


Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-G29907	Case Type:	Complaint
Date Received:	11/27/2001 	Complainant:	
Date Entered:	11/27/2001	Date Assigned:	11/27/2001
Entered By:	Dawn Lower	Date Reassigned:	
Assigned To:	Dawn Lower/FCCIN	Service Date:	
Date Closed:	11/27/2001	Response Date:	
Closed By:	Dawn Lower	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

## Complaint Summary:

Dear Sir or Madame,; Someone in Denver has been harrasing my residence for the past45 minutes.; It sounds as it is one of those automatic recording messages because when ; the recording answers I here a few beeps than it disconnects. ; This is a list of occurances from my answer machine memory;; 12:47 from 303-691-2754; 12:49 from 303-691-2762; 12:53 from 303-691-2762; 12:55 from 303-691-2762; Answering machine off; 13:22 from 303-691-2713; 13:24 from 303-691-2754; 13:27 from 303-691-2754; 13:29 from 303-691-2762; 13:31 from 303-691-2762 ; Please contact this company. I do not buy over the phone, nor will I buy; their product at all if I find out who they are. AND they better NOT be ; phoning; MY on my incoming [REDACTED] number ! ; [REDACTED] (this is the number it must have come in on, being a double ; ring); [REDACTED]

Apparent Carrier(s):	
Contact Name:	Best Time to Call:
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: MONROE	State: WA Zip: 98272

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: Commercial

Congressional Complaint

IC Number:	01-W1255640	Case Type:	Complaint
Date Received:	10/22/2001 	Complainant:	
Date Entered:	10/22/2001	Date Assigned:	10/22/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Melissa Wetzel/FCCIN	Service Date:	
Date Closed:	10/22/2001	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:**

> THIS COMPLAINT IS REGARDING TELEPHONE HARASSMENT AT MY PLACE OF BUSINESS.; > IN EARLY SEPTEMBER, BEGAN RECEIVING COMPUTER GENERATED RECORDED MESSAGES TO MY BUSINESS TELEPHONE NUMBER IN CHARLOTTE, NC. THIS IS A DIRECT LINE NUMBER WHICH WORKS WITHIN A LARGE OFFICE BUILDING AND PBX TELEPHONE SYSTEM. THE MESSAGE IS FROM FEMALE VOICE, WHICH BEGINS IN THE MIDDLE OF A SENTENCE, REQUESTS YOU RETURN HER CALL REGARDING AN URGENT BUSINESS MATTER. NO COMPANY NAME OR ANY OTHER INFORMATION ABOUT THE ISSUE IS PROVIDED.; > WHEN RETURNING THE CALL, YOU REALIZE YOU ARE CALLING INTO A TELEMARKETING CENTER WHICH TELLS ME HAS NO CONTROL OVER THE AUTOMATED MESSAGE SYSTEM. ; > THE COMPANY, A R MANAGEMENT IS A COLLECTIONS AGENCY IN BELLMAWR, N.J. THEY CANNOT TELL ME WHY THEY ARE DIALING MY WORK NUMBER, THEY ARE UNABLE TO REMOVE THE NUMBER FROM THEIR DIALING COMPUTER SYSTEM AND THEY ARE UNABLE TO ACCESS ANY RECORDS MATCHING MY WORK TELEPHONE NUMBER. THE NUMBER DIALED IS [REDACTED]. ; > I HAVE SPOKEN TO THE TWO INDIVIDUALS NAMED ON THIS FORM ON NUMEROUS OCCASIONS AND HAVE BEEN ASSURED THEY HAVE FIXED THEIR SYSTEM AND IT WILL NOT HAPPEN AGAIN. KEEP IN MIND THEY ARE NOT ABLE TO TELL ME WHY IT'S HAPPENING IN THE FIRST PLACE AND CANNOT CONTROL THEIR OWN COMPUTER DIALING PROGRAM.; > I RECEIVE THIS IDENTICAL CALL MESSAGE AT LEAST TWICE A WEEK, WHETHER I ANSWER LIVE OR IF MY VOICE MAIL SYSTEM ANSWERS IT.; > THIS INTERSTATE CALL IS AN UNNECESSARY ANNOYANCE AND CONSIDERED TO BE HARASSMENT AT MY PLACE OF BUSINESS, WHICH IS A REGULATORY LAW OFFICE FOR A TELEPHONE COMPANY.; > PLEASE RESPOND WITH ANY ASSISTANCE YOU MAY HAVE.


