follow-up, and booking for the client. We send them only to people for whom the client has given us records of consent to receive marketing Texts from that client. Those Texts identify the client business that is contacting you. We do not make promotional Calls, including AI voice Calls, for our clients. The client, not Business Building USA, is the business with which you have a relationship, and your consent for those Texts is between you and that client. A client's AI receptionist may answer Calls that you make to the client's number.

7.2 Opting Out. You may reply STOP to any such Text, or tell us in your own words that you do not want more Texts. We will honor the request for the client and pass it along. You may also contact us using the details in Section 9.

7.3 People in Our Lead Database. We do not send Texts or make Calls to people in our lead database as part of our lead delivery service. We give their contact information to the client that bought the leads. If a business contacted you and you want it to stop, tell that business. You may also contact us using the details in Section 9 to ask us to remove you from our lead database. We will add you to our suppression list and ask our data providers to do the same.

8. Carriers, Availability, and Changes

8.1 Carriers. Mobile carriers are not liable for delayed or undelivered messages. Message delivery is not guaranteed.

8.2 Supported Carriers. The Program works with most major U.S. carriers. Availability may vary.

8.3 Changes. We may change these Text and Call Terms by posting the updated version on the Website and updating the “Last Updated” date. If a change materially affects your consent, we will ask for your consent again where the law requires.

9. Contact Us

9.1 Contact Details.

BUSINESS BUILDING USA INC 4015 TRAVIS DRIVE STE 211 #1086 NASHVILLE, TN 37211 Email: support@businessbuildingusa.com Telephone: (866) 947-9111 Customer service hours: Monday through Friday, 9:00 a.m. to 6:00 p.m. Central Time