June 27, 19[illegible]

Federal Communications Commission
[illegible] West Huron St.
Buffalo, NY 14202

Gentlemen,

Since my letter of [illegible] two things have happened [illegible] I would like to help you [illegible] - I got another phone [illegible] copy enclosed, with [illegible] info. access. At the [illegible] first complaint [illegible] asked them if there [illegible] further charges and [illegible] told me no. My phone [illegible] showed the opposite. And two [illegible] addies they told me [illegible] would write to to find out [illegible] what those calls [illegible] were for. All three letters [illegible] wrote were returned. [illegible] that time I called them [illegible] waited over 20 minutes [illegible] hold and they told [illegible] send the letters to [illegible] would see to it.

[illegible] allowed to the proper [illegible]
[illegible] believe this. I am
[illegible] very angry and am not [illegible]
[illegible] the Info Access position [illegible]
[illegible] well.

I hope you investigate [illegible]
[illegible] prove that this company
[illegible] ripping off the public. I am
[illegible] everything I have
[illegible] case. My [illegible]
[illegible] the persons [illegible]
[illegible] up in advance for
[illegible] anticipated cooperation.

Sincerely,

[illegible] Jeanne M. Lerspin
[illegible] 507422 Beaver Road
Berger, NJ 14413

June 9, 199[illegible]

Info Access, Inc.
[illegible] 3rd Ave
[illegible] 327
New York, NY 10016

RE: 716-548-2437

Gentlemen:

I spoke to Mr. Davis today with my complaint that the addresses you provide [illegible] for the companies to which I [illegible] to find out about the numbers [illegible] my phone are not good. The letters [illegible] returned to me. I have enclosed these letters for you to forward on and have [illegible] made a second attempt myself. I expect to hear from them [illegible] a timely manner.

Thank you for your anticipated cooperation.

Sincerely,

Jeanne M Lenepert
7422 Beaver [illegible]
Bergen, NY [illegible]

May 31, 1994

Enforcement Div.
Federal Communications Commission
Rm 6202
Washington, D.C. 20554

Gentlemen,

I would like to file a complaint about my phone bill and hope this letter will serve this purpose.

Enclosed you will find a copy of the long distance page for Info access, a company that services 800 entertainment. My complaint is that these calls were made without the knowledge or permission by my 17 year old college student. I called Info access and they explained that such calls can be made by someone 18 or older and the only verification they have is verbal. They would not tell me exactly who the calls were made to or what kind of entertainment it is. I was told I had to write the company which I have. They offered me half of the phone bill. What I really want is not to pay for these calls period.

I feel that this service has found a way to get around consumers blocking numbers from their phones - which is the easier place. This is unfair to the unsuspecting consumer who has [illegible]

[illegible] will lie about their age. I [illegible] these companies are not going to [illegible] giving out this service, however, maybe some laws could be changed or made so that these kind of entertainment compani[illegible] have to have a written subscription giving permission for such services.

This Info-access has offered me half off and I now have their 800 number blocked from my phone but that doesn't mean other long distance carriers won't bill me for similar calls.

I would appreciate your time for my complaint.

Sincerely,

Jeanne M. Rempert
7422 Beaver Meadow Rd
Burgen, NY 14416
716-548-2437

May 31, 1994

[illegible] Hall
3[illegible] A Rancho Dr.
[illegible] 65
Las Vegas, NE 89130

Gentlemen:

Please find a copy of my long distance phone bill enclosed. I [illegible] you to identify which calls [illegible] exactly who they were [illegible] exactly what kind of entertainment [illegible] calls are.

These calls were made by [illegible] without my knowledge or permission. I am disputing this bill.

Thank you in advance for your cooperation.

Sincerely,

Jeanne M Lempert
1422 Beaver [illegible]
Buffalo, NY 14[illegible]

Info Access
The Right Connection

Account Number [illegible]
May 16, 1994
Page 1 [illegible]

This portion of your bill is provided as a service to Info Access Incorporated. There is no connection between NYNEX and Info Access Incorporated.

