

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

| | | | |
|----------------------|---|-------------------|--------------|
| IC Number: | 01-W1235596 | Case Type: | Complaint |
| Date Received: | 10/17/2001 | Complainant: | |
| Date Entered: | 10/16/2001 | Date Assigned: | 10/17/2001 |
| Entered By: | Internet User | Date Reassigned: | |
| Assigned To: | Judy Williams/FCCIN | Service Date: | |
| Date Closed: | 10/18/2001 | Response Date: | |
| Closed By: | Judy Williams | Original Analyst: | |
| Close Letter Needed? | <input type="radio"/> Yes <input checked="" type="radio"/> No | Purged By: | Purged Date: |
| | | | |

Current Status: Closed

Complaint Summary:

I called the psychic hotline number and then began receiving unsolicited phone calls from them. I asked to be removed from their list, and now they have begun calling again, 3-4 times per day. I do not want to pay for a long distance call when I have already requested removal. I do not know the name of the person I spoke to, but I also requested to be removed when I spoke with someone else calling. Most of the calls now are prerecorded. They have called 3 times already today, Oct. 16, 2001. Any help you can provide would be greatly appreciated.

Thank you,

Apparent Carrier(s):

| | | | | |
|-----------------|--------------|--------------------|----|------------|
| Contact Name: | | Best Time to Call: | | 9-5 |
| Contact Number: | | Fax Number: | | |
| Email Address: | | Internet Address: | | |
| PO Box: | | Address: | | |
| City: | Sherman Oaks | State: | CA | Zip: 91403 |

| | |
|--|------------------------------|
| 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: Miss Cleo Phone:4025725485 Ext:none

Date you spoke with company representative: 10/01/2001

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?

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

| | | | |
|----------------------|--|-------------------|--------------|
| IC Number: | 01-W1219754 | Case Type: | Complaint |
| Date Received: | 10/13/2001  | Complainant: | |
| Date Entered: | 10/13/2001 | Date Assigned: | 10/15/2001 |
| Entered By: | Internet User | Date Reassigned: | |
| Assigned To: | Richard Henderson/FCCIN | Service Date: | |
| Date Closed: | 10/24/2001 | Response Date: | |
| Closed By: | Richard Henderson | 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 contacted by the Dish Network for the past 3 months over 20 times. I have repeatedly asked them to remove our phone number from their call list. They do not comply.

| | |
|----------------------|------------------------|
| Apparent Carrier(s): | |
| | |
| Contact Name: | Best Time to Call: any |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: Kingsville | State: TX Zip: 78363 |

| | |
|--|------------------------------|
| 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: AT&T Wanda (only information provided) Phone: 8002220300 Ext: 0000

Date you spoke with company representative: 10/13/2001

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): AT&T Corporation

Other Carriers Listed:


Subject Code: OTHE

ANALYSIS SECTION

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

| | | | |
|----------------------|--|-------------------|--------------|
| IC Number: | 01-W1827923 | Case Type: | Complaint |
| Date Received: | 11/30/2001  | Complainant: | |
| Date Entered: | 11/29/2001 | Date Assigned: | 11/30/2001 |
| Entered By: | Internet User | Date Reassigned: | |
| Assigned To: | Frances Stevens/FCCIN | Service Date: | |
| Date Closed: | 11/30/2001 | Response Date: | |
| Closed By: | Frances Stevens | 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 ASKED THE "MISS CLEO" ORGANIZATION TO STOP HARRASSING ME WITH UNWELCOME PHONE CALLS, MAIL AND EMAIL. IT STILL CONTINUES TO MY GREAT ANNOYANCE AND DISPLEASURE. I ALSO FEEL FROM PERSONAL EXPERIENCE THAT THIS COMPANY OPERATES IN A HIGHLY UNETHICAL, DECEITFUL, MANIPULATIVE, EXPLOITIVE AND DECEPTIVE MANNER. I WOULD LIKE TO SEE "MISS CLEO" PUT OUT OF BUSINESS. IS THERE ANYTHING FURTHER I CAN DO TO MAKE THIS HAPPEN? IS THERE ANY OTHER FEDERAL AGENCY I SHOULD

| | |
|----------------------|-------------------------|
| Apparent Carrier(s): | |
| | |
| Contact Name: | Best Time to Call: am . |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: Cambridge | State: MA Zip: 02139 |

| | |
|--|-----------------------------------|
| Company Name: | |
| | Relationship with the Party: self |
| | 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: "MISS CLEO"-I do not know it by any other name Phone: 8009727492 Ext: ?

Date you spoke with company representative: 10/15/2001

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

Complaint Type: Wireline



Account Type: Residential

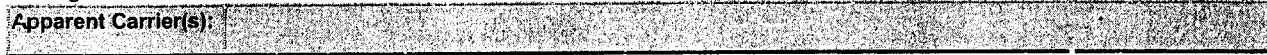
Congressional Complaint

| | | | |
|----------------------|--|-------------------|--------------|
| IC Number: | 01-G30028 | Case Type: | Complaint |
| Date Received: | 11/29/2001  | Complainant: | |
| Date Entered: | 11/29/2001 | Date Assigned: | 11/29/2001 |
| Entered By: | Roxanne Short | Date Reassigned: | |
| Assigned To: | Roxanne Short/FCCIN | Service Date: | |
| Date Closed: | 11/29/2001 | Response Date: | |
| Closed By: | Roxanne Short | Original Analyst: | |
| Close Letter Needed? | <input type="radio"/> Yes <input checked="" type="radio"/> No | Purged By: | Purged Date: |
| | | | |

