


Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W1929946	Case Type:	Complaint
Date Received:	12/06/2001 	Complainant:	
Date Entered:	12/06/2001	Date Assigned:	12/07/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Jody Felix/FCCIN	Service Date:	
Date Closed:	12/07/2001	Response Date:	
Closed By:	Jody Felix	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

I have been receiving unsolicited marketing calls at my office from sales representatives of Pitney Bowes Inc. on an on-going basis for several months now. Despite two previous requests to be added to their do not call list, I am still receiving their phone calls at work. On December 6, 2001, at 2:30pm, I received another call from a sales representative named Zack Mierke of Pitney Bowes who was attempting to sell me their products. I explained to Mr. Mierke that I had explicitly requested on two previous occasions to be placed on the company's do-not call list and that his conversation was in violation of the law. Mr. Mierke indicated that he was unfamiliar with the law regarding do-not call lists and that he did not think that it applied to him because he was not technically a "telemarketer" but an actual sales representative employed at Pitney Bowes. After informing him that the law did indeed apply to him and that I intended to file an FCC complaint, he became very defensive and suggested that the reason why I was not added to the company's list was that the previous caller may have been offended by my annoyance with her call. His tone was very insulting and rude. I would like Pitney Bowes to be informed of this complaint, to respect my repeated request to be added to their do-not call list and for the company to inform Mr. Mierke of the FCC regulations on this matter. If possible, I would like formal acknowledgment from Pitney Bowes that they will not call again within the time period prescribed by statute (i.e., 10 years).

Apparent Carrier(s):	
Contact Name:	Best Time to Call: 4:00pm
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Washington	State: DC Zip: 20009

Company Name:	
	Relationship with the Party:
	City:State:PrZip:
Other Party that can be contacted?	
	Relationship:
	City, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? No

If yes, name of company, name and number of company representative you spoke with:


Name: Phone: Ext:

Date you spoke with company representative:

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W737374	Case Type:	Complaint
Date Received:	09/05/2001 	Complainant:	
Date Entered:	09/05/2001	Date Assigned:	09/05/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Mary Pontious/FCCIN	Service Date:	
Date Closed:	09/05/2001	Response Date:	
Closed By:	Mary Pontious	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

I have repeatedly ordered this telemarketer to put me on their do not call list. Among other occasions they called me Sat. 05-12-01 at 11:01 a.m.; at 9:03 p.m. on Monday 08-06-01; at 9:10 p.m. on Tuesday 08-07-01 (both times in violation of fed law as to the hour); and today 9-04-01 at 8:33 p.m. someone claiming to be 'Eric' refused to put me on their do not call list, repeatedly asking me if I wanted to take the survey or not when I asked whether he was going to put me on their do not call list. I then demanded to know which telemarketing company exactly was 'Albuquerque Radio Research', and advised him he was bound by Federal Law to disclose this. He refused to do so repeatedly, then hung up on me. I was previously (08/07/01) able to extract the telemarketer name 'Precision Dialing System' from someone named 'Rose' who claimed to be 'Albuquerque Radio Research,' which is why I give the contact info above.

Apparent Carrier(s):	
Contact Name:	Best Time to Call: any
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Albuquerque	State: NM Zip: 87125-0822

Company Name:	
	Relationship with the Party:
	City:State:Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes
 If yes, was the complaint resolved to your satisfaction? No
 If yes, name of company, name and number of company representative you spoke with:
 Name: Phone: Ext:
 Date you spoke with company representative:
 If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:
 Name: Phone: Ext:
 Date you spoke with the second company representative:
 Have you paid any of the disputed charges?
 Did the company billing for these charges adjust or refund some or all of the disputed charges?
 If yes, what was the amount of the adjustment or refund?
 Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies? Yes
 Indicate the responsible carrier(s): US West Communications

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-G18353	Case Type:	Complaint
Date Received:	05/02/2001	Complainant:	
Date Entered:	05/02/2001	Date Assigned:	05/02/2001
Entered By:	Judy Camel	Date Reassigned:	
Assigned To:	Judy Camel/FCCIN	Service Date:	05/09/2001
Date Closed:	07/02/2001	Response Date:	06/08/2001
Closed By:	Deb Brooks	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By: Sandra Johnson	Purged Date: 11/18/2002

Current Status: Purged

Complaint Summary:

██████ has been receiving telemarketing calls from MCI. The last telemarketer she talked to was Jeromy, she did not get last name or anything. She told him she was not interested and asked to be taken off the calling list. Jeremy called back and harassed her husband. He called back again, she told him she was not interested and asked him not to call again, he said "I guess I will have to call you from my home". ██████ would like their name number to be put on MCI do-not-call list, and not call them again.

Apparent Carrier(s): MCI WorldCom, Inc.	
Contact Name:	Best Time to Call:
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Prudenville	State: MI Zip: 48651

Company Name:	Relationship with the Party:
	City: State: Zip:
Other Party that can be contacted?	Relationship:
	City: State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?


Indicate the responsible carrier(s):

Other Carriers Listed:

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-G19606	Case Type:	Complaint
Date Received:	05/21/2001 	Complainant:	
Date Entered:	05/21/2001	Date Assigned:	05/21/2001
Entered By:	Deb Woodson	Date Reassigned:	
Assigned To:	Deb Woodson/FCCIN	Service Date:	05/30/2001
Date Closed:	07/18/2001	Response Date:	06/29/2001
Closed By:	Elizabeth Miller	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By: Vanessa Kuhn	Purged Date: 11/19/2002

Current Status: Purged

Complaint Summary:

Complainant is elderly. Keeps getting calls from MCI telemarketers for service. She used to be a customer and only makes about 2 out of state calls a year. She has been receiving these calls for almost 2 years and has asked numerous times to be put on their do not call list, to no avail. She uses Vartec 1010811 to make her LD calls. She wants MCI to STOP calling. The telemarketer also told her that by calling their number, she would be automatically re-activated....even if she was only calling in a complaint about their telemarketing techniques. This is wrong...they also shouldn't prey on older citizens.

Apparent Carrier(s):	MCI WorldCom, Inc.		
Contact Name:			
Contact Number:			
Email Address:			
PO Box:			
City:	San Leandro	State: CA	Zip: 94577
Best Time to Call:			
Fax Number:			
Internet Address:			

Company Name:	
Relationship with the Party:	
City:State:Zip:	
Other Party that can be contacted?	
Relationship:	
City, State: Zip:	
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

if yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

Indicate the responsible carrier(s):

Other Carriers Listed:

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-G21890	Case Type:	Complaint
Date Received:	07/03/2001	Complainant:	
Date Entered:	07/03/2001	Date Assigned:	07/03/2001
Entered By:	Vicky Gruwell	Date Reassigned:	
Assigned To:	Vicky Gruwell/FCCIN	Service Date:	07/11/2001
Date Closed:	07/20/2001	Response Date:	08/10/2001
Closed By:	Anna Shields	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By: Melissa Wetzel	Purged Date: 11/25/2002

Current Status: Purged**Complaint Summary:**

HE IS TIRED OF BEING HARRASSED BY AT&T TELEMARETERS. HE REQUESTED TO BE PUT ON THEIR DO NOT CALL LIST BACK IN APRIL AND THEY ARE STILL CALLING HIS HOUSE. AT&T TELEMARETERS CALLED ON JULY 2, 2001 AT 8:29, 8:30, 8:35, 8:36, AND 8:48 IN THE EVENING.

Apparent Carrier(s):	AT&T Corporation		
Contact Name:			
Contact Number:			
Email Address:			
PO Box:			
City:	Sandy	State:	UT
Best Time to Call:			
Fax Number:			
Internet Address:			
Address:			
Zip:	34070		

Company Name:	
Relationship with the Party:	
City: State: Zip:	
Other Party that can be contacted?	
Relationship:	
City, State: Zip:	
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

Indicate the responsible carrier(s):

Other Carriers Listed:

Subject Code:

ANALYSIS SECTION

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-G20766	Case Type:	Complaint
Date Received:	06/04/2001	Complainant:	
Date Entered:	06/04/2001	Date Assigned:	06/04/2001
Entered By:	Elizabeth Miller	Date Reassigned:	
Assigned To:	Elizabeth Miller/FCCIN	Service Date:	06/13/2001
Date Closed:	07/10/2001	Response Date:	07/13/2001
Closed By:	Mary Pontious	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By: Richard Henderson	Purged Date: 11/25/2002

Current Status: Purged**Complaint Summary:**

I have switched long distance carriers from AT&T to another carrier in September, 2000. AT&T has continued to call me ever since September in an effort to have me switch back. I am not interested in their services, and wish they would put me on their do not call list. I have received over 260 calls from AT&T since September, some calls are in the evening after I have already gone to bed.

