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**UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA**

ALEJANDRA NAVARRO,
individually and on behalf of all others
similarly situated,

Plaintiff,

vs.

TIKTOK INC.,

Defendant.

Case No.

CLASS ACTION

**COMPLAINT FOR VIOLATIONS
OF THE TELEPHONE
SOLICITATION ACT 47 U.S.C. §
227, ET SEQ. (TCPA)**

JURY TRIAL DEMANDED

CLASS ACTION COMPLAINT

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2 1. Plaintiff, Alejandra Navarro (“Plaintiff”), brings this action against
3 Defendant, TikTok Inc. (“Defendant”), to secure redress for violations of the
4 Telephone Consumer Protection Act (“TCPA”), 47 U.S.C. § 227.

NATURE OF THE ACTION

5
6 2. This is a putative class action under 47 U.S.C. § 227 et seq., the Telephone
7 Consumer Protection Act (“TCPA”).

8 3. Defendant is a technology and social media corporation that provides a
9 short-form video hosting and sharing platform, along with related digital products and
10 services, to consumers based out of the State of California.

11 4. To promote its goods and services, Defendant engages in aggressive text
12 messages campaigns to consumers with no regard for consumers’ rights under the
13 TCPA, even after customers opt out from Defendant’s text messages.

14 5. Through this action, Plaintiff seeks injunctive relief to halt Defendant’s
15 illegal conduct, which has resulted in the invasion of privacy, harassment, aggravation,
16 and disruption of the daily life of thousands of individuals. Plaintiff also seeks statutory
17 damages on behalf of herself and members of the class, and any other available legal or
18 equitable remedies.

JURISDICTION AND VENUE

19 6. Jurisdiction is proper under 28 U.S.C. § 1331 as Plaintiff alleges violations
20 of a federal statute. Jurisdiction is also proper under 28 U.S.C. § 1332 as the amount in
21 controversy exceeds the sum of \$75,000. Jurisdiction is also proper under 28 U.S.C. §
22 1332(d)(2) because Plaintiff alleges a class, which will result in at least one class member
23 belonging to a different state than that of Defendant. Plaintiff seeks up to \$1,500.00
24 (one-thousand-five-hundred dollars) in damages for each call in violation of the TCPA,
25 which, when aggregated among a proposed class numbering in the tens of thousands,
26 or more, exceeds the \$5,000,000.00 (five-million dollars) threshold for federal court
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1 jurisdiction under the Class Action Fairness Act (“CAFA”). Therefore, both the
2 elements of diversity jurisdiction and CAFA jurisdiction are present.

3 7. Venue is proper in the United States District Court for the Central District
4 of California pursuant to 28 U.S.C. § 1391(b) and (c) because Plaintiff resides in this
5 District, Defendant is deemed to reside in any judicial district in which it is subject to
6 the court’s personal jurisdiction, and because Defendant provides and markets its
7 services within this district thereby establishing sufficient contacts to subject it to
8 personal jurisdiction. Further, Defendant’s tortious conduct against Plaintiff occurred
9 within the Central District of California and, on information and belief, Defendant has
10 sent the same text messages complained of by Plaintiff to other individuals within this
11 judicial district, such that some of Defendant’s acts in making such calls have occurred
12 within this district, subjecting Defendant to jurisdiction in the Central District of
13 California.

14 **PARTIES**

15 8. Plaintiff is a natural person who, at all times relevant to this action, was a
16 resident of Los Angeles County, California.

17 9. Plaintiff is, and at all times relevant hereto was, an individual and the sole
18 subscriber of the residential telephone number ending in 1726 (the “1726 Number”)
19 that received Defendant’s text messages.