<b>Apparent Carrier(s):</b>	
<b>Contact Name:</b>	<b>Best Time to Call:</b> 8-5
<b>Contact Number:</b>	<b>Fax Number:</b>
<b>Email Address:</b>	<b>Internet Address:</b>
<b>PO Box:</b>	<b>Address:</b>
<b>City:</b> CHARLOTTE	<b>State:</b> NC <b>Zip:</b> 28226

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

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W1296082	Case Type:	Complaint
Date Received:	10/22/2001 	Complainant:	
Date Entered:	10/22/2001	Date Assigned:	10/23/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Brenda Althoff/FCCIN	Service Date:	
Date Closed:	10/23/2001	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 receive 6-7 phone calls a day from 954-623-4620.  
 The calls began the week of October 15th and continue to date.  
 If I answer the phone, they do not speak or hang up.  
 I have sent an e-mail to you with further information. The e-mail account that I used was [REDACTED]

Apparent Carrier(s): [REDACTED]

Contact Name:	Best Time to Call:	9-4 CST
Contact Number:	Fax Number:	
Email Address:	Internet Address:	
PO Box:	Address:	
City: Canton	State: IL	Zip: 61520

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

Indicate the responsible carrier(s): Ameritech

Other Carriers Listed: Communications Corporation

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W1834009	Case Type:	Complaint
Date Received:	11/29/2001	Complainant:	
Date Entered:	11/29/2001	Date Assigned:	11/30/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Dawn Lower/FCCIN	Service Date:	
Date Closed:	11/30/2001	Response Date:	
Closed By:	Dawn Lower	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 for the last two weeks has left over one hundred messages on my answering machine. message does not state who they are, neither had they left a return number. Message just said: "this is an important call, and not a solicitation, please wait to be connected so that we can serve you". Message lasted over one minute each time. Only today, after the message played, have they stated who they were and they left their telephone number-which you have. As well, the person they want to speak to is not at this household.

<b>Apparent Carrier(s):</b>	
<b>Contact Name:</b>	<b>Best Time to Call:</b> 4PM
<b>Contact Number:</b>	<b>Fax Number:</b>
<b>Email Address:</b>	<b>Internet Address:</b>
<b>PO Box:</b>	<b>Address:</b>
<b>City:</b> San Leandro	<b>State:</b> CA <b>Zip:</b> 94579

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

Indicate the responsible carrier(s): SBC

Other Carriers Listed: osi

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W1834339	Case Type:	Complaint
Date Received:	11/29/2001	Complainant:	
Date Entered:	11/29/2001	Date Assigned:	11/30/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Mary Peters/FCCIN	Service Date:	
Date Closed:	11/30/2001	Response Date:	
Closed By:	Mary Peters	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

**Complaint Summary:**

The calls are recorded and come through as "UNKNOWN". A message is left on my recorder and it seems to be the same male voice. I have called back on both numbers and, in the first case, input my number & recoded code to remove my name from their list. That didn't work.

In the second case I called back, spoke with a person, and requested my number be removed from their list. They had given me a Customer Promotion Number of A12604.

I live in a Senior Center, have no debts so the Consumer Council has no reason to continue to call.

Since our hi-rise has satellite provided and I couldn't use their services anyway, they also have no reason to keep calling.