I have repeatedly asked them to stop calling me, but was not aware that I had to specifically request to be placed on their Do Not Call List.

Through this complaint, I am requesting that AT&T put me on the Do Not Call list immediately.

Apparent Carrier(s):	AT&T Corporation		
Contact Name:	Best Time to Call:		
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: Brewton	State: AL	Zip: 36426-5827	

Company Name:	Relationship with the Party:
	City: State: Zip:
Other Party that can be contacted?	Relationship:
	City, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?


Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

Indicate the responsible carrier(s):

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-G20832	Case Type:	Complaint
Date Received:	06/05/2001 	Complainant:	
Date Entered:	06/05/2001	Date Assigned:	06/05/2001
Entered By:	Jody Felix	Date Reassigned:	
Assigned To:	Jody Felix/FCCIN	Service Date:	06/13/2001
Date Closed:	07/03/2001	Response Date:	07/13/2001
Closed By:	Judy Camel	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By: Richard Henderson	Purged Date: 11/25/2002

Current Status: Purged**Complaint Summary:**

Consumer is receiving soliticing calls from Allnet Communications, 2 to 10 per day. He has called and asked them to stop the calling but they continue to call. He has medical reasons and needs his lines to stay open. Their number is 1-800-783-7380.

Apparent Carrier(s):	Frontier Communications Services		
Contact Name:			
Contact Number:			
Email Address:			
PO Box:			
City:	Carmichael	State:	CA
Best Time to Call:			
Fax Number:			
Internet Address:			
Address:			
Zip:	95608		

Company Name:	
Relationship with the Party:	
City: State: Zip:	
Other Party that can be contacted?	
Relationship:	
City, State: Zip:	
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

Indicate the responsible carrier(s):


Other Carriers Listed:

Subject Code:

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-G22068	Case Type:	Complaint
Date Received:	07/09/2001 	Complainant:	
Date Entered:	07/09/2001	Date Assigned:	07/09/2001
Entered By:	Linda Dillon	Date Reassigned:	
Assigned To:	Linda Dillon/FCCIN	Service Date:	07/18/2001
Date Closed:	07/25/2001	Response Date:	08/17/2001
Closed By:	Mary Shaak	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By: Melissa Wetzel	Purged Date: 11/25/2002

Current Status: Purged

Complaint Summary:

[REDACTED] CANCELLED AT&T SERVICE ON JULY 1. HE REQUESTED AT THAT TIME THAT AT&T PUT HIS NAME ON A DO NOT CALL LIST. SINCE THEN HE HAS RECEIVED 2-3 CALLS A DAY FROM AT&T SOLICITING HIS SERVICE. HE WANTS AT&T TO PUT HIS NAME ON THE DO NOT CALL LIST AND CEASE CALLING HIM IMMEDIATELY. HE STATES THAT AT&T HAS BEEN VERY AGGRESSIVE AND HE DOES NOT APPRECIATED THE REPEATED CONTACT FROM THEIR REPRESENTATIVES.

Apparent Carrier(s):	AT&T Corporation		
Contact Name:			
Contact Number:			
Email Address:			
PO Box:			
City:	Fredericksburg	State:	VA
		Zip:	22401
Best Time to Call:			
Fax Number:			
Internet Address:			

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	
	Relationship:
	City. State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?


Indicate the responsible carrier(s):

Other Carriers Listed:

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-G21286	Case Type:	Complaint
Date Received:	06/14/2001 	Complainant:	
Date Entered:	06/14/2001	Date Assigned:	06/14/2001
Entered By:	Blaise Humes	Date Reassigned:	
Assigned To:	Blaise Humes/FCCIN	Service Date:	06/27/2001
Date Closed:	07/19/2001	Response Date:	07/27/2001
Closed By:	Wendy Chambers	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By: Vanessa Kuhn	Purged Date: 11/27/2002

Current Status: Purged

Complaint Summary:

██████████ called to voice a complaint against MCI Worldcom for repeatedly calling his home after he requested to be placed on the no call list, or at least telling MCI not to call back. ██████████ states this has been going on, for a period of nine months or longer. ██████████ had at one time been a customer of MCI, with some billing problems. All those problems have been resolved, and he had dropped MCI as his long distance carrier. Since that time he has been barraged with calls from MCI soliciting his business to come back to MCI. At this time ██████████ would like this to stop, and is submitting this complaint. As an example, on the evening of 6-13-01 ██████████ had been called 4 times by MCI. At each one of those calls he requested them not to call back, and to put him on the no call list. Also he informed MCI he was going to contact the FCC, MCI stated go-ahead and just laughed. ██████████ at another time informed their representative that he would file suit against them, again MCI just mocked him, laughed, and said go-ahead, see how far you get. ██████████ is shocked and appalled at this type of behavior to any consumer.

Apparent Carrier(s):	MCI WorldCom, Inc.		
Contact Name:	Best Time to Call:		
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: Lancer	State: WA	Zip: 98629	

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	
	Relationship:
	City:, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:


Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-G21303	Case Type:	Complaint
Date Received:	06/14/2001 	Complainant:	
Date Entered:	06/14/2001	Date Assigned:	06/14/2001
Entered By:	Judy Camel	Date Reassigned:	
Assigned To:	Judy Camel/FCCIN	Service Date:	06/27/2001
Date Closed:	07/19/2001	Response Date:	07/27/2001
Closed By:	Wendy Chambers	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By: Vanessa Kuhn	Purged Date: 11/27/2002

Current Status: Purged**Complaint Summary:**

Caller states he has been called by MCI telemarketers twice on June 13, 2001, and so far once today on June 14. He told them he was not interested and asked to be put on their do-not-call list. The last telemarketer he told this do was very rude, the caller told him he was going to call the proper authorities to stop them from harassing him, the telemarketer said "he could call the National Guard, he did not care." Caller would like to have his number put on MCI's do-not-call list immediately. Caller states he is not sure what area code the telemarketers were using to call him the area code is changing, but both can be used temporarily, so he would like both area codes and number to be put on the do-not-call list.

Apparent Carrier(s):	MCI WorldCom, Inc.		
Contact Name:	Best Time to Call:		
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: Muscatine	State: IA	Zip: 52761	

Company Name:	Relationship with the Party:
	City: State: Zip:
Other Party that can be contacted?	Relationship:
	City: State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?


Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

Indicate the responsible carrier(s):

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-G21463	Case Type:	Complaint
Date Received:	06/20/2001 	Complainant:	
Date Entered:	06/20/2001	Date Assigned:	06/20/2001
Entered By:	Wendy Chambers	Date Reassigned:	
Assigned To:	Wendy Chambers/FCCIN	Service Date:	06/27/2001
Date Closed:	07/19/2001	Response Date:	07/27/2001
Closed By:	Brenda Althoff	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By: Vanessa Kuhn	Purged Date: 11/27/2002

Current Status: Purged**Complaint Summary:**

He requested in writing with a certified mail return receipt to be placed on the do-not-call list of MCI Worldcom on 5-9-01. He received 3 calls yesterday (6-19-01) from MCI Worldcom. He would like to be placed on the do-not-call list and not to receive anymore calls.

Apparent Carrier(s): WorldCom, Inc.	
Contact Name:	Best Time to Call:
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Lancaster	State: TX Zip: 75134

Company Name:	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	Relationship:
	City, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

Indicate the responsible carrier(s):

Other Carriers Listed:


Subject Code:

ANALYSIS SECTION

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-G21469	Case Type:	Complaint
Date Received:	06/20/2001 	Complainant:	
Date Entered:	06/20/2001	Date Assigned:	06/20/2001
Entered By:	Elizabeth Miller	Date Reassigned:	
Assigned To:	Elizabeth Miller/FCCIN	Service Date:	06/27/2001
Date Closed:	07/19/2001	Response Date:	07/27/2001
Closed By:	Brenda Althoff	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By: Vanessa Kuhn	Purged Date: 11/27/2002

Current Status: Purged

Complaint Summary:

We have received unsolicited telemarketing calls from MCI on an unlisted number line. We have asked MCI to place us on their Do Not Call List, but they continue to call us. Frequently, when we answer these calls, a person speaks Mandarin and asks if we speak Chinese. We believe MCI is targetting the Chinese society in their unsolicited telemarketing.

