

FILED

AUG 26 2013

**MISS. PUBLIC SERVICE
COMMISSION**

**BEFORE THE PUBLIC SERVICE COMMISSION OF
THE STATE OF MISSISSIPPI**

MISSISSIPPI PUBLIC SERVICE COMMISSION

PLAINTIFF

vs.

Docket No: 2013-NC-232

**USA SECURITY PROMOTIONS, LLC,
POWER HOME TECHNOLOGIES, LLC,
AND MONITRONICS SECURITY LP**

DEFENDANTS

COMPLAINT

COMES NOW, the Mississippi Public Service Commission ("Commission"), by and through its attorney Jim Hood, Attorney General, under the authority of the Mississippi Telephone Solicitation Act ("MTSA"), Miss. Code Ann. §§ 77-3-701 *et. seq.* (Supp. 2010) and the Public Utilities Rules of Practice and Procedure ("Rules") implementing the MTSA and files this Complaint against USA Security Promotions, LLC, Power Home Technologies, LLC, and Monitronics Security LP, ("Defendants") for violations of the MTSA and/or the Rules and any other pertinent rules, regulations, orders and statutes.

1. Pursuant to the MTSA and the Rules, as amended, the Commission has jurisdiction over any telephone solicitor and jurisdiction to investigate any violations and initiate proceedings relative thereto.

2. The defendant, USA Security Promotions, LLC ("USA Security"), is a North Carolina limited liability corporation which is believed to be operating of Mooresville, North Carolina. USA Security may be served with notice by serving its registered agent as Robert B. Newkirk, III, P.O. Box 2536 Cornelius, NC 28031.

3. The defendant, Power Home Technologies, LLC ("PHT"), is a North Carolina limited liability corporation which is believed to be operating of Raleigh, North Carolina. The Defendant may be served with notice by serving its registered agent as Aaron G Spencer, P.O. Box 1000 Raleigh, NC 27602.

4. The defendant, Monitronics Security LP ("Monitronics"), is a Delaware limited liability corporation with its principal place of business Dallas, Texas. Monitronics may be served with notice by serving its registered agent as C T Corporation System 250 N. St. Paul St. STE 2900 Dallas, Texas 75201.

5. Among other things, the MTSA established a "do-not-call" registry (the "Registry"), which is maintained by the Commission, and contains phone numbers of consumers who have given notice to the Commission that they do not wish to receive certain types of telemarketing calls. Miss. Code Ann. § 77-3-707. Consumers can register their residential telephone numbers ("registered residential number") on the Registry without charge by contacting the Commission.

6. Upon information and believe, USA Security and PHT, acting as agents of Monitronics, made or caused to be made telephone solicitations to consumers in Mississippi on behalf of Monitronics to sell home security alarm systems (including monitoring performed by Monitronics). PHT installs the home security systems and compensated USA Security for the illegal telephone solicitations. Monitronics monitors the home security systems and rewards PHT. PHT is an authorized dealer of Monitronics and is authorized to enter into alarm monitoring contracts which are sold to Monitronics. No Call Investigator James Taylor has provided an affidavit in regards to a summation of his current investigation and it is attached hereto as Exhibit A and incorporated herein by reference.

7. Upon information and belief, the Defendants violated the MTSA and the Rules as follows:

- a. Defendants did not register as a telemarketer during Mississippi fiscal year 2013 before conducting telephone solicitations in the State of Mississippi as required under Miss. Code Ann. §77-3-713 and Rule 28.100.5.
- b. Defendants did not register as a telemarketer during Mississippi fiscal year 2014 before conducting telephone solicitations in the State of Mississippi as required under Miss. Code Ann. §77-3-713 and Rule 28.100.5.
- c. Defendants made or caused to be made at least 25 unauthorized telephone solicitations without purchasing the “no-calls” database from the Commission in violation of Miss. Code Ann. §77-3-707(1) and Rule 28.100.4 to the registered residential numbers listed on composite Exhibit B.
- d. Defendants made or caused to be made at least 25 unauthorized telephone solicitation in violation of Miss. Code Ann. §77-3-707(2) and Rule 28.100.7 to the registered residential numbers listed on composite Exhibit B.
- e. Defendants violated Miss. Code Ann. § 77-3-723(2) and Rule 28.100.12(d) at least 25 times by utilizing an automated dialing system or any like system that used a recorded voice message to communicate with the consumers to the to the registered residential numbers listed in Composite Exhibit B.

8. Pursuant to Rule 28.102.2, the Defendants are required to file an answer, under oath, to each and every allegation of this Complaint within thirty (30) days of receipt of notice. The answer shall specify every defense to be raised by the Defendant by reference to the particular section of the MTSA and/or the Rule or otherwise. Failure to specify a defense shall constitute a

waiver of the defense. If a Defendant fails to answer the Complaint fully and under oath, the Commission may find the Defendant liable by default. A copy of the complaint form(s) filed with the Commission is attached hereto as Composite Exhibit C.


9. The Commission may impose a civil penalty not to exceed \$5,000.00 for each violation. Each telephonic communication shall constitute a separate violation.

10. Plaintiff is asking the commission to order the Defendants to pay the maximum civil penalty for each of the 77 violations, a total penalty of \$385,000; require the Defendants to register as a telephone solicitor; and prohibit the Defendants from making any calls to Mississippi consumers prior to purchasing the Do Not Call List and paying the civil penalty in full.

11. Plaintiff is asking the Commission to order the Defendants to cease and desist making all telephone solicitations to consumers in the state in Mississippi.

Respectfully submitted, this the ²⁶~~27~~th day of August, 2013.

