

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W161751	Case Type:	Complaint
Date Received:	06/28/2001	Complainant:	
Date Entered:	06/28/2001	Date Assigned:	06/29/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Bonnie Flynn/FCCIN	Service Date:	07/18/2001
Date Closed:	11/20/2001	Response Date:	08/17/2001
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:**

During the months of March-May 2001, my fiancée and I (who live together at the address above with the phone number above) received five unsolicited telemarketing calls from MCIWorldcom. Starting with the very first call, we asked them to take action that we stop receiving such calls. We received a sixth call in which I, again, asked to not receive further calls. The caller called me a 'dumbfuck' and terminated the call. I called MCIWorldcom and asked to be connected with the outbound call center manager and, after 20 minutes of waiting, was connected. The person I spoke with asked me questions and put me on hold for a total of 20 minutes and then told me that I would receive no more calls. I have received one call since then.

Apparent Carrier(s):	WorldCom Inc.		
Contact Name:	Best Time to Call:	7:00 pm	
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: fiancée
	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?


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-W1629972	Case Type:	Complaint
Date Received:	11/15/2001 	Complainant:	
Date Entered:	11/15/2001	Date Assigned:	11/16/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Richard Henderson/FCCIN	Service Date:	
Date Closed:	11/16/2001	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:

Capital One keeps calling my tel # under the impression that I was [REDACTED]. I called them back the first time and stated that I am not [REDACTED] and please take me out of the marketing list. They agreed. They left me a message the second time today and when I called them to take the tel# of the list, The gentleman from capital one was very arrogant and defiant and told me that he would not take me of the list and would keep calling me. I even threatened him that I would call my lawyer to know my rights, The gentleman started mocking me over the phone.

Apparent Carrier(s):	
Contact Name:	Best Time to Call:
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Lake Haiwatha	State: NJ Zip: 07034

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: Capital One (do not know) Phone: 8049676040 Ext: **

Date you spoke with company representative: 11/15/2001

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

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, US West Communications

Other Carriers Listed: Capital One

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W1216651	Case Type:	Complaint
Date Received:	10/12/2001 	Complainant:	
Date Entered:	10/12/2001	Date Assigned:	10/15/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Frances Stevens/FCCIN	Service Date:	10/24/2001
Date Closed:	11/26/2001	Response Date:	11/23/2001
Closed By:	Frances Stevens	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

10/12/2001 - 4:10 p.m. - MCI had called 17 times in the last three days. When I demanded to be placed on no call list, MCI rep, Steve Brown, was extremely rude, abusive, and combative. He at first refused to allow me to speak with his supervisor when I demanded to speak to the supervisor. Told Supervisor Heather Talbot I had been promised by another supervisor to be placed on no call list but was still being called. She assures me again I will be placed on list. Telemarketers located in Denver. My caller ID indicates they are an unknown caller. Telemarketers should be required to not mask their identities.

Apparent Carrier(s): WorldCom Inc.	
Contact Name:	Best Time to Call: 9 - 4
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Bear	State: DE Zip: 19701-1694

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 - Heather Talbot/Steve Brown - Denver Phone:8002896722 Ext:xxxx

Date you spoke with company representative: 10/12/2001

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): MCI Worldcom

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W1085805	Case Type:	Complaint
Date Received:	09/29/2001 	Complainant:	
Date Entered:	09/29/2001	Date Assigned:	10/01/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Mary Peters/FCCIN	Service Date:	10/10/2001
Date Closed:	11/26/2001	Response Date:	11/09/2001
Closed By:	Mary Peters	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

My mother is 74 yrs old and lives alone. Worldcomm calls her continuously, most of the time waiting until 9 or 10 pm, when Mom is asleep, so she is too rattled to talk with them, due to the lateness of the call, and the fact she has 3 children who could be injured or need her. She is on tranquilizers & has heart problems; in addition to glaucoma. Worldcomm has recently began this campaign by asking the person answering phone if they will accept a collect call from Worldcomm. Calling at 10 pm is bad enough, but to try and trick her with a collect call is another. Most of the time, she is not awake enough to realize who it is calling and thinks there could be something wrong with one of us or her grandchildren. She wants this to stop. It makes her extremely nervous and will get no sleep the rest of the night.

Apparent Carrier(s):	WorldCom Inc.		
Contact Name:	Best Time to Call:	day	
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: Pass Christian	State: MS	Zip:	39571

Company Name:	
	Relationship with the Party: daughter
	City: Laurel State: MS Zip: 39440
**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:

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

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W254459	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:	Wendy Chambers/FCCIN	Service Date:	07/25/2001
Date Closed:	08/31/2001	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:

One of your telemarketers, a man who ; identified himself as David Taylor, called me ; this evening at 7:34 PM Pacific Time. I politely ; asked him to remove me from the MCI ; marketing calling list. He laughed. He laughed ; and laughed and laughed. I tried to interrupt ; his laughter to determine whether he would ; indeed see to it that my ; number was removed, ; but he continued laughing and then just hung ; up on me.; I am so furious, I am beside myself.

