



CONSUMER COMPLAINT FORM

CellTrust® Corporation is a communications company that enables businesses to send text messages through its system to people with mobile phones. CellTrust does not own any content within the messages sent through its system and does not initiate any messaging program. All content and messages sent as mobile programs through CellTrust’s system are owned by other companies that are customers of CellTrust.

CellTrust requires any company using its system to follow policies and procedures that were established to avoid inconvenience and dissatisfaction of mobile phone users, and CellTrust strictly prohibits use of its system to send any message or content that violates any law or regulation.

NOTE: When you reply “STOP” to a message from CellTrust’s system, messages from that short code will no longer be sent to your mobile phone number messages unless you take specific action to receive such messages in the future.

If you have received a message from a company using the CellTrust system that you believe may have violated CellTrust policies (for example, sending messages to your cell phone number without your authorization or sending content or messages that may violate a law or regulation), **please complete the form below so that CellTrust may investigate and take any necessary or appropriate action on the matter.**

CellTrust appreciates your assistance in ensuring that our system is not misused or abused.

Instructions: Complete each section below. You may return the completed form to CellTrust via fax at (480)699-9491, email at support@celltrust.com, or mail to CellTrust Corporation, ATTN: Complaints, 20701 N. Scottsdale Rd., Suite #107-451, Scottsdale, AZ 85255. For assistance with completing the form, please call 1-888-515-5201, and select option 2.

1. Today’s Date: _____ 2. Your Name: _____

3. How may CellTrust contact you with any questions or if further information is needed (*select one or more*):

Email address: _____

Phone number: _____ Fax number: _____

Mailing address: _____ (city) _____ (state) _____ (zip) _____

4. Mobile/Cell phone number the message was sent to (*be sure to include area code*): _____

5. Number the unwelcome message was sent from: _____

6. Content of the unwelcome message: _____

7. Date/Time unwelcome message was received: _____ AM PM

8. How many times was the unwelcome message received? _____

9. Description as to why receipt of this message was a problem (*ie. “I did not opt in to receive these messages;” “The message content was offensive because. . .”*): _____

10. Have you replied “STOP” to the message? Yes No