Apparent Carrier(s):	
Contact Name:	Best Time to Call:
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Orlando	State: FL Zip: 32801

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: National Consumer Council: Recorded Message Phone: 8009903990 Ext: xxxx

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

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: Satellite Dish Network: Recorded Message/Steve Phone: 8006151621 Ext:

Date you spoke with the second company representative: 11/27/2001

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-W1914986	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:	Wendy Chambers/FCCIN	Service Date:	
Date Closed:	12/07/2001	Response Date:	
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:

Hi, I have been receiving unsolicited calls (Through an automated voice mail system) since last 2 years every day evening from 5pm till 9Am with every half an hour time interval. I tried to contact the company but nobody picks up the phone even an operator. I tried to contact Pac Bell for this but they say they can not help anything in this. Please help me in resolving this issue. I don't have any other information about this company other than the phone number shown as Caller Id which is 408-350-0588; Regards,; [REDACTED]

Apparent Carrier(s):	
Contact Name:	Best Time to Call: 8AM
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Sunnyvale	State: CA Zip: 94087

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


Indicate the responsible carrier(s): SBC

Other Carriers Listed: Pac Bell

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W1921723	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:	Julie Benshoff/FCCIN	Service Date:	
Date Closed:	12/10/2001	Response Date:	
Closed By:	Julie Benshoff	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 is calling our home number at all times of day 3 to 4 times and as soon as I pick up the phone it hangs up. We have attempted to call the company to tell them to stop harassing us but only get a recording which tells me to write to an address for "More information". I have written a letter to this address and told them to cease and desist the calls which I have been receiving for 30+ days. They have ignored my request. I do not want any information or other contact with this company and ask that you stop their harassment. Thank you.

Apparent Carrier(s):	
Contact Name:	Best Time to Call: daytime
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Cypress	State: TX Zip: 77429

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: Communication Corporation Phone: 9546234620 Ext: 0

Date you spoke with company representative: 12/05/2001

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): BellSouth Corporation

Other Carriers Listed: Communication Corporation

Complaint Type: Wireline


Account Type: Residential

Congressional Complaint

IC Number:	01-W1992657	Case Type:	Complaint
Date Received:	12/10/2001 	Complainant:	
Date Entered:	12/10/2001	Date Assigned:	12/11/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Judy Camel/FCCIN	Service Date:	
Date Closed:	12/11/2001	Response Date:	
Closed By:	Judy Camel	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

**Complaint Summary:**

Pinpoint Research called me on Sunday, December 9th, 2001, starting at approximately 2pm. When I answered the phone, it was a recorded marketing survey, so I hung up the phone.; About 10 seconds later, the phone rang again. It was again Pinpoint Research's automated system calling for a marketing survey. This time, I listened to the message and opted out of the marketing survey. I then hung up the phone.; About 10 seconds later, the phone rang, and guess what? Yes, it was Pinpoint Research's automated system, calling again. ; This persisted for about a half an hour. I just let the phone ring and let the answering machine get it. Every so often, I would pick up the phone, just to confirm that it was Pinpoint Research calling YET AGAIN. ; This has GOT to be ILLEGAL!! This is a completely automated system that keeps calling, even if you press the keys to indicate that you want to opt out of the survey.; Please nail these bastards! Their website is www.pinpointresearch.com. I tried getting these guys on the phone, and got nothing but voicemail. No one seems to answer the phone.; Please help!; Sincerely, ; 

**Apparent Carrier(s):**

Contact Name:	Best Time to Call:	6pm
Contact Number:	Fax Number:	
Email Address:	Internet Address:	
PO Box:	Address:	
City: San Diego	State: CA	Zip: 92120

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

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W875400	Case Type:	Complaint
Date Received:	09/14/2001 	Complainant:	
Date Entered:	09/14/2001	Date Assigned:	09/17/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Melissa Wetzel/FCCIN	Service Date:	
Date Closed:	09/19/2001	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:**

