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UNITED STATES DISTRICT COURT

NORTHERN DISTRICT OF CALIFORNIA

Noah Duguid, *on behalf of himself and all others similarly situated*, Plaintiff, vs. Facebook, Inc., Defendant.	Case No.: _3:15-cv-985_____ **CLASS ACTION COMPLAINT FOR DAMAGES AND INJUNCTIVE RELIEF FOR VIOLATION OF THE TELEPHONE CONSUMER PROTECTION ACT, 47 U.S.C. § 227, *ET SEQ.*** **JURY TRIAL DEMANDED**

DUGUID CLASS ACTION COMPLAINT

For his Class Action Complaint, Plaintiff, Noah Duguid, by and through his undersigned counsel, pleading on his own behalf and on behalf of all others similarly situated, states as follows:

INTRODUCTION

1.   Plaintiff, Noah Duguid ("Plaintiff"), brings this class action for damages resulting from the illegal actions of Facebook, Inc. ("Facebook" or "Defendant"). Defendant negligently, knowingly, and/or willfully sent unauthorized automated text messages to Plaintiff's cellular phone in violation of the Telephone Consumer Protection Act, 47 U.S.C. § 227, *et seq.* (the "TCPA").

2.   Wireless spam is a growing problem in the United States. In April 2012, the Pew Research Center found that 69% of texters reported receiving unwanted spam text messages, while 25% reported receiving spam texts weekly. http://www.pewinternet.org/fact-sheets/mobile-technology-fact-sheet/ (last visited November 6, 2014); *see also* Nicole Perlroth, *Spam Invades a Last Refuge, the Cellphone*, N.Y.Times, April 8, 2012, at A1 ("In the United States, consumers received roughly 4.5 billion spam texts [in 2011], more than double the 2.2 billion received in 2009 . . . .").

3.   Facebook operates an online social network. Facebook's market value reportedly exceeds $200 billion. Facebook had 864 million daily active users and 1.35 billion monthly active users as of September, 2014.

4.   Consumers often share private information on Facebook. As an "extra security feature," Facebook can send "login notifications" to alert users when their account is accessed from a new device (computer, smart-phone, tablet, etc.). Facebook describes the login notifications as follows: "When you turn on login notifications, we'll send you an alert each time someone logs into your account from a new place." *See* Exhibit A. Login notifications can be sent to mobile telephones. *See* Exhibit A.

5.   Login notifications in the form of text messages are often sent to the

cellular telephones of people who have not authorized Facebook to contact them on their cell phones, who have requested that the notifications stop, and, still more egregious, to the phones of people who do not use Facebook whatsoever.   These text messages state: "Your Facebook account was accessed from [internet browser] at [time]. Log in for more info." Consumers can receive these unwanted text messages several times a day.

6. Facebook provides instructions on its website to deactivate the login notification feature. However, these instructions only address stopping the messages by changing a Facebook user's account settings. *See* Exhibit B. Facebook offers no solution for those receiving the messages despite having no Facebook account.

7. Online blogs indicate that consumers can also respond "off" to Facebook's text messages to get them to stop. *See* Exhibit C. Indeed, Facebook responds to such texts with messages stating: "Facebook texts are now off. Reply on to turn back on." *See* Exhibits C & D. However, Facebook often disregards consumers' requests to stop the login notifications. Rather than cease as instructed, Facebook continues to knowingly hound consumers with unwanted and unauthorized text messages. *See* Exhibits C & D. As one Facebook user complained, "I have tried texting 'Off' 'OFF' 'off' 'STOP' 'Stop'. NONE of them have stopped the text messages. If I get one more text message from Facebook I will delete the whole account." Exhibit C.

8. Servicing over a billion Facebook accounts worldwide, Facebook's automated systems are powerful and, when used improperly, capable of extreme invasions into the privacy of American consumers. *See* Exhibit C (consumer complaining of receiving text messages from Facebook "at all hours of the night"). Facebook operates a sloppy system and in doing so shows complete disregard for the privacy of consumers.

9. Plaintiff is such a consumer and he seeks relief for himself and all others

1   similarly situated from Facebook's unlawful behavior.

2   **JURISDICTION AND VENUE**

3   10.   This Court has original jurisdiction over this matter pursuant to 28 U.S.C.

4   § 1331. *Mims v. Arrow Fin. Serv., LLC*, 132 S.Ct. 740, 751-53 (2012).

5   11.   Jurisdiction in this District is proper pursuant to 28 U.S.C. § 1332(d)(2),

6   as Plaintiff seeks at least $500 in damages for each violation of the TCPA, which when

7   aggregated among a proposed class numbering more than a thousand members,

8   exceeds the $5,000,000.00 threshold for federal court jurisdiction. Plaintiff also

9   alleges a national class which will result in at least one class member residing in a

10 different state.

11   12.   Venue is proper in this District pursuant to 28 U.S.C. § 1391, because

12 Defendant resides in this District and because a substantial part of the events giving

13 rise to the claim occurred in this District.