We want to know how MCI has access to our unlisted number, and want them to immediately put us on their Do Not Call List.

Apparent Carrier(s): WorldCom International, Inc.	
Contact Name:	Best Time to Call:
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Pittsburgh	State: PA Zip: 15208

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	
	Relationship:
	City, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?


Indicate the responsible carrier(s):

Other Carriers Listed:

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-G21460	Case Type:	Complaint
Date Received:	06/20/2001 	Complainant:	
Date Entered:	06/20/2001	Date Assigned:	06/20/2001
Entered By:	Blaise Humes	Date Reassigned:	
Assigned To:	Blaise Humes/FCCIN	Service Date:	06/27/2001
Date Closed:	08/02/2001	Response Date:	07/27/2001
Closed By:	Richard Henderson	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By: Linda Dillon	Purged Date: 12/03/2002

Current Status: Purged

Complaint Summary:

██████████ called to voice a complaint against AT&T for repeatedly calling him, after he had cancelled their service and went to another carrier for his long distance service. Within the last two weeks, ██████████ has received about 36 calls from the same number, and most of the time from the same individual. It now seems that ██████████ is being harassed by one of AT&T Telemarketers, for not accepting, or returning to AT&T for his long distance calls with AT&T as his long distance carrier. And at this time when he does pick up the phone, ██████████ the same number will show on his caller I.D., but all you will hear is dead air, you can tell there is someone there but they just will not say anything. ██████████ states the number that is doing the harassing is out of Florida 954-623-4620, which is the same number that had called him to switch back to AT&T

Apparent Carrier(s): AT&T Corporation	
Contact Name:	Best Time to Call: daytime - any day except tuesday and fridays
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Baltimore	State: MD Zip: 21202

Company Name:	Relationship with the Party:
	City: State: Zip:
Other Party that can be contacted?	Relationship:
	City, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-G21691	Case Type:	Complaint
Date Received:	06/26/2001	Complainant:	
Date Entered:	06/26/2001	Date Assigned:	06/26/2001
Entered By:	Wendy Chambers	Date Reassigned:	
Assigned To:	Wendy Chambers/FCCIN	Service Date:	07/05/2001
Date Closed:	07/16/2001	Response Date:	08/04/2001
Closed By:	Linda Dillon	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By: Frances Stevens	Purged Date: 12/06/2002

Current Status: Purged

Complaint Summary:

██████████ requested to be placed on the do not call list of Miss Cleo on 3-17-01 the first time. On 6-22-01 another call from Miss Cleo was received and again she requested to be placed on the do not call list 5 times on 6-22-01. On 6-26-01 another call was received from Miss Cleo and she again called the 800 number which is 1-800-872-2212 and requested not to be called again. She feels as though she has made enough attempts to be placed on the do not call list and felt she needed to escalate the complaint to the FCC. She would like to be placed on the do not call list of Miss Cleo/Access Resource Services Inc for 10 years as the Telephone Consumer Protection Act of 1991 indicates.

Apparent Carrier(s): Access Resource Services, Inc.	
Contact Name:	Best Time to Call:
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Magnolia	State: DE Zip: 19962

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	
	Relationship:
	City, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies)' name(s), name(s) and number(s) of company(ies)' representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

Indicate the responsible carrier(s):

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-G18742	Case Type:	Complaint
Date Received:	05/10/2001	Complainant:	
Date Entered:	05/10/2001	Date Assigned:	05/10/2001
Entered By:	Elizabeth Miller	Date Reassigned:	
Assigned To:	Elizabeth Miller/FCCIN	Service Date:	05/23/2001
Date Closed:	07/09/2001	Response Date:	06/22/2001
Closed By:	Linda Dillon	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By: Sandra Johnson	Purged Date: 12/24/2002

Current Status: Purged

Complaint Summary:

On May 9, 2001, I received a total of 5 telemarketing calls from MCI. After the first call, I told MCI to stop calling me and to take me off their list. I still received 3 more calls on that day, some of the calls were from the same representatives that had already called me and I had previously told them to stop calling me. One representative complained that I had interrupted him because he was trying to sell me a long distance package. I was upset with his attitude and told him that I did not care about the services he was selling, that I wanted them to stop calling me. It seems like MCI was antagonizing me simply because I did not want them to call me anymore.

I want MCI to put me on the Do Not Call List and to not call me anymore.

Apparent Carrier(s):	MCI WorldCom, Inc.		
Contact Name:	Best Time to Call:		
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: Monroeville	State: NJ	Zip: 08343	

Company Name:	
	Relationship with the Party:
	City: State: Zip:
Other Party that can be contacted?	
	Relationship:
	City, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?


Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

Indicate the responsible carrier(s):

Complaint Type: Wireline


Account Type: Residential

Congressional Complaint

IC Number:	01-G18824	Case Type:	Complaint
Date Received:	05/11/2001 	Complainant:	
Date Entered:	05/11/2001	Date Assigned:	05/11/2001
Entered By:	Judy Camel	Date Reassigned:	
Assigned To:	Judy Camel/FCCIN	Service Date:	05/23/2001
Date Closed:	07/02/2001	Response Date:	06/22/2001
Closed By:	Deb Woodson	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By: Sandra Johnson	Purged Date: 01/02/2003

Current Status: Purged

Complaint Summary:

 has asked MCI to put her on the do-not-list, but they still continue to call her. She was told by one of the telemarketers that she was stupid. She would like her name and number put on MCI's do-not-call list immediatley.

Apparent Carrier(s):	MCI WorldCom, Inc.		
Contact Name:			
Contact Number:			
Email Address:			
PO Box:			
City:	Long Prairie	State: MN	Zip: 56347-9724
Best Time to Call:			
Fax Number:			
Internet Address:			
Address:			

Company Name:	
Relationship with the Party:	
City: State: Zip:	
Other Party that can be contacted?	
Relationship:	
City, State: Zip:	
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

Indicate the responsible carrier(s):

Other Carriers Listed:


Subject Code:

ANALYSIS SECTION

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W822307	Case Type:	Complaint
Date Received:	09/10/2001 	Complainant:	
Date Entered:	09/10/2001	Date Assigned:	09/12/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	JoAnn Davis/FCCIN	Service Date:	
Date Closed:	09/18/2001	Response Date:	
Closed By:	JoAnn Davis	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

Soliciting opinions - started on Sunday 9/9/01 at 9AM. Second call came at 1:30pm, third call came at 9:00PM. On Monday, 9/10/01, they called again at 7:15PM. Each time we told them we were not interested in giving an opinion. They still call.

Apparent Carrier(s):	
Contact Name:	Best Time to Call: 9AM
Contact Number:	Fax Number:
Ernail Address:	Internet Address:
PO Box:	Address:
City: Laffin	State: PA Zip: 18702

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	Yes
	Relationship: spouse
	City:LaffinState:PA Zip:18702
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies? Yes


Indicate the responsible carrier(s): AT&T Corporation

Other Carriers Listed: RSVP Resources / 1916 Welsh Road / #B / Philadelphia, PA 19115

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W949076	Case Type:	Complaint
Date Received:	09/19/2001 	Complainant:	
Date Entered:	09/19/2001	Date Assigned:	09/20/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Melissa Wetzel/FCCIN	Service Date:	
Date Closed:	09/24/2001	Response Date:	
Closed By:	Melissa Wetzel	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

I have been receiving calls from this company for the last two months; an average of two per day. I have contacted the number associated with them, as reported by my caller id, and repeatedly asked to be placed on their do not call list. No effect.

Thanks


Apparent Carrier(s):	
Contact Name:	Best Time to Call: 12:00
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Jamaica Plain	State: MA Zip: 02130

Company Name:	
	Relationship with the Party:
	City:State:Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?