Mississippi Public Service Commission
By: Jim Hood, Attorney General


Wm. Jeffrey Jernigan
Mississippi Bar # 102916
Special Assistant Attorney General
Post Office Box 1174
Jackson, MS 39215-1174
Jeff.jernigan@psc.state.ms.us
Telephone: (601) 961-5821
Facsimile: (601) 961-5437

State of Mississippi

County of Lee

AFFIDAVIT OF JAMES TAYLOR

I, James Taylor, being of legal age, and duly sworn upon oath, swear and affirm that I have personal knowledge of the following facts and information.

1. I am presently employed as an investigator by the Mississippi Public Service Commission ("PSC") No Call Unit.

2. I investigate no call complaints that have been filed with the Mississippi Public Service Commission.

3. I have been investigating numerous complaints related to the selling of home security systems to consumers. My investigation as of August 21, 2013 has determined that USA Security Promotions, LLC ("USA SP"), Power Home Technologies, LLC ("PHT") and Monitronics Security LP ("Monitronics") have made, or has caused to be made, numerous telephone solicitations to the telephone lines of residential subscribers in the State of Mississippi who have given notice to the Mississippi Public Service Commission of the subscribers' objections to receiving telephone solicitations and were placed on Mississippi Telemarketing No-Call List.

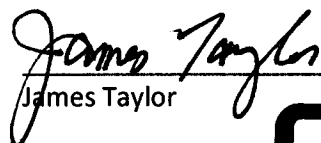
4. USA Security Promotions, LLC, Power Home Technologies, LLC and Monitronics Security LP have not registered with the PSC as a telephone solicitor in fiscal years 2013 and 2014.

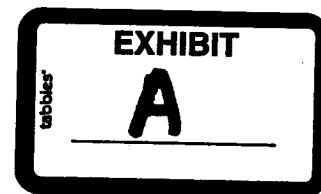
5. On July 24, I received a phone call at my office. It was a recorded message which contained a telephone solicitation for the installation of a home security system (and the monitoring of the system). I pressed one and was asked questions by a computer screener. I then was transferred to a gentleman who also made a telephone solicitation for a home security system. During the conversation the individual advised me that the system would be monitored by Monitronics. We discussed the number of doors that would be covered, motion detectors and glass breakage contacts in the home. He also told me that the monthly monitoring fee would be \$32.00. The system was to be installed at no costs to me, but I would be responsible for the three year monitoring contact. I was provided with the name of the company USA SP and various call back numbers.

6. While investigating USA SP, I uncovered information that places PHT and its employees being directly involved to USA SP's operations. In reviewing the No Call files, I have found consumer complaints related to the same telephone solicitation that was made to me.

7. The list attached to the Complaint is a true and accurate report of some solicitations that were made to numbers on the Mississippi No Call List.

FURTHER AFFIANT SAYETH NOT.


James Taylor



I, Brenda Williams, a notary public state that James Taylor appeared before me and affixed his signature hereto and stated that above is true and accurate according to his best knowledge, information and belief.

Subscribed and sworn to before me this 21st day of August, 2013.



Brenda Williams
Notary Public

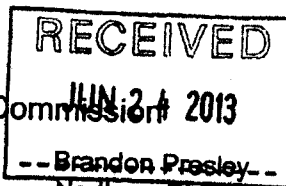
My Commission Expires: _____

Comp. Number	Comp. Date	Subscriber Phone	Date Called	District	Investigate	Closed	Legal	1	2	3	4	5
36794	06/25/2013	(662) 252-5528	06/08/2013	NORTHERN	IV		IV				IV	IV
38732	07/31/2013	(662) 234-5354	07/31/2013	NORTHERN	IV		IV				IV	IV
38711	07/31/2013	(228) 392-3414	07/30/2013	SOUTHERN	IV						IV	IV
38724	08/01/2013	(601) 939-6182	07/31/2013	CENTRAL	IV						IV	IV
38725	08/01/2013	(601) 939-6182	07/31/2013	CENTRAL	IV						IV	IV
38868	08/02/2013	(601) 442-1220	08/03/2013	SOUTHERN	IV						IV	IV
38795	08/05/2013	(662) 284-0739	07/26/2013	NORTHERN	IV						IV	IV
38803	08/05/2013	(662) 284-0739	07/29/2013	NORTHERN	IV		IV				IV	IV
38890	08/06/2013	(662) 284-0739	07/31/2013	NORTHERN	IV		IV				IV	IV
38891	08/06/2013	(662) 423-5371	07/31/2013	NORTHERN	IV		IV				IV	IV
38917	08/06/2013	(662) 489-6551	08/05/2013	NORTHERN	IV						IV	IV
38922	08/06/2013	(662) 423-5371	08/05/2013	NORTHERN	IV						IV	IV
38985	08/07/2013	(662) 773-5995	07/29/2013	NORTHERN	IV						IV	IV
38986	08/07/2013	(662) 674-5600	07/30/2013	NORTHERN	IV						IV	IV
39336	08/15/2013	(601) 605-8544	08/01/2013	CENTRAL	IV						IV	IV
39422	08/16/2013	(601) 579-6829	08/16/2013	SOUTHERN	IV						IV	IV
39449	08/16/2013	(662) 323-1169	07/30/2013	NORTHERN	IV						IV	IV
39685	08/19/2013	(662) 728-7547	08/14/2013	NORTHERN	IV						IV	IV
39472	08/19/2013	(601) 829-9545	08/17/2013	CENTRAL	IV						IV	IV
39473	08/19/2013	(601) 829-9545	08/17/2013	CENTRAL	IV						IV	IV
39569	08/19/2013	(662) 429-0444	08/19/2013	NORTHERN	IV						IV	IV
39760	08/23/2013	(662) 365-8953	08/14/2013	NORTHERN	IV						IV	IV
39761	08/23/2013	(662) 365-8953	08/20/2013	NORTHERN	IV						IV	IV
39776	08/23/2013	(662) 487-1149	07/30/2013	NORTHERN	IV						IV	IV





Mississippi Public Service Commission
 Leonard Bentz Southern District
 Lynn Posey Central District
 -- Brandon Presley -- Northern District



NO CALL Subscriber Complaint Form

Mail completed form to:
 Mississippi Public Service Commission
 No Call Program
 P.O. Box 1174
 Jackson, MS 39215-1174

For Office Use Only	
Effective Date:	11/1/13
NC Complaint #	36794
Closed Date:	

IMPORTANT! Fields marked with an asterisk (*) are required. We cannot process an incomplete form.
 Please use one form for each different telemarketer.