14   **PARTIES**

15   13.   Plaintiff is, and at all times mentioned herein was, an adult individual

16 residing in Stevensville, Montana, and is a "person" as defined by 47 U.S.C. § 153(39).

17   14.   Facebook is a California business entity with an address of 1601 Willow

18 Road, Menlo Park, California 94025, and is a "person" as defined by 47 U.S.C. §

19 153(39).

20   **THE TELEPHONE CONSUMER PROTECTION ACT OF 1991**

21   15.   The TCPA regulates, among other things, the use of automated telephone

22 dialing systems ("ATDS").

23   16.   47 U.S.C. § 227(a)(1) defines an ATDS as equipment having the

24 capacity–

25   (A)   to store or produce telephone numbers to be called, using a random or

26   sequential number generator; and

27   (B)   to dial such numbers.

28

                              4   DUGUID CLASS ACTION COMPLAINT

17. Specifically, 47 U.S.C. § 227(1)(A)(iii) prohibits any call using an ATDS to a cellular phone without prior express consent by the person being called, unless the call is for emergency purposes.

18. The FCC has clarified that text messages qualify as "calls" under the TCPA:

> We affirm that under the TCPA, it is unlawful to make any call using an automatic telephone dialing system or an artificial or prerecorded message to any wireless telephone number. Both the statute and our rules prohibit these calls, with limited exceptions, "to any telephone number assigned to a paging service, cellular telephone service, specialized mobile radio service, or other common carrier service, or any service for which the party is charged." This encompasses both voice calls and text calls to wireless numbers including, for example, short message service (SMS) calls, provided the call is made to a telephone number assigned to such service.

In re Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991, Report and Order, 18 FCC Rcd. 14014, 14115 (July 3, 2003); *see Satterfield v. Simon & Schuster, Inc.*, 569 F.3d 946, 953 (9th Cir. 2009).
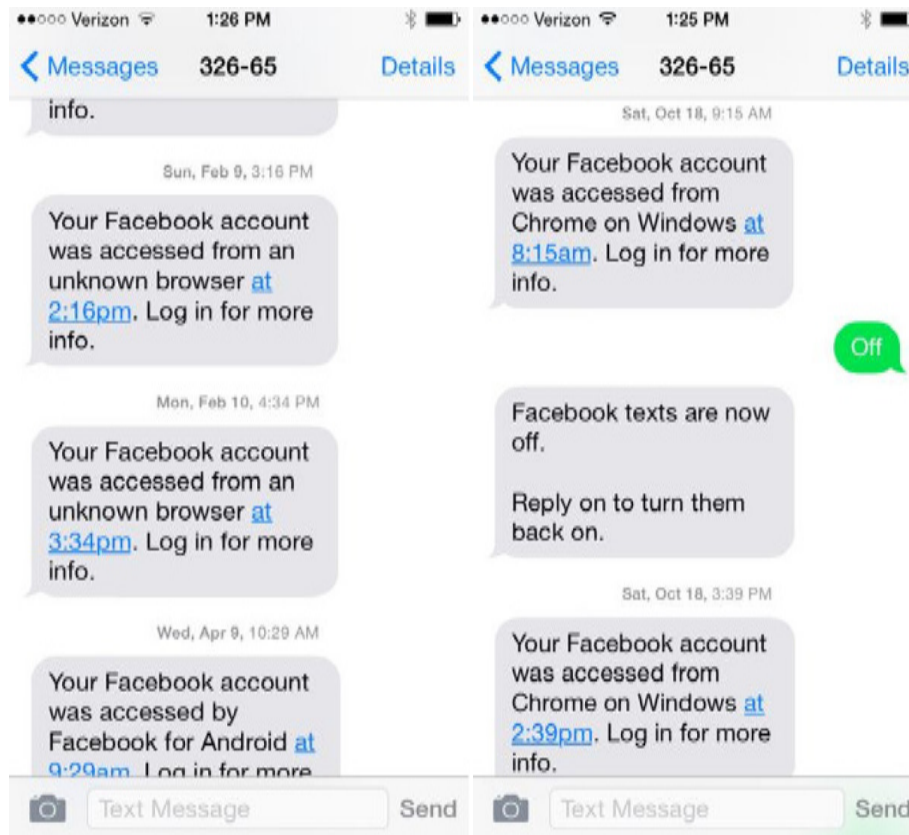
19. "Prior express written consent" means that there must be a written agreement, signed by the person receiving the call or text, with a "clear and conspicuous disclosure" that specifically authorizes the seller to send telemarketing communications using an automatic telephone dialing system or an artificial or prerecorded voice. 47 C.F.R. § 64.1200.

ALLEGATIONS APPLICABLE TO ALL COUNTS

20. On or around January 25, 2014, Facebook began placing text messages to Plaintiff's cellular telephone number, 406-xxx-7935.

