

**FTC v. AT&T**  
**Claims Administrator**  
**PO Box 3219**  
**Portland, OR 97208-3219**

## **FTC v. AT&T Mobility, LLC**

The Federal Trade Commission, the nation's consumer protection agency, has reached a settlement with AT&T Mobility, LLC to resolve allegations that AT&T added third-party charges to mobile phone bills without their customers' consent, a practice known as "mobile cramming." The FCC and multiple states' attorneys general are also part of the settlement.

**You can request a refund if** AT&T billed you for unauthorized third-party charges for premium SMS services, like text message subscriptions for horoscopes, celebrity gossip, and flirting tips, since **January 1, 2009**.

### **Not sure if you qualify for a refund?**

- Call 1-877-819-9692
- Or visit **www.FTC.gov/ATT**

### **To request a refund:**

- Visit **www.FTC.gov/ATT**
- Or complete and mail the enclosed claim form

## **Claim Form Instructions**

**Due Date:** You must postmark your claim form by **May 1, 2015** for your claim to be accepted.

### **To complete this form:**

1. Fill out all requested information.
2. If you are filing claims for multiple AT&T billing accounts, you will need to fill out a claim form for each account.
3. Double check that all the information is correct.
4. Sign and date.
5. Submit your completed form online or by mail. If you are mailing your claim form, you must postmark your form by **May 1, 2015**.

### **Requirements for filing a claim form:**

- Current telephone and email address.
- Current customers will need either their AT&T billing account number or mobile telephone number.
- Former customers will need either their AT&T billing account number or mobile telephone number for the affected account.

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**This claim form must be postmarked by May 1, 2015.**

To receive a refund, please read carefully below and fill in the appropriate sections. If you have any questions, call 1-877-819-9692.

**1. Contact Information**

**Current contact information.**

First Name	MI	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Address 1

Address 2

City

State      ZIP Code or Postal Code  
 -

Province

Country

Telephone Number  
 -  -

Email Address

**Previous Address**

If the address associated with your AT&T billing account is **different** from your current contact information, please provide your previous address.

First Name	MI	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Address 1

Address 2

City

State      ZIP Code or Postal Code  
 -

Province

Country

## 2. AT&T Account Information

The more information you provide, the easier it is for the claims administrator to find your account. Your AT&T billing account number is often listed in the upper-right corner of your paper bill. Current AT&T customers can log into their accounts to retrieve their AT&T billing account number.

AT&T Phone Number			AT&T Billing Account Number																			
<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If you have more than one AT&T phone number that was charged for unauthorized third-party charges for premium SMS services, since January 1, 2009, please provide that number (or numbers) below.

AT&T Telephone Number 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>
AT&T Telephone Number 3	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>
AT&T Telephone Number 4	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>
AT&T Telephone Number 5	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>
AT&T Telephone Number 6	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>

## 3. Certification

**I certify that I have not authorized premium SMS charges from third parties to be billed to my AT&T mobile account since January 1, 2009.**

*Premium SMS is a service that distributes paid content, such as celebrity gossip, horoscopes, and flirting tips, via text messages.*

**I hereby declare under penalty of perjury that the information I have provided is true and correct.**

Signature

Claim forms must be postmarked and mailed to the following address by **May 1, 2015**.

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PO Box 3219  
Portland, OR 97208-3219**

**PLEASE DO NOT SEND THIS TO AT&T.  
You should not expect a refund from us for at least 9 months. Thank you for your patience.**

### Privacy Policy:

Section 5 of the Federal Trade Commission Act permits us to collect this information so that we can process your refund request. Your response is voluntary, but we cannot send you a refund without it. To process your request, we may share your information with court receivers, FTC contractors, auditors, or other government agencies. We may share your information for other reasons, as permitted by the Privacy Act of 1974. A complete list of routine uses is available in our Nonpublic Investigational and Other Nonpublic Legal Program Records, which you can find at <http://www.ftc.gov/about-ftc/foia/foia-reading-rooms/privacy-act-systems>.