Helpful numbers

Billing inquiries call Info Access Incorporated 1-800-645-8830

Summary of Info Access Incorporated charges

Itemized calls	$112.25
Federal Tax (3%)	3.37
Total	$115.62

Itemized calls

Convenience calls (collect, third number and other operator assisted)

No.	Date	Called from	Called to	Time	Rate	Type	Min.	Amount
	Calling number 716-548-2437							
[illegible]	APR 23	BYRON NY 716 548-2437	NETWORK C LS 800 444-9387	10 16 AM	PE PERSON	Operator Assist	3	$30.00
[illegible]	MAY 02	BYRON NY 716 548-2437	AMERCALL P AD 800 677-3337	6 29 PM	PE PERSON	Operator Assist	3	14.85
[illegible]	MAY 02	BYRON NY 716 548-2437	AMERCALL P AD 800 723-5472	6 31 PM	PE PERSON	Operator Assist	3	14.85
[illegible]	MAY 02	BYRON NY 716 548-2437	COMMFONE P AM 800 285-8983	6 35 PM	PE PERSON	Operator Assist	1	4.95
[illegible]	MAY 04	BYRON NY 716 548-2437	AMERCALL P AD 800 572-0992	5 53 PM	PE PERSON	Operator Assist	3	17.85
[illegible]	MAY 04	BYRON NY 716 548-2437	COMMFONE P AM 800 365-2225	5 57 PM	PE PERSON	Operator Assist	2	11.90
[illegible]	MAY 04	BYRON NY 716 548-2437	COMMFONE P AM 800 289-4739	5 59 PM	PE PERSON	Operator Assist	2	11.90
[illegible]	MAY 04	BYRON NY 716 548-2437	AMERCALL P AD 800 723-5472	6 02 PM	PE PERSON	Operator Assist	1	5.95
						Sub Total		112.25
						Total		$112.25

[illegible] Person Economy

May 31, 1994

TLT
[illegible] 9 Locust St.
Philadelphia, PA 19102

Gentlemen:

Please find a copy of my [illegible] phone bill enclosed. I [illegible] you to identify which calls [illegible] exactly who they were [illegible] exactly what kind of [illegible] calls are.

These calls were made by a 17 year [illegible] without my knowledge or [illegible]

I am disputing this bill.

Thank you in advance for your [illegible]

Sincerely,

Jeanne M Lempert
1422 Beaver [illegible]
Buffalo, NY 14[illegible]

INFO ACCESS!
The Right Connection

Account Number [illegible]
May 16, 1994
Page 1

This portion of your bill is provided as a service to Info Access Incorporated. There is no connection between NYNEX and Info Access Incorporated.

Helpful numbers

Billing inquiries call Info Access Incorporated 1-800-645-8830

Summary of Info Access Incorporated charges

Item [illegible]	$112.25
Federal Tax (3%)	3.37
Total	$115.62

Itemized calls

Convenience calls (collect, third number and other operator assisted)

No.	Date	Called from	Called to	Time	Rate	Type	Min.	Amount
		Calling number 716-548-2437						
1.	APR 23	BYRON NY 716 548-2437	NETWORK C LS 800 444-9387	10 16 AM	PE PERSON	Operator Assist	3	$30.00
2.	MAY 02	BYRON NY 716 548-2437	AMERCALL P AD 800 677-3337	6 29 PM	PE PERSON	Operator Assist	3	14.85
3.	MAY 02	BYRON NY 716 548-2437	AMERCALL P AD 800 723-5472	6 31 PM	PE PERSON	Operator Assist	3	14.85
4.	MAY 02	BYRON NY 716 548-2437	COMMFONE P AM 800 285-8983	6 35 PM	PE PERSON	Operator Assist	1	4.95
5.	MAY 02	BYRON NY 716 548-2437	AMERCALL P AD 800 572-0992	5 53 PM	PE PERSON	Operator Assist	3	17.85
6.	MAY 04	BYRON NY 716 548-2437	COMMFONE P AM 800 365-2225	5 57 PM	PE PERSON	Operator Assist	2	11.90
7.	MAY 04	BYRON NY 716 548-2437	COMMFONE P AM 800 289-4739	5 59 PM	PE PERSON	Operator Assist	2	11.90
8.	MAY 04	BYRON NY 716 548-2437	AMERCALL P AD 800 723-5472	6 02 PM	PE PERSON	Operator Assist	1	5.95
						Sub Total		112.25
						Total		$112.25

Rate: PE-Person Economy

May 31, 1994

[illegible] Glenwick Rd.
[illegible], NJ 07666

Gentlemen:

Please find a copy of my long [illegible] phone bill enclosed. I would [illegible] to identify which calls [illegible] exactly who they were [illegible] exactly what kind of entertainment [illegible] calls are.