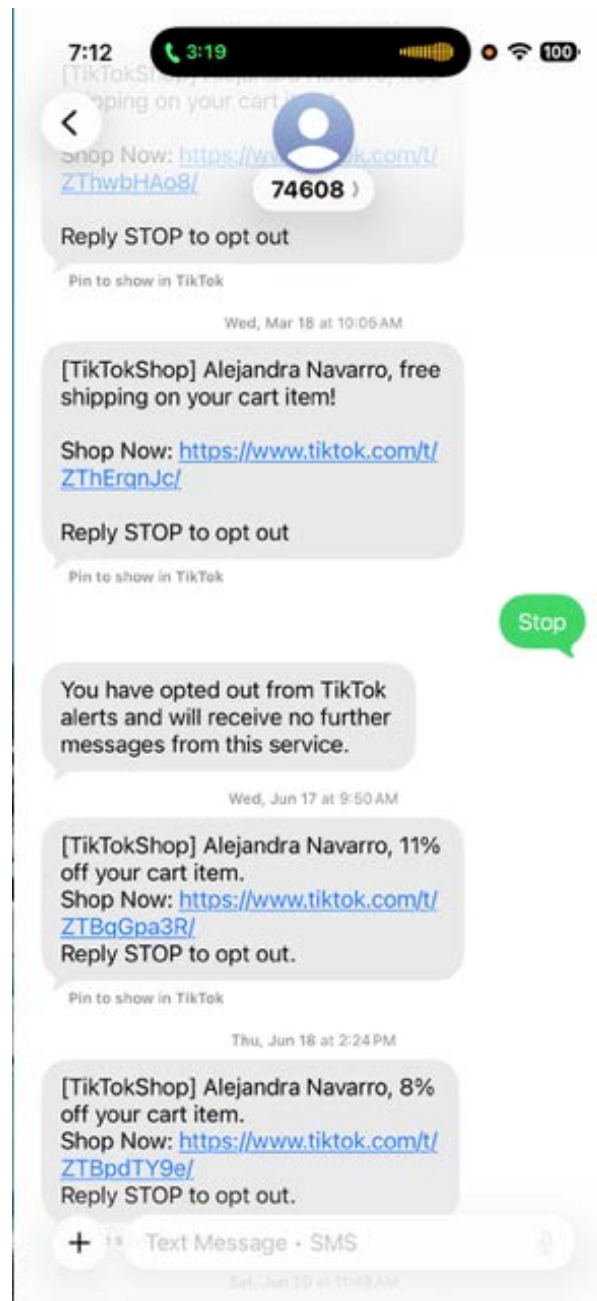
20 10. Defendant is a California corporation whose principal place of business is
21 at 5800 Bristol Parkway, Suite 100, Culver City, CA 90230, United States.

22 11. Defendant directs, markets, and provides its business activities
23 throughout the State of California.

24 12. Unless otherwise indicated, the use of Defendant’s name in this
25 Complaint includes all agents, employees, officers, members, directors, heirs,
26 successors, assigns, principals, trustees, sureties, subrogees, representatives, vendors,
27 and insurers of Defendant.

FACTS

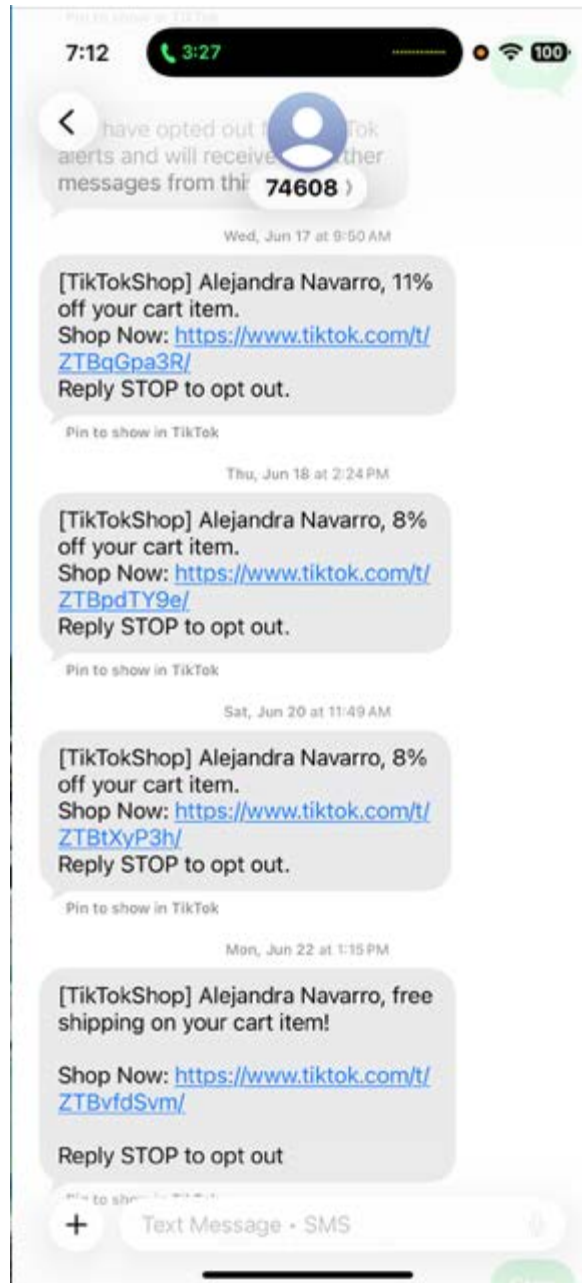
13. Beginning on or about March 2026, Defendant sent or caused to be sent multiple telemarketing text messages to Plaintiff's 1726 Number, from Defendant's short code 74608, as shown below:



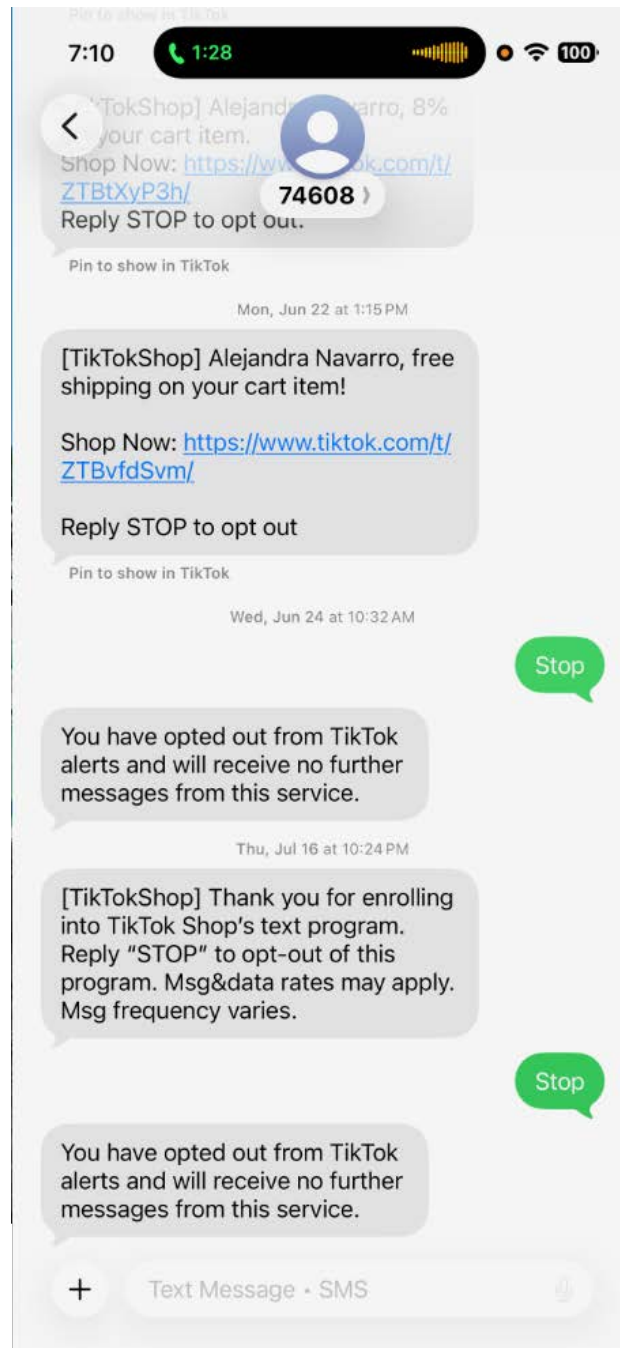
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2 14. On or about March 18, 2026, Plaintiff revoked her consent to be
3 contacted, in an attempt to opt out of any further text message communications with
4 Defendant, by sending the message “Stop”, (as shown above).