Apparent Carrier(s): WorldCom Inc.	
Contact Name:	Best Time to Call:
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Seattle	State: WA Zip: 98102

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? 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

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W161837	Case Type:	Complaint
Date Received:	06/28/2001 	Complainant:	
Date Entered:	06/28/2001	Date Assigned:	06/29/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Richard Henderson/FCCIN	Service Date:	07/11/2001
Date Closed:	08/22/2001	Response Date:	08/10/2001
Closed By:	Jan Kuykendall	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

During the months of March-May 2001, my fiancée and I (who live together at the address above with the phone number above) received five unsolicited telemarketing calls from MCIWorldcom. Starting with the very first call, we asked them to take action that we stop receiving such calls. We received a sixth call in which I, again, asked to not receive further calls. The caller then called me a 'dumbfuck' and terminated the call. I called MCIWorldcom and asked to be connected with the outbound call center manager and, after 20 minutes of waiting, was connected. The person I spoke with asked me questions and put me on hold for a total of 20 minutes and then told me that I would receive no more calls. I have received one call since then.

Apparent Carrier(s): WorldCom Inc.	
Contact Name:	Best Time to Call: 10:00am
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: fiancée
	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?

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: Commercial

Congressional Complaint

IC Number:	01-W118908	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:	07/31/2001	Response Date:	07/27/2001
Closed By:	Vivian Jones	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

A representative from AT&T has been calling named Michael Ferrara, claiming he is a manager and wants to speak to the person in-charge of our telecommunications. When I explain to him that we have a strict policy about no sales calls, and we don't accept phone solicitations, he has gotten rude and belligerent claiming that I am getting an 'attitude' and has even called back after I hang up on him, only to say 'If you don't like your job, just quit'. This is about the 3rd time he's called, and I now recognize him b/c of his name and his final comment that he's repeated twice now. Last time I told him that I requested to be put on a 'do not call list', but he seem disinterested and un-apologetic, putting me on the defensive. I feel I am being harrassed and there is no need for him to call back after we decline to discuss sales to get in 'the last word' (and a rude one, indeed!)...does he expect to achieve many sales this way? I'm sure I'm not the only one to be treated this way. Why haven't we been put on their 'Do Not Call' list...I have better ways of spending my time and this rep. is so abusive, he needs to be fired!

Please let me know how you handle this.

Sincerely,

[Redacted Signature]

Apparent Carrier(s):	AT&T Corporation		
Contact Name:	Best Time to Call:	Noon	
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: New York	State: NY	Zip:	10019

Company Name:	[Redacted] & Co., Inc.	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? 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:

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W123688	Case Type:	Complaint
Date Received:	06/20/2001	Complainant:	
Date Entered:	06/20/2001	Date Assigned:	06/21/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Jody Felix/FCCIN	Service Date:	
Date Closed:	06/21/2001	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:

On 06/20/01 at 8:15 p.m. I received a call from a telemarketer. He started by saying he was with ADT Security Systems. I quickly told him that I was not interested in a security system & that he should take my name and telephone number from the calling list. He said, 'what an annoying bitch,' I said, 'excuse me?' He said, 'you heard me you annoying bitch.' I said, 'You should repeat what you said because surely I didn't hear you correctly.' He said, 'what an annoying bitch,' and quickly hung up. I hope you will take care of this problem. It isn't bad enough that these telemarketers have no respect for our time and privacy, but now they use profanity with very little fear of repercussion. They know, just as I am beginning to suspect, that no one will do anything to them punitively. It would be nice if this service would help consumers, and not pay lip-service to issues like mine.

Apparent Carrier(s)	
Contact Name:	Best Time to Call: 6:00pm
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Lexington	State: SC Zip: 29072

Company Name:	
	Relationship with the Party:
	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?

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): GTE Services Corporation

Other Carriers Listed: ADT Security Systems

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W108068	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:	Mary Shaak/FCCIN	Service Date:	
Date Closed:	05/14/2001	Response Date:	
Closed By:	Mary Shaak	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

Complaint Summary:

I am currently being harrassed by Alliance America via telephone. There is no doubt in my mind, this harrassment is being conducted intentionally. I have spoken to numerous employees and a woman named Donna (2/8/01) who claimed to be the Manager. She informed me they 'can call me anytime they want', which she 'proved' by calling my residence 12 times in a 2 hour period the following day. I have recorded 50+ offenses starting back in July of 2000. I want this Harrassment to Cease & Disist immediately. This issue is causing me emotional distress and at this point I see no other recourse than taking Alliance America to court. I refuse to be disrespected in the PRIVACY of MY HOME! I plan on pursuing this to the fullest extent of the law. I look forward to any assistance you may provide.

Apparent Carrier(s):	
Contact Name:	Best Time to Call: 9-4
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Edmonds	State: WA Zip: 98026

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): BellSouth Corporation