These calls were made by a 17 year [illegible] without my knowledge or permission [illegible] I am disputing this bill.

Thank you in advance for your co-operation.

Sincerely,

Jeanne M Lempert
1422 Beaver [illegible]
Bergen, NJ 14[illegible]

Account Number [illegible]
May 16, 1994
Page 1

This portion of your bill is provided as a service to Info Access Incorporated. There is no connection between NYNEX and Info Access Incorporated.

Helpful numbers

Billing inquiries call Info Access Incorporated 1-800-645-8830

Summary of Info Access Incorporated charges

Itemized calls	$112.25
Federal Tax (3%)	3.37
Total	$115.62

Itemized calls

Convenience calls (collect, third number and other operator assisted)

No.	Date	Called from	Called to	Time	Rate	Type	Min.	Amount
		Billing number 716-548-2437						
1.	APR-23	BYRON NY 716 548-2437	NETWORK C LS 800 444-9387	10 16 AM	PE PERSON	Operator Assist	3	$30.00
2.	MAY-02	BYRON NY 716 548-2437	AMERCALL P AD 800 677-3337	6 29 PM	PE PERSON	Operator Assist	3	14.85
3.	MAY-02	BYRON NY 716 548-2437	AMERCALL P AD 800 723-5472	6 31 PM	PE PERSON	Operator Assist	3	14.85
4.	MAY-02	BYRON NY 716 548-2437	COMMFONE P AM 800 285-8983	6 35 PM	PE PERSON	Operator Assist	1	4.95
5.	MAY-04	BYRON NY 716 548-2437	AMERCALL P AD 800 572-0992	5 53 PM	PE PERSON	Operator Assist	3	17.85
6.	MAY-04	BYRON NY 716 548-2437	COMMFONE P AM 800 365-2225	5 57 PM	PE PERSON	Operator Assist	2	11.90
7.	MAY-04	BYRON NY 716 548-2437	COMMFONE P AM 800 289-4739	5 59 PM	PE PERSON	Operator Assist	2	11.90
8.	MAY-04	BYRON NY 716 548-2437	AMERCALL P AD 800 723-5472	6 02 PM	PE PERSON	Operator Assist	1	5.95
						Sub Total		112.25
						Total		$112.25

Rate PE-Person Economy

G. OLIVER KOPPELL
Attorney General

PETER B. SULLIVAN
Assistant Attorney General in Charge
Buffalo Regional Office

DAVID L. EDMUNDS, JR.
Deputy Assistant Attorney General in Charge

STATE OF NEW YORK
DEPARTMENT OF LAW
STATE OFFICE BUILDING
65 COURT STREET
BUFFALO, NY 14202

TELEPHONE: (716) 847-7184

June 6, 1994

Jeanne & Joseph Penepent
7422 Beaver Meadow Road
Bergen, NY 14416

RE: File No. 94-06-032
INFO ACCESS

Dear Mr. & Mrs. Penepent:

We are forwarding your complaint to the agency listed below. We believe this matter falls within their jurisdiction and they may be better able to assist you.

Very truly yours,

Theresa J Gray

THERESA GRAY
Law Intern
BUREAU OF CONSUMER
FRAUDS AND PROTECTION

TG/bdm

cc: Federal Communications Commission
111 West Huron St
Buffalo, NY 14202

New York State Department of Law
Consumer Frauds and Protection Bureau
65 Court Street
Buffalo, New York 14202

Complaint Form

Instructions for filing a complaint:

1. Please be sure to complain to the company or individual before filing a complaint with us.
2. Please type (or print clearly using black ink).
3. You must complete the entire form. Incomplete or illegible forms will be returned to you.
4. Make sure you enclose copies of important papers concerning your transaction.