5 15. In response to Plaintiff’s opt-out request, Defendant sent an automated
6 confirmation message stating: “You have opted out from TikTok alerts and will receive
7 no further messages from this service.” (as shown above).

8 16. Despite this promise to cease all communications, Defendant willfully
9 disregarded both Plaintiff’s opt-out request and its own confirmation by sending
10 additional text messages to Plaintiff on June 17, 2026, June 18, 2026, June 20, 2026, and
11 June 22, 2026, as shown below:
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17. On or about June 24, 2026, Plaintiff again revoked her consent to be contacted, sending a second opt-out request by texting “stop” in an attempt to opt out of any further text message communications with Defendant, as shown below:



18. Immediately following Plaintiff's opt-out request, Defendant sent a confirmation message stating: "You have opted out from TikTok alerts and will receive no further messages from this service." Despite this second confirmation, Defendant sent Plaintiff another text message on July 16, 2026, as shown above.

19. Defendant has the capability of immediately complying with Plaintiff's opt-out requests.

1 38. Plaintiff is the subscriber and sole user of the 1726 Number and is
2 financially responsible for it.

3 39. Plaintiff's 1726 Number is her residential number which she uses for
4 personal purposes.

5 40. Plaintiff registered her 1726 Number with the National Do-Not-Call
6 Registry on April 5, 2008, and has been registered at all times relevant to this action.

7 41. The TCPA's implementing regulation, 47 C.F.R. § 64.1200(c), provides
8 that "[n]o person or entity shall initiate any telephone solicitation" to "[a] residential
9 telephone subscriber who has registered his or her telephone number on the national
10 do-not-call registry of persons who do not wish to receive telephone solicitations that
11 is maintained by the federal government."

12 42. The text messages originated from at least short code 74608, a number
13 which upon information and belief is owned and operated by Defendant or on behalf
14 of Defendant.

15 43. Upon information and belief, Defendant has access to outbound
16 transmission reports for all text messages sent advertising/promoting its services and
17 goods. These reports show the dates, times, target telephone numbers, and content of
18 each message sent to Plaintiff and the Class members. Defendant also has access to text
19 message logs showing Plaintiff's and the Class members' inbound opt-out requests.

20 44. Defendant's unwanted telemarketing text messages caused Plaintiff actual
21 harm, including invasion of her privacy, aggravation, annoyance, intrusion on seclusion,
22 trespass, and conversion. Defendant's text messages also inconvenienced Plaintiff and
23 caused disruption to her daily life.

24 45. Defendant's unwanted telemarketing text messages caused Plaintiff actual
25 harm. Specifically, Plaintiff estimates that she has wasted fifteen to thirty seconds
26 reviewing each of Defendant's unwanted messages. Each time, Plaintiff had to stop
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1 what she was doing to either retrieve her phone and/or look down at the phone to
2 review the message.

3 46. Next, Plaintiff wasted approximately fifteen minutes locating and
4 retaining counsel for this case in order to stop Defendant's unwanted text messages. In
5 all, Defendant's violations of the TCPA caused Plaintiff to waste at least fifteen minutes
6 of her time in addressing and attempting to stop Defendant's solicitations.

7 **CLASS ALLEGATIONS**

8 **PROPOSED CLASSES**

9 47. Plaintiff brings this case as a class action pursuant to Fed. R. Civ. P. 23,
10 on behalf of herself and all others similarly situated.

11 48. Plaintiff brings this case on behalf of the following "Classes" defined as
12 follows:

13 **Do Not Call Registry Class:** All persons in the United
14 States who from four years prior to the filing of this action
15 (1) were sent a text message by or on behalf of Defendant;
16 (2) more than one time within any 12-month period; (3)
17 where the person's telephone number had been listed on
18 the National Do Not Call Registry for at least thirty days;
19 (4) for the purpose of promoting Defendant's products
20 and services; and (5) for whom Defendant claims (a) it did
not obtain prior express written consent, or (b) it obtained
prior express written consent in the same manner as
Defendant claims it supposedly obtained prior express
written consent to call the Plaintiff.

