



LOGIN

Search

[← Plans and Services](#)

## Terms of Service policy Change and Fines against customers

2 days ago • 24 replies

RWC

BREAKING:

[@TMobile](#)

has quietly updated their TOS to include fines for content they don't agree with. Beginning on January 1, 2024, they will be fining users who commit perceived violations on their bandwidth. Who knew in America that the phone providers would now be policing the content of your text messages to fine you. S.H.A.F.T. is an acronym that stands for Sex, Hate, Alcohol, Firearms, and Tobacco. It outlines the categories of text messages specifically regulated due to moral and legal issues and is monitored and enforced by the Cellular Telephone Industries Association (CTIA) and the mobile carriers. Who gets to determine what is and isn't "hateful"? Will political text messages be censored now as well going into 2024? This is what

[@comcast](#)

did to me in 2019/2020 when I ran for Congress. I warned people that it would happen to others when nobody did anything to stop this when it happened to me as a congressional candidate! Nice TOS date change! Just in time for the GOP primary and 2024 presidential election! Nothing to see here!

Pinned reply

HeavenM

23 hours ago

Hello all. These changes only apply to third-party messaging vendors that send commercial mass messaging campaigns for other businesses. The vendors will be fined if the content they are sending does not meet the standards in our code of conduct, which is in place to protect consumers from illegal or illicit content and aligns to federal and state laws.

[View original](#)

customer service

2 people like this



This topic has been closed for comments


## 24 replies

Oldest first ▼

 Poorsha

2 days ago

This is absolutely false.

 7 people like this




 Kitten80

2 days ago

Since this is a second post- I'm just gonna copy & paste my response from the 1st post on this matter:

I seriously doubt this is true. They're suppose to legally inform users of something like this. Also as my husband (military vet) has pointed out- this would be a direct violation of our 1st amendment rights in which he would be talking to a civil rights attorney.

So I'm sure this story is nothing but false (again, they have to legally inform their users of this). If it were true, T-Mobile wouldn't be the only cell provider doing this since all carriers fall under the FTC, FCC and various other communication agencies that fall within the federal government.

 6 people like this



 VSZNGRFX

2 days ago

**Poorsha wrote:**

*This is absolutely false.*

How do you 'KNOW' it's absolutely false? All I see is 2 unauthorized opinions about this. I would like to hear from an actual T-mobile representative on this matter



6 people like this



VSZNGRFX

2 days ago

**RWC wrote:****BREAKING:**[@TMobile](#)

*has quietly updated their TOS to include fines for content they don't agree with. Beginning on January 1, 2024, they will be fining users who commit perceived violations on their bandwidth. Who knew in America that the phone providers would now be policing the content of your text messages to fine you. S.H.A.F.T. is an acronym that stands for Sex, Hate, Alcohol, Firearms, and Tobacco. It outlines the categories of text messages specifically regulated due to moral and legal issues and is monitored and enforced by the Cellular Telephone Industries Association (CTIA) and the mobile carriers. Who gets to determine what is and isn't "hateful"? Will political text messages be censored now as well going into 2024? This is what*

[@comcast](#)

*did to me in 2019/2020 when I ran for Congress. I warned people that it would happen to others when nobody did anything to stop this when it happened to me as a congressional candidate! Nice TOS date change! Just in time for the GOP primary and 2024 presidential election! Nothing to see here!*

Where did this information come from?



2 people like this



VSZNGRFX

2 days ago

IDK whether this is true or not (nothing surprises me anymore) however I do agree that that either way would be a violation of civil rights and rights of privacy under the Constitution.



4 people like this



gramps28

2 days ago

It's not for Tmobile customers per reddit.

[https://www.reddit.com/r/USMobile/comments/18qd98k/do\\_tmobil\\_tos\\_changes\\_affect\\_all\\_usm\\_customers/](https://www.reddit.com/r/USMobile/comments/18qd98k/do_tmobil_tos_changes_affect_all_usm_customers/)

 2 people like this



 NBTexas

2 days ago

I searched T-Mobile website and I could not find anything. I decided to call and speak to a customer representative.

I told her what I read but cannot verify the information on T-Mobile website. She researched non-compliance fines and shaft. She told me that T-Mobile has not made a decision about this policy.

I clarified that this policy is being considered by T-Mobile. I asked her where can I find information about it. She told me there is nothing available yet. She read a paragraph that stated info on shaft and read T-Mobile will apply this policy on a case to case basis.


I brought to her attention that what she read states T-Mobile is going to implement this policy or already is implementing it. She said yes. ( I don't think she understood the gravity of the policy).