September 14th, 2001; I no you all have more important matters to look over at this time, but whenever you have a chance could you please read over this email. Thank You, [REDACTED]; Over the past few months and increasingly over the last week, my husband and I have been receiving Unknown Number calls on our home telephone (sometimes 3/4 times per day/night). When either of us answer the other party does not respond at any time to our hellos; but if we state that we are going to have the number traced they immediately hang-up, if I ask, 'why do you call here, yet refuse to say a word to anyone that answers, they immediately hang-up, or if we finally get aggravated and either scream as loudly as possible into the phone, they immediately hang-up. So I know that there must be a caller on the other end; I do not know why they are caller so much, yet refuse to speak to any person in my household who answers and leave blank messages on my BellSouth voice mail. It can't be a computer generated call, because with those there is a blankness before a person clicks on to say hello. And the telephone marketing solicitation calls have seem to be greatly reduced since I've started telling those companies to take me off there call lists.; It seems that most of the time that I've tried to call BellSouth to see if they can trace these calls; it's always after business hours. So, today I finally called during business hours and got to speak to a extremely rude and ignorant individual--who refused to give me his full name and told me that there was absolutely no possibility that any unknown call could be traced that I was absolutely wrong to even suggest the possibility and that they could do nothing to help me--when I finally got to speak with his supervisor she gave me his full name TOMMY SMITH of BellSouth in Alabama Headquarters, she also suggested that there are some unknown numbers that can be traced and added a trace feature to my phone service at no cost to me ....when I informed her of the ignorance of her employee; she said that she would try to have a talk with him; and that he was absolutely wrong in telling me that nothing could be done about this. It just irks me that with all of the new features on telephones today and new technology that not every phone number can't be traced to the responsible party; and then when you do call the telephone company to which you pay monthly bills in a timely manner to (in my case BellSouth), you usually have to speak to extremely rude individuals who leave you feeling helpless and violated. And especially at this most unfortunate time in our country, you would at least think that Mr. Tommy Smith of BellSouth's Alabama Headquarters would have at the least said, Mam, I'm sorry but I am not familiar with any such feature.....instead of telling me in a very volatile tone, that I didn't no what I was talking about and he could do nothing to help me.; Thank You for listening and God Bless all of you, [REDACTED]


<b>Apparent Carrier(s):</b>	
Contact Name:	Best Time to Call: 11 a.m.
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Ponchatoula	State: LA Zip: 70454

Company Name:	
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Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-G26658	Case Type:	Complaint
Date Received:	09/21/2001 	Complainant:	
Date Entered:	09/21/2001	Date Assigned:	09/21/2001
Entered By:	Elizabeth Miller	Date Reassigned:	
Assigned To:	Elizabeth Miller/FCCIN	Service Date:	
Date Closed:	09/24/2001	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:**

For the past month, we have been receiving computerized voice messages from Miss Cleo, the psychic. We have not done business with Miss Cleo, and wish to stop these calls. These calls are received at least 3 to 4 times a week. When these calls come in, the caller id indicates "out of area - 000-000-0000". We have tried to get removed from their Calling List by calling their number to be removed (402-572-5485), we have called this number 4 times, and they continue to call us.

On one of the recordings, it says that they are owned by Mind and Spirit, we found some information that indicated that Access Resources owned them, and we tried to contact them as well, but to no avail.

We are requesting that Miss Cleo immediately stop calling our residence.

Apparent Carrier(s):	
Contact Name:	Best Time to Call:
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: MORGANTOWN	State: WV Zip: 26508

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-W845979	Case Type:	Complaint
Date Received:	09/12/2001 	Complainant:	
Date Entered:	09/12/2001	Date Assigned:	09/13/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Frances Stevens/FCCIN	Service Date:	
Date Closed:	09/14/2001	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 recieved a telemarketing call from Direct Data USA on September 12,2001 at appox.10:45am cst  
 When i realized it was a sales call I immediately hung up. When I tried to use my phone again the sales recording was still on my line, I tried several times to disconnect from the call but was forced to listen to the intire recording anyway. I was under the impression the law was that telemarketing recordings had to disconnect when I did. Your attention to this matter is greatly appreciated. I am thankful I had no emergency at that time.