If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies? Yes

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W967448	Case Type:	Complaint
Date Received:	09/20/2001 	Complainant:	
Date Entered:	09/20/2001	Date Assigned:	09/21/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Brenda Althoff/FCCIN	Service Date:	
Date Closed:	09/21/2001	Response Date:	
Closed By:	Brenda Althoff	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

I keep receiving calls from the Dish Network trying to sell me a Dish satellite system. They are always automated phone calls where I must sit through an entire message. Several times I have selected the option to be taken off the list, which has not happened. I have left messages stating my name, phone # and request to be taken off the list. There is no phone # to contact them NOR is there an address. Their phone # does not show up on my caller ID - it just says Anonymous. I get about 1 call a week (for the past 6 weeks) and I would really appreciate any assistance in stopping them.

Thanks!

Apparent Carrier(s):	
Contact Name:	Best Time to Call: 2:00
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Austin	State: TX Zip: 78728

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	Yes
	Relationship: Spouse
	City:AustinState:TX Zip:78728
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?


If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies? Yes

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-G23147	Case Type:	Complaint
Date Received:	07/19/2001 	Complainant:	
Date Entered:	07/19/2001	Date Assigned:	07/19/2001
Entered By:	Wendy Chambers	Date Reassigned:	
Assigned To:	Wendy Chambers/FCCIN	Service Date:	08/01/2001
Date Closed:	09/05/2001	Response Date:	08/31/2001
Closed By:	Shirl Hawbaker	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

Good Morning,; Attached to this email is a letter that I wrote to my telephone company; requesting that they A) stop calling me to solicit services since I have a; non-published number; and B) Since they have called, this is in violation of; my rights as a consumer, and I want to be reimbursed for the monies I have; paid toward the non-published number.; The FCC needs to be aware that telephone companies solicit customers for; services even the customers that are paying not TO BE CALLED! I am sick of; this and want it to stop.; Please help me! No other company gets away with this type of behavior.; Sincerely,; [REDACTED]

[REDACTED]; July 18, 2001; Quest ; P.O. Box; Seattle, WA ; Attention Customer Service Department; Attention ALL Customer Service Representatives and their Supervisors;; Recently, I have been noticing an increase in the number of solicitation calls to my home from Quest Representatives. These Representatives are selling everything from additional lines of service to blocking service. ; As part of my telephone service I have a non-published phone number SPECIALLY to weed out solicitation calls. However, it appears that Quest can do what ever they want with my number. Why is that?; I pay Quest for my telephone service, and to have a non-published number and YOU (Quest) think it's okay to pass my number around the office and call me every week when you are running a special or have a new service? I don't think so. Oh yes, please don't suggest that I pay even more money to you to get solicitation blocking - because I am not paying MORE have you (Quest) to stop annoying me. I already do that!; There is not any other business that does what you do. The garbage company does call me when they have added services, the electric company doesn't call when they have new products, even our credit card company doesn't call when they are offering more services. The only one that does call to annoy us is QUEST because you are the phone company. ; I have a non-published phone number and have for several years and do not wish the number to be given out. Quest has violated my rights by distributing my number without my permission to phone representatives for the sole purpose of solicitation. ; Since you have violated this right, I want the cost of what Quest has charge me for the non-published number reimbursed in full since the time it was initiated. ; I have included the FCC on this letter to alert them of the situation and how Quest is abusing customer numbers and violating simple rights. I would think they would like to know that people are getting fed-up with how Quest is operating.; Page 2; July 18, 2001; Additionally, I want Quest to stop soliciting my home. I am sick or it and YES Quest is the only one that calls for solicitation! I don't need any other service.; I expect to hear something from you offices soon IN WRITING - NO PHONE CALLS.; Thoroughly Fed-up,; [REDACTED]

[REDACTED]; CC: Federal Communication Commission; Common Carrier Bureau - emailed;

Apparent Carrier(s): Qwest Communications, Inc.

Contact Name:	Best Time to Call:
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Kent	State: WA
	Zip: 98031

Company Name:	
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Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W223955	Case Type:	Complaint
Date Received:	07/11/2001	Complainant:	
Date Entered:	07/11/2001	Date Assigned:	07/12/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Sandra Johnson/FCCIN	Service Date:	07/25/2001
Date Closed:	09/06/2001	Response Date:	08/24/2001
Closed By:	Shirl Hawbaker	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

Qwest continually calls us to get us to allow them to add extra services to our phone. They have been calling us nightly for over 2 weeks. We tell them not to call and the next night here they are calling again. The latest time they have called is 8:50pm. Most of the time they call around 8pm. They just don't get the message. We tell them to take us off the list and they call the next night. They are using an automatic caller.

Apparent Carrier(s):	Qwest Communications, Inc.		
Contact Name:	Best Time to Call:	noon	
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: Vancouver	State: WA	Zip:	98684

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	Yes
	Relationship: Husband
	City:VancouverState:WA Zip:98684
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies? Yes

Indicate the responsible carrier(s): Ameritech

Other Carriers Listed: Qwest

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W222428	Case Type:	Complaint
Date Received:	07/11/2001	Complainant:	
Date Entered:	07/11/2001	Date Assigned:	07/12/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Elizabeth Miller/FCCIN	Service Date:	07/25/2001
Date Closed:	09/06/2001	Response Date:	08/24/2001
Closed By:	Shirl Hawbaker	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

From June 20-June 30, Qwest called my home 1-2 times daily soliciting their products/services. Each time they called, I asked them to place me on the 'do not call' list. I was told by several Qwest telephone solicitors that they would get fired if they took me off of the call list. They told me I must speak with one of the supervisors in order to be placed on the 'do not call' list.

I was then connected with supervisors on two different occasions. Both required that I wait on hold from 2-5 minutes. I was then kept on the phone for an additional 5 minutes answering the managers questions. The last Qwest supervisor I spoke with told me that it would take 30 days for me to be taken off of their call list. He said I could expect receiving solicitation calls from Qwest during the next 30 days.

My phone was disconnected when I moved June 30th. I assume I would have continued receiving phone solicitation calls from Qwest.

Apparent Carrier(s):	Qwest Communications, Inc.		
Contact Name:	Best Time to Call:	morning	
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: Albuquerque	State: NM	Zip:	87104

Company Name:	
	Relationship with the Party:
	City:State:Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?


If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies? Yes

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W760643	Case Type:	Complaint
Date Received:	09/06/2001 	Complainant:	
Date Entered:	09/06/2001	Date Assigned:	09/07/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Elizabeth Miller/FCCIN	Service Date:	
Date Closed:	09/10/2001	Response Date:	
Closed By:	Elizabeth Miller	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed**Complaint Summary:**

phone rings about every 5 min. for hours at a time.
And in the evening.

I called their number and got a recording. I left my phone number and left a message. I had asked 5 times to be removed from their calling list in the last 2 months. A steven Burk of network marketing news @ 416 280-6183. Their recorded message said it would be removed within 48 hrs. my fax machine is for personal use. I do not request faxes from anyone, I only occasionally send a fax. I don't know where they got my number.

Apparent Carrier(s):	
Contact Name:	Best Time to Call: 6 p.m.
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: debary	State: FL Zip: 32713

Company Name:	
	Relationship with the Party:
	City:State:Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies? Yes

Indicate the responsible carrier(s): Sprint Communciation


Other Carriers Listed:

Subject Code: TCPF

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W753882	Case Type:	Complaint
Date Received:	09/06/2001 	Complainant:	
Date Entered:	09/06/2001	Date Assigned:	09/07/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	JoAnn Davis/FCCIN	Service Date:	
Date Closed:	09/12/2001	Response Date:	
Closed By:	JoAnn Davis	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

for the last three week almost everyday I get a phone call from a company call anmericam home remodlers and the ask if i would like to have sliding put on my house i have toild them four time to put me on there do not call list and I stilll get phone calls from them every other day the phone number to the company is (205)3280119 i call the local phone copany and all I got was to write to company a letter and tell them to stop calling me

Apparent Carrier(s):	
Contact Name:	Best Time to Call: any tim
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Gardendale	State: AL Zip: 35071

Company Name:	
	Relationship with the Party:
	City:State:Zip:
**Amount of credit FCC effort generated:	\$0.00


Contacted the companies to resolve complaint? Yes
 If yes, was the complaint resolved to your satisfaction? No
 If yes, name of company, name and number of company representative you spoke with:
 Name: Phone: Ext:
 Date you spoke with company representative:
 If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:
 Name: Phone: Ext:
 Date you spoke with the second company representative:
 Have you paid any of the disputed charges?
 Did the company billing for these charges adjust or refund some or all of the disputed charges?
 If yes, what was the amount of the adjustment or refund?
 Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies? Yes
 Indicate the responsible carrier(s): SBC
 Other Carriers Listed:
 Subject Code: TCDN