Current Status: Closed

Complaint Summary:

 has requested Water Specialists to remove his name from their call list. He has been requesting this for approximately 4 months. Water Specialists have been calling him almost every week for 4 months between the hours of 5 - 9 p.m. The company calls from: 803-551-0965. Their address is: 5328 Old Bush River Rd., Columbia, S.C. 29212. Their phone number in the phone book is: 803-551-0338.;  wants Water Specialists to stop calling him once and for all.

| | |
|--|------------------------------------|
| Apparent Carrier(s): | |
|  | |
| Contact Name: | Best Time to Call: |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: Cayce | State: SC Zip: 29033 |

| | |
|---|-------------------------------------|
| 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-W1814206 | Case Type: | Complaint |
| Date Received: | 11/28/2001  | Complainant: | |
| Date Entered: | 11/28/2001 | Date Assigned: | 11/29/2001 |
| Entered By: | Internet User | Date Reassigned: | |
| Assigned To: | Judy Williams/FCCIN | Service Date: | |
| Date Closed: | 12/05/2001 | Response Date: | |
| Closed By: | Judy Williams | Original Analyst: | |
| Close Letter Needed? | <input type="radio"/> Yes <input checked="" type="radio"/> No | Purged By: | Purged Date: |
| | | | |

Current Status: Closed

Complaint Summary:

Discover Card telemarketers are placing numerous calls to my home telephone number, despite my pleas and threats to have my number removed from their call list. Most recently, calls were received on 11/23/01, 11/24/01, and 11/28/01. Approximately one month ago, we received five (5) calls in about two hours time. We spoke to a supervisor on that day who said our number would be removed. When calls started again on 11/23/01, it was the same caller who upon being told that our name was to be removed, laughed belligerently and said that their supervisors lie. Then we called Customer Service and spoke to supervisor Michelle. She said she would take care of the problem, but we received more calls on 11/24 and 11/28. These calls are becoming belligerent, harassing and more frequent. We feel we are being targeted and my wife and daughter and becoming frightened by these calls. This company should not have the right to disrupt our lives this way. I have never had a Discover Card account, and have never been harassed by a company this way before. Also note that I have sent a written letter to Discover Card requesting immediate action to be removed from their list.

| | |
|----------------------|-----------------------|
| Apparent Carrier(s): | |
| | |
| Contact Name: | Best Time to Call: AM |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: Ft. Myers | State: FL Zip: 33908 |

| | |
|--|------------------------------|
| 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: Discover Card Phone: 8003472683 Ext: none

Date you spoke with company representative: 11/23/2001

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

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

| | | | |
|----------------------|---|-------------------|--------------|
| IC Number: | 01-G29129 | Case Type: | Complaint |
| Date Received: | 10/30/2001 | Complainant: | |
| Date Entered: | 10/30/2001 | Date Assigned: | 10/30/2001 |
| Entered By: | Roxanne Short | Date Reassigned: | |
| Assigned To: | Roxanne Short/FCCIN | Service Date: | 11/07/2001 |
| Date Closed: | 12/05/2001 | Response Date: | 12/07/2001 |
| 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:

██████████ is constantly being called by AT&T after he requested that the number be removed from their call list. He has been called approximately 30 times (end of September to the present time). The one call was on this past Saturday (10/27/01 at 7:45 a.m.) This particular phone was slammed by AT&T and ██████████ will be filing a complaint with the Texas Utilities Commission regarding this. He is being called regarding telemarketing, requesting he come back to AT&T and also about paying the bill for when this number was slammed.; ██████████ wants this number removed once and for all from AT&T's call list.

| | | | |
|----------------------|------------------|-----------|------------|
| Apparent Carrier(s): | AT&T Corporation | | |
| Contact Name: | | | |
| Contact Number: | | | |
| Email Address: | | | |
| PO Box: | | | |
| City: | CHANDLER | State: TX | Zip: 75758 |

| | |
|--|------------------------------|
| 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-G29035 | Case Type: | Complaint |
| Date Received: | 10/25/2001 | Complainant: | |
| Date Entered: | 10/25/2001 | Date Assigned: | 10/25/2001 |
| Entered By: | Minnie Caskey | Date Reassigned: | |
| Assigned To: | Minnie Caskey/FCCIN | Service Date: | 11/07/2001 |
| Date Closed: | 12/12/2001 | Response Date: | 12/07/2001 |
| Closed By: | Minnie Caskey | Original Analyst: | |
| Close Letter Needed? | <input checked="" type="radio"/> Yes <input type="radio"/> No | Purged By: | Purged Date: |
| | | | |

Current Status: Closed

Complaint Summary:

██████████ is filing this complaint today in regards to the numerous phone calls from AT&T Corp. about getting their service. The telemarketers will not take NO for answer. He has had as many as 4 calls within a ten minute period. The soliciators also get very rude when told he does not want their service. He justs wants them to put him on their do not call list as soon as possible.