RESIDENTIAL CUSTOMER INFORMATION (please print)

**PSC SCANNED
NORTHERN DISTRICT**

* Name: DAVID SPARKLE
 * Mailing Address: 410 HERNANDO ROAD
 * City: Holly Springs State: MS * Zip Code: 38655 * County: MARSHALL
 * Home Phone Number: (662) 252-5528 (complaints cannot be filed for calls to your cell phone)
 * Local Telephone Company: ATT
 How may we contact you? 662-252-5528

TELEMARKETER INFORMATION

Telemarketer Phone Number: unknown Telemarketer Name: unknown
 Do you have Caller ID? (yes/no) yes Did the telemarketer's phone number appear on the Caller ID? (yes/no) no
 * Date of call: 5/23 * Time of call: 5pm

Product or Service Offered: _____

Call back number given by telemarketer: 310-424-4478

Please answer the following by checking yes or no:

- Was the call a recorded message? (There was no "live operator" to greet me?) Yes ☒ No ☐
- Do you have an existing or prior (last 6 months) business relationship with the telemarketer? Yes ☒ No ☐
- Are you willing to sign an affidavit regarding this complaint? Yes ☒ No ☐
- Do you give permission to the Mississippi Public Service Commission to obtain your phone records related to this call? Yes ☒ No ☐

If you have received more than one call from the **SAME** telemarketer number, please list additional dates & times here:

Date	Time	Date	Time
<u>6/23/13</u>	<u>5:00 pm</u>	<u>please see back</u>	
<u>or sheet</u>			



Briefly describe your complaint: These telemarketer keep calling our home even after being on the do not call list and telling them not to call and pushing the correct buttons to be removed from their lists

* Signature: David Sparkle * Date: 6/18/13

2. 5/24 - US Life Care phone # 713-955-5518

12:10 pm, - never knew them before

3. 5/25 - Lumens 917-398-9168 - 1:50 pm

4. 5/28 Service Call 307-316-7479 - 6:52 pm

5. ^{5/29} Link Communications 404-439-0023 1:48 pm

6. unknown name 662-655-2771 8:55 am - 5/30/13

7. Harthan Solutions 5/30 888-741-1115

8. unknown name 601-716-2000 10:37 5/31/13

9. Toll Free 888-741-1115 7:23 pm 5/30/13

10. unknown name 5/31/2013 888-888-0000 1:37 pm

11. Toll Free caller 5/31/2013 6:06 pm 601-208-0025

12. Toll Free 5/31/13 888-728-3934 6:06 pm

13. unknown name 6/4/13 601-208-0025 3:53 pm

14. Customer Care 6/06/13 704-886-1097 12:13

15. May Travel B.2 06/06/13 773-897-5551 10:07 pm

16. USA Security 6/08/13 302-257-5917 10:16

17. Alert 6/10/13 678-745-3339 12:49

18. TBD IN FOR 6/11/13 914-219-0080

19. Customer Service 6/12/13 773-273-7897

20. Toll Free 800-503-2370 6/13/13 2:55 pm

21. Customer Service 6/12/13 4:39 pm 773-273-7897

22. Toll Free Caller 888-628-9605 6:25 pm 6/13/13

23. Toll Free Call 888-729-2234 2:22 6/14/13

24. Wireless Call 336-409-6514 9:28 am 6/15/13

25. Kingston JM 876-449-8988 10:50 am 6/17/13

26. Customer Care 704-886-1097 12:12 6/17/13

27. Toll Free Caller 800-603-2370 8:53 pm 6/17/13

28. USA SECUR 302-257-5917 11:07 6/18/13

29. Toll Free 800-503-2370 3:00 pm 6/18/13

30. Toll Free 800-503-2370 8:46 pm 6/18/13

PSC SCANNED
NORTHERN DISTRICT

36794



Mississippi Public Service Commission

Leonard Bentz
Southern District

Lynn Posey
Central District

Brandon Presley
Northern District



NO CALL Subscriber Complaint Form

Mail completed form to:
Mississippi Public Service Commission
No Call Program
P.O. Box 1174
Jackson, MS 39215-1174

For Office Use Only	
Effective Date:	<u>10-1-03</u>
NC Complaint #	<u>38732</u>
Closed Date:	_____

IMPORTANT! Fields marked with an asterisk (*) are required. We cannot process an incomplete form.
Please use one form for each different telemarketer.

PSC SCANNED

NORTHERN DISTRICT

RESIDENTIAL CUSTOMER INFORMATION (please print)

* Name: Eugene Gathright
 * Mailing Address: 96 Sheila J Dr.
 * City: Oxford State: MS * Zip Code: 38655 * County: Lafayette
 * Home Phone Number: (662) 234-5354 (complaints cannot be filed for calls to your cell phone)
 * Local Telephone Company: AT&T
 How may we contact you? phone, mail, email (lgenege@gmail.com)

TELEMARKETER INFORMATION

Telemarketer Phone Number: 302-257-5917 Telemarketer Name: USA SECUR
 Do you have Caller ID? (yes/no) (yes) Did the telemarketer's phone number appear on the Caller ID? (yes/no) (yes)
 * Date of call: 7/31/2013 * Time of call: 10:51 a.m.
 Product or Service Offered: Home sec. system
 Call back number given by telemarketer: ()

Please answer the following by checking yes or no:

1. Was the call a recorded message? (There was no "live operator" to greet me?) ☒ Yes ☐ No
2. Do you have an existing or prior (last 6 months) business relationship with the telemarketer? ☐ Yes ☒ No
3. Are you willing to sign an affidavit regarding this complaint? ☒ Yes ☐ No
4. Do you give permission to the Mississippi Public Service Commission to obtain your phone records related to this call? ☒ Yes ☐ No

If you have received more than one call from the SAME telemarketer number, please list additional dates & times here:

Date	Time	Date	Time

Briefly describe your complaint:

The recording sounds like a real person at 1st The man identifies himself as Brian Nelson with USA securities then asks "How are you" If you don't answer the call

* Signature: Eugene L. Gathright * Date: 7/31/2013

Rev 11/2011

disconnects

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No: 38711	District: SOUTHERN
Customer: Mr. Charles E.Partin	Date of Complaint: 07/31/2013
Address: 16045 Brooklyn Dr	Date / Time Called: 07/30/2013 1045AM
	Effective Date: 10/01/2003
	Contact Nos.: (228) 392-3414
	() - Ext.
EEmail Address: cpartin@cableone.net	
Local Phone Company: AT&T	
Long Distance Phone Company:	

Complaint was entered online.
Customer has caller ID.
Customer grants permission to obtain records.
Customer is willing to testify.

Telemarketer Information

Telemarketer: 302-257-5917	Contact Person:
Phone No. Called From: (302) 257-5917	Contact No: (302) 257-5917 Ext.

Complaint Information

Product / Service Offered: Other
Telemarketer left a recorded message.
Subscriber is on Do Not Call list.

Complaint Description

This number has called my residence 6 times in the past few days. They are selling security packages. When I call back on this number, after a few rings there is a disconnect.

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No:	38724	District:	CENTRAL
Customer:	Ms. Bobbie Roe	Date of Complaint:	08/01/2013
Address:	428 Mary Ann Dr	Date / Time Called:	07/31/2013 0130AM
	Pearl, MS 39208	Effective Date:	10/01/2003
EMail Address:	bnroe@aol.com	Contact Nos.:	(601) 939-6182
			() - Ext.
Local Phone Company:	AT&T		
Long Distance Phone Company:			

Complaint was entered online.
Customer has caller ID.

Telemarketer Information

Telemarketer:	302-257-5917	Contact Person:	
Phone No. Called From:	(302) 257-5917	Contact No:	(302) 257-5917 Ext.

Complaint Information

Product / Service Offered: Other
Telemarketer left a recorded message.
Subscriber is on Do Not Call list.

Complaint Description

Record greet state the man stating is name was Chris Johnson, when I answered yes for more info I was transferred to a live person named "zack" I started asking question and he hung up.

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No: 38725	District: CENTRAL
Customer: Ms. Bobbie Roe	Date of Complaint: 08/01/2013
Address: 428 Mary Ann Dr	Date / Time Called: 07/31/2013 0145AM
	Effective Date: 10/01/2003
Pearl, MS 39208	Contact Nos.: (601) 939-6182
E-Mail Address: bnroe@aol.com	() - Ext.
Local Phone Company: AT&T	
Long Distance Phone Company:	

Complaint was entered online.
Customer has caller ID.
Customer grants permission to obtain records.

Telemarketer Information

Telemarketer: 302-257-5917	Contact Person:
Phone No. Called From: (302) 257-5917	Contact No: (302) 257-5917 Ext.

Complaint Information

Product / Service Offered: Other
Subscriber is on Do Not Call list.

Complaint Description

This company called and "zack" hung up, then they called back and "Martin" was the one the called back.

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No: 38868
Customer: Mr. Gillis Bland
Address: 1546 Tenner Road
Natchez, MS 39120

District: SOUTHERN
Date of Complaint: 08/02/2013
Date / Time Called: 08/03/2013 206PM
Effective Date: 01/01/2005
Contact Nos.: (601) 442-1220

EMail Address:

Local Phone Company: AT&T

Long Distance Phone Company:

Customer has caller ID.
Customer grants permission to obtain records.
Customer is willing to testify.

Telemarketer Information

Telemarketer: 302-257-5917
Phone No. Called From:

Contact Person:
Contact No: (302) 257-5917 Ext.

Complaint Information

Product / Service Offered: Other
Telemarketer is not registered.
Subscriber is on Do Not Call list.

Complaint Description

"Alarm system....."

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No:	38795	District:	NORTHERN
Customer:	Mr. Tom Chartres	Date of Complaint:	08/05/2013
Address:	3004 Northaven Dr.	Date / Time Called:	07/26/2013 0847AM
	Corinth, MS 38834	Effective Date:	01/01/2005
EMail Address:		Contact Nos.:	(662) 284-0739
			() - Ext.
Local Phone Company:	COMCAST		
Long Distance Phone Company:	COMCAST		

Complaint was entered online.
Customer has caller ID.
Customer grants permission to obtain records.
Customer is willing to testify.

Telemarketer Information

Telemarketer:	302-257-5917	Contact Person:	
Phone No. Called From:	(302) 257-5917	Contact No:	(302) 257-5917 Ext.

Complaint Information

Product / Service Offered: Other
Telemarketer left a recorded message.
Subscriber is on Do Not Call list.

Complaint Description

SECURITY SYSTEM

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No: 38803	District: NORTHERN
Customer: Mr. Tom Chartres	Date of Complaint: 08/05/2013
Address: 3004 Northaven Dr.	Date / Time Called: 07/29/2013 1246AM
	Effective Date: 01/01/2005
Corinth, MS 38834	Contact Nos.: (662) 284-0739
EMail Address:	() - Ext.
Local Phone Company: Comcast	
Long Distance Phone Company:	

Complaint was entered online.
Customer has caller ID.
Customer grants permission to obtain records.
Customer is willing to testify.