ANALYSIS SECTION

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W1596514	Case Type:	Complaint
Date Received:	11/12/2001 	Complainant:	
Date Entered:	11/12/2001	Date Assigned:	11/13/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Brenda Althoff/FCCIN	Service Date:	
Date Closed:	11/13/2001	Response Date:	
Closed By:	Brenda Althoff	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

Since moving into our house on the 17th of Aug, My wife and I receive at least 1-2 calls a day for [REDACTED]. When we tell the caller that no one by that name lives here, they say, "well maybe you would like to hear about" or words to that effect. EVERY Time they call we ask them not to call us again and remove our number from their call list. Numerous times the number is unlisted and they ask for [REDACTED] again. Today 12 November 2001 I started to ask them again not to call my house again and as I started to ask to be removed from their call list again, the caller hung up. Since moving in here we have had about 100 plus calls for the [REDACTED] and continue to get the calls even when we ask not to. My wife and I were out of town last week and upon return we had 30 plus hang up calls from an unlisted number and from Eastern Savings S..... (The remainder of their name does not show up on my caller ID) I have an unlisted number and I want this annoying invasion of my privacy to stop. Please help us

Apparent Carrier(s):	
Contact Name:	Best Time to Call: 4.30pm
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Chesapeake	State: VA Zip: 23321

Company Name:	
	Relationship with the Party:
	City:State:PrZip:
Other Party that can be contacted?	
	Relationship:
	City, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges? No

Did the company billing for these charges adjust or refund some or all of the disputed charges? No

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W1706092	Case Type:	Complaint
Date Received:	11/20/2001	Complainant:	
Date Entered:	11/20/2001	Date Assigned:	11/21/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Jane Cherego/FCCIN	Service Date:	
Date Closed:	11/23/2001	Response Date:	
Closed By:	Jane Cherego	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

I have received over 20 phone calls from a telemarketing company. The company has called my home phone line later than 9:00 P.M. and before 9:00 A.M. Typically when I answer the phone, there is no one on the other end, but my caller ID system confirms I am being called by the same number. On three occasions I have been able to speak with someone, including 8:30 P.M. on 11/19/2001 and 9:05 P.M. on 11/20/2001. All three times I have asked to be taken off the call list. I have also received 9 phone calls since first asking to be taken off their call list. I have asked for the name of the company and have been told American Values and All Media Sales. The person who called me tonight said she couldn't tell me the name of the company. I have tried to find these companies on internet phone directories and they do not exist. I am afraid this is a phone scam. They just called me as I was typing this complaint. They say they are a company that is marketing out of the Carribean, but my caller ID shows their phone number in Florida. When I spoke with supervisors, I was given a number in Las Vegas. Upon contacting the number in Las Vegas I was told they do not market out of Florida. I was also told my name and phone number had never been in their directory. Please help me to stop this harassment.

Apparent Carrier(s):	
Contact Name:	Best Time to Call: any
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Parker	State: CO Zip: 80134

Company Name:	Relationship with the Party:
	City:State:PrZip:
Other Party that can be contacted?	Relationship:
	City:, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, name of company, name and number of company representative you spoke with:

Name: American Values Discount Directory Phone: 3056213519 Ext: none

Date you spoke with company representative: 11/19/2001

If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:


Name: American Values Discount Directory Phone: 8888127711 Ext:

Date you spoke with the second company representative: 11/20/2001

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W1686088	Case Type:	Complaint
Date Received:	11/19/2001 	Complainant:	
Date Entered:	11/19/2001	Date Assigned:	11/20/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Vickie Spahr/FCCIN	Service Date:	
Date Closed:	11/20/2001	Response Date:	
Closed By:	Vickie Spahr	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

On Saturday and Sunday, the 17th and 18th of November, 2001, we received eight or nine unsolicited telemarketer calls from Total Marketing, and / or other telemarketers for Miss Cleo's psychic readings. I informed them not to call, that I was going to sue them, I'm not interested, etc., and they continued to call almost every hour!!! I would like them to be put out of business, and/or would like to be compensated for the harassment. I am a usually patient, and professional person, and thier behavior is completely unacceptable! I tried to contact them at the above number (usually the phone number is unavailable on my caller ID), but it said the number was no longer in service. Thank you for your assistance!

Apparent Carrier(s):	
Contact Name:	Best Time to Call: day
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Morgan Hill	State: CA Zip: 95037-3849

Company Name:	Relationship with the Party:
	City: State: Pr Zip:
Other Party that can be contacted?	Relationship:
	City: State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges? No

Did the company billing for these charges adjust or refund some or all of the disputed charges? No


If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies? Yes

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W1655926	Case Type:	Complaint
Date Received:	11/17/2001 	Complainant:	
Date Entered:	11/17/2001	Date Assigned:	11/19/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Vickie Spahr/FCCIN	Service Date:	
Date Closed:	11/19/2001	Response Date:	
Closed By:	Vickie Spahr	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

[REDACTED] logged over 400 calls since notifying them that they are not to contact me by phone per fax sent 05/24/2001, and per additional email sent notice to Ocwen's Customer Service Department on 08/10/2001.

Apparent Carrier(s):	
Contact Name:	Best Time to Call: A.M.
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Oakridge	State: OR Zip: 97463

Company Name:	Relationship with the Party:
	City: State: Pr Zip:
Other Party that can be contacted?	Relationship:
	City: State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, name of company, name and number of company representative you spoke with:

Name: Ocwen Phone: 4077376300 Ext: 0

Date you spoke with company representative: 05/24/2001

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges? No

Did the company billing for these charges adjust or refund some or all of the disputed charges? No

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies? Yes

Indicate the responsible carrier(s): US West Communications

Other Carriers Listed:

Subject Code: TCDN

ANALYSIS SECTION

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W110012	Case Type:	Complaint
Date Received:	05/17/2001	Complainant:	
Date Entered:	05/17/2001	Date Assigned:	05/17/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Blaise Humes/FCCIN	Service Date:	05/30/2001
Date Closed:	09/24/2001	Response Date:	06/29/2001
Closed By:	Robin McCullough	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

I keep receiving phone calls from AT&T, every 2 days at best, sometimes several times a day (for the past 4 months). I have told them at EVERY call they made that I did not want them to call me back for any offer whatsoever.

They also send letters about every week for me to switch to their company. I asked AT&T to stop sending letters but they never seem to remember.

I now consider these inquiries by AT&T harassment since I have told them to stop calling me, and they didn't comply.

Since telling them not to call me didn't work, I am now turning to the Federal Communications Commission to help me in this matter.

Could you please tell AT&T to stop harassing me? I am now seriously thinking of a legal action against AT&T but if you could contact them it would avoid me going to court and hiring a lawyer.

Apparent Carrier(s): AT&T Corporation	
Contact Name:	Best Time to Call: 1PM
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: san diego	State: CA Zip: 92109

Company Name:	Relationship with the Party:
	City: State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:


Name: Phone: Ext:

Date you spoke with the second company representative:

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W1003307	Case Type:	Complaint
Date Received:	09/24/2001 	Complainant:	
Date Entered:	09/24/2001	Date Assigned:	09/25/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Bonnie Flynn/FCCIN	Service Date:	
Date Closed:	09/25/2001	Response Date:	
Closed By:	Bonnie Flynn	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

The Miss Cleo psychic hotline won't stop calling me constantly even though I specified plenty of times to stop calling me. It has gotten to the point where they are calling me on Sunday mornings at least three or four times in the morning. I try to ignore it but when they are calling every hour, it is ridiculous. I pick up the phone and requested YET AGAIN, not to call me anymore. Something really must be done with these people. They called at 3:13AM, 10:59AM, and 12:24PM. It's all listed on my caller ID. The number they list is (000-000-0000). That's another thing you should look into. They shouldn't be allowed to have numbers like that. I picked up the final time and told them to stop calling me. However, I told them the same thing on Friday and Thursday as well. They called a few times which I ignored. I know it was them because each and everytime I'd pick up, it'd be them..offering some stupid free minutes to call the hotline. Each and everytime I told them to stop calling. Something must be done about this. I know I am not the only one who goes through this. They will probably wait a day and call me again. They didn't call yesterday but that was Saturday. Please do something about these people.

Apparent Carrier(s):	
Contact Name:	Best Time to Call: 4 PM
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Tonawanda	State: NY Zip: 14150

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	Yes
	Relationship: roommate
	City: Tonawanda State: NY Zip: 14150
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? No

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W965147	Case Type:	Complaint
Date Received:	09/20/2001	Complainant:	
Date Entered:	09/20/2001	Date Assigned:	09/21/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Michael Landis/FCCIN	Service Date:	
Date Closed:	09/28/2001	Response Date:	
Closed By:	Michael Landis	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

Everyday for 10 days I have had a message on my answering machine regarding a free Carnival Cruise and for more information call 702/965-2463. I have called 3 times this week and left a message on their answering machine stating 'Please place me on your do-not-call list. For your clarification, my number is [REDACTED]. Again, please place me on your do-not-call list. Today, 9/20/01, there is another message on my answering machine from the same company..

Apparant Carrier(s):	
Contact Name:	Best Time to Call: 11a-7p
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Las Vegas	State: NV Zip: 89130

Company Name:	Relationship with the Party:
	City:State:Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies? Yes

Indicate the responsible carrier(s): AT&T Corporation


Other Carriers Listed: Hague Quality Water

Subject Code: TCDN

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-G23417	Case Type:	Complaint
Date Received:	07/27/2001 	Complainant:	
Date Entered:	07/27/2001	Date Assigned:	07/27/2001
Entered By:	Laurel Wilkinson	Date Reassigned:	
Assigned To:	Laurel Wilkinson/FCCIN	Service Date:	08/08/2001
Date Closed:	09/28/2001	Response Date:	09/07/2001
Closed By:	Shirl Hawbaker	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

Caller reports that he requested to be put on MCI's Do not call List approximately 1 month ago and 5-6 times since that. One rep indicates it will happen within 1-2 days, others report 7-10 days, etc. Just yesterday, 8 times they called and already once this morning. They have called up until 11pm at night. He's had other days with 20-30 calls from them in one day. It is to the point of harassment and he wants it to stop immediately.

Apparent Carrier(s):	WorldCom Inc.		
Contact Name:	Best Time to Call:		
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: Elmira	State: NY	Zip: 14901-1530	

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	
	Relationship:
	City, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

Indicate the responsible carrier(s):

Other Carriers Listed:

Subject Code:

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W206035	Case Type:	Complaint
Date Received:	07/09/2001	Complainant:	
Date Entered:	07/07/2001	Date Assigned:	07/10/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Judy Camel/FCCIN	Service Date:	07/18/2001
Date Closed:	08/31/2001	Response Date:	08/17/2001
Closed By:	Shirl Hawbaker	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

I have explicitly stated the legal term; 'put me on your not to call list' and; have called MCI as well to insist they; stop calling me. They call everyday; in spite of this. I have cancelled; their long distance and do not owe any money; yet this goes on daily.; They are also using automated dialing and voice; activated software that leaves messages on my; voice mail or redials if I let the phone ring.; Finally, they block their ID alternating between; 'out of area' and 'private caller' so I cannot; block that as well.; I have read the; The Federal Telephone Consumer Protection Act; as well as California State law and MCI; worldcom is in violation of both laws.; Please take action against them.

Apparent Carrier(s):	WorldCom Inc.		
Contact Name:	Best Time to Call:	4pm	
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: San Francisco	State: CA	Zip: 94108	

Company Name:	Relationship with the Party:
	City:State:Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies? Yes

Indicate the responsible carrier(s): MCI Worldcom

Other Carriers Listed:

Subject Code: TCDN

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W176263	Case Type:	Complaint
Date Received:	07/02/2001	Complainant:	
Date Entered:	07/02/2001	Date Assigned:	07/03/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Linda Dillon/FCCIN	Service Date:	07/18/2001
Date Closed:	09/04/2001	Response Date:	08/17/2001
Closed By:	Shirl Hawbaker	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

Qwest repeatedly calls my home despite the fact that I have requested 8 times in the last 8 or 9 months to be placed on the do not call list.

They will not talk to my wife when she answers, but insist on calling back to talk to me. I repeatedly get hung up on by their auto-dial equipment.

I have received about 20 calls this week alone, including 2 yesterday morning where I spoke to 2 different telemarketing reps within 1 hour. Whenever I speak to one of their reps, I ask again to be placed on the do not call list.

Qwest is aggressively marketing a service for \$9.95 per month to prevent telemarketers from reaching your phone. I believe that they are the most egregious offenders and are using their own telemarketing department to develop business for their own service.

PLEASE STOP THEM FROM CALLING ME!! I CAN'T!!!

Apparent Carrier(s):	Qwest Communications, Inc.		
Contact Name:	Best Time to Call:	Afterno	
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: Tucson	State: AZ	Zip: 85750	

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	Yes
	Relationship: Spouse
	City:TucsonState:AZ Zip:85750
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W108088	Case Type:	Complaint
Date Received:	05/10/2001	Complainant:	
Date Entered:	05/10/2001	Date Assigned:	05/11/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Laurel Wilkinson/FCCIN	Service Date:	05/23/2001
Date Closed:	08/31/2001	Response Date:	06/22/2001
Closed By:	Wendy Chambers	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

In early April I began to receive solicitation calls from AT&T to which I responded, as I always do, to please be put on their 'do not call' list. Not only have the solicitations continued, but they have increased in frequency. Most recently we received two solicitation calls during the week of May 4, one yesterday on May 9, and one this morning, May 10. Even more frustrating is that yesterday, May 9, when my wife asked again to be put on their do not call list, the solicitor asked her why she wanted to be placed on the list.; I have companies all the time ignore my request not to be solicited, and I put up with it. However, AT&T's continual and increasing harrassment has driven me to ask for your assistance. Their brazen manner to even think about questioning a consumers right to be left alone should, in and of itself, prompt action by your agency.; Thank you for your assistance in this matter. Please feel free to contact me for any additional information you may need.; Sincerely,; [REDACTED]

Apparent Carrier(s):	AT&T Corporation		
Contact Name:	Best Time to Call:	10 - 4	
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: Springboro	State: OH	Zip: 45066	

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	Yes
	Relationship: Spouse
	City:SpringboroState:OH Zip:45066
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?


Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-G23779	Case Type:	Complaint
Date Received:	07/31/2001 	Complainant:	
Date Entered:	07/31/2001	Date Assigned:	07/31/2001
Entered By:	Robin McCullough	Date Reassigned:	
Assigned To:	Robin McCullough/FCCIN	Service Date:	08/08/2001
Date Closed:	08/24/2001	Response Date:	09/07/2001
Closed By:	Gloria Verduzco	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

██████████ states that she has NO need for long distance service, all of her family members live locally/near her residence, in NY.

██████████ has requested that AT&T place her on a "Do Not Call List", several times. She estimates that she has requested that AT&T, not call her, at least 30 times.

██████████ received a telemarketing call, from AT&T, on today's date. ██████████ stated that the AT&T rep just kept talking, when she requested that her DO NOT CALL request, be honored. ██████████ stated that she continues to receive numerous telemarketing calls, as late, as 11:00PM her time, from AT&T.

██████████ has requested that the FCC serve this complaint on her behalf, to AT&T. ██████████ has requested absolutely no more telemarketing calls from AT&T.

Apparent Carrier(s): AT&T Corporation	
Contact Name:	Best Time to Call:
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: ISLIP	State: NY Zip: 11751

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	
	Relationship:
	City, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-G23384	Case Type:	Complaint
Date Received:	07/26/2001	Complainant:	
Date Entered:	07/26/2001	Date Assigned:	07/26/2001
Entered By:	Robin McCullough	Date Reassigned:	
Assigned To:	Robin McCullough/FCCIN	Service Date:	08/08/2001
Date Closed:	08/27/2001	Response Date:	09/07/2001
Closed By:	Gail Butler	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed**Complaint Summary:**

██████████ stated that she used to have AT&T's service but switched to another carrier because AT&T constantly called her to request if she wanted to upgrade, etc.. AT&T continued to solicit her and she requested that AT&T put her on their "Do Not Call" list.

Since that first request, AT&T has continued to call her. ██████████ received a call today, approximately 10:00AM EST, from AT&T, and ██████████ advised AT&T to put her on their "Do Not Call" list.