| | | | |
|----------------------|------------------|--------|-------|
| Apparent Carrier(s): | AT&T Corporation | | |
| Contact Name: | | | |
| Contact Number: | | | |
| Email Address: | | | |
| PO Box: | | | |
| City: | ALBANY | State: | OR |
| | | Zip: | 97321 |

| | |
|--|------------------------------|
| 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-G29015 | Case Type: | Complaint |
| Date Received: | 10/25/2001  | Complainant: | |
| Date Entered: | 10/25/2001 | Date Assigned: | 10/25/2001 |
| Entered By: | Kathleen Shreve | Date Reassigned: | |
| Assigned To: | Kathleen Shreve/FCCIN | Service Date: | 11/07/2001 |
| Date Closed: | 12/11/2001 | Response Date: | 12/07/2001 |
| Closed By: | Kathleen Shreve | Original Analyst: | |
| Close Letter Needed? | <input checked="" type="radio"/> Yes <input type="radio"/> No | Purged By: | Purged Date: |
| | | | |

Current Status: Closed

Complaint Summary:

CALLER IS BEING HARRASSED BY MCI. FOR THE PAST SIX DAYS THEY HAVE CALLED HER ASKING HER TO SIGN UP FOR THEIR SERVICES. EVEN AFTER SHE TOLD THEM THAT SHE IS NOT INTERESTED AND TO PLEASE NOT CALL ANYMORE. MCI HAS CALLED HER AT 11:00PM HARRASSING HER. SHE WOULD LIKE THIS 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: | NORTH FORT MYERS | State: | FL |
| | | Zip: | 33903 |

| | |
|--|------------------------------|
| 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-G28964 | Case Type: | Complaint |
| Date Received: | 10/24/2001  | Complainant: | |
| Date Entered: | 10/24/2001 | Date Assigned: | 10/24/2001 |
| Entered By: | Linda Dillon | Date Reassigned: | |
| Assigned To: | Linda Dillon/FCCIN | Service Date: | 10/31/2001 |
| Date Closed: | 12/10/2001 | Response Date: | 11/30/2001 |
| Closed By: | Linda Dillon | Original Analyst: | |
| Close Letter Needed? | <input checked="" type="radio"/> Yes <input type="radio"/> No | Purged By: | Purged Date: |
| | | | |

Current Status: Closed

Complaint Summary:

██████████ HAS BEEN DEALING WITH TELEMARKETING CALLS FROM MCI FOR THE PAST YEAR. ON OCCASION HE RECEIVES UP TO THREE CALLS IN A DAY. HE HAS ASKED REPEATEDLY THAT THEY NOT CALL HIM. IF HE NEEDS SERVICE HE WILL CALL MCI BUT HE IS TOO BUSY TO ACCEPT SOLICITATION CALLS FROM MCI. HE HAS SPOKEN WITH SUPERVISORS AND EXPLAINED HIS SITUATION AND BEEN PROMISED THAT THE CALLS WOULD END. WITHIN IN HOUR OR TWO HE RECEIVE ANOTHER CALL FROM THEM. HE WANTS THIS TO END ONCE AND FOR ALL. HE HAS NO DESIRE TO HEAR FROM MCI AGAIN. SEVERAL YEARS AGO DURING A TELEMARKETING CALL MCI SLAMMED ██████████. HE TOLD THEM HE WOULD THINK ABOUT THEIR OFFER BUT WAS NOT INTERESTED AT THAT TIME. HE LATER HE RECEIVED A BILL FROM MCI FOR THREE LEGITIMATE CALLS AND SOME CALLS HE NEVER MADE. WHEN HE DISPUTED THE CHARGES THEN MCI TURNED THE ACCOUNT OVER TO THE CREDIT BUREAU AND HE HAD TO WORK TO RESOLVE THAT. OBVIOUSLY HE IS NOT A FAN OF MCI.

| | | | |
|----------------------|--------------------|------------|--|
| Apparent Carrier(s): | WorldCom Inc. | | |
| | | | |
| Contact Name: | Best Time to Call: | | |
| Contact Number: | Fax Number: | | |
| Email Address: | Internet Address: | | |
| PO Box: | Address: | | |
| City: HOBBSVILLE | State: NC | Zip: 27946 | |

| | |
|--|------------------------------|
| 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-G30154 | Case Type: | Complaint |
| Date Received: | 12/03/2001  | Complainant: | |
| Date Entered: | 12/03/2001 | Date Assigned: | 12/03/2001 |
| Entered By: | Mary Shaak | Date Reassigned: | |
| Assigned To: | Mary Shaak/FCCIN | Service Date: | |
| Date Closed: | 12/03/2001 | Response Date: | |
| Closed By: | Mary Shaak | Original Analyst: | |
| Close Letter Needed? | <input type="radio"/> Yes <input checked="" type="radio"/> No | Purged By: | Purged Date: |
| | | | |

Current Status: Closed

Complaint Summary:

The following information is provided as an informal FCC complaint...; On 28 Nov at about 8:30pm PDT I received a call from a telephone; solicitor from Coldwell banker asking me if I would like to reduce my; mortgage rates. I said "No" and requested to be taken off their phone; contact list. The solicitor told me she would not, and that I had to; listen to her mortgage rate deal. I requested again and received the; same reply. I requested a third time, quite tersely to let her know I; was displeased and that it was not her choice and she didn't say; anything in return. I hung up.; I received a second call about five minutes later. The same solitor's; voice was audible on the other line, but I could not tell if she was; talking to me or what she was saying.; About 10 minutes later I received a call from the same solicitor. She; stated she was "calling from home on her own time to discuss why I was; rude". She further said, "You can't take you name of telephone lists; sir. The only list you can be taken from is of the living". I asked if; this was a threat and she made an incoherent reply. I also agreed that; I had been rude, but only after my third request not to be called; again. She then got into a discussion about why telephones are free for; anybody to use and again mentioned that she had easy access to my phone; # and address I did not engage in this conversation but repeatedly; asked for her business address and phone number. She refused to give it; to me. Eventually she hung up, and afterwards I pressed *69. I left a; message on the Coldwell Business answering machine that answered, and; have not received a reply 20 hours later; I can be contacted at; [REDACTED]; All calls were made to the above number.; thank you.; [REDACTED]

