



THE PRESLEY PERSPECTIVE

Monthly newsletter from

Commissioner Brandon Presley

Mississippi Public Service Commission
Northern District

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Presley Checks Wireless Retailers for Customer Protection Measures

Brandon Presley’s office has begun random checks of wireless phone retailers to ensure compliance with the “Consumer Code for Wireless Service”. PSC regulations require designated wireless companies comply with the code, which provides consumer rights at the point of purchase; such as a 14-day trial period, the availability of a map detailing service and coverage, along with eight (8) other rights designed to protect consumers.

“Customers who are buying products and services from wireless companies should be protected, and it is important that they be made aware of their rights when making these purchases,” Presley said.

“My staff has begun making random checks of wireless retailers throughout the 33 counties in North Mississippi to make sure these rules are being followed and that customers are being made aware of these rights at the point of purchase,” Presley added.

During the checks, Presley said employees of the PSC may request volunteer interviews with customers who have recently purchased wireless service.



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Order Filed Against Angles Communication Solutions

Presley announced that the Mississippi Public Service Commission has ordered BLC Management, LLC D/B/A Angles Communication Solutions to respond to allegations that the company has violated numerous state statutes and PSC rules, including failure to file sufficient annual reports and failure to file requests of change of control of the company.

“We intend to hold all public utilities to the highest reporting standards to ensure that the public interest and their customers are protected,” stated Presley. “Companies like BLC Management aren’t allowed to change ownership without getting the Commission’s approval first.”

The penalties for these violations can be as much as five thousand dollars (\$5,000.00) each day for each violation and could result in forfeiture of the company’s license to provide telecommunication service in this state.

Telemarketers Fined \$250,000



Public Service Commissioner Brandon Presley announced that the Mississippi Public Service Commission has fined Maxim Media Marketing, Inc. of Scottsdale, Arizona, Savantius, LLC of American Fork, Utah, and Media Synergy Group, LLC of Richmond, Virginia, a total of \$250,000 for violations of the Mississippi “No-Call” law and rules associated with enforcing the law.

Presley said the telemarketers violated the “No-Call” law by failing to register and purchase the State’s “No-Call” list and for contacting consumers that had registered on the “No-Call” list. In addition, Media Synergy Group, LLC violated the “No-Call” law by utilizing an automated dialing system or a like system that uses a recorded voice message to communicate with the consumer.

Presley said the Commission is committed to stopping the solicitations which are a nuisance and an invasion of consumer’s privacy. Consumers can register to be on the Mississippi Do Not Call list at the Commission’s website (www.psc.state.ms.us) or by telephone at 800-356-6428.

CONTACT COMMISSIONER PRESLEY AT 1-800-356-6428 or 1-800-637-7722

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