21. Facebook placed the text messages from number 326-65 (spelling FBOOK), an abbreviated telephone number known as an SMS short code licensed and operated by Defendant or one of its agents on its behalf.

22.   Facebook placed repeated text messages to the Plaintiff. A true and correct copy of several of the messages received by Plaintiff are produced below:

23.   Facebook obtained Plaintiff's telephone number through unknown means.

24.   At no time did Plaintiff ever provide his cellular telephone number to Facebook.

25.   At no time did Plaintiff ever enter into a business relationship with Facebook.

26.   At no time did Plaintiff provide Facebook prior written consent for it to send text messages to his cellular phone.

27.   Further, on or around April 20, 2014, Plaintiff sent Facebook a detailed email complaining of the unauthorized text messages to his cell phone and requesting that the text messages cease. In response, Facebook sent Plaintiff an automated email directing Plaintiff to log on to the Facebook website to report problematic "content."

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Plaintiff responded to the email by re-explaining his issue and stating: "A human needs to read this email and take action. Thank you!" In response, Facebook sent the same automated email as received in response to the first email. *See* Exhibit E.

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28.   Still further, on October 18, 2014, Plaintiff responded to a text messages from Facebook with the word "off." Facebook responded: "Facebook texts are now off. Reply on to turn them back on." However, the very same day, Facebook sent Plaintiff another text message. Plaintiff once again responded "off" and "all off." Again, Facebook responded: "Facebook texts are now off. Reply on to turn them back on." Again, still in the same day, Facebook sent Plaintiff another text message. *See* Exhibit D.

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29.   The text messages sent to Plaintiff's cellular phone were made with an ATDS as defined by 47 U.S.C. § 227(a)(1).

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30.   The ATDS has the capacity to store or produce telephone numbers to be called, using a random or sequential number generator.

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31.   The telephone number messaged by Facebook was assigned to a cellular telephone service for which Plaintiff incurs charges for incoming messages pursuant to 47 U.S.C. § 227(b)(1).

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32.   The messages from Facebook to Plaintiff were not placed for "emergency purposes" as defined by 47 U.S.C. § 227(b)(1)(A)(i).

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CLASS ACTION ALLEGATIONS
</div>

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A. The Class

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33.   Plaintiff brings this case as a class action pursuant to Fed. R. Civ. P. 23 on behalf of himself and all others similarly situated.

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34.   Plaintiff represents, and is a member of the following classes:

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Class 1: All persons within the United States who did not provide their cellular telephone number to Defendant and who received one or more text messages, from or on behalf of Defendant to said person's cellular telephone, made through the use of any

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automatic telephone dialing system within the four years prior to the filing of the Complaint.

Class 2: All persons within the United States who, after notifying Defendant that it no longer wished to receive text messages and receiving a confirmation from Defendant to that effect, received one or more text messages, from or on behalf of Defendant to said person's cellular telephone, made through the use of any automatic telephone dialing system within the four years prior to the filing of the Complaint.

35.   Defendant and its employees or agents are excluded from the Classes. Plaintiff does not know the number of members in the Classes, but believes the class members number in the several thousands, if not more. Thus, this matter should be certified as a class action to assist in the expeditious litigation of this matter.

36.   This suit seeks only damages and injunctive relief for recovery of economic injury on behalf of the Classes, and it expressly is not intended to request any recovery for personal injury and claims related thereto. Plaintiff reserves the right to modify or expand the Class definitions to seek recovery on behalf of additional persons as warranted as facts are learned in further investigation and discovery.

B. Numerosity

37.   Upon information and belief, Defendant has sent text messages to cellular telephone numbers belonging to thousands of consumers throughout the United States without their prior express consent. The members of the Classes, therefore, are believed to be so numerous that joinder of all members is impracticable.

38.   The exact number and identities of the Class members are unknown at this time and can only be ascertained through discovery. Identification of the Class members is a matter capable of ministerial determination from Defendant's records.

C. Common Questions of Law and Fact

39.   There are questions of law and fact common to the Classes that predominate over any questions affecting only individual Class members. These questions include:

a. Whether Defendant sent non-emergency text messages to Plaintiff and Class members' cellular telephones using an ATDS;

b. Whether Defendant can meet its burden of showing it obtained prior express consent to send each message;

c. Whether Defendant's conduct was knowing and/or willful;

d. Whether Defendant is liable for damages, and the amount of such damages; and

e. Whether Defendant should be enjoined from such conduct in the future.

40.   The common questions in this case are capable of having common answers. If Plaintiff's claim that Defendant routinely sends automated text messages to telephone numbers assigned to cellular telephone services without prior express consent is accurate, Plaintiff and the Class members will have identical claims capable of being efficiently adjudicated and administered in this case.

D. Typicality

41.   Plaintiff's claims are typical of the claims of the Class members, as they are all based on the same factual and legal theories.

E. Protecting the Interests of the Class Members

42.   Plaintiff will fairly and adequately protect the interests of the Classes and has retained counsel experienced in handling class actions and claims involving unlawful business practices. Neither Plaintiff nor his counsel has any interests which might cause them not to vigorously pursue this action.