I asked who I can speak to about this and I explained that this is not okay ( I was very polite) and I will be sharing this information on social media.

she placed me on hold when she came back she backtracked everything she just told me. She said her manager will report the information to upper-management and thank you for letting them know about the false information.

She then said I forgot to get your name. I just chuckled. I gave her my name and told her great I'll probably be receiving a fine soon.

As soon as I can I'm leaving all large carriers and going to try patriot mobile. I don't know what else to do. On a side note to the people who said this is absolutely not true. With all due respect and I come from a place of kindness. The days that we once knew of Civil liberties, privacy ethical business practices freedom of speech basically the constitution are being ignored and taken. The government agencies that use to protect us are now being weaponized against everyday civilians. Please wake up before we lose all of our rights.


 11 people like this



 Koreanhope

2 days ago

If this happens all military personnel will boycott Tmobile. Guaranteed!

 6 people like this



 **gramps28** 2 days ago

***Koreanhope wrote:***

*If this happens all military personnel will boycott Tmobile. Guaranteed!*




It's not for the consumer.

  2 people like this



 **ldk123** 1 day ago




<https://support.bandwidth.com/hc/en-us/articles/19939626519575-New-A2P-non-compliance-fees-on-January-1>

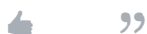
   3 people like this



 **wdavis0001** 1 day ago

Just talked to Tmobile and they said this is only for Merchandisers and it is coming from the government. Not sure it that is true, but it looks bad either way.

   3 people like this



 **mdarjany** 1 day ago

Yes, it's a bad look. I am looking around looking to validate the "it's coming from the government," part. Freedom of speech is not regulated in any non-indentured service like the U.S. military--not by any entity. But I don't like the "TMobile is regulating our speech" part when it's potentially qualified. Either way is bad, but the assertion is not specific and we are jumping to inaccurate conclusions too quickly these days.

I make this mistake sometimes, too. I have grace with this stuff (OP) as I hope others would be gracious with my inaccuracies. But I would love it if we could validate anything before announcing it. A link to the TOS

would have been a strong start.



gramps28

1 day ago

[@HeavenM](#) any insight into this?



wdavis0001

1 day ago

It bothers me greatly that Tmobile can see this site and has not responded to our concerns. But what concerns me even more, if true, is Tmobile has decided they will be Judge, Jury, and Executioner when an issue comes up that they disagree with.

If confirmed, I will change to another company. Yes, other companies may follow suit, but I don't have to have a phone. Only had a party line for years, so doing without a phone would just be going back to the old days for me, and I am not opposed if it means keeping my Liberty!!



3 people like this



## 2nd Amendment

1 day ago

This has to do with their advertisment not your personal phones messages or consumers in any way.

The non-compliance fine(s) (USD) will be assessed for every Sev-0 violation issued as follows:

- > Tier 1: \$2,000, for phishing, smishing, and social engineering
- > Social Engineering refers to the practice of targeting individuals in a way that manipulates individuals to reveal private information like credit card numbers, or social security numbers.
- > Tier 2: \$1,000, for illegal content (included content must be legal in all 50 states and federally)
- > Illegal content includes, but is not limited to, Cannabis, Marijuana, CBD, Illegal Prescriptions, and Solicitation.
- > Tier 3: \$500, for all other violations including, but not limited to, SHAFT

> Please review the T-Mobile Code of Conduct Section 5.2 for a list of all disallowed content

Section 5.2 mentions, a.o, gambling, payday loans and work from home programs. The code of conduct also discusses opt out, that high opt-out rates will warrant investigation, etc

*SHAFT is a handy acronym to help you remember types of content which is either forbidden or subject to special rules.*

*S: Sexually inappropriate content*

*H: Hate speech or profanity*

*A: Alcohol*

*F: Firearms, and depictions or endorsements of violence*

*T: Tobacco (including vaping), or endorsement of illegal or illicit drugs, including marijuana and cannabis*

*In addition to the above, the promotion of gambling is not allowed.*

<https://www.10dlc.org/en/shaft>

Edit: Actually the 10dlc.org T-Mobile code-of-conduct links to a 2020 pdf.  
Somebody should probably tell 'em. =)



## 2 2nd Amendment

1 day ago

**This has to do with their advertisment not your personal phones messages or consumers in any way.**

The non-compliance fine(s) (USD) will be assessed for every Sev-0 violation issued as follows:

- > Tier 1: \$2,000, for phishing, smishing, and social engineering
- > Social Engineering refers to the practice of targeting individuals in a way that manipulates individuals to reveal private information like credit card numbers, or social security numbers.
- > Tier 2: \$1,000, for illegal content (included content must be legal in all 50 states and federally)
- > Illegal content includes, but is not limited to, Cannabis, Marijuana, CBD, Illegal Prescriptions, and Solicitation.
- > Tier 3: \$500, for all other violations including, but not limited to, SHAFT

> Please review the T-Mobile Code of Conduct Section 5.2 for a list of all disallowed content

Section 5.2 mentions, a.o, gambling, payday loans and work from home programs. The code of conduct also discusses opt out, that high opt-out rates will warrant investigation, etc

*SHAFT is a handy acronym to help you remember types of content which is either forbidden or subject to special rules.*

*S: Sexually inappropriate content*

*H: Hate speech or profanity*

*A: Alcohol*

*F: Firearms, and depictions or endorsements of violence*

*T: Tobacco (including vaping), or endorsement of illegal or illicit drugs, including marijuana and cannabis*

*In addition to the above, the promotion of gambling is not allowed.*

<https://www.10dlc.org/en/shaft>



 Calico5String

1 day ago

These "Terms of Service" changes only apply to "Commercial" users, not to the consumers.

Read the "Code of Conduct", specifically section 5 (HERE: <https://www.t-mobile.com/support/public-files/attachments/T-Mobile%20Code%20of%20Conduct.pdf>).

This not a change of terms for the consumers.

More fake news...



1 person likes this



gramps28

1 day ago



Reddit has shut off posts about this and directs posters to this thread.

[https://www.reddit.com/r/tmobile/comments/18q6id4/psa\\_laura\\_loomer\\_is\\_a\\_sensationalist\\_idiot\\_and/](https://www.reddit.com/r/tmobile/comments/18q6id4/psa_laura_loomer_is_a_sensationalist_idiot_and/)



 jasonkgreen

1 day ago

I searched the TOS and found no use of the term "fine." Fairly sure this is fake news.

 1 person likes this



 appleam22

1 day ago

*gramps28 wrote:*

*Koreanhope wrote:*

*If this happens all military personnel will boycott Tmobile. Guaranteed!*

*It's not for the consumer.*

Is that supposed to make it better?! It shouldn't be for anyone. These power grabs are getting out of control.

 1 person likes this



 gramps28

1 day ago

*appleam22 wrote:*

*gramps28 wrote:*

*Koreanhope wrote:*

*If this happens all military personnel will boycott Tmobile. Guaranteed!*

*It's not for the consumer.*

*Is that supposed to make it better?! It shouldn't be for anyone. These power grabs are getting out of control.*

It's for the spammers who send out text.

 1 person likes this



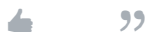
 **henry51**

1 day ago

[@appleam22](#), *"These power grabs are getting out of control."*

Less spam? That's one power grab I think we're all in favor.

 2 people like this



 **JasonSowder**

1 day ago

Blue bubble is end to end encrypted, RCS has something similar so even if this were true the only messages they could read would be standard old school SMS




 **HeavenM**

23 hours ago

 **Pinned reply**

Hello all. These changes only apply to third-party messaging vendors that send commercial mass messaging campaigns for other businesses. The vendors will be fined if the content they are sending does not meet the standards in our code of conduct, which is in place to protect consumers from illegal or illicit content and aligns to federal and state laws.

 3 people like this



## Related topics

Time to leave Tmobile. 

Android

what's up with T-mobile removing autopay discount for credit cards? 

Accounts & Services

Anyone fed-up with horrible coverage from TMobile 

Coverage & Signal

IP Location issue ?

Gateways and devices

Can someone explain "Updated Terms and Conditions will take place May 15, 2023" in plain English? ?

Accounts & Services

## Recently solved

I would like to know how to unlock an s21 that I bought online and it is not unlocked ✓

5 Replies

ACCESSING ACCOUNT DENIED ✓

5 Replies

is there a way to unlock a google picel phone while traveling for a 2nd sim (keeping tmbile active on the esim) . my device is not yet paid off ? ✓

6 Replies

If this is true then I'm outta here ✓

6 Replies

hi can you unlock my phone ✓

5 Replies

## Most helpful this week



NBTexas  
18 likes



LeavingSoon  
15 likes



Eddieknj  
15 likes



VSZNGRFX  
12 likes



gramps28  
9 likes

## New badge winners



Delpatrice17 has earned the badge Curious George



Sparky11 has earned the badge Curious George



itsbenny has earned the badge Curious George



Nancy06s has earned the badge Curious George



nskmda has earned the badge Curious George

**SHOW ALL BADGES >**

Powered by **Gainsight**

[Terms & Conditions](#) [Cookie settings](#)