

From: [Jensen, Lisa](#)
To: jessek@turkestrauss.com
Subject: Public Records Act Request | DNC
Date: Monday, July 12, 2021 5:04:56 PM
Attachments: [PRR TurkeStrauss 7.9.21.pdf](#)
[PRR Turke&Strauss 7.7.21.pdf 2.pdf](#)
[PRR TurkeStrauss 7.7.21 Redacted.pdf](#)
[PRR TurkeStrauss 7.7.21 3 Redacted.pdf](#)
[PRR TurkeStrauss 7.7.21 \(4\) Redacted.pdf](#)

Dear Jesse Kelaidis,

I write in response to your Public Records Act request dated July 7, 2021.

Sincerely,

Lisa Jensen, MPA
Assistant Director
Consumer Assistance Program
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Consumer Assistance Hotline: 800-649-2424
ago.vermont.gov

THOMAS J. DONOVAN, JR.
ATTORNEY GENERAL

JOSHUA R. DIAMOND
DEPUTY ATTORNEY GENERAL

SARAH E.B. LONDON
CHIEF ASST. ATTORNEY GENERAL



ADDRESS REPLY TO:
CONSUMER ASSISTANCE PROGRAM
109 State Street
Montpelier, VT 05609-1001
Website: ago.vermont.gov/cap
e-mail: ago.cap@vermont.gov

STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
PUBLIC PROTECTION DIVISION
TEL: 1-800-649-2424
FAX: (802) 304-1014

July 9, 2021

VIA EMAIL

Jesse Kelaidis
Legal Assistant
Turke & Strauss LLP
613 Williamson Street, Suite 201
Madison, WI 53703

Re: Vermont Public Records Act Request | Do Not Call Complaints

Dear Jesse Kelaidis,

After review of your records request dated July 7, 2021, we have determined that we have three records that are responsive to your request (WB21-00504, 2021-05322 and AG21-04561). We reviewed our records for consumer complaints violations of the Do Not Call registry, including "text message spam and complaints regarding junk faxes". Relevant complaints are limited to those received between April 1, 2021 and June 30, 2021 and are attached.

If you feel information or records have been withheld in error, you may appeal to the Deputy Attorney General in writing at:

Josh Diamond
Deputy Attorney General
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Thank you.

Sincerely,

/s/

Lisa Jensen
Assistant Director
Consumer Assistance Program

From: [AGO CAP](#)
To: [AGO - CAP](#)
Subject: CAP Complaint
Date: Wednesday, May 26, 2021 5:40:56 PM

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

The following CAP complaint was submitted:

Your First Name	James
Your Last Name	Utterback
Confirmation Number	WB21-00512
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Mailing Address	[REDACTED]
Your City	Weybridge
Your State	VT
Your Zip Code	05753
Is your complaint about:	A telemarketer
Business Name or Person's First Name	Burlington Free Press
Business Phone (1)	8025313360
Business Address	100 Bank Street
Business City	Burlington
Business State	VT
Business Zip Code	05401

Business Website/URL	burlingtonfreepress.com
Description	<p>I am receiving 2 or more calls per day from - it seems - paid phone solicitors outside the US calling on behalf of the Burlington Free Press. Every time they call, I ask politely to be removed from their list. It hasn't worked.</p> <p>My number has been listed on the federal do not call list for years.</p>
How would you like this matter to be resolved?	I would like them to simply stop calling me and reform their telemarketing practices to conform with the law. I would like them to pay a fine if applicable.
Incident Date	5/26/2021 12:00:00 AM

From: [Office of the Vermont Attorney General](#)
To: [AGO - CAP](#)
Cc: pmcdonou@gannett.com
Subject: Update to complaint file number 2021-05322
Date: Wednesday, June 9, 2021 10:27:55 AM

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

An update has been submitted by the Business for consumer complaint, file number 2021-05322, filed by Patrick McDonough regarding a transaction with Burlington Free Press. The business contact is: Burlington Free Press According to the update, this matter is Resolved. The update states:

The customer's number has been removed from our database

Any attachments included can be found here: Please note, any changes to contact information are below:

From: ago.cap@vermont.gov
To: [AGO - CAP](#)
Subject: CAP Complaint Confirmation
Date: Tuesday, May 25, 2021 8:44:20 AM

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

The Form was submitted, this is the list of values it contained.

Your First Name

Robert

Your Last Name

Stuart

Confirmation Number

WB21-00504

Your E-Mail Address

[REDACTED]

Daytime Phone

[REDACTED]

Daytime Phone Type

Mobile

Your Age

68

I am a...

Senior

What is the name of your business?

Your Mailing Address

[REDACTED]

Your City

So Burlington

Your State

VT

Your Zip Code

05403

Your Alternate Phone

Alternate Phone Type

Is your complaint about:

A telemarketer

Business