F. Proceeding Via Class Action is Superior and Advisable

43.   A class action is the superior method for the fair and efficient adjudication of this controversy. The interest of Class members in individually controlling the prosecutions of separate claims against Facebook is small because it is not economically feasible for Class members to bring individual actions.

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44.   Management of this class action is unlikely to present any difficulties. Several courts have certified classes in TCPA actions. These cases include, but are not limited to: *Mitchem v. Ill. Collection Serv.*, 271 F.R.D. 617 (N.D. Ill. 2011); *Sadowski v. Med1 Online, LLC*, 2008 WL 2224892 (N.D. Ill., May 27, 2008); *CE Design Ltd. V. Cy's Crabhouse North, Inc.*, 259 F.R.D. 135 (N.D. Ill. 2009); *Lo v. Oxnard European Motors, LLC*, 2012 WL 1932283 (S.D. Cal., May 29, 2012).

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COUNT I
Violations of the Telephone
Consumer Protection Act,
47 U.S.C. § 227, *et seq.*

</div>

45.   Plaintiff repeats and realleges the above paragraphs of this Complaint and incorporates them herein by reference.

46.   Defendant sent multiple automated text messages to cellular numbers belonging to Plaintiff and the other members of the Classes without their prior express consent.

47.   Each of the aforementioned messages by Defendant constitutes a violation of the TCPA.

48.   Plaintiff and the Classes are entitled to an award of $500.00 in statutory damages for each message sent in violation of the TCPA pursuant to 47 U.S.C. § 227(b)(3)(B).

49.   Additionally, Plaintiff and the Classes are entitled to and seek injunctive relief prohibiting such conduct by Defendant in the future.

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COUNT II
Knowing and/or Willful Violations of the
Telephone Consumer Protection Act,
47 U.S.C. § 227, *et seq.*

</div>

50.   Plaintiff repeats and realleges the above paragraphs of this Complaint and incorporates them herein by reference.

51.   Defendant knowingly and/or willfully sent multiple automated text

1   messages to cellular numbers belonging to Plaintiff and the other members of the

2   Classes without their prior express consent.

3   52.   Each of the aforementioned messages by Defendant constitutes a knowing

4   and/or willful violation of the TCPA.

5   53.   As a result of Defendant's knowing and/or willful violations of the TCPA,

6   Plaintiff and the Classes are entitled to an award of treble damages up to $1,500.00 for

7   each call in violation of the TCPA pursuant to 47 U.S.C. § 227(b)(3)(B) and 47 U.S.C.

8   § 227(b)(3)(C).

9   54.   Additionally, Plaintiff and the Classes are entitled to and seek injunctive

10 relief prohibiting such conduct by Defendant in the future.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff prays that the Court grant Plaintiff and the Classes the following relief against Defendant as follows:

1. Injunctive relief prohibiting such violations of the TCPA by Defendant in the future;

2. Statutory damages of $500.00 for each and every call in violation of the TCPA pursuant to 47 U.S.C. § 227(b)(3)(B);

3. Treble damages of up to $1,500.00 for each and every call in violation of the TCPA pursuant to 47 U.S.C. § 227(b)(3)(C);

4. An award of attorneys' fees and costs to counsel for Plaintiff and the Classes; and

5. Such other relief as the Court deems just and proper.

TRIAL BY JURY DEMANDED ON ALL COUNTS

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DATED: March 3, 2015   Respectfully submitted,

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By:___/s/   Trinette Kent_____
Trinette Kent, Esq. (Bar No. 222020)

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Lemberg Law, LLC

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Attorney for Plaintiff, Noah Duguid

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EXHIBIT A

Search the Help Center

Desktop Help   **Security**   English (US)

Hacked Accounts

Spam and Other Security Threats

Security Tips

Using Games & Apps Safely

Extra Security Features

Back

What are login notifications?

Login notifications are an extra security feature. When you turn on login notifications, we'll send you an alert each time someone logs into your account from a new place.

To turn on login notifications:

1. Go to your Security Settings
2. Click on the **Login Notifications** section
3. Check the box next to the type of alerts you'd like to receive and select **Save Changes**

Note: You need to add a mobile number to your account to receive text message alerts.

After you turn on login notifications:

- We'll ask you to name your computer or mobile phone next time you log in. You can also save this device to your list of recognized devices. This way, you won't have to keep naming the computer or mobile phone you usually use to log into Facebook. Don't choose this option if you're using a public computer.
- When you name a device, we'll send you a notification.
- If you ever receive a login notification from an unfamiliar device or location, follow the instructions in the notification to reset your password and secure your account.