<b>Apparent Carrier(s):</b>	
<b>Contact Name:</b>	<b>Best Time to Call:</b> 9:00am
<b>Contact Number:</b>	<b>Fax Number:</b>
<b>Email Address:</b>	<b>Internet Address:</b>
<b>PO Box:</b>	<b>Address:</b>
<b>City:</b> Mesquite	<b>State:</b> TX <b>Zip:</b> 75150

<b>Company Name:</b>	
	<b>Relationship with the Party:</b>
	<b>City:State:Zip:</b>
<b>**Amount of credit FCC effort generated:</b>	\$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? 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: Direct Data USA

Subject Code: TCOG

**ANALYSIS SECTION**

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W107925	Case Type:	Complaint
Date Received:	05/10/2001	Complainant:	
Date Entered:	05/09/2001	Date Assigned:	05/11/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Gail Butler/FCCIN	Service Date:	05/23/2001
Date Closed:	06/05/2001	Response Date:	06/22/2001
Closed By:	Laurel Wilkinson	Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

**Complaint Summary:**

Every day since we moved to Vinton Louisiana 3/30/01 we get calls 4-5 times every day during AM & PM hours. The phone # listed on caller ID is 706-481-0531 w/the name FutureCall Telephone Service we have attempted to reach them to advise not to call since they dont ever leave a message but we get a busy signal, or when we do pick up the caller hangs up. This has concerned us when they hang up when we do pick up & are in fear that are phones are or may be slammed in the future We want calls stopped.

Apparent Carrier(s):	FutureCall
Contact Name:	Best Time to Call: 7:30AM
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: VINTON	State: LA Zip: 70669

Company Name:	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	Yes
	Relationship: Fiance'
	City:VINTONState:LA Zip:70669
**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&amp;T Corporation

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W113915	Case Type:	Complaint
Date Received:	05/31/2001	Complainant:	
Date Entered:	05/31/2001	Date Assigned:	06/01/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Gail Butler/FCCIN	Service Date:	
Date Closed:	06/05/2001	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:**

This company keeps calling with a pre-recorded message for Tarot Servies. The only way to have my phone number put on their do not call list is to call a long distance phone number. I have done so to no avail.

I do not have the name of the company, but the number given to for do not call is 402-572-5483. The number given to respond to their offer for 'Miss Cleo' is 1-800-987-3383.

I think it is totally unfair that you have to pay to be placed on a do not call list.

Let me know what you find.

Thank you.

Apparent Carrier(s)	
Contact Name:	Best Time to Call: 12:00
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Aliso Viejo	State: CA Zip: 92656

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?

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	01-W341088	Case Type:	Complaint
Date Received:	07/31/2001 	Complainant:	
Date Entered:	07/31/2001	Date Assigned:	08/01/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Anna Shields/FCCIN	Service Date:	08/08/2001
Date Closed:	09/21/2001	Response Date:	09/07/2001
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:**

As part of the continuing harrassment I receive at home from telemarketers, there have been several recent artificial voice and pre-recorded voice solicitacns that are expressly prohibited by the Telephone Consumer Protection Act.; This complaint refers to an unsolicited pre-recorded telemarketing call received from Protection One. The pre-recorded voice says they are calling on 'behalf of' BellSouth, but the call is in fact a pitch for Protection One security systems. This clearly is a ruse designed by BellSouth and Protection One to use my customer relationship with BellSouth as a way to circumvent the law. I object to BellSouth providing my home phone number to another company for telemarketing purposes and I object to BellSouth 'extending' my customer relationship to Protection One so I can be further harrassed by unwanted and unwelcome telemarketing calls.