Telemarketer Information

Telemarketer: 302-257-5917	Contact Person:
Phone No. Called From: (302) 257-5917	Contact No: (302) 257-5917 Ext.

Complaint Information

Product / Service Offered: Other
Telemarketer left a recorded message.
Subscriber is on Do Not Call list.

Complaint Description

Recorded security system offer. went to music, no live person.

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No: 38890
Customer: Mr. Tom Chartres
Address: 3004 Northaven Dr.
Corinth, MS 38834

District: NORTHERN
Date of Complaint: 08/06/2013
Date / Time Called: 07/31/2013 0815AM
Effective Date: 01/01/2005
Contact Nos.: (662) 284-0739
() - Ext.

EMail Address:

Local Phone Company: Comcast

Long Distance Phone Company:

Complaint was entered online.
Customer has caller ID.
Customer grants permission to obtain records.
Customer is willing to testify.

Telemarketer Information

Telemarketer: 302-257-5917
Phone No. Called From: (302) 257-5917

Contact Person:
Contact No: (302) 257-5917 Ext.

Complaint Information

Product / Service Offered: Other
Telemarketer left a recorded message.
Subscriber is on Do Not Call list.

Complaint Description

GE Security System. We disconnected. Live voice called back at 8:24 from 302-394-9976, same company.

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No: 38891	District: NORTHERN
Customer: Mr. Richard Vanatta	Date of Complaint: 08/06/2013
Address: 2 Pineywoods Ln	Date / Time Called: 07/31/2013 1045AM
Iuka, MS 38852	Effective Date: 01/01/2005
EMail Address:	Contact Nos.: (662) 423-5371
	() - Ext.
Local Phone Company: AT&T	
Long Distance Phone Company:	

Complaint was entered online.
Customer has caller ID.
Customer grants permission to obtain records.
Customer is willing to testify.

Telemarketer Information

Telemarketer: 302-257-5917	Contact Person:
Phone No. Called From: (302) 257-5917	Contact No: (302) 257-5917 Ext.

Complaint Information

Product / Service Offered: Other
Telemarketer left a recorded message.
Subscriber is on Do Not Call list.

Complaint Description

We have been getting two calls a day from this same number for the past three days, have received calls in the past. I have been letting it go to voice mail but today when I answer there system hangs up.

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No: 38917	District: NORTHERN
Customer: Mr. Bobby D.Caples	Date of Complaint: 08/06/2013
Address: 190 Highland	Date / Time Called: 08/05/2013 1015AM
Pontotoc, MS 38863	Effective Date: 01/01/2005
E-Mail Address:	Contact Nos.: (662) 489-6551
	() - Ext.
Local Phone Company: BellSouth	
Long Distance Phone Company:	

Complaint was entered online.
Customer has caller ID.
Customer grants permission to obtain records.

Telemarketer Information

Telemarketer: 302-257-5917	Contact Person:
Phone No. Called From: (302) 257-5917	Contact No: (302) 257-5917 Ext.

Complaint Information

Product / Service Offered: Unknown
Subscriber is on Do Not Call list.

Complaint Description

This company has called us at least 2 times a day for 2 or 3 weeks. When we answer they hang up

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No: 38922 Customer: Mr. Richard Vanatta Address: 2 Pineywoods Ln Iuka, MS 38852 EMail Address: Local Phone Company: AT&T Long Distance Phone Company:	District: NORTHERN Date of Complaint: 08/06/2013 Date / Time Called: 08/05/2013 0730AM Effective Date: 01/01/2005 Contact Nos.: (662) 423-5371 () - Ext.
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Complaint was entered online.
Customer has caller ID.
Customer grants permission to obtain records.
Customer is willing to testify.

Telemarketer Information

Telemarketer: 302-257-5917 Phone No. Called From: (302) 257-5917	Contact Person: Contact No: (302) 257-5917 Ext.
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Complaint Information

Product / Service Offered: Other
Telemarketer left a recorded message.
Subscriber is on Do Not Call list.

Complaint Description

Since my previous complaint last week this group has called 9 times. I have managed twice to get to a live person and asked that they stop calling and they still keep calling.



Mississippi Public Service Commission

Leonard Bentz
Southern District

Lynn Posey
Central District

Brandon Presley
Northern District



NO CALL Subscriber Complaint Form

Mail completed form to:
Mississippi Public Service Commission
No Call Program
P.O. Box 1174
Jackson, MS 39215-1174

For Office Use Only	
Effective Date:	11/10/05
NC Complaint #	38985
Closed Date:	

IMPORTANT! Fields marked with an asterisk (*) are required. We cannot process an incomplete form.
Please use one form for each different telemarketer.

PSC SCANNED

NORTHERN DISTRICT

RESIDENTIAL CUSTOMER INFORMATION (please print)

* Name: Bonnie B. Fulton
* Mailing Address: 4867 Hwy. 397
* City: Louisville State: MS * Zip Code: 39339 * County: WINSTON
* Home Phone Number: (662) 773-5995 (complaints cannot be filed for calls to your cell phone)
* Local Telephone Company: ATT

How may we contact you? Address or telephone

TELEMARKETER INFORMATION

Telemarketer Phone Number: 1-302-257-5917-10:09 AM - USA SECUR
1-201-283-9656-10:03 AM Telemarketer Name: ITDW. Loyal MA.