More info
Get help for mobile apps and browsers

Last edited about 6 months ago

Was this answer helpful?   Yes · No   Permalink · Share

Mobile   Find Friends   Badges   People   Pages   Places   Games   Locations   About
Create Ad   Create Page   Developers   Careers   Privacy   Cookies   Terms   Help

Facebook © 2014
English (US)

EXHIBIT B

Search the Help Center

Desktop Help   **Popular Features**   English (US)

Groups

Search

Events

Locations

Gifts

Offers

Ratings & Reviews

Notifications

Pokes

Page Post Purchases on Facebook

A Look Back

Year in Review

Facebook Charity Donations

Q&As

Safety Checks

Back

I keep receiving email or text notifications I don't want.

To manage what email and text notifications Facebook sends to you, go to your notifications settings:

1. Click ▼ at the top right of any Facebook page and then choose **Settings**.
2. Click **Notifications** in the left column and then click **Email**. Choose what kind of activity you want to be notified about by email. You can also unsubscribe from email notifications directly from the email itself.
3. Click **Text Message** and then click **Edit** to turn text notifications on or off. You can also choose which activities you want to be notified about by text and when or how often you receive texts.

If the notification is from an app, you can block the app on Facebook. To block an app, navigate to its about page. At the botom-left corner, click **Block App**.

More info

Get help for mobile apps and browsers

Last edited about 4 months ago
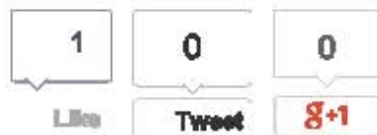
Was this answer helpful? Yes · No   Permalink · Share

Mobile   Find Friends   Badges   People   Pages   Places   Games   Locations   About
Create Ad   Create Page   Developers   Careers   Privacy   Cookies   Terms   Help

Facebook © 2014
English (US)

EXHIBIT C

How to Stop Facebook Text Message Notifications

📅 **January 18, 2011** 👤 Posted by **Devin Walker (https://wordimpress.com/author/wordimpressadmin/)**

🗁 **Social Networks (https://wordimpress.com/social-networks/)**

1	0	0
Like	Tweet	g+1

Facebook Text Message notifications seemed like a good idea to me when I first heard about them, but after several weeks of using the feature I'm tired of it. Why? Because there's so damn many... and I really don't care about knowing every little thing that goes on with my Facebook account. I've got enough text messages as it is and I want out. Here's how to cancel your subscription to Facebook text message notifications.

Facebook Makes Canceling Text Message Notifications Easy

So the information might not be on the frontpage of their website, but once you find out how to unsubscribe from the notifications you'll see just how easy it is! Remember how you signed up by texting Facebook? Well, unsubscribing is the same thing almost.

Option 1: Text Off to the number that you send your status updates to

To opt-out of Facebook's Text Message notifications first pick up the cell phone you're receiving the texts on and open your text message applications. Next, **text back the number you receive facebook updates from** to unsubscribe from Facebook's text message notification service.

What's going on here is you're letting Facebook's SMS publisher know that you want out of the notification service. You should receive the confirmation message that you've been unsubscribed within seconds.

Also: You can always text 33665 (FBOOK).

Please remember that you can resubscribe by texting "on" to the same number. Don't know the number? When you signed up for Facebook messages there was a confirmation text message that you should have received but if you're still lost here's your next option, but first you'll need to be near a PC.

Login to Facebook and Unsubscribe in the Mobile Tab

Once you have logged in to your Facebook account click on the Account tab in the top right and select *Account Settings.*

Edit Friends

Manage Pages

Account Settings

Privacy Settings

Help Center

Logout

Click on the Mobile tab and then you'll see the radio button to turn on and off Facebook text messages.

Facebook Text Messages

Texts are:

○ On ◉ Off You can always send texts to 32665 (FBOOK)

Which text notifications should go to my phone?

Click here to manage your mobile notifications.

☐ Send text notifications only from friends

Need Help?

If you didn't receive any text message notifying that you've unsubscribed you can text "HELP" to FBOOK. That will provide you with some more information on how you can seek help with unsubscribing to Fb's notification service.

🏷 Facebook (/tag/facebook/), Facebook Text Messages (/tag/facebook-text-messages/)

Devin Walker (https://wordimpress.com/author/wordimpressadmin/)

Devin Walker is a San Diego-based WordPress Developer and enthusiast. He is the author of several popular and highly-rated WordPress themes and plugins. In his free time he enjoys playing Golf and traveling.

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Devin

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(http://wordimpress.com/go/wp-engine/)

Is your WordPress Running Slow?

Milliseconds are money. Website speed is extremely important. We highly recommend WP Engine. Why? Because they make a sluggish WP site *fast*, support is great and they have excellent uptime.

WPengine

11 Comments

Wordimpress

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Thomas_Jefferson1 · 8 months ago
Thanks for this advice. However, what do I do if I don't have Facebook and never have, therefore can't sign in? I still keep getting notifications on my e-mail, not text. I 'opt out' of these notifications every time, but still keep getting notifications! What gives? Thanks for any help.