Apparent Carrier(s):

| | |
|-----------------|----------------------|
| | |
| Contact Name: | Best Time to Call: |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| FO Box: | Address: |
| City: HAWTHORNE | State: CA Zip: 90250 |

| | |
|--|------------------------------|
| 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:

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

| | | | |
|----------------------|---|-------------------|--------------|
| IC Number: | 01-W1857922 | Case Type: | Complaint |
| Date Received: | 12/01/2001 | Complainant: | |
| Date Entered: | 12/01/2001 | Date Assigned: | 12/03/2001 |
| Entered By: | Internet User | Date Reassigned: | |
| Assigned To: | Teresa Flasher/FCCIN | Service Date: | |
| Date Closed: | 12/03/2001 | Response Date: | |
| Closed By: | Teresa Flasher | Original Analyst: | |
| Close Letter Needed? | <input type="radio"/> Yes <input checked="" type="radio"/> No | Purged By: | Purged Date: |
| | | | |

Current Status: Closed

Complaint Summary:

From approx 11/15/01 and on we have been receiving phone calls from WFJM (727.848.7912), on the first contact I told them in no uncertain terms I was not interested even if I was a chosen winning candidate for their "free vacation". The CSR then said even if you signed up and I reiterated I am not interested and she continued to ask probing questions and the I just said no repeatedly 5 or 6 times. Then several days later after seeing on the caller ID they had called several times each day, I picked up the phone and told them to take me off their calling list. The next day the phone rang from this company again FIVE TIMES. Then today on Sat Dec 1st they call at 11 am and 1250 pm, I picked up and there is no one on the other end. This is harassing and illegal. If it continues my attorney has advised me to sue. I am waiting for another WFJM Call today seeing it is Saturday and that is when historically they have rung the phone off the hook.....Please advise

| | |
|-----------------------------|------------------------------------|
| Apparent Carrier(s): | |
| | |
| Contact Name: | Best Time to Call: 12-5pm |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: Bethlehem | State: PA Zip: 18018 |

| | |
|---|-------------------------------------|
| 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: WFJM Enterprises/CSR Phone: 7278487912 Ext:

Date you spoke with company representative: 11/28/2001

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?

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

| | | | |
|----------------------|--|-------------------|--------------|
| IC Number: | 01-W1396376 | Case Type: | Complaint |
| Date Received: | 10/29/2001  | Complainant: | |
| Date Entered: | 10/29/2001 | Date Assigned: | 10/30/2001 |
| Entered By: | Internet User | Date Reassigned: | |
| Assigned To: | Gail Butler/FCCIN | Service Date: | |
| Date Closed: | 10/30/2001 | Response Date: | |
| Closed By: | Gail Butler | Original Analyst: | |
| Close Letter Needed? | <input type="radio"/> Yes <input checked="" type="radio"/> No | Purged By: | Purged Date: |
| | | | |

Current Status: Closed**Complaint Summary:**

10/29/2001 at approximately 8:25 AM PST, I was called by someone identifying herself as Vanessa at Consolidated Media Services in Atlanta, GA. I asked for Vanessa's full name, phone number, and address, which she refused to give me. I pointed out she was required to do so by FCC rule. She continued to refuse. I then asked for her supervisor and spoke with someone identifying themselves as Willie Johnson.

I asked the supervisor for a telephone number and address; the supervisor refused. I demanded to be put on the Do-Not-Call list; the supervisor said I would have to call Consolidated Media Services to do that. I pointed out the supervisor had refused to give me the number. I demanded a copy of the written Do-Not-Call policy; again I was told I would have to call Consolidated Media Services for that. Again I pointed out I had already requested the phone number and requested that number for the 3rd time. Again, the supervisor refused to give that number and told me to "call information for New York City." I did, in fact, go to information for NY City and found no listing for Consolidated Media Services.

In fact, this is the second call recently from Consolidated Media Services, and the first call went much the same way.

It is clear Consolidated Media Services is egregiously violating FCC rules by refusing to provide phone numbers, address information, and written Do-Not-Call policies.