Do you have Caller ID? (yes/no) ✓ Did the telemarketer's phone number appear on the Caller ID? (yes/no) ✓

* Date of call: 7-29-13 * Time of call: 10:03 AM - 10:09 AM

Product or Service Offered: Home Security

Call back number given by telemarketer: () 0

Please answer the following by checking yes or no:

1. Was the call a recorded message? (There was no "live operator" to greet me?) Yes ✓ No
2. Do you have an existing or prior (last 6 months) business relationship with the telemarketer? Yes ✓ No
3. Are you willing to sign an affidavit regarding this complaint? Yes ✓ No
4. Do you give permission to the Mississippi Public Service Commission to obtain your phone records related to this call? Yes ✓ No

If you have received more than one call from the SAME telemarketer number, please list additional dates & times here:

Date	Time	Date	Time
7-29-13	10:03 AM		
7-29-13	10:09 AM		

Briefly describe your complaint: I am 81- Very annoying 9-16-31

* Signature: Bonnie B. Fulton * Date: 7-29-13

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Mississippi Public Service Commission

Leonard Bentz
Southern DistrictLynn Posey
Central DistrictBrandon Posey
Northern District

NO CALL Subscriber Complaint Form

Mail completed form to:
Mississippi Public Service Commission
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P.O. Box 1174
Jackson, MS 39215-1174

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Effective Date: 10/1/03

NC Complaint # 38986

Closed Date:

IMPORTANT! Fields marked with an asterisk (*) are required. We cannot process an incomplete form.
Please use one form for each different telemarketer.

RESIDENTIAL CUSTOMER INFORMATION (please print)

PSC SCANNED

NORTHERN DISTRICT

* Name: LYNDOL ELLISON
* Mailing Address: 8549 AMALIA RD 2247
* City: Ethel State: MS * Zip Code: 39047 * County: Attala
* Home Phone Number: (662) 674 5600 (complaints cannot be filed for calls to your cell phone)
* Local Telephone Company: _____
How may we contact you? 674-5600

TELEMARKETER INFORMATION

Telemarketer Phone Number: USA 302 257 5917 Telemarketer Name: USA Sec. Env.
Do you have Caller ID? (yes/no) _____ Did the telemarketer's phone number appear on the Caller ID? (yes/no) _____
* Date of call: 2:15 PM and 12:03 * Time of call: 2:15 PM and 12:03

Product or Service Offered: _____

Call back number given by telemarketer: () _____

Please answer the following by checking yes or no:

1. Was the call a recorded message? (There was no "live operator" to greet me?) Did not Answer any calls Yes ___ No ___
2. Do you have an existing or prior (last 6 months) business relationship with the telemarketer? Yes ___ No ___
3. Are you willing to sign an affidavit regarding this complaint? Yes ___ No ___
4. Do you give permission to the Mississippi Public Service Commission to obtain your phone records related to this call? Yes ___ No ___

If you have received more than one call from the SAME telemarketer number, please list additional dates & times here

Date	Time	Date	Time
7-29	4:26 PM		
7-29	10:11 AM		
7-26	4:03 PM		
7-25	2:09 P.M.		

Briefly describe your complaint:

I do not wish to speak to anyone if it is not a personal call and especially while shopping

* Signature: Lyndal Ellison* Date: July 30 2013

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Mississippi Public Service Commission

Leonard Bentz
Southern District

Lynn Posey
Central District

Brandon Presley
Northern District



NO CALL Subscriber Complaint Form

Mail completed form to:
Mississippi Public Service Commission
No Call Program
P.O. Box 1174
Jackson, MS 39215-1174

AUG 15 2013
MISS. PUBLIC SERVICE
COMMISSION

For Office Use Only	
Effective Date:	1/1/05
NC Complaint #	39334
Closed Date:	

IMPORTANT! Fields marked with an asterisk (*) are required. We cannot process an incomplete form.
Please use one form for each different telemarketer.

RESIDENTIAL CUSTOMER INFORMATION (please print)

* Name: JOHN MIGLIORE
 * Mailing Address: 237 GARDEN ST.
 * City: RIDGELAND State: MS * Zip Code: 39157 * County: MADISON
 * Home Phone Number: (601) 605-8544 (complaints cannot be filed for calls to your cell phone)
 * Local Telephone Company: ATT
 How may we contact you? 601-605-8544

TELEMARKETER INFORMATION

Telemarketer Phone Number: 302-257-5917 Telemarketer Name: USA Secure
 Do you have Caller ID? (yes/no) yes Did the telemarketer's phone number appear on the Caller ID? (yes/no) yes
 * Date of call: 8/1/13 * Time of call: 11:28 AM
 Product or Service Offered: Security System
 Call back number given by telemarketer: 302-257-5917

Please answer the following by checking yes or no:

1. Was the call a recorded message? (There was no "live operator" to greet me?) Yes ☐ No ☒
2. Do you have an existing or prior (last 6 months) business relationship with the telemarketer? Yes ☐ No ☒
3. Are you willing to sign an affidavit regarding this complaint? Yes ☒ No ☐
4. Do you give permission to the Mississippi Public Service Commission to obtain your phone records related to this call? Yes ☒ No ☐

If you have received more than one call from the SAME telemarketer number, please list additional dates & times here:

Date	Time	Date	Time
8/1/13	4:24 PM	8/3/13	2:02 PM
8/2/13	10:11 AM	8/6/13	11:21 AM
8/3/13	7:56 AM	8/6/13	4:20 PM

8/2/13 - 8:01 AM

Briefly describe your complaint: As you can see these people call every day several times a day. Their calls are interrupting meals, napping & so on.

* Signature: John Miglio * Date: 8/14/13

Rev 11/2011

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No: 39422	District: SOUTHERN
Customer: Mrs. Melissa Sudduth	Date of Complaint: 08/16/2013
Address: 80 Steep Hollow	Date / Time Called: 08/16/2013 1200PM
Hattiesburg, MS 39402	Effective Date: 01/01/2005
	Contact Nos.: (601) 579-6829
EMail Address:	() - Ext.
Local Phone Company: Comcast	
Long Distance Phone Company:	

Complaint was entered online.
Customer has caller ID.
Customer grants permission to obtain records.
Customer is willing to testify.

Telemarketer Information

Telemarketer: 302-257-5917	Contact Person:
Phone No. Called From: (302) 257-5917	Contact No: (302) 257-5917 Ext.