Apparent Carrier(s): BellSouth Telecommunications, Inc.	
Contact Name:	Best Time to Call:
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Woodstock	State: GA Zip: 30189

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? 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-W743998	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:	Michael Landis/FCCIN	Service Date:	
Date Closed:	09/26/2001	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:

I have received an unsolicited telephone solicitation which I believe is in violation of the Telephone Consumer Protection Act of 1991, 47 U.S.C. Section 227. It was a prerecorded message made by a company called Sound Media Group on behalf of Satellite Systems Network. I am requesting that this complaint be investigated and enforcement action be commenced if the results of the investigation reveal this is a violation of the rules and regulations. I have a copy of the 6/20/01 tape of the solicitation which details the time and date of the call as well as the information on both companies involved. I attempted to resolve this matter asking that they put me on their Do Not Call list and I also ask for a copy of their DO NOT CALL policy. The company refused to put me on their DO NOT CALL list and hung up on me. I am requesting a response detailing the results of your investigation.

Apparent Carrier(s):	
Contact Name:	Best Time to Call: 9am
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Gallatin	State: TN Zip: 37066

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): Bell Atlantic; MCI Worldcom

Complaint Type: Wireline

Account Type: Residential

 Congressional Complaint

IC Number:	01-W104616	Case Type:	Complaint
Date Received:	04/27/2001 	Complainant:	
Date Entered:	04/27/2001	Date Assigned:	04/30/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Melissa Wetzel/FCCIN	Service Date:	05/09/2001
Date Closed:	08/31/2001	Response Date:	06/08/2001
Closed By:	Robin McCullough	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

## Complaint Summary:

the number 888-378-2355 calls my home at all hours of the day. when i pick up the call it is hung up after about five seconds. it sounds as if it is a computer making the call. i have called the number and it says it has been disconnected. i called swbt and they have told me that the number belongs to bell canada. i called a number that swbt gave me for bell canada and i was told the number belonged to a canadian business. i was not able to find out what business or a number to call to have it stopped. bell canada told me the only way i could have it stopped was to contact the fcc. i have tried all i know how to do, telling the computer to take me off of its list to call, contacting my local phone company, getting the number traced, i am out of solutions. this phone number calling my home at all hours is an inconvenience to my family and an intrusion of my home. please find out who is responsible for this and help me to stop it.

Apparent Carrier(s):	Bell Canada		
Contact Name:	Best Time to Call:	10 am	
Contact Number:	Fax Number:		
Email Address:	Internet Address:		
PO Box:	Address:		
City: midland	State: TX	Zip: 79707	

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	Yes
	Relationship: husband
	City:midlandState:TX Zip:79707
**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-W105881	Case Type:	Complaint
Date Received:	05/02/2001 	Complainant:	
Date Entered:	05/02/2001	Date Assigned:	05/03/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Judy Camel/FCCIN	Service Date:	
Date Closed:	05/04/2001	Response Date:	
Closed By:	Judy Camel	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 our home telephone number [REDACTED] listed on the 'Do Not Call List' in Tennessee. We also have the 'block call' feature that doesn't allow anyone to call who will not reveal their telephone number. Within the last few weeks we have begun to receive calls that only show 'Unavailable' on our caller i.d. and when we answer, no one is on the line. It's like a dead line, maybe a computer dialing. The calls also come through on our answering machine when we are not home. This has become quite a problem over the last 7 days because we are now receiving at least 3 of these calls per day. One last night after 7:30 p.m. Also, my husband works nights, so he gets these annoying calls all day long while he tries to sleep. We have called our rural local telephone company, Ben Lomand Telephone, who could not help us at all. I am now concerned that this may be a 'scam' of some type where someone is monitoring when we are home. We do not know what else to do or who we can contact for help. We have talked about changing our phone number, but this could happen to a new number also. Also, we have heard through friends and co-workers that others are having similar problems with this type of caller. Please respond if you can recommend further action. Thank You for your assistance. [REDACTED]