21 **National Internal Do Not Call Class:** All persons within
22 the United States who, within the four years prior to the
23 filing of this Complaint, (1) received at least two text
24 messages within any 12-month period; (2) from Defendant
25 or on Defendant's behalf; (3) for the purpose of promoting
26 Defendant's products and services; (4) to the person's
27 personal telephone number; (5) while Defendant did not
28 institute procedures that met the minimum standards
required by 47 C.F.R. § 64.1200(d)(1)-(6).

1 49. Defendant and its employees or agents are excluded from the Classes.
2 Plaintiff does not know the number of members in each Class but believes the Class
3 members number in the several thousands, if not more.

4 50. Also excluded from the Classes are persons who, after making a request
5 to Defendant to not receive future text messages, subsequently affirmatively opted-in
6 to receive text messages from Defendant.

7 **NUMEROSITY**

8 51. Upon information and belief, Defendant has sent text messages to
9 telephone numbers belonging to thousands of consumers listed throughout the United
10 States without their prior express written consent and/or after they had requested to
11 opt-out. The members of each Class, therefore, are believed to be so numerous that
12 joinder of all members is impracticable.

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

17 **COMMON QUESTIONS OF LAW AND FACT**

18 53. There are numerous questions of law and fact common to the Classes
19 which predominate over any questions affecting only individual members of the Class.
20 Among the questions of law and fact common to the Classes are:

- 21 a) Whether Defendant initiated marketing text messages to Plaintiff and the
22 Class members;
23 b) Whether Defendant violated 47 C.F.R. § 64.1200(c);
24 c) Whether Defendant violated 47 C.F.R. § 64.1200(d);
25 d) Whether Defendant adhered to requests by class members to stop sending
26 text messages to their telephone numbers;
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1 e) Whether Defendant keeps records of text recipients who revoked consent
2 to receive texts;

3 f) Whether Defendant has any written policies for maintaining an internal
4 do not call list;

5 g) Whether Defendant's conduct was knowing and willful; and

6 h) Whether Defendant is liable for damages, and the amount of such
7 damages.

8 54. The common questions in this case are capable of having common
9 answers. If Plaintiff's claim that Defendant routinely transmits telemarketing messages
10 to consumers after they had requested to be opted out, while they were registered on
11 the DNC Registry and at times prohibited by law, Plaintiff and the Class members will
12 have identical claims capable of being efficiently adjudicated and administered in this
13 case.

14 **TYPICALITY**

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

17 **PROTECTING THE INTERESTS OF THE CLASS MEMBERS**

18 56. Plaintiff is a representative who will fully and adequately assert and protect
19 the interests of the Classes and has retained competent counsel. Accordingly, Plaintiff
20 is an adequate representative and will fairly and adequately protect the interests of the
21 Classes.

22 **SUPERIORITY**

23 57. A class action is superior to all other available methods for the fair and
24 efficient adjudication of this lawsuit because individual litigation of the claims of all
25 members of the Classes is economically unfeasible and procedurally impracticable.
26 While the aggregate damages sustained by the Classes are in the millions of dollars, the
27 individual damages incurred by each member of the Classes resulting from Defendant's
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1 wrongful conduct are too small to warrant the expense of individual lawsuits. The
2 likelihood of individual Class members prosecuting their own separate claims is remote,
3 and, even if every member of the Classes could afford individual litigation, the court
4 system would be unduly burdened by individual litigation of such cases.

5 58. The prosecution of separate actions by members of the Classes would
6 create a risk of establishing inconsistent rulings and/or incompatible standards of
7 conduct for Defendant. For example, one court might enjoin Defendant from
8 performing the challenged acts, whereas another may not. Additionally, individual
9 actions may be dispositive of the interests of the Classes, although certain class
10 members are not parties to such actions.

11 **COUNT I**
12 **Violation of the TCPA, 47 U.S.C. § 227**
13 **(On Behalf of Plaintiff and the Do Not Call Registry Class)**

14 59. Plaintiff repeats and realleges paragraphs 1 through 58 of this Complaint
15 and incorporates them by reference herein.

16 60. The TCPA's implementing regulation, 47 C.F.R. § 64.1200(c), provides
17 that "[n]o person or entity shall initiate any telephone solicitation" to "[a] residential
18 telephone subscriber who has registered his or her telephone number on the national
19 do-not-call registry of persons who do not wish to receive telephone solicitations that
20 is maintained by the federal government."

21 61. 47 C.F.R. § 64.1200(e), provides that § 64.1200(c) and (d) "are applicable
22 to any person or entity making telephone solicitations or telemarketing calls to wireless
23 telephone numbers."

24 62. 47 C.F.R. § 64.1200(d) further provides that "[n]o person or entity shall
25 initiate any call for telemarketing purposes to a residential telephone subscriber unless
26 such person or entity has instituted procedures for maintaining a list of persons who
27 request not to receive telemarketing calls made by or on behalf of that person or entity."
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63. Any “person who has received more than one telephone call within any 12-month period by or on behalf of the same entity in violation of the regulations prescribed under this subsection may” bring a private action based on a violation of said regulations, which were promulgated to protect telephone subscribers’ privacy rights to avoid receiving telephone solicitations to which they object. 47 U.S.C. § 227(c).

64. Defendant violated 47 C.F.R. § 64.1200(c) by initiating, or causing to be initiated, text messages solicitations to telephone subscribers such as Plaintiff and the Do Not Call Registry Class members who registered their respective telephone numbers on the National Do Not Call Registry, a listing of persons who do not wish to receive telephone solicitations that is maintained by the federal government.

65. Defendant violated 47 U.S.C. § 227(c)(5) because Plaintiff and the Do Not Call Registry Class received more than one telephone solicitation in a 12-month period made by or on behalf of Defendant in violation of 47 C.F.R. § 64.1200, as described above. As a result of Defendant’s conduct as alleged herein, Plaintiff and the Do Not Call Registry Class suffered actual damages and, under section 47 U.S.C. § 227(c), are entitled, inter alia, to receive up to \$500 in damages for such violations of 47 C.F.R. § 64.1200.

66. To the extent Defendant’s misconduct is determined to be willful and knowing, the Court should, pursuant to 47 U.S.C. § 227(c)(5), treble the amount of statutory damages recoverable by the members of the Do Not Call Registry Class.

COUNT II

Violation of 47 U.S.C. § 227(c)(2)

(On Behalf of Plaintiff and the National Internal Do Not Call Class)

67. Plaintiff re-alleges and incorporates paragraphs 1 through 58 as if fully set forth herein.

68. The TCPA provides that any “person who has received more than one telephone call within any 12-month period by or on behalf of the same entity in violation of the regulations prescribed under this subsection may” bring a private action

1 based on a violation of said regulations, which were promulgated to protect telephone
2 subscribers' privacy rights to avoid receiving telephone solicitations to which they
3 object. 47 U.S.C. § 227(c)(5).

4 69. Under 47 C.F.R. § 64.1200(d), "[n]o person or entity shall initiate any call
5 for telemarketing purposes to a residential telephone subscriber unless such person or
6 entity has instituted procedures for maintaining a list of persons who request not to
7 receive telemarketing calls made by or on behalf of that person or entity. The
8 procedures instituted must meet certain minimum standards, including:

9 (3) Recording, disclosure of do-not-call requests. If a person or entity
10 making an artificial or prerecorded-voice telephone call pursuant to an
11 exemption under paragraphs (a)(3)(ii) through (v) of this section or any
12 call for telemarketing purposes (or on whose behalf such a call is made)
13 receives a request from a residential telephone subscriber not to receive
14 calls from that person or entity, the person or entity must record the
15 request and place the subscriber's name, if provided, and telephone
16 number on the do-not-call list at the time the request is made. Persons or
17 entities making such calls (or on whose behalf such calls are made) must
18 honor a residential subscriber's do-not-call request within a reasonable
19 time from the date such request is made. This period may not exceed ten
20 (10) business days from the receipt of such request. If such requests are
21 recorded or maintained by a party other than the person or entity on
22 whose behalf the call is made, the person or entity on whose behalf the
23 call is made will be liable for any failures to honor the do-not-call request.
24 A person or entity making an artificial or prerecorded- voice telephone
25 call pursuant to an exemption under paragraphs (a)(3)(ii) through (v) or
26 any call for telemarketing purposes must obtain a consumer's prior
27 express permission to share or forward the consumer's request not to be
28 called to a party other than the person or entity on whose behalf a call is
made or an affiliated entity

(6) Maintenance of do-not-call lists. A person or entity making calls for
telemarketing purposes must maintain a record of a caller's do-not-call
request for a period of at least five years.

47 C.F.R. § 64.1200(d)(3), (6).

1 70. Under 47 C.F.R. § 64.1200(e), the rules set forth in 47 C.F.R. § 64.1200(d)
2 are applicable to any person or entity making telephone solicitations or telemarketing
3 calls to wireless telephone numbers:

4 (e) The rules set forth in paragraph (c) and (d) of this section are
5 applicable to any person or entity making telephone solicitations or
6 telemarketing calls to wireless telephone numbers to the extent described
7 in the Commission's Report and Order, CG Docket No. 02-278, FCC
8 03-153, "*Rules and Regulations Implementing the Telephone Consumer Protection
9 Act of 1991.*"

10 47 C.F.R. § 64.1200(e).

11 71. Plaintiff and the Internal Do Not Call Class members made requests to
12 Defendant not to receive telemarketing messages from Defendant.

13 72. Defendant failed to honor Plaintiff and the Internal Do Not Call Class
14 members' requests.

15 73. Defendant continued to send telemarketing messages to Plaintiff more
16 than ten (10) business days after Plaintiff's opt-out request.

17 74. Upon information and belief, Defendant has not instituted procedures for
18 maintaining a list of persons who request not to receive telemarketing text messages
19 made by or on behalf of their behalf, pursuant to 47 C.F.R. § 64.1200(d).

20 75. Because Plaintiff and the Internal Do Not Call Class members received
21 more than one text message in a 12-month period made by or on behalf of Defendant
22 in violation of 47 C.F.R. § 64.1200(d), as described above, Defendant violated 47 U.S.C.
23 § 227(c)(5).

24 76. As a result of Defendant's violations of 47 U.S.C. § 227(c)(5), Plaintiff and
25 the Internal Do Not Call Class members are entitled to an award of \$500.00 in statutory
26 damages, for each and every negligent violation, pursuant to 47 U.S.C. § 227(c)(5).

27 77. As a result of Defendant's violations of 47 U.S.C. § 227(c)(5), Plaintiff and
28 the Internal Do Not Call Class members are entitled to an award of \$1,500.00 in

1 statutory damages, for each and every knowing and/or willful violation, pursuant to 47
2 U.S.C. § 227(c)(5).

3 78. Plaintiff and the Internal Do Not Call Class members also suffered
4 damages in the form of invasion of privacy.

5 79. Plaintiff and the National Internal Do Not Call Class members are also
6 entitled to and seek injunctive relief prohibiting Defendant's illegal conduct in the
7 future, pursuant to 47 U.S.C. § 227(c)(5).

8 **PRAYER FOR RELIEF**

9 **WHEREFORE**, Plaintiff, individually and on behalf of the Classes, prays for
10 the following relief:

- 11 a) An order certifying this case as a class action on behalf of the Classes as
12 defined above, and appointing Plaintiff as the representative of the Classes
13 and Plaintiff's counsel as Class Counsel;
14 b) An award of statutory damages for Plaintiff and each member of the
15 Classes;
16 c) An order declaring that Defendant's actions, set out above, violate the
17 TCPA;
18 d) An injunction requiring Defendant to cease all telemarketing text message
19 campaigns made without express written consent, and to otherwise protect
20 the interests of the Classes;
21 e) Such further and other relief as the Court deems necessary.

22 **JURY DEMAND**

23 Plaintiff, individually and on behalf of the Classes, hereby demands a trial by jury.

24 **DOCUMENT PRESERVATION DEMAND**

25 Plaintiff demands that Defendant take affirmative steps to preserve all records,
26 lists, electronic databases or other itemization of telephone numbers associated with
27 the communications or transmittal of the text messages as alleged herein.

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2 Dated: July 29, 2026

Respectfully submitted,

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4 By: /s/ Scott Edelsberg

5 **EDELSBERG LAW, P.A.**

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