Complaint Information

Product / Service Offered: Other
Telemarketer left a recorded message.
Subscriber is on Do Not Call list.

Complaint Description

This is the 4th time in two days that this service has called trying to give me a home security system just for putting a sign in my yard.



Mississippi Public Service Commission

Leonard Bentz
Southern District

Lynn Posey
Central District

Brandon Presley
Northern District



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NO CALL Subscriber Complaint Form

Mail completed form to:
Mississippi Public Service Commission
No Call Program
P.O. Box 1174
Jackson, MS 39215-1174

For Office Use Only	
Effective Date:	10/1/03
NC Complaint #	39449
Closed Date:	

IMPORTANT! Fields marked with an asterisk (*) are required. We cannot process an incomplete form.
Please use one form for each different telemarketer.

PSC SCANNED
NORTHERN DISTRICT

RESIDENTIAL CUSTOMER INFORMATION (please print)

* Name: Jimmy Sanders
 * Mailing Address: 1972 Poorhouse Rd E.
 * City: Starkville State: MS * Zip Code: 39759 * County: Attala
 * Home Phone Number: (662) 323-1169 (complaints cannot be filed for calls to your cell phone)
 * Local Telephone Company: ATT
 How may we contact you? 662-323-1169 662-312-8737

TELEMARKETER INFORMATION

Telemarketer Phone Number: Attached Telemarketer Name: _____
 Do you have Caller ID? (yes/no) yes Did the telemarketer's phone number appear on the Caller ID? (yes/no) yes
 * Date of call: _____ * Time of call: _____
 Product or Service Offered: _____
 Call back number given by telemarketer: () _____

Please answer the following by checking yes or no:

1. Was the call a recorded message? (There was no "live operator" to greet me?) Yes No
2. Do you have an existing or prior (last 6 months) business relationship with the telemarketer? Yes No
3. Are you willing to sign an affidavit regarding this complaint? Yes No
4. Do you give permission to the Mississippi Public Service Commission to obtain your phone records related to this call? Yes No

If you have received more than one call from the SAME telemarketer number, please list additional dates & times here:

Date	Time	Date	Time

Briefly describe your complaint: unwanted calls

* Signature: Jimmy Sanders * Date: 8-1-13

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PSC SCANNED
NORTHERN DISTRICT

39449	7-30	USA Security	1 302-257-5917	11:44 AM
	7-29	USA Security	302-257-5917	9:56 AM
	7-25	Bank Card Secur	2 616-613-2227	3:01 PM
	7-25	USA Security	302-257-5917	1:56 PM
	7-25	UNKNOWN	3 212-772-3456	4:09 AM
	7-24	UNKNOWN	4 253-246-8509	3:10 AM
	7-24	Bank Card	5 616-613-2227	10:20 AM
	7-19	NO NAME	6 622-259-8471	8:27 PM
	7-19	UNKNOWN	7 423-822-2465	5:46 PM
	7-19	Home Security	8 417-800-2573	9:37 AM
	7-17	Wireless Caller	9 662-684-8080	9:52 AM
	7-16	Wireless Caller	662-684-8080	12:11 PM
	7-15	wireless caller	662-684-8080	1:39 PM
	7-12	wireless caller	662-684-8080	1:39 PM
	7-12	wireless caller	662-684-8080	10:49 AM

Mail completed form to:

MS Public Service Commission
No Call Program
P.O. Box 1174
Jackson, MS 39215-1174



Mississippi Public Service Commission

Leonard Bentz
Southern District

Lynn Posey
Central District

Brandon Presley
Northern District

For Office Use Only

Effective Date: 10-1-03

NC Complaint # 39685

Closed Date: _____

NO CALL Subscriber Complaint

PSC SCANNED

NORTHERN DISTRICT

IMPORTANT! Fields marked with an asterisk (*) are required. We cannot process an incomplete form.

RESIDENTIAL CUSTOMER INFORMATION (please print & list name as it appears on your phone bill)

* Name: Gloria Smith
* Mailing Address: 1201 Ninth St.
* City: Booneville State: MS * Zip Code: 38829 * County: Prentiss
* Home Phone Number: (662) 728-7547 (complaints cannot be filed for calls to your cell phone)
* What company provides your telephone service? ATT
How may we contact you? 662-728-7547 Do you have Caller ID? YES / NO

TELEMARKETER INFORMATION

Please complete all required (*) information for each telemarketing call:

Phone Number	Date	Time	Company	YES/NO	YES/NO	YES/NO	YES/NO
302-257-5917	08/14/13	5:32pm	Home Security	<u>YES</u> /NO	YES/ <u>NO</u>	<u>YES</u> /NO	<u>YES</u> /NO
" " "	08/15/13	10:33am 12:47pm 9:40am	"	<u>YES</u> /NO	YES/ <u>NO</u>	<u>YES</u> /NO	<u>YES</u> /NO
" " "	08/19/13	9:14am 10:41am 8:45am	"	<u>YES</u> /NO	YES/ <u>NO</u>	<u>YES</u> /NO	<u>YES</u> /NO
" " "	08/17/13	11:16am 12:16pm 9:33am	"	<u>YES</u> /NO	YES/ <u>NO</u>	<u>YES</u> /NO	<u>YES</u> /NO
" " "	08/16/13	11:34am 2:35pm 10:44am	"	<u>YES</u> /NO	YES/ <u>NO</u>	<u>YES</u> /NO	<u>YES</u> /NO
				YES/NO	YES/NO	YES/NO	YES/NO

Identify any additional information about the complaint(s): There were many other times they have called from this # call to had USA Secure.

