

PUBLIC COMPLIANCE DOCUMENT

ECP360 Terms of Service

Terms governing ECP360 services operated by ECPSOLUTIONS INC, including Resolve IT transactional messaging.

Acceptance and service

These terms govern use of ECP360 and its applications, operated by ECPSOLUTIONS INC. By accessing or using a service, a person agrees to these terms.

ECP360 provides focused applications and may add, change, or retire features. Members are responsible for protecting their account and for activity performed through it.

Resolve IT support

Resolve IT provides AI-assisted technical support. Guidance and generated results may be incomplete or incorrect and should be verified before material action. Resolve IT does not replace qualified professional services where they are required.

Secure evidence, diagnostic, and result links are personal to the support case. Members must not forward or publicly share them.

Transactional text-message consent

A member may expressly agree during an authenticated Resolve IT support interaction to receive transactional text messages at the verified mobile number on the account. Messages are limited to support links, diagnostics, case updates, and results requested by the member.

Message frequency varies with requested support actions. Message and data rates may apply. Reply STOP to opt out or HELP for assistance. Consent is not a condition of purchase. Opt-in consent is not used for marketing or promotional messages.

Acceptable use

Members must not misuse the service, evade security controls, abuse rate limits, submit unlawful content, impersonate another person, or attempt unauthorized access to accounts, cases, organization resources, or secure links.

AI output and availability

AI-generated content is provided for assistance and may contain errors. The service is provided as available and without warranties to the maximum extent permitted by law. ECPSOLUTIONS INC is not liable for indirect or consequential damages arising from service use where such limitations are permitted.

Privacy and changes

Use of personal information is governed by the ECP360 Privacy Policy. These terms may be updated, and the current document will show its latest update date.

Contact

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