By the way, question 7 on this form should allow partial input of information (which it does not). If I say I contacted the company (which I did in this case as part of the original call), then your form requires me to put in the phone number, which the offending company refused to give me.

| | |
|-----------------------------|------------------------------------|
| Apparent Carrier(s): | |
| | |
| Contact Name: | Best Time to Call: 8-5 PST |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: Saratoga | State: CA Zip: 95070 |

| | |
|---|-------------------------------------|
| Company Name: | |
| | Relationship with the Party: |
| | City:State:PrZip: |
| Other Party that can be contacted? | |
| | Relationship: |

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

| | | | |
|----------------------|---|-------------------|--------------|
| IC Number: | 01-W1358038 | Case Type: | Complaint |
| Date Received: | 10/26/2001 <input checked="" type="checkbox"/> | Complainant: | |
| Date Entered: | 10/26/2001 | Date Assigned: | 10/29/2001 |
| Entered By: | Internet User | Date Reassigned: | |
| Assigned To: | Anna Shields/FCCIN | Service Date: | |
| Date Closed: | 10/29/2001 | Response Date: | |
| Closed By: | Anna Shields | 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 an unlisted telephone number and I pay for that service in order to protect myself from unsolicited calls. This research company has called me EVERY DAY for the past six weeks against my continuous demands at each call to lose my number from their database - I'm NOT interested. This company continues to call even though i have placed calls back to their company, (number through caller ID) and asked to speak to the President in order to stop the harassing calls. They repeatedly have ignored my requests, continue to call on a daily basis, and are harassing me in the privacy of my own home AGAINST my REPEATED wishes. PLEASE HELP ME STOP THESE CALLS FROM THIS COMPANY.

| | |
|-----------------------------|------------------------------------|
| Apparent Carrier(s): | |
| | |
| Contact Name: | Best Time to Call: day |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: Carol Stream | State: IL Zip: 60188 |

| | |
|---|-------------------------------------|
| 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: MCI Worldcom Phone:8005612599 Ext:1234

Date you spoke with company representative: 10/26/2001

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? Yes

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? 421.23

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-G28311 | Case Type: | Complaint |
| Date Received: | 10/11/2001  | Complainant: | |
| Date Entered: | 10/11/2001 | Date Assigned: | 10/11/2001 |
| Entered By: | Michael Landis | Date Reassigned: | |
| Assigned To: | Michael Landis/FCCIN | Service Date: | 10/24/2001 |
| Date Closed: | 11/14/2001 | Response Date: | 11/23/2001 |
| Closed By: | Michael Landis | 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]. Here is the pertinent information requested on your website; Daytime phone: [REDACTED]. Complaint is against MCI, particularly related to my phone number; [REDACTED], but complaint should apply as well to [REDACTED]; MCI has called repeatedly, to the point of harassment. I have told them; numerous times NOT to call here anymore. I have spoken with at least six; individuals, including Tony Cole. They are non-responsive. They are also; misleading, in that when they call and I ask, "Who is calling?" the response; is "This is the telephone company."; On more than one occasion, they have called three times in a row, within a 1; 1/2 hour period of time. When I say, "I told you never to call here again!"; the response is "I've never called you before."; I am concerned that they will "slam" my phone service.; The relief I seek is for them to be put on notice that the above-referenced; three (3) telephone numbers are NEVER to be called from MCI or any of their; business divisions again.; Thank you for your help and attention.; [REDACTED]

| | |
|------------------------------------|----------------------|
| Apparent Carrier(s): WorldCom Inc. | |
| Contact Name: | Best Time to Call: |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: Cardiff | State: CA Zip: 92007 |

| | |
|--|------------------------------|
| 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-W1073188 | Case Type: | Complaint |
| Date Received: | 09/28/2001  | Complainant: | |
| Date Entered: | 09/28/2001 | Date Assigned: | 10/01/2001 |
| Entered By: | Internet User | Date Reassigned: | |
| Assigned To: | Deb Brooks/FCCIN | Service Date: | 10/10/2001 |
| Date Closed: | 11/07/2001 | Response Date: | 11/09/2001 |
| Closed By: | Deb Brooks | Original Analyst: | |
| Close Letter Needed? | <input checked="" type="radio"/> Yes <input type="radio"/> No | Purged By: | Purged Date: |
| | | | |

Current Status: Closed**Complaint Summary:**

Tonight we received a telephone solicitation from MCI. When the solicitor called, he asked for a person not at our telephone number. When we asked who was calling, he just said MCI. We told him that he had the wrong number and asked to have our number removed from their calling list. The solicitor said that he could not do it. When we asked who could, he said [REDACTED] and we asked him spell it. He hung up on us. Therefore, MCI violated the Texas law that provides protection for persons receiving a telephone solicitation at a residence.

This solicitor did not identify himself by name.

This solicitor did not identify the business on whose behalf he was calling until we asked.

This solicitor did not identify the purpose of the call.

This solicitor did not identify the telephone number at which he could be reached. Instead, he hung up as we tried to obtain the information. The telephone number listed on your form is 999/999-9999 so that the complaint form would be accepted. We tried to obtain the information but the solicitor hung up!

| | | | |
|----------------------|--------------------|------------|--|
| Apparent Carrier(s): | WorldCom Inc. | | |
| Contact Name: | Best Time to Call: | after 7 | |
| Contact Number: | Fax Number: | | |
| Email Address: | Internet Address: | | |
| PO Box: | Address: | | |
| City: Houston | State: TX | Zip: 77062 | |

| | |
|--|-----------------------------------|
| Company Name: | |
| | Relationship with the Party: None |
| | 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?