* Signature: Gloria Smith

* Date: 8-19-2013

Rev 07/2013

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No: 39472 Customer: Mr. J. C. Driskell Address: 109 Hawthorne Cv Brandon, MS 39047 EMail Address: Local Phone Company: AT&T Long Distance Phone Company:	District: CENTRAL Date of Complaint: 08/19/2013 Date / Time Called: 08/17/2013 1115AM Effective Date: 10/01/2003 Contact Nos.: (601) 829-9545 () - Ext.
--	--

Complaint was entered online.
Customer has caller ID.
Customer grants permission to obtain records.
Customer is willing to testify.

Telemarketer Information

Telemarketer: 302-257-5917 Phone No. Called From: (302) 257-5917	Contact Person: Contact No: (302) 257-5917 Ext.
---	--

Complaint Information

Product / Service Offered: Other
Telemarketer left a recorded message.
Subscriber is on Do Not Call list.

Complaint Description

07/26/13 11:07 am
08/16/13 11:29 am
08/16/13 2:37 pm
08/15/13 9:53 am
08/15/13 2:17 pm
08/14/13 5:09 pm
08/09/13 9:10 am
08/07/13 11:29 am

A prior complaint was submitted on a security service using the same message. Feb. 1,

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No: 39473 Customer: Mr. J. C. Driskell Address: 109 Hawthorne Cv Brandon, MS 39047 E-Mail Address: Local Phone Company: AT&T Long Distance Phone Company:	District: CENTRAL Date of Complaint: 08/19/2013 Date / Time Called: 08/17/2013 1115AM Effective Date: 10/01/2003 Contact Nos.: (601) 829-9545 () - Ext.
---	--

Complaint was entered online.
Customer has caller ID.
Customer grants permission to obtain records.
Customer is willing to testify.

Telemarketer Information

Telemarketer: 302-257-5917 Phone No. Called From: (302) 257-5917	Contact Person: Contact No: (302) 257-5917 Ext.
---	--

Complaint Information

Product / Service Offered: Other
Telemarketer left a recorded message.
Subscriber is on Do Not Call list.

Complaint Description

07/26/13 11:07 am
08/16/13 11:29 am
08/16/13 2:37 pm
08/15/13 9:53 am
08/15/13 2:17 pm
08/14/13 5:09 pm
08/09/13 9:10 am
08/07/13 11:29 am

A prior complaint was submitted on a security service using the same message. Feb. 1,

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No:	39569	District:	NORTHERN
Customer:	Mr. Charles Everett Jackson	Date of Complaint:	08/19/2013
Address:	885 Palmer Dr	Date / Time Called:	08/19/2013 1115AM
	Hernando, MS 38632	Effective Date:	04/01/2003
EMail Address:	jacksoc2001@aol.com	Contact Nos.:	(662) 429-0444
			() - Ext.
Local Phone Company:	AT&T		
Long Distance Phone Company:			

Complaint was entered online.
Customer has caller ID.
Customer grants permission to obtain records.
Customer is willing to testify.

Telemarketer Information

Telemarketer:	302-257-5917	Contact Person:	
Phone No. Called From:	(302) 257-5917	Contact No:	(302) 257-5917 Ext.

Complaint Information

Product / Service Offered: Other
Telemarketer left a recorded message.
Subscriber is on Do Not Call list.

Complaint Description

We receive 3 or 4 calls daily fm this company. We have told them we are no interested but they will not quit calling. This has been going on for months.

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No: 39760 Customer: James William Garrard Address: 1351 County Rd. 166 Baldwyn, MS 38824-8632 E-Mail Address: Local Phone Company: AT&T Long Distance Phone Company:	District: NORTHERN Date of Complaint: 08/23/2013 Date / Time Called: 08/14/2013 0415AM Effective Date: 01/01/2005 Contact Nos.: (662) 365-8953
--	---

Complaint was entered online.
Customer has caller ID.
Customer grants permission to obtain records.
Customer is willing to testify.

Telemarketer Information

Telemarketer: 302-257-5917 Phone No. Called From: (302) 257-5917	Contact Person: Contact No: (302) 257-5917 Ext.
---	--

Complaint Information

Product / Service Offered: Other
Subscriber is on Do Not Call list.

Complaint Description

Home Security.

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No:	39761	District:	NORTHERN
Customer:	James William Garrard	Date of Complaint:	08/23/2013
Address:	1351 County Rd. 166	Date / Time Called:	08/20/2013 0215AM
	Baldwyn, MS 38824-8632	Effective Date:	01/01/2005
		Contact Nos.:	(662) 365-8953
EMail Address:			
Local Phone Company:	AT&T		
Long Distance Phone Company:			

Complaint was entered online.
Customer has caller ID.
Customer grants permission to obtain records.
Customer is willing to testify.

Telemarketer Information

Telemarketer:	302-257-5917	Contact Person:	
Phone No. Called From:	(302) 257-5917	Contact No:	(302) 257-5917 Ext.

Complaint Information

Product / Service Offered: Other
Subscriber is on Do Not Call list.

Complaint Description

Home Security, i told them to stop calling.

**MISSISSIPPI PUBLIC SERVICE COMMISSION
NO CALL COMPLAINT SUMMARY**

08/26/2013

Customer Information

Complaint No: 39776	District: NORTHERN
Customer: Mr. Billy Mcgehee	Date of Complaint: 08/23/2013
Address: 17850 Hwy 51	Date / Time Called: 07/30/2013 1123am
Sardis, MS 38666	Effective Date: 01/01/2005
	Contact Nos.: (662) 487-1149
EEmail Address:	
Local Phone Company: att	
Long Distance Phone Company:	

Customer has caller ID.
Customer grants permission to obtain records.
Customer is willing to testify.

Telemarketer Information

Telemarketer: 302-257-5917	Contact Person:
Phone No. Called From:	Contact No: (302) 257-5917 Ext.

Complaint Information

Product / Service Offered: Other
Telemarketer left a recorded message.
Telemarketer is not registered.
Subscriber is on Do Not Call list.

Complaint Description

New Complaint
