



SMS Messaging Policy

REAP text messages: marketing, service messages and staff alerts.

REAP (Reapitnow.ai, Inc.) uses +1 (628) 303-2500 for three separate text-message programs: marketing, service messages and staff alerts. Your choice of one does not enroll you in another. Version v2.0 · 2026-10-25, effective when published on this page; it replaces v1.0 · 2026-10-24, which covered staff alerts only. Changing this policy does not expand any earlier consent.

Number	+1 (628) 303-2500
Programs	Marketing (optional), service messages, staff alerts; each its own choice
Marketing	Only with its own unchecked box; not a condition of purchase
Service	Within what you requested; no promotions
Staff	Verified REAP team members only
Frequency	Varies by program and your activity
Cost	Message and data rates may apply; REAP charges nothing
Opt out	Reply STOP (stops every program on this number)
Help	Reply HELP, or todd@reapnet.ai
Policy version	v2.0 · 2026-10-25, effective when published

1. The three programs

REAP (Reapitnow.ai, Inc.) uses +1 (628) 303-2500 for the messaging programs below. Your choice of one program does not enroll you in another.

- **REAP marketing messages:** optional recurring automated messages about REAP products, demos, events and offers, for people who have expressly opted in to this program.
- **REAP customer and requested service messages:** support conversations, service updates and appointment information within the purpose you requested or agreed to. Promotional demo invitations need the separate marketing choice.
- **REAP staff alerts:** operational notifications for verified, enrolled REAP team members about urgent demo, proof-of-value and P1 requests from the website and human-reviewed email replies. Staff enrollment does not authorize marketing texts to prospects.

2. How you choose

Customers and prospects choose at reapnet.ai/sms: two separate, optional boxes, neither checked in advance, with this policy, the privacy statement and the terms beside them.

- Marketing: "I agree to receive recurring automated marketing texts from REAP at the mobile number I provide, including product, demo, event and offer messages. Consent is not a condition of purchase.

Message frequency varies. Message and data rates may apply. Reply STOP to opt out or HELP for help.”

- Service messages: “I agree to receive REAP texts about the support, service or appointment information I request. This does not sign me up for promotional texts. Message frequency varies. Message and data rates may apply. Reply STOP to opt out or HELP for help.”

Marketing consent is optional and is not a condition of purchase. REAP staff enroll separately at reapnet.ai/sms-consent (or on [the same agreement on paper](#) at onboarding), with a verified work address and the program administrator’s approval.

Event registration or drawing entry does not by itself give REAP permission to send marketing texts. Email outreach permission, possession of a mobile number, and business-card or attendee-list inclusion do not establish SMS consent. There is no keyword sign-up and no purchased list.

3. What the messages are

- Marketing, for example: “REAP: Visiting ONUG? Meet Todd and the team at booth 33 to discuss agentic network assurance and see a demo. Reply STOP to opt out.”
- Service, for example: “REAP: your support request [request number] was received. An engineer will reply within one business day. Reply STOP to opt out, HELP for help.”
- Staff alerts, for example: “REAP urgent: demo request from Acme Manufacturing. <https://app.hubspot.com/contacts/.../record/0-1/...> Reply STOP to opt out.” The link opens only for signed-in REAP staff.

4. Message frequency and cost

Message frequency varies by the program and your activity. Message and data rates may apply. REAP charges nothing for the messages. Marketing and service messages are sent during the recipient’s local business hours; staff alerts may arrive at any hour, because urgent requests do.

5. Opting out

Reply STOP to stop messages from this shared number; STOPALL, UNSUBSCRIBE, CANCEL, END, QUIT, OPTOUT and REVOKE work the same way. One reply follows: “REAP: you are unsubscribed and will receive no more texts from this number. Reply START to unblock it; messages resume only for programs you still have an active choice for.”

Replying START may remove the block but does not create consent for additional programs: REAP texts you again only where you still have an active choice, and a marketing choice stopped by STOP needs a new opt-in. The reply: “REAP: this number is unblocked. Messages resume only for programs you still have an active choice for; marketing texts need a new opt-in at reapnet.ai/sms. Msg frequency varies. Msg & data rates may apply. Reply HELP for help, STOP to opt out.” You can also write to todd@reapnet.ai.

6. Help

Reply HELP or INFO for help: “REAP: for help, email todd@reapnet.ai or visit reapnet.ai/sms-messaging-policy. Msg frequency varies. Msg & data rates may apply. Reply STOP to opt out.” Or contact

todd@reapnet.ai.

7. Delivery

Carriers are not liable for delayed or undelivered messages. SMS is not an emergency service.

8. Privacy

REAP keeps evidence of each SMS choice, including the number, program, consent text and version, source and timestamp. Mobile information and SMS opt-in data will not be sold or shared with third parties or affiliates for their marketing or promotional purposes. Service providers process this information only as needed to operate REAP messaging: Twilio (the carrier of REAP's number), Sakari (the messaging service REAP uses on it), HubSpot (REAP's customer relationship system, from which the messages are sent), and REAP's website host. Records are kept while a choice is active and five years after it ends, to evidence consent. Read the [Privacy Statement](#) and the [Terms](#); privacy requests go to privacy@reapnet.ai.

9. Changes to this policy

Changes are posted here with a new version and date. Changing this policy does not expand any previous consent: existing staff agreements keep their original scope.

10. Contact

Reapitnow.ai, Inc., doing business as REAP, 2150 North First Street, Suite 513, San Jose, CA 95131.
Program administrator: todd@reapnet.ai. Privacy: privacy@reapnet.ai. Website: reapnet.ai.

About the programs

Does registering for an event sign me up for texts?

No. Event registration, a drawing entry, an email conversation or a business card is not permission to text you. You choose at reapnet.ai/sms.

Can I get service texts without marketing?

Yes. The two boxes are separate; checking one does not check the other.

I replied STOP. How do I get texts again?

Reply START to lift the block, then REAP texts you only for programs you still have an active choice for. Marketing needs a new opt-in at reapnet.ai/sms.

I work at REAP. Where do I enroll for staff alerts?

At reapnet.ai/sms-consent, with your REAP work email; the program administrator confirms your number before any alert is sent.