## Apparent Carrier(s):

Apparent Carrier(s):	
Contact Name:	Best Time to Call: 7-7
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: McMinnville	State: TN Zip: 37110

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	Yes
	Relationship: spouse
	City:McMinnvilleState:TN Zip:37110
**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-W105694	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:	Linda Dillon/FCCIN	Service Date:	
Date Closed:	05/04/2001	Response Date:	
Closed By:	Linda Dillon	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:

Current Status: Closed

**Complaint Summary:**

unsolicited, computer generated sales promotions from the 'Orlando Welcome Center'. This has been going on for weeks - phone rings, voice says to 'press 1 for information' and after hanging up many times, I pressed 1 and a person answers. When I ask that my number be removed from their calling list/computer, they immediately hang up - no comments or statements, just hang up. I've gotten nowhere with these people - maybe you can get it through their obviously thick skulls. As a matter of fact, there are numerous generated calls, which 'drop out' approximately 2 seconds after being answered (I have no doubt that this is the same operation. I have received from 3 to 8 calls per week. As a matter of fact, I have received TWO of these calls since 2 o'clock, and it's just 6:15pm (5/1/2001)

I've had it with these people - I have tried to be nice about it, but that has been a waste of time. Maybe they will listen to you...

Thank you.

Apparent Carrier(s):	
Contact Name:	Best Time to Call: 2 - 9pm
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Valrico	State: FL Zip: 33594

Company Name:	
	Relationship with the Party:
	City:State:Zip:
Other Party that can be contacted?	Yes
	Relationship: spouse
	City:ValricoState:FL Zip:33594
**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-W112815	Case Type:	Complaint
Date Received:	05/26/2001	Complainant:	
Date Entered:	05/26/2001	Date Assigned:	05/29/2001
Entered By:	Internet User	Date Reassigned:	
Assigned To:	Richard Henderson/FCCIN	Service Date:	
Date Closed:	05/30/2001	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:**

For 1-2 months now, I have been receiving calls at ALL times of the day and night, which when answered respond only with a series of mono-tonal 'beeps' spaced several seconds apart. These calls are an annoyance at any time of day and often come in clusters of 3 or 4 consecutive calls spaced 5-15 minutes apart, sometimes the clusters even occur more than once in the same 24-hour period.

I am further inconvenienced by the fact that saved phone numbers on my Caller ID module get bumped if enough of these annoying calls are received before I can clear them. My message tape gets filled with these stupid 'beeping' calls as well.

The number(s) that appear on my Caller ID are 630-570-2441 or 630-570-2440. The name that always accompanies those numbers on the display is WALLACE COMPUTER. At first, I tried to contact that company by calling both of those numbers, but have only received either a busy signal or no answer. Next, I contacted (my phone company)Qwest's Annoyance Call Bureau and they were unable to contact a live person at Wallace Computer, but did find an address for that company at 2500 Cabot Drive, Lisle, Illinois 60532 and another phone number, 630-570-3770. Qwest told me that Wallace Computer receives phone service from Ameritech and if Qwest were to take action to block the calls from Wallace computer to MY phone, it would effectively block my access to all incoming long- distance calls, possibly even some which were not customers of Ameritech, but absolutely from those who are Ameritech customers.

So, having been charged to 'trace' calls by Qwest and having no desire spend more time and money to try and get a response from Wallace Computer, who I have NEVER to my knowledge solicited contact from nor knowingly contacted myself (until these ANNOYING calls began!), I turn to you, the FCC for HELP!! If yours is not the proper authority to help me with this problem, I would appreciate speedy response to that effect and if possible, information on who or what agency CAN help me!

Thank you for your prompt attention!

Apparent Carrier(s):	
Contact Name:	Best Time to Call: 8:00pm
Contact Number:	Fax Number:
Email Address:	Internet Address:
PO Box:	Address:
City: Arvada	State: CO Zip: 80003

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