



## Toll-free verification rejection reasons (prior to 5/15/2025)

Starting on May 15, 2025, you will see new toll-free verification rejection reasons. These new reasons are more granular to help pinpoint exactly why your verification submission was rejected. [Please use this list going forward](#). The list you see below are the historical vetting rejection reasons that were used prior to May 2025.

Denial code	Reason
500	No Reason
501	Content Violation - SHAFT - Sex - Not Eligible for Resubmission
502	Content Violation - SHAFT - Hate - Not Eligible for Resubmission
503	Content Violation - SHAFT - Alcohol - Not Eligible for Resubmission
504	Content Violation - SHAFT - Firearms - Not Eligible for Resubmission
505	Content Violation - SHAFT - Tobacco / Vape - Not Eligible for Resubmission
506	Content Violation - SHAFT - CBD/Marijuana - Not Eligible for Resubmission
507	Campaign Violation - Age Gate Not Present / Not Acceptable - Eligible for Resubmission with Robust Age Gate implemented
508	Known Spam Campaign - Not Eligible for Resubmission
509	Disallowed Content - Loan Marketing - Not Eligible for Resubmission
510	Disallowed Content - 3rd Party Debt Collection - Not Eligible for Resubmission
511	Disallowed Content - Gambling - Not Eligible for Resubmission
532	Disallowed Content - Sweepstakes - Not Eligible for Resubmission
533	Disallowed Content - Stock Alerts - Not Eligible for Resubmission
534	Disallowed Content - Cryptocurrency - Not Eligible for Resubmission
535	Disallowed Content - Risk Investment - Not Eligible for Resubmission
536	Disallowed Content - Debt Reduction - Not Eligible for Resubmission
537	Disallowed Content - Credit Repair - Not Eligible for Resubmission
538	Disallowed Content - 3rd Party Lead Generation - Not Eligible for Resubmission
539	Disallowed Content - Federally Illegal Substances - Not Eligible for Resubmission
540	Known Phishing Campaign - Not Eligible for Resubmission
541	High Risk - Fraud - Not Eligible for Resubmission
542	High Risk - Deceptive Marketing - Not Eligible for Resubmission



Denial code	Reason
543	High Risk - Public URL Shortener - correct to branded URL domain
544	High Risk - Non-secured URL - correct to HTTPS://
545	Invalid Information - Can't Verify Business Information - Correct Business Information / Address / Contact / URL - Eligible for Resubmission
546	Invalid Information - Can't Validate URL - Website is not accessible / not available - Eligible for Resubmission
547	Invalid Information - ISV Contact Information Provided, Need Assigned End User - Eligible for Resubmission
548	Opt-in - Not sufficient for campaign type - Express Consent Required - Eligible for Resubmission
549	Opt-in - Consent for messaging is a requirement for service - Eligible for Resubmission
550	Opt-in - No opt-in provided - Eligible for Resubmission
551	Opt-in is shared with 3rd Parties - Remove language for information sharing / Add language that opt-in is not allowed - Eligible for Resubmission
552	Campaign Violation - Single Number Used for Multiple Businesses - please assign a TFN per business - Eligible for resubmission
553	Opt - in - List Opt-in relies on organizational or government exemption. Opt-in is required for all toll-free submissions - Not Eligible for Resubmission
620	Additional Information Requested - Justification for more than 5 numbers/business
621	Additional Information Requested - Opt-in information not provided, please update
622	Additional Information Requested - Business Information not valid
1000	Submission Editing Timed Out
1002	Number not provisioned to Bandwidth. An LOA is required in order to move this TFN to Bandwidth.