

TERMS OF SERVICE

Call Center Resources LLC

Effective Date: June 22, 2026 | Last Updated: June 22, 2026

1. Acceptance of Terms

By accessing or using the website www.callcenterr.com or any services provided by Call Center Resources LLC ("Company," "we," "our," or "us"), you agree to be bound by these Terms of Service ("Terms"). If you do not agree, please do not use our website or services.

2. Services

Call Center Resources LLC provides AI-powered customer experience solutions including:

- Lumina CX OS — AI-powered Customer Operating System (social media management, unified inbox, CRM automation)
- Sophia AI — AI voice and chat virtual assistant services
- AI Ops Pro — Business automation SaaS platform
- Call Center Services — Outsourced customer support and communication solutions
- CX Loyalty Assessment — Business consultation and strategy services

3. Use of Website

You agree to use our website only for lawful purposes and in accordance with these Terms. You agree NOT to:

- Use the site in any way that violates applicable laws or regulations
- Transmit unsolicited or unauthorized advertising or spam
- Attempt to gain unauthorized access to any part of our systems
- Interfere with the proper working of the website

4. SMS Communications & Opt-In Consent

By submitting your mobile phone number through our website chat widget or contact forms, you expressly consent to receive text messages from Call Center Resources LLC. These messages may include:

- Responses to your inquiries or support requests
- Appointment confirmations and reminders
- Service updates and follow-up communications

This is not a condition of purchase. You may opt out at any time by replying STOP to any message. Message and data rates may apply. For assistance, reply HELP or email dbuss@callcenterr.com.

5. Intellectual Property

All content on this website — including text, graphics, logos, images, and software — is the property of Call Center Resources LLC and is protected by applicable intellectual property laws. You may not reproduce, distribute, or create derivative works without our express written permission.

6. SaaS Products & Subscriptions

For clients using Lumina CX OS, Sophia AI, or AI Ops Pro:

- Subscriptions are billed monthly or annually as agreed upon at time of purchase
- All sales are final unless otherwise stated in a written agreement
- We reserve the right to suspend or terminate accounts that violate these Terms
- Service credits may be issued at our discretion for verified service outages

7. Disclaimer of Warranties

Our website and services are provided "as is" without warranties of any kind, express or implied. We do not warrant that the website will be uninterrupted, error-free, or free of viruses or other harmful components.

8. Limitation of Liability

To the fullest extent permitted by law, Call Center Resources LLC shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from your use of our website or services.

9. Indemnification

You agree to indemnify and hold harmless Call Center Resources LLC and its officers, directors, employees, and agents from any claims, losses, or damages arising from your use of our services or violation of these Terms.

10. Governing Law

These Terms are governed by the laws of the State of Wisconsin, without regard to conflict of law principles. Any disputes shall be resolved in the courts located in Douglas County, Wisconsin.

11. Changes to Terms

We reserve the right to modify these Terms at any time. Continued use of our website after changes are posted constitutes acceptance of the updated Terms.

12. Contact Us

Call Center Resources LLC

■ dbuss@callcenterr.com

■ www.callcenterr.com

■ (715) 803-6133

These Terms of Service are effective as of the date listed above. By using our website or services, you acknowledge that you have read, understood, and agree to be bound by these Terms.