██████████ then received an additional 7 calls (on both lines), on today's date

██████████ has requested that the FCC serve this complaint to AT&T, requesting that they absolutely place no additional calls to either of her phone numbers again.

Apparent Carrier(s):	AT&T Corporation		
Contact Name:			
Contact Number:			
Email Address:			
PO Box:			
City:	Adrian	State: MI	Zip: 49221
Best Time to Call:			
Fax Number:			
Internet Address:			
Address:			

Company Name:	
Relationship with the Party:	
City: State: Zip:	
Other Party that can be contacted?	
Relationship:	
City, State: Zip:	
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:


Name: Phone: Ext:

Date you spoke with the second company representative:

Complaint Type: Wireline


Account Type: Residential

Congressional Complaint

IC Number:	01-W291998	Case Type:	Complaint
Date Received:	07/25/2001 	Complainant:	
Date Entered:	07/25/2001	Date Assigned:	07/26/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Mary Shaak/FCCIN	Service Date:	08/08/2001
Date Closed:	08/20/2001	Response Date:	09/07/2001
Closed By:	Beth Laman	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

I received a telemarketing call from AT&T on Wednesday, July 25, 2001. Elizabeth was marketing AT&T Universal Card Services. I had submitted a certified letter to AT&T Executive Complaint Department at 295 North Maple Avenue, Basking Ridge, New Jersey 07920, on April 11, 2000 demanding that I be placed on their do not call list for any AT&T services. I submitted the certified letter after AT&T telemarketers reached the point of calling my home as many as 8 times in a single day. I am asking for guidance in stopping AT&T from continuing to invade my privacy after I have complied with all requirements for restricting telemarketing calls from AT&T. 

Apparent Carrier(s): AT&T Corporation

Contact Name:	Best Time to Call:	7:00 pm
Contact Number:	Fax Number:	
Email Address:	Internet Address:	
PO Box:	Address:	
City: Fort Wayne	State: IN	Zip: 46815

Company Name: N/A	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	Yes
	Relationship: Spouse
	City:Fort WayneState:IN Zip:46815
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies? Yes

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-G21083	Case Type:	Complaint
Date Received:	06/08/2001	Complainant:	
Date Entered:	06/08/2001	Date Assigned:	06/08/2001
Entered By:	Roxanne Short	Date Reassigned:	
Assigned To:	Roxanne Short/FCCIN	Service Date:	06/20/2001
Date Closed:	08/22/2001	Response Date:	07/20/2001
Closed By:	Deb Woodson	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed**Complaint Summary:**

My name is [REDACTED] and I reside at [REDACTED]. My home telephone number is [REDACTED]. My daytime phone number is [REDACTED]. MCI is the long distance company which is attempting to make changes to my phone service without my permission. They have called my home numerous times in the last 10 days trying to get us to switch over and we have advised them numerous times that we are not interested and would like for them to remove our name from their call list. They continue to call, are hateful and are now trying to switch without our permission. Luckily, we had a block on our service because we were slammed a little over a month ago. We did get that problem resolved and were switched back to our company of choice and had the block put on our service, but that isn't helping the harassing phone calls with the employee yelling at me wanting to know why I won't switch over, etc. Individuals like her and that company's ethics are unacceptable and I shouldn't have to be subjected to their harassment in my own home. Therefore, I would like to lodge a complaint against them. I am sure this is not the first complaint you have had on this company so I feel that the situation calls for more than a warning. I don't know what the options are, but a slap on the wrist will not correct the problem. When an individual asks to be taken off the calling list one time, it should be done. They continued to call my home after I made the initial request and are now continuing to do so. I called MCI and spoke to the supervisor over customer service in Colorado Springs, CO today, June 7, and asked again that these calls be stopped. I advised him that I was lodging this complaint and that I expect something to be done about it immediately. His name was Edward Foster. I hope this is all the information you need, if not, you have my number for additional info. I kept getting disconnected from your phone line trying to get your instructions for filing this claim. ; Thank you for your help in this matter.; [REDACTED]

Apparent Carrier(s): MCI WorldCom, Inc.	
Contact Name:	Best Time to Call:
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Elliston	State: VA
	Zip: 24087


Company Name:	
	Relationship with the Party:
	City: State: Zip:
Other Party that can be contacted?	
	Relationship:
	City, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W280199	Case Type:	Complaint
Date Received:	07/24/2001 	Complainant:	
Date Entered:	07/23/2001	Date Assigned:	07/24/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Melissa Wetzel/FCCIN	Service Date:	
Date Closed:	07/27/2001	Response Date:	
Closed By:	Melissa Wetzel	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

About three weeks ago this company called my house and I told them I was not interested and that I was on a 'Do not call list' and to please take me off their list. Since then they not only have not taken me off thier list, but instead have set up their computer system to automatically dial my number every day(including weekends) and then hang up on me when the call is answered. I have caller ID and I can see their call every day. Their number is 213-446-5555. When I call their number it is an automated answering system that you have to have a direct extension to get to speak to someone. I spent 1/2 hour on the phone randomly dialing extensions until I finally got one of a person. I left a voice mail at that extension(213). That person's name is Rebecca Foot. I left a message about the problem and yet I still continue to get automated calls every day. Their computer has been left on auto redial to my number. I feel this is deliberate and malicious harassment. This has all taken place AFTER I told them I was on a DO NOT CALL LIST. I was informed from a friend that there are fines of up to \$500 per violation after a company has been informed that you are on a DO NOT CALL LIST. Is this true? I want this company to take me off their list and stop calling me. I also feel for this malicious harassment they should be fined. Can you please send me the name and number of someone in your office to speak to this about. Please send me a letter, email or call me at work [REDACTED] and let me know the outcome of this complaint.; Thank you; [REDACTED]

Apparent Carrier(s):

Contact Name:	Best Time to Call:	9-5pm
Contact Number:	Fax Number:	
Email Address:	Internet Address:	
PO Box:	Address:	
City: Norwalk	State: CT	Zip: 06851

Company Name:	
	Relationship with the Party:
	City:State:Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Complaint Type: Wireline

Account Type: Commercial

Congressional Complaint

IC Number:	01-W253701	Case Type:	Complaint
Date Received:	07/17/2001	Complainant:	
Date Entered:	07/17/2001	Date Assigned:	07/18/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Elizabeth Miller/FCCIN	Service Date:	
Date Closed:	07/24/2001	Response Date:	
Closed By:	Elizabeth Miller	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

This company has been soliciting my company by phone since 1998. I have made several requests in the past to have them remove me from their list. This request fell on dead ears. Since March of this year I have documented the dates they have called. Each time they called me I in turn called the supervisor to request that my company be deleted. The dates are 3/19, 4/24, 5/25, 6/4, 6/21, 6/28, 7/2, 7/10 and 7/17. The dates list 3/19 - 7/2 I contacted Natalie Lavin. She assured me she would delete my company from her list. 7/10 and 7/17 I contacted Justin Carlson. I attempted to reach the owner, Sue Maule on 6/28 and 7/10. The receptionist told me Sue would be out of the office indefinitely. I did however leave her a voice mail both days. As you can see this is excessive. Please notify them to stop calling us immediately. Thank you for your attention.

Apparent Carrier(s):	
Contact Name:	Best Time to Call: 8am-5pm
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Phoenix	State: AZ Zip: 85018

Company Name: MyStaf	
	Relationship with the Party:
	City:State:Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies? Yes

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W178964	Case Type:	Complaint
Date Received:	07/02/2001	Complainant:	
Date Entered:	07/02/2001	Date Assigned:	07/03/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Blaise Humes/FCCIN	Service Date:	07/11/2001
Date Closed:	07/31/2001	Response Date:	08/10/2001
Closed By:	Deb Woodson	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

AT&T telemarketers call our home (██████████) at least once every day and continue to flout our requests to be taken off their call list. AT&T appears to be training its telemarketers to respond to 'do not call' requests by refusing to acknowledge them during conversation with the customer, and instead amplifying the sales pitch. Even when my husband and I have taken the time (usually 10-15 minutes) to contact a supervisor at the telemarketing service, to demand that we be taken off the call list and that representatives be disciplined for refusing to acknowledge our do-not-call request, the result has been only a temporary fix: perhaps a week's respite from the calls. Then they start up again, along with the whole cycle of frustration. We have been through this at least three times in the last three months. AT&T is flouting the spirit, if not the letter, of the law by refusing to honor do not call requests. Please, please, please make them stop. We are becoming afraid to answer the phone due to this harassment.

Apparent Carrier(s):	AT&T Corporation		
Contact Name:	Best Time to Call:	anytime	
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: Providence	State: RI	Zip: 02906	

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	Yes
	Relationship: spouse
	City:ProvidenceState:RI Zip:02906
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-G21781	Case Type:	Complaint
Date Received:	06/29/2001	Complainant:	
Date Entered:	06/29/2001	Date Assigned:	06/29/2001
Entered By:	Anna Shields	Date Reassigned:	
Assigned To:	Anna Shields/FCCIN	Service Date:	07/11/2001
Date Closed:	07/30/2001	Response Date:	08/10/2001
Closed By:	Roxanne Short	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed**Complaint Summary:**

Caller states that ATT continues to call and solicate her for telephone service. Caller has repeatedly asked them to stop calling her. The same ATT telemarketer continues to call her. Caller says that on 6/28/2001 an ATT telemarketer called her between 8:15 and 8:30 and tried to pressure her into switching her long distance service. She said I do not want the service 3 times and he called her a dumbass. Caller called ATT back and told her to put her number on a do not call list. Caller wants this telemarketing stopped and she does not want this person to call and talk to her like that again.

Apparent Carrier(s):	AT&T Corporation
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Contact Name:	Best Time to Call:
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Auburn	State: IN
	Zip: 46706

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	
	Relationship:
	City, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

Indicate the responsible carrier(s):

Other Carriers Listed:

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W119079	Case Type:	Complaint
Date Received:	06/19/2001	Complainant:	
Date Entered:	06/19/2001	Date Assigned:	06/20/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Brenda Althoff/FCCIN	Service Date:	06/27/2001
Date Closed:	07/27/2001	Response Date:	07/27/2001
Closed By:	Anna Shields	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

I have three complaints:

1. Qwest communications has repeatedly made unsolicited telephone solicitations to my home phone number after I told them to put me on their do-not-call list.
2. Qwest has not provided adequate training to their personnel in the existence and use of the do-not-call list.
3. Qwest failed to provide me with a copy of their written policy for maintaining a do-not-call list when I requested it.

On 10/5/99, 4/1/00, 5/15/01 and 6/5/01 I received unsolicited telephone calls from Qwest. During each of these calls I requested that they put me on their do-not-call list.

On 6/5/01 I called Qwest back at the phone number (1-800-244-1111) given to me by the telemarketer. I talked to Gary who refused to give me his full name. I asked for information on their policy for maintaining a do-not-call list. Gary was not able to provide the information. He said he wrote up a complaint and emailed it, and that someone should be contacting me soon. I have not received information on their policy for maintaining a do-not-call list, and nobody contacted me.

On 6/15/01 I called Qwest again at 1-800-244-1111. I talked to Ashley and asked for a copy of their written policy for maintaining a do-not-call list. She did not know anything about that and transferred me to Peggy Thomas who identified herself as a manager in the Phoenix office. Peggy Thomas did not know if they had such a policy and said she would send it to me if she found it.

See 47CFR64.1200 (e)(2)(i)

Additional information is available if needed. I have telemarketing call logs with dates, times, names, exact questions I asked and their answers.

Apparent Carrier(s): Qwest Communications, Inc.	
Contact Name:	Best Time to Call: 12-10pm
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Placitas	State: NM Zip: 87043

Company Name:	
	Relationship with the Party:
	City:State:Zip:

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-G19402	Case Type:	Complaint
Date Received:	05/17/2001	Complainant:	
Date Entered:	05/17/2001	Date Assigned:	05/17/2001
Entered By:	Deb Brooks	Date Reassigned:	
Assigned To:	Deb Brooks/FCCIN	Service Date:	05/30/2001
Date Closed:	06/26/2001	Response Date:	06/29/2001
Closed By:	JoAnn Davis	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

Approx 1 year ago, [REDACTED] cancelled his service with AT&T due to receiving a bill from AT&T for a call which he was charged an exorbitant rate. After cancelling, he started to receive solicitation calls from AT&T telemarketers. After a week of receiving numerous calls he requested to be put on their do not call list and explained that he had cancelled service with them due to dissatisfaction with their service and that he would never do business with them again. He continued to receive calls after he had requested to be put on their do not call list and asked to speak with a supervisor and requested again to be put on their do not call list and also requested that he be sent their do not call policy. He never received their do not call policy and he continued to receive telemarketing calls from AT&T. He asked again to speak with a supervisor. He explained to the supervisor that he had requested to be put on their do not call list and had spoken with a supervisor and had requested that he be sent their do not call policy and had never received it and continued to get solicitation calls. The second supervisor did send him their do not call policy and the solicitation calls did stop for awhile but now he is starting to receive solicitation calls again.

Apparent Carrier(s):	AT&T Corporation		
Contact Name:	Best Time to Call:		
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: COLUMBUS	State: OH	Zip: 43229	

Company Name:	Relationship with the Party:
	City: State: Zip:
Other Party that can be contacted?	Relationship:
	City, State: Zip:
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies) name(s), name(s) and number(s) of company(ies) representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W105605	Case Type:	Complaint
Date Received:	05/01/2001	Complainant:	
Date Entered:	05/01/2001	Date Assigned:	05/02/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Blaise Humes/FCCIN	Service Date:	
Date Closed:	05/04/2001	Response Date:	
Closed By:	Blaise Humes	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

At an unknown date, I received the first call from 'Dish Network'. The automated greeting gave no other information or options. I held to speak to a representative. I began to request that she place me on a no-call list, but she hung up on me.

On 4/1/01 at 17:15 CST I received the second call from 'Dish Network'. The automated prompt gives no other information about the company, and no 'no-call list' option. Speaking to a representative, I was able to obtain their 1-800 number, but no address more specific than 'Oklahoma City'. I asked to speak to the supervisor who, upon hearing my complaint about the automated call, refused to answer any questions and hung up on me before I could complete my second sentence.

I then called the 1-800 number and spoke to someone in the office who said I would be put on the no-call list and acknowledged that automated calls to non-customers across state lines is in violation of the FCC regulations.

I informed her at that time that if I received another call from 'Dish Network', after two attempts to get on their no-call list, I would report the company to the FCC, which I am now doing.

On 5/1/01 at 13:45 CDT I received another automated call from 'Dish Network'. It still does not give any other information about the company in its automated greeting, but does now give the option of pressing 8 to be placed on the no-call list. I have now done so.

With this letter I lodge two formal complaints against 'Dish Network'

- 1) Automated telemarketing to a non-customer across a state line (putting it under Federal jurisdiction) and;
- 2) Failure to place me on their no-call list.

Thank you.


[Redacted]

Apparent Carrier(s):	
Contact Name:	Best Time to Call: any
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Dallas	State: TX Zip: 75228

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W108482	Case Type:	Complaint
Date Received:	05/11/2001 	Complainant:	
Date Entered:	05/11/2001	Date Assigned:	05/14/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Laurel Wilkinson/FCCIN	Service Date:	
Date Closed:	05/15/2001	Response Date:	
Closed By:	Laurel Wilkinson	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed**Complaint Summary:**

This company called a number of times trying to sell us septic tank additives. I told them I was not interested and please do not call back. The callers became quite rude on some calls. On Jan 16, 2001 I received a call at 11 am. I said please do not call back. At 4 pm the same day a woman called; I said do not call back; remove my number from your list. If you call again I will report you in violation of the FCC rule. At 5:50 pm the same day a Mike called. I told him his company was in violation of the FCC Telecommunications act and I would report them if they called again. Today, May 11, a Katy called at 9 am. My wife told her we would report them. I'm sorry I cannot give you more information than their name, but they would never tell us anything more than that they were calling for Crane (or Krane) regarding additives for septic tanks.

Apparent Carrier(s):	
Contact Name:	Best Time to Call: 10 am
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Coulterville	State: CA Zip: 95311-9557

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	Yes
	Relationship: spouse
	City:CoultervilleState:CA Zip:95311
**Amount of credit FCC effort generated:	\$0.00

Contacted the companies to resolve complaint? Yes

If yes, was the complaint resolved to your satisfaction? No

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?