



# Notice of Dispute

## Instructions

You can use this form to tell Cricket's Legal Department about your dispute and begin the 60-day Informal Dispute Resolution Process. Information marked with an asterisk (\*) is required, but you may also want to include copies of your bills, notes, communications with Cricket, or advertisements.

Mail a copy of this completed form and any supporting documents to:

**Legal Department Notice of Dispute**  
**Cricket**  
**208 S. Akard, Office #2900.13**  
**Dallas, Texas 75202**

Or you can submit electronically here: <https://attlegaldepartment.force.com/CricketNOD/s/>

## Account Holder's Information (\*Required fields)

For privacy reasons, the Cricket Legal Department is only able to communicate with the account holder or a legal representative. For details, go to <https://www.cricketwireless.com/privacy>.

### Account Holder's Name

\*First Name

M.I.

\*Last Name

Jr./Sr.

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For security purposes, the Cricket Legal Department can only contact the customer at a phone number or email on file with the account.

### Account Holder's Billing Address

\*Street

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\*City

\*State

--

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\*Zip/Postal Code

\*Country

--

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\*Account Holder's Cricket Phone Number

Account Holder's Billing Email

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\*Are you the account holder?

Yes

☐

No

☐

If you are the account holder, you can skip this page and go to page 3. You must complete this page if you are not the account holder.

## Legal Representative's Information (\*Required fields)

\*What is your legal basis for representing the customer?

☐

Attorney

☐

Trustee

☐

Other:

\*Please explain. (You can also attach any relevant documents, if any).

☐

I confirm that I have authority to represent this customer.

### \*Attorney/Trustee/Other's Name

\*First Name

M.I.

\*Last Name

Jr./Sr.

Law Firm [if applicable]

License # [if applicable]

### \*Attorney/Trustee/Other's Address

\*Street

\*City

\*State

\*Zip/Postal Code

\*Country

\*Attorney/Trustee/Other's Phone

\*Attorney/Trustee/Other's Email

## Account Information

Which account is in dispute?

\*Cricket Phone Number:

## Dispute Details (\*Required field)

\*What issue(s) does your dispute involve? (Please explain your dispute in detail.)

Date Range of issue(s)

\*From

\*To

Month   Day   Year

Month   Day   Year

\*Are you seeking a credit, refund, or payment? If so, please enter the total amount requested and

\$

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explain how you calculated the amount.

## Dispute Details (continued)

\*Are you asking for anything other than a refund, credit, or payment? If so, please explain.

Are you making a property damage claim?    Yes ☐    No ☐

Please list any previous efforts to resolve this dispute, including whether you talked to Customer Support. If you did, can you remember who you talked to? Do you have the call reference number?

Please include any supporting documents. You may want to include bills, notes, communications with Cricket, or advertisements.

**Account Holder's Signature (\*Required field)**

**Date**

Please print and mail a completed copy of this form and any supporting documents to the Cricket Legal Department at the address on page 1. If you are not the account holder, please also include a completed Account Authorization form (at <https://www.cricketwireless.com/legal-info/notice-of-dispute.html>).