



The Wireless Experts

## Anti-Spam Policy



Contact Wireless is determined to keep any form of mobile spam off of your mobile phone. What does that mean? We have a zero tolerance policy for unsolicited text messages.

### Our Policy:

The Contact Wireless text messaging services may only be used to send messages to verified opt-in subscriptions or company provided devices. Further, most services are designed so that subscribers (or initial recipients) can opt-out quickly, easily, and permanently from unwanted messages. This is done either from our website or by replying to a message one of our clients sends to a device with the word 'STOP, REMOVE, or CANCEL'.

### Our Definition of Spam:

We consider any unsolicited, unexpected, or unwanted text message as spam. We do NOT allow use of 3rd party lists, whether consent has been gathered or not. We believe that any type of communication sent to a device about an unrelated subject, that the subscriber did not request, to be spam. There are exceptions to this definition related to subscribers that have or previously had a business relationship with our client.

### Anti-Spam policy:

Contact Wireless follows an ANTI-SPAM policy for all of its communications protocols. This means that we do not condone UNSOLICITED TEXT MESSAGES; NOTIFICATIONS; ALERTS; OR ANY MESSAGES THAT YOU MAY RECEIVE FROM SOMEONE WHO SHOULD NOT HAVE YOUR MOBILE NUMBER. Please let us know about any abuse, including the sender ID, your Mobile Number (to be removed); the date and time you received it and the contents of the message. To report any abuse or violations of inappropriate use of our service, please contact us with your comments/complaints. Your report will be registered and the Client will be investigated for violations of our Anti-Spam Policy. The identity of any individual reporting abuse will be kept confidential.

### Anti-Spam Policy Enforcement:

On our terms and conditions agreement, our Clients specifically agree NOT to use Contact Wireless text messaging services to send unsolicited Text Messages or Spam. Clients agree on the Opt-In only policy to their list. Most Text Messages sent using the Contact Wireless services can be tracked and identified as to their origin, and then can be so from a sender list. We support OPT-OUT / REMOVE / UNSUBSCRIBE as a way to remove mobile numbers from a service. On some services Contact Wireless maintains a Black-List that restricts our Clients from sending a message to a mobile number that has previously Opted-Out. If we suspect a violation of our Anti-Spam policy, we will contact the Client and discuss the options, which may range from a warning, to termination of service for that Client. To the best of our knowledge, our system adheres to ALL Federal, State and local laws regarding sending unsolicited bulk / group text messages.

### Opt-Out, Spam & Abuse Reporting

If you wish to remove yourself from any list, please email us (at [cs@contactwireless.com](mailto:cs@contactwireless.com)) with an "OPT-OUT", "UNSUBSCRIBE", "STOP" or "REMOVE" in the subject line.

Please let us know about any abuse, including your Mobile Number, the date and time you received it and the contents of the message. You will be removed from that list and the Client will be notified that your mobile number should not be added to their list in the future. Email: [cs@ContactWireless.com](mailto:cs@ContactWireless.com)