

TERMS AND CONDITIONS

OTR, LLC — Provider of Canick AI Products — SMS Program

Last Updated: April 2026

Program Name

OTR, LLC — Canick AI Products SMS Program

Program Description

OTR, LLC develops and operates the Canick family of AI-powered products for local businesses, including Canick Voice (AI receptionists) and Canick Dashboard (real-time operations). Our SMS program supports two distinct use cases:

1. Customer Informational Messages: When you interact with one of our AI receptionists by phone and request information via text — or when our AI receptionist asks if you'd like information sent via text and you verbally consent — you will receive a single SMS containing the information you requested. This may include reservation links, business addresses, hours of operation, appointment confirmations, and contact information. These are one-time, non-recurring transactional messages.

2. Employee Dispatch Messages: Our business clients authorize OTR, LLC to send operational SMS notifications via the Canick platform to their on-call employees and technicians as part of an automated service dispatch workflow. Employee phone numbers are provided by the employer during system onboarding as part of a written service agreement. These messages contain callout details, service request information, and accept/decline action links. This is an employer-authorized operational communication, not a marketing program.

How End Users Consent to Receive Messages

Customer Consent (Verbal, Recorded): End users provide verbal consent during a live phone conversation with our AI receptionist. The caller either requests information to be sent via text or verbally agrees when the AI receptionist offers to send information via text. All calls are recorded, preserving verifiable proof of consent. Only the information specifically requested is sent. No marketing or recurring messages are sent.

Employee Consent (Employer-Authorized): Business clients sign a service agreement with OTR, LLC that authorizes AI-powered call handling and SMS dispatch via the Canick platform to their designated employees and technicians. The employer provides employee phone numbers during system onboarding. Employees receive operational SMS notifications as part of their job duties and on-call responsibilities.

Message and Data Rates

Message and data rates may apply. Contact your wireless carrier for details about your plan's messaging rates.

Message Frequency

Customer messages: You will only receive messages containing information you specifically requested during your call. Typically one message per interaction. No recurring messages are sent.

Employee dispatch messages: Message frequency varies based on call volume and on-call scheduling. Typically 1–10 messages per on-call shift.

How to Opt Out

To stop receiving SMS messages from OTR, LLC at any time, reply **STOP** to any message you receive. You will receive one final confirmation message and no further messages will be sent.

Opt-Out Confirmation Message

"You have successfully been unsubscribed. You will not receive any more messages from this number. Reply START to resubscribe."

How to Get Help

For assistance, reply **HELP** to any message or contact us directly:

OTR, LLC

Billings, Montana

Email: jim@canick.co

Phone: (818) 400-1331

Business Hours: Monday–Friday, 9am–5pm MT

Help Response Message

"Reply STOP to unsubscribe. Msg & Data Rates May Apply. For support contact jim@canick.co or call (818) 400-1331."

Privacy

Your information is handled in accordance with our Privacy Policy. We do not sell, rent, or share your mobile phone number or personal information with third parties for marketing or promotional purposes. View our full Privacy Policy at: canick.co/privacy

Supported Carriers

OTR, LLC's Canick SMS services are available on all major US carriers. Carriers are not liable for delayed or undelivered messages.

Terms of Service

These Terms and Conditions are available at: canick.co/terms