∧ | ∨ · Reply · Share ›

Minister G. Edward Allbritton · 2 years ago
I WANT TO KEEP MY TEXT MSG'S; I WANT TO STOP RECIEVING MSG'S FROM PEOPLE I HAVE NOT FRIENDED.
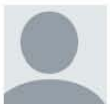
∧ | ∨ · Reply · Share ›

Minister G. Edward Allbritton · 2 years ago
I WANT TO KEEP MY TEXT MSG'S; I WANT TO STOP RECIEVING MSG'S FROM PEOPLE I HAVE NOT FRIENDED.

∧ | ∨ · Reply · Share ›

darkseid007 · 2 years ago
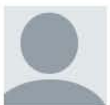it's actually 32665, not 33665. f b o o k (3 2 6 6 5)

∧ | ∨ · Reply · Share ›

darkseid007 · 2 years ago
it's actually 32665, not 33665. f b o o k (3 2 6 6 5)

∧ | ∨ · Reply · Share ›

Jesstony · 3 years ago
Thank YOU!!!!!!!!!!!!

∧ | ∨ · Reply · Share ›

Jesstony · 3 years ago

Thank YOU!!!!!!!!!!!!!

^ | ˅ • Reply • Share ›

Kentnaustn · 3 years ago

I wish there was such a function on FB. The Account Setting / Mobile Tab no longer has the option to turn off the texts. I have tried texting "Off" "OFF" "off" "STOP" "Stop" and "stop". NONE of them have stopped the text messages. If I get one more text message from Facebook I will delete the whole account.

2 ^ | ˅ • Reply • Share ›

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2 ^ | ˅ • Reply • Share ›

Guest · 3 years ago

your text numbers are incorrect and the text messages still come from FB so your help isn't helpful

^ | ˅ • Reply • Share ›

Guest · 3 years ago

your text numbers are incorrect and the text messages still come from FB so your help isn't helpful

^ | ˅ • Reply • Share ›

ALSO ON WORDIMPRESS

Roots Starter Theme Review: Building with Roots Pros and Cons

7 comments • a year ago

Ben Word — Awesome writeup! FYI, the rewrites are no longer

Using Amazon SES to Send WordPress Emails

3 comments • 9 months ago

Michael Dorchain — Using IAM SMTP credentials with SES makes more sense to me. It is easier to setup and you can use

"out-of-the-box" and you'll need to install the plugin in order to use them. We no ...

it with any SMTP ...

How to Remove Product Sales Flash Icon Badge in WooCommerce

25 comments • a year ago

srinivas — hi it s removing only sale text. Not removing circle icon with back ground color

Using Chrome DevTools Workspaces for Faster WordPress Development

2 comments • a year ago

Devin Walker — Unfortunately it does not go that extra step to compile it yet... I still have to use Grunt to compile the LESS files. I think SASS ...

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Social Networks (/social-networks/)	Themes (/wp-themes/)
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(http://mattcromwell.com)   **Matt Cromwell (http://mattcromwell.com)** on *Put a CSS Sticky Footer in Your WordPress Theme (/put-a-css-sticky-footer-in-your-wordpress-theme/#comment-5611)*

Thanks for your comment. This was a common practice back a few years ago. We've decided against it as well

(http://www.claindsilva.com/)   **Clain Dsilva (http://www.claindsilva.com/)** on *Put a CSS Sticky Footer in Your WordPress Theme (/put-a-css-sticky-footer-in-your-wordpress-theme/#comment-5607)*

"This content is locked" Then why its on the internet? Please put them on a locker.

Vick on *Why This WordPress Developer Loves WP Engine — My Top 10 Reasons (/why-this-wordpress-developer-loves-wp-engine/#comment-5540)*

Great info indeed. Thanks. I am sure that using a CDN definitely worth it even more than previously. Personally i

veeroo18 on *List only Sibling Pages Using wp_list_pages (/list-only-sibling-pages-using-wp_list_pages/#comment-5535)*

Thanks Devin for overview and snippet, it really helps

Hey, We Tweet Too!

Overcome the WordPress SSL bug with this useful script: https://t.co/quFqojEVi8 (https://t.co/quFqojEVi8)
03:34:39 PM October 29, 2014 (http://twitter.com/wordImpress/statuses/527604455588786177) from TweetDeck
(https://about.twitter.com/products/tweetdeck)

Reply (http://twitter.com/intent/tweet?in_reply_to=527604455588786177)   Retweet (http://twitter.com/intent/retweet?tweet_id=527604455588786177)

Favorite (http://twitter.com/intent/favorite?tweet_id=527604455588786177)

Fire alarm! This just got real **#wcsf** (http://twitter.com/search?q=%23wcsf) **#wcsfsurvival** (http://twitter.com/search?q=%23wcsfsurvival) http://t.co/Rn7PkzV1hQ (http://t.co/Rn7PkzV1hQ) 08:53:12 AM October 25, 2014 (http://twitter.com/wordimpress/statuses/526053875078291457) from Twitter for Android (http://twitter.com/download/android)