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-W920987 | Case Type: | Complaint |
| Date Received: | 09/17/2001  | Complainant: | |
| Date Entered: | 09/17/2001 | Date Assigned: | 09/18/2001 |
| Entered By: | Internet User | Date Reassigned: | |
| Assigned To: | Linda Dillon/FCCIN | Service Date: | 09/26/2001 |
| Date Closed: | 11/09/2001 | Response Date: | 10/26/2001 |
| Closed By: | Beth Alleman | Original Analyst: | |
| Close Letter Needed? | <input checked="" type="radio"/> Yes <input type="radio"/> No | Purged By: | Purged Date: |
| | | | |

Current Status: Closed

Complaint Summary:

We have been solicited by Ameritech for everything from advertising to telephone service. I have told each caller at the time of each call to take us off of their list and to please not call again. I may not have always used the please, however, I have asked them on several occasions to take us off of any all lists. Today, 9-17-01, I received another call concerning telephone service, I told the woman, whose name is Lois Hampton, to take us off of their list and she said that it was impossible to take us off of all of the lists, because Ameritech uses over 30,000 telemarketing companies and to take us off all of these lists was not possible. I asked her to please give me the number of the person or persons I need to contact in order to remove our number from all of the lists and she said there was no such number. I told her to please do all in her power to remove us from the list and to not call again. However, I know that they will.

| | |
|--------------------------------|----------------------------|
| Apparent Carrier(s): Ameritech | |
| | |
| Contact Name: | Best Time to Call: morning |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: Elmhurst | State: IL Zip: 60126 |

| | |
|--|---------------------------------------|
| Company Name: Vinylguard Ind., Inc | Relationship with the Party: Employer |
| | City: Elmhurst State: IL Zip: 60126 |
| **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

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

| | | | |
|----------------------|--|-------------------|--------------|
| IC Number: | 01-W919234 | Case Type: | Complaint |
| Date Received: | 09/17/2001  | Complainant: | |
| Date Entered: | 09/17/2001 | Date Assigned: | 09/18/2001 |
| Entered By: | Internet User | Date Reassigned: | |
| Assigned To: | Brenda Althoff/FCCIN | Service Date: | 09/26/2001 |
| Date Closed: | 11/07/2001 | Response Date: | 10/26/2001 |
| Closed By: | Brenda Althoff | Original Analyst: | |
| Close Letter Needed? | <input checked="" type="radio"/> Yes <input type="radio"/> No | Purged By: | Purged Date: |
| | | | |

Current Status: Closed

Complaint Summary:

SEPTEMBER 14, 2001: CONTACTED BY MCI AND NOTIFIED THEM TO CEASE CALLING US AS WE WERE NOT INTERESTED IN THEIR PRODUCT.

SEPTEMBER 17, 2001: MCI CALLED US AT 8:30A.M., 9:00A.M., 9:43A.M., 10:51A.M., 10:56 A.M., 11:56A.M., 1:01P.M., 1:23P.M., 2:08P.M, 2:19P.M, AND 2:31P.M. SOLICITING THEIR WARES AND WE INSTRUCTED THEM AGAIN TO CEASE CALLING.

SEPTEMBER 17, 2001: I CONTACTED MCI AT 2:00 P.M.(CUSTOMER SERVICE) AND 2:15 P.M.(CONSUMER AFFAIRS) TO HAVE THEM HANDLE THIS ISSUE.

WE THINK THAT THEY ARE HARRASSING US WITH THE EXCESSIVE CALLS ON 9-17-01.

| | | | |
|----------------------|--------------------|------------|--|
| Apparent Carrier(s): | WorldCom Inc. | | |
| | | | |
| Contact Name: | Best Time to Call: | DAY | |
| Contact Number: | Fax Number: | | |
| Email Address: | Internet Address: | | |
| PO Box: | Address: | | |
| City: NYRTLE BEACH | State: SC | Zip: 29579 | |

| | |
|--|-------------------------------------|
| Company Name: | |
| | Relationship with the Party: |
| | City:State:Zip: |
| Other Party that can be contacted? | Yes |
| | Relationship: SPOUSE |
| | City:MYRTLE BEACHState:SC Zip:29579 |
| **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? No

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

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

| | | | |
|----------------------|---|-------------------|--------------|
| IC Number: | 01-W1337872 | Case Type: | Complaint |
| Date Received: | 10/25/2001 | Complainant: | |
| Date Entered: | 10/25/2001 | Date Assigned: | 10/26/2001 |
| Entered By: | Internet User | Date Reassigned: | |
| Assigned To: | Donna Creager/FCCIN | Service Date: | |
| Date Closed: | 10/26/2001 | Response Date: | |
| Closed By: | Donna Creager | Original Analyst: | |
| Close Letter Needed? | <input type="radio"/> Yes <input checked="" type="radio"/> No | Purged By: | Purged Date: |
| | | | |

Current Status: Closed

Complaint Summary:

Since the first of the year I have received many calls late at night from this no. with no one on the line. I have caller I.D. and attempted to call their no. and could not. On 6/20/01 I sent them an E mail requesting they quit calling and remove me from their list. Here are some of their calls that I have recorded. 6/19/01 11:21 P.M. 6/20/01 4:58 A.M. 9/02/01 6:13 A.M. 10/19/01 11:27 P.M. 10/20/01 10:48 P.M. 10/23/01 9:16 P.M. 10/24/01 9:39 P.M. I am retired and in ailing health, there must be something that can be done to stop this harrasment. Any help would be appreciated.

| | |
|----------------------|--------------------|
| Apparent Carrier(s): | |
| | |
| Contact Name: | Best Time to Call: |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: Gilbert | State: AZ |
| | Zip: 85296 |


| | |
|--|------------------------------|
| 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: Making memories Phone: 8012940429 Ext: 00
 Date you spoke with company representative: 06/20/2001
 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): Sprint Communciation
 Other Carriers Listed: Making memories