Consumer

NAME: Joseph Penepent	HOME TELEPHONE NUMBER: 716-548-2437
STREET ADDRESS: Beaver Meadow Rd	BUSINESS TELEPHONE NUMBER: 716-343-0850
TOWN: Pembroke / STATE: ny / ZIP: 14416	COUNTY: Genesee

Complaint long distance 800 entertainment calls

NAME OF SELLER OR PROVIDER OF SERVICES: Pro Access	NAME OF SELLER OR PROVIDER OF SERVICES:
STREET ADDRESS:	STREET ADDRESS:
CITY / TOWN: / COUNTY:	CITY / TOWN: / COUNTY:
ZIP:	STATE: / ZIP:
TELEPHONE NUMBER: 800 45-8830	TELEPHONE NUMBER:

DATE OF TRANSACTION: 4-94	COST OF PRODUCT OR SERVICE: 115.62	HOW PAID (Check those which apply): ☐ Cash ☐ Check ☐ Credit Card ☒ Other
DID YOU SIGN A CONTRACT? ☒ Yes	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED
WAS THE PRODUCT OR SERVICE ADVERTISED?	WHERE WAS IT ADVERTISED?	DATE ADVERTISED

NATURE OF COMPLAINT (e.g., Car, Mail Order, etc. Use the reverse side of this form to provide details)
child making 800 entertainment calls

DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL: 1/25/94 ☐ By Mail ☒ By Telephone ☐ In Person	PERSON CONTACTED:	JOB TITLE:
NATURE OF RESPONSE: Offered to cut bill in half		DATE OF RESPONSE:

HAVE YOU SUBMITTED THIS MATTER TO ANOTHER AGENCY OR ATTORNEY? (If "Yes", give name and address)
☐ Yes ☒ No

COURT ACTION PENDING?
☐ Yes ☒ No

Further Information (As Applicable)

MANUFACTURER OF PRODUCT:		
MODEL:		
PRODUCT MODEL OR SERIAL NUMBER:	WARRANTY EXPIRATION DATE:	DID COMPANY ADVANCE INSTALLMENT PAYMENTS? ☐ Yes ☒ No
BANK, NAME OF BANK OR FINANCE COMPANY:	ADDRESS:	

Please Describe Your Complaint on the Reverse Side of this Form

Briefly describe your complaint received phone bill 5/23/94 [illegible] made to 800 phone numbers. Called [illegible] access twice. 1st time 5/25/94 told these calls can be made only by someone 18 yrs old. Only verification for this is verbal. My 17 yr old [illegible] student made these calls [illegible] approximately [illegible] says he didnot realize they were toll calls. Company says they explain this at time of call. [illegible] have a 900 block on my phone. I feel these entertainment services should have written authorization for such entertaiment in a subscription form. This is not fair to the consumer who has children for whom they are responsible for who will lie; the [illegible] are [illegible] advantage of the unsuspecting consumer.

What form of relief are you seeking? (e.g., exchange, repair, money back, etc.) to not pay the entire [illegible] long distance phone bill

Who referred you to this office? myself

READ THE FOLLOWING BEFORE SIGNING BELOW:

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills, receipts, front and back of canceled checks, correspondence, etc.) **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint we may send a copy of this form to the person or firm you are complaining about.

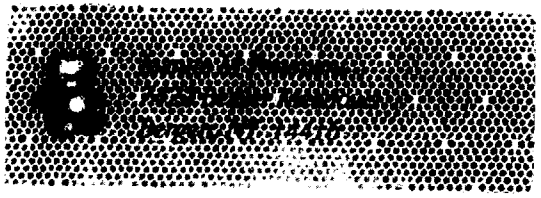
In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I understand that any false statements made in this complaint are punishable as a crime. A [illegible] under Section 175.30 and / or Section 210.45 of the Penal Law.

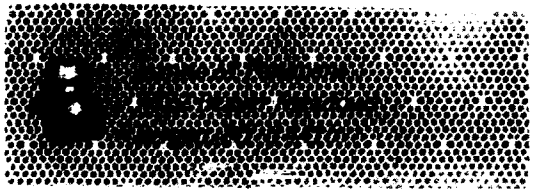
Signature: Jeane M Renepent Date: [illegible]

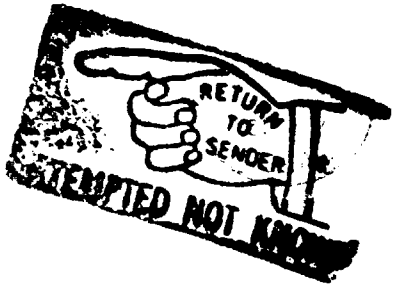
HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

TLT
Box 9 Locust St.
Philadelphia, PA 19102



MS 1
1258 Teaneck Rd
Teaneck, NJ 07666





TLT
Box 9 Locust St.
Philadelphia, PA 19102