Reply (http://twitter.com/intent/tweet?in_reply_to=526053875078291457)   Retweet (http://twitter.com/intent/retweet?tweet_id=526053875078291457)

Favorite (http://twitter.com/intent/favorite?tweet_id=526053875078291457)

RT **@innerwebs** (http://twitter.com/innerwebs): Surviving WordCamp San Francisco - WordImpress http://t.co/RjyKoskgnO (http://t.co/RjyKoskgnO) **#WordPress** (http://twitter.com/search?q=%23WordPress) via **@wordimpress** (http://twitter.com/wordimpress) 06:35:16 PM October 24, 2014 (http://twitter.com/wordimpress/statuses/525837972730429440) from Twitter for Android (http://twitter.com/download/android)

Reply (http://twitter.com/intent/tweet?in_reply_to=525837972730429440)   Retweet (http://twitter.com/intent/retweet?tweet_id=525837972730429440)

Favorite (http://twitter.com/intent/favorite?tweet_id=525837972730429440)

If you're heading to **#wcsf** (http://twitter.com/search?q=%23wcsf) too, we would love to chat! **@innerwebs** (http://twitter.com/innerwebs) and **@learnwithmattc** (http://twitter.com/learnwithmattc) will be in full **#wordpress** (http://twitter.com/search?q=%23wordpress) mode! 06:35:06 PM October 24, 2014 (http://twitter.com/wordimpress/statuses/525837928266608641) from Twitter for Android (http://twitter.com/download/android)

Reply (http://twitter.com/intent/tweet?in_reply_to=525837928266608641)   Retweet (http://twitter.com/intent/retweet?tweet_id=525837928266608641)

Favorite (http://twitter.com/intent/favorite?tweet_id=525837928266608641)

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W!

Web Applications Stack Exchange is a question and answer site for power users of web applications. It's 100% free, no registration required.

Take the 2-minute tour   ✕

How can I stop notifications from an unknown Facebook account to my new phone?

I have a new phone and the phone number seems to have been used before, by someone who wanted a notification whenever they logged in to Facebook.

Note: I do not have the phone that person had, so I can't go into the Facebook app or anything like that. I don't know their name, either.

I am getting texts at all hours of the day and night telling me "Your Facebook account was accessed from an unknown browser" etc. I want these to stop, but obviously I can't contact the person and say "you forgot to turn off your login notifications". How can I make these texts stop?

facebook   notifications

edited Apr 2 at 14:51   asked Apr 2 at 14:10

Alex   Kate Gregory
16.9k   4   41   66   111   3

1   This might be a little nefarious, but could be a good object lesson: Go through the "forgot password" process to get
    the password reset based on the phone. Log in to their account and remove the phone number. Presumably they'll
    then use the password recovery to regain control of the account. – Al E. Apr 5 at 14:17

1 Answer

Reply with "OFF" to the Facebook texts and it should stop. More info here on this Facebook
support page.

If that doesn't work, I would contact Facebook support. They are not super responsive but they can
solve problems. You could also block texts from the Facebook number. This is more of the nuclear
option so try to work thru Fb first. More info on how to block numbers here.

For future reference, all I did was Google "someone used my phone number for Facebook" and the
Facebook support article was the top result.

Edit: As per Al E's suggestion, you could try associating your phone number with your account. I
might trigger a verification process to see who has control of that number and might fix the

problem.

edited Apr 7 at 15:02

answered Apr 2 at 14:51

Joshua Dance
131   4

While this stops the texts, it doesn't solve the underlying problem that my phone number is associated with a stranger's facebook. And I tried contacting fb support and cannot figure out how on earth to do that. Just worthless forums without answers. I would like to disconnect the number if that is possible. — Kate Gregory Apr 2 at 15:08

Disassociating that number is the ultimate solution, you are correct. I don't know how to get thru Fb support faster. Sorry. — Joshua Dance Apr 2 at 19:38

I don't know how to get through to fb support at all - can't find an email, a phone number, anything. Wherever that info is it's well hidden. — Kate Gregory Apr 2 at 19:47

Yay. They are notoriously bad. With 750 million users and 7,000 employees that is around 100,000 people to support per employee. They try to make it hard to get ahold of them. Sorry. — Joshua Dance Apr 2 at 23:50

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1   @Kate: You could always disassociate it again later. — Al E. Apr 5 at 14:20

EXHIBIT D

●●○○○ Verizon 🛜 1:26 PM 🖇 ▬▬▬

❮ **Messages**   **326-65**   **Details**

info.

Sun, Feb 9, 3:16 PM

Your Facebook account was accessed from an unknown browser at 2:16pm. Log in for more info.

Mon, Feb 10, 4:34 PM

Your Facebook account was accessed from an unknown browser at 3:34pm. Log in for more info.

Wed, Apr 9, 10:29 AM

Your Facebook account was accessed by Facebook for Android at 9:29am. Log in for more

📷   Text Message   Send

●●○○○ Verizon 📶 1:25 PM ✳ 🔋

‹ **Messages** **326-65** **Details**

Sat, Oct 18, 9:15 AM

Your Facebook account was accessed from Chrome on Windows at 8:15am. Log in for more info.