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

| | | | |
|----------------------|--|-------------------|--------------|
| IC Number: | 01-W1912159 | Case Type: | Complaint |
| Date Received: | 12/05/2001  | Complainant: | |
| Date Entered: | 12/05/2001 | Date Assigned: | 12/06/2001 |
| Entered By: | Internet User | Date Reassigned: | |
| Assigned To: | Minnie Caskey/FCCIN | Service Date: | |
| Date Closed: | 12/10/2001 | Response Date: | |
| Closed By: | Minnie Caskey | 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 inundated with telephone solicitations regarding purchasing golf clubs from Warrior Custom Golf. In the past 3 weeks they have phoned at least once a day, and on 11/30/01 called 4 times starting at 9pm with the final call at 10:17 pm. I have repeatedly told each telemarketer politely to take me off the list and each time they say OK and then a different person calls. On Friday night the person told us that ,Warrior Custom Golf, rules were to keep calling until I agreed to some product, and then she laughed. I asked to speak to the supervisor and was hung up on. On 12/2/01 Melissa, a telemarketer, called at 12:59pm and I got to speak with the supervisor, Rob Bishop who assured me that I would be taken off the list. At 6pm, 12/02/01 I got a call from yet another Warrior Custom Golf telemarketer-Jeff, who was informed of the harassment charges they were facing, and promised to remove me from the list. On 12/03/01, 7pm , Todd called, put me through to the supervisor of the moment, Russ Thissen, who again assured me they will take me off the list.

When will this stop?

Any chance you can tell them they are in violation of every telemarketing rule because they are not listed

| | |
|-----------------------------|------------------------------------|
| Apparent Carrier(s): | |
| | |
| Contact Name: | Best Time to Call: 9am-7pm |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: North Miami | State: FL Zip: 33161 |

| | |
|---|-------------------------------------|
| 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: Warrior Custom Golf/714-871-0141/ Rob Bishop Phone:7148710141 Ext:0000

Date you spoke with company representative: 12/02/2001

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

| | | | |
|----------------------|--|-------------------|--------------|
| IC Number: | 01-G30239 | Case Type: | Complaint |
| Date Received: | 12/04/2001  | Complainant: | |
| Date Entered: | 12/04/2001 | Date Assigned: | 12/04/2001 |
| Entered By: | Blaise Humes | Date Reassigned: | |
| Assigned To: | Blaise Humes/FCCIN | Service Date: | |
| Date Closed: | 12/04/2001 | Response Date: | |
| Closed By: | Blaise Humes | Original Analyst: | |
| Close Letter Needed? | <input type="radio"/> Yes <input checked="" type="radio"/> No | Purged By: | Purged Date: |
| | | | |

Current Status: Closed

Complaint Summary:

A [REDACTED] called to voice a complaint about telephone calls that she has been receiving at her home late at night. Now [REDACTED] has a alarm system is connected to [REDACTED] phone system, so she cannot just up plug or disconnect the phone to avoid this problem. Because that would trip the alarm at the police station. [REDACTED] states the she has caller I.D., and the number that shows up is the following 818-890-4797 with the name of the company being SAMANC LLC. Now at this time [REDACTED] would like to file a complaint over this issue, and see if we could intercede and get this problem stoped. [REDACTED] is not a young lady, and to have these kind of calls coming into her home is more than a bit disturbing, and effects her sleep the rest of the night.; andler is not a youg lady, and to have these kind of calls coming in is more than a bit disturbing. And also does not let her rest well through the night.

| | |
|----------------------|----------------------|
| Apparent Carrier(s): | |
| | |
| Contact Name: | Best Time to Call: |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: ENCINO | State: CA Zip: 91316 |

| | |
|--|------------------------------|
| 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-W716541 | 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: | Laurel Wilkinson/FCCIN | Service Date: | |
| Date Closed: | 09/06/2001 | 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:

We have repeatedly asked Sears to put us on their do not call list for credit card promotions. They have called multiple times over the Labor Day holiday, have been uncooperative when we ask for a supervisor, and have even called after 11:00 p.m. This has become more than a telemarketing issue. This is harassment.

| | |
|----------------------|----------------------|
| Apparent Carrier(s): | |
| | |
| Contact Name: | Best Time to Call: |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: Rochester | State: NY Zip: 14613 |

| | |
|--|--------------------------------------|
| Company Name: | |
| | Relationship with the Party: Spouse |
| | City: Rochester State: NY Zip: 14613 |
| Other Party that can be contacted? | Yes |
| | Relationship: Self |
| | City: Rochester State: NY Zip: 14613 |
| **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: Sears

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

| | | | |
|----------------------|--|-------------------|--------------|
| IC Number: | 01-G30495 | Case Type: | Complaint |
| Date Received: | 12/11/2001  | Complainant: | |
| Date Entered: | 12/11/2001 | Date Assigned: | 12/11/2001 |
| Entered By: | Laurel Wilkinson | Date Reassigned: | |
| Assigned To: | Laurel Wilkinson/FCCIN | Service Date: | |
| Date Closed: | 12/11/2001 | 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:

There is a company in Milwaukee Wisconsin; Alpine Mortgage; 414-443-5900; that has taken it upon themselves to harass me month after month, year after ; year and it will not end. I have had it. After taking these calls ever ; since I moved into this house, over six years ago I lost my cool on one of ; there particularly harassing evenings. If you can imagine the evening of ; September 11th these people not only did not have the common sense to not ; call, but they call me not once, they did not call me two times, they called ; me THREE times on the same evening!! How can anyone call a consumer three ; time in one evening? How can anyone do their calling on THAT evening? I was ; livid as my family was gathered in continue horror and anger at what had ; happened that morning. : On September 12th I call the branch manager of Alpine Mortgage-Dan Burns-and ; asked him how he could be as heartless and uncaring as to have people call on ; that evening, he had no comment and seemed to find my comments rather stupid, ; my interpretation of his voice.; Well, the promise of no more calls to my phone ended tonight. I was called ; again!!; I made a call to their office immediately and asked for Dan Burns, he was too ; busy to speak with me and his assistant was laughing at my anger of being ; called again and it was her job to take names off the calling list, too bad ; that I was still on the list. These people have no concern about the public ; and I find them rather stupid to keep calling someone who does not want to be ; called by them. Therefore, if you believe that they are in business to only ; make calls to people who what there product, I can only imagine that ; harassment is the reason to call a person who continually wants to have their ; name removed.; Can you help in this matter? If not please direct me to someone who can. I ; want these ruthless people stopped.

Apparent Carrier(s):

| | |
|----------------------|----------------------|
| Apparent Carrier(s): | |
| | |
| Contact Name: | Best Time to Call: |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: Milwaukee | State: WI Zip: 53217 |

| | |
|--|------------------------------|
| 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:

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

| | | | |
|----------------------|--|-------------------|--------------|
| IC Number: | 01-W1958149 | Case Type: | Complaint |
| Date Received: | 12/08/2001  | Complainant: | |
| Date Entered: | 12/08/2001 | Date Assigned: | 12/10/2001 |
| Entered By: | Internet User | Date Reassigned: | |
| Assigned To: | Minnie Caskey/FCCIN | Service Date: | |
| Date Closed: | 12/10/2001 | Response Date: | |
| Closed By: | Minnie Caskey | 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 called me almost DAILY for three months - despite REPEATED requests to the telemarketers to put me on a "do not call" list - although I didn't start writing down the calls until 11/30/2001. In addition to the two people in question 7, I also asked Marketing Manager Steven Beck and Branch Manager Tom Kaldor to remove me from their list. Each time, I've been assured that I would be removed; however, the very next day, I would receive anywhere from one to three or four calls from them. It's easy to tell they're still calling, since "Clements Classic" comes up on my caller ID each time.

The company is located at 2820 Hwy. 441/27 in Fruitland Park, FL 34731.

My husband and I did have this company treat our lawn twice (06/22/2001 and 08/22/2001). We stopped because we could no longer afford the \$125-per-treatment cost, and explained that to the company. As soon as we discontinued the service, the harrasing telephone calls started. At first they only called once or twice a week; then the calls became more frequent until now, when I'm receiving anywhere up to a dozen calls a week.

PLEASE MAKE THEM STOP!!!!

I know it's illegal for them to keep harrasing us like this, particularly since we've requested to be put on a "do not call" list. But ENFORCING that is another matter, isn't it?

What can be done to protect the average consumer from this type of harrassment? We've even gone so far as to block their known telephone numbers (a dozen or so, so far) from coming through on our telephone (by using Sprint's *77 service); but it hasn't stopped the calls from coming.

Any assistance you can give me would be most appreciated. We are SO FRUSTRATED we just don't know what to do about it anymore.


| | |
|-----------------------------|------------------------------------|
| Apparent Carrier(s): | |
| | |
| Contact Name: | Best Time to Call: Morning |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: Summerfield | State: FL Zip: 34491 |

| | |
|----------------------|--|
| Company Name: | |
|----------------------|--|

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

| | | | |
|----------------------|--|-------------------|--------------|
| IC Number: | 01-W1949608 | Case Type: | Complaint |
| Date Received: | 12/07/2001  | Complainant: | |
| Date Entered: | 12/07/2001 | Date Assigned: | 12/10/2001 |
| Entered By: | Internet User | Date Reassigned: | |
| Assigned To: | Melissa Wetzel/FCCIN | Service Date: | |
| Date Closed: | 12/10/2001 | 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:**

Time-Life initially obtained my telephone number approximately around August 2001 through a Tel-Sell promotion wherein I purchased ONE music CD. From that time onward, they have contacted me on numerous occasions and recently, it has been on a daily basis, sometimes TWICE a day!! This is absolute harassment and insanity. I have this information based on my Caller ID. I have called them in an attempt to discuss this matter, but it is impossible to get a live person on the phone. At one point, I asked the person calling to stop calling me and remove my number from their list, but that person hung up on me before I could finish. The last occasion I told the caller to stop calling was yesterday evening (12/6/01), however, I received another call this morning (12/7/01). What will it take to end these harassing phone calls? Twice a day on a daily basis is telephone abuse! I am very surprised that a reputable company such as Time-Life would perform such an abusive practice! Please help me end these ridiculous, non-productive telephone calls! Thank you.

| | |
|-----------------------------|------------------------------------|
| Apparent Carrier(s): | |
| | |
| Contact Name: | Best Time to Call: p.m. |
| Contact Number: | Fax Number: |
| Email Address: | Internet Address: |
| PO Box: | Address: |
| City: Superior | State: CO Zip: 80027 |

| | |
|---|-------------------------------------|
| 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: Time-Life Phone:3129384310 Ext:000000

Date you spoke with company representative: 12/06/2001

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