Off

Facebook texts are now off.

Reply on to turn them back on.

Sat, Oct 18, 3:39 PM

Your Facebook account was accessed from Chrome on Windows at 2:39pm. Log in for more info.

📷 Text Message Send

●●○○○ Verizon 📶   1:25 PM   📶 🔋

‹ **Messages**   **326-65**   **Details**

Sat, Oct 18, 3:39 PM

Your Facebook account was accessed from Chrome on Windows at 2:39pm. Log in for more info.

Off

All off

Facebook texts are now off.

Reply on to turn them back on.

Sat, Oct 18, 7:03 PM

Your Facebook account was accessed from Chrome on Windows at

📷   Text Message   Send

‹ Messages   **326-65**   **Details**

Yesterday 7:25 PM

Your Facebook account was accessed from Chrome on Windows at 6:25pm. Log in for more info.

Yesterday 10:17 PM

Your Facebook account was accessed from Chrome on Windows at 9:16pm. Log in for more info.

Today 9:23 AM

Your Facebook account was accessed from Chrome on Windows at 8:23am. Log in for more info.

Text Message   Send

EXHIBIT E

From: "Facebook" <privacy+l1q1t51.aeazbozc5z5n6@support.facebook.com>
Subject: Re: Report a Violation of the Facebook Terms
Date: Tue, April 22, 2014 5:32 am
To: fbsmsabuse@orion.cotse.net

Hi,

Thanks for contacting Facebook. We'd be happy to investigate this further, but first
we need help locating the exact content you're reporting.

If possible, please ask a friend to help you report this content by using the report
links on Facebook. You can learn more about report links in the Help Center:
https://www.facebook.com/help/reportlinks/?ref=cr
Alternatively, you can ask a friend to help you provide the following information:
- Web address (URL) to the page on Facebook containing the content you want to report
- Time and date posted (if applicable)
- Exact quote of the text
- Exact name, date of birth and education or work networks of the person responsible
- Web address (URL) to their Facebook Timeline

Once we receive this information and are able to locate the reported material, we
will review it and take appropriate action.

Please rest assured that these reports will be kept confidential.

Thanks,

Facebook

------Original Message-----
From: fbsmsabuse@orion.cotse.net (fbsmsabuse@orion.cotse.net)
To: Facebook
Subject: Re: Report a Violation of the Facebook Terms

Sorry, the email you sent (presumably automated) missed the point of
my original abuse report entirely.

I am receiving repeated, unsolicited text messages on my cell phone,
406-███-7935, from 326-65, informing me that "Your Facebook account
was accessed by Facebook for [operating system] at [time]. Log in for
more info." These are in relation to a Facebook account that either
does not exist, or does not belong to me.

You need to stop sending unsolicited text messages to 406-███-7935.

I repeat, I do not have a Facebook account and have never given you my
cell phone number. This spamming and abuse is in the form of text
messages sent to my cell phone by Facebook, and has no relation to any
content that I am aware of posted on the site.

A human needs to read this email and take action.

Thank you!

> Hi,
>
> Thanks for contacting Facebook. We?d be happy to investigate this
> further, but first we need help locating the exact content you're
> reporting.
>
> If possible, please ask a friend to help you report this content by
> using the report links on Facebook. You can learn more about report
> links in the Help Center:
> https://www.facebook.com/help/reportlinks/?ref=cr
> Alternatively, you can ask a friend to help you provide the following
> information:
> - Web address (URL) to the page on Facebook containing the content you
> want to report
> - Time and date posted (if applicable)
> - Exact quote of the text
> - Exact name, date of birth and education or work networks of the
> person responsible
> - Web address (URL) to their Facebook Timeline
>
> Once we receive this information and are able to locate the reported
> material, we will review it and take appropriate action.
>
> Please rest assured that these reports will be kept confidential.
>
> Thanks,
>
> Facebook
>
> -----Original Message-----
> From: fbsmsabuse@orion.cotse.net
> To:
> Subject: Report a Violation of the Facebook Terms
>
> What issue are you trying to report?: Other
> Do you have a Facebook account?: No
> Your contact email address: fbsmsabuse@orion.cotse.net
> Have many pieces of content do you want to report?: 1
> When was this content posted?: 4/14/2014
> Link (URL) to the content: http://www.facebook.com
> Description: NO URL - I am receiving spam text messages from Facebook,
> sent from the phone number 326-65, informing me that "Your Facebook
> account was accessed by Facebook for [operating system] at [time]. Log
> in for more info." I do not have a Facebook account, and never gave
> you my phone number. Please cease and desist from sending me these
> messages! The number you're sending them to is: 406-███-7935. Future
> unsolicited SMS messages will be grounds for legal action.
>
> -----End Original Message-----
>
>
>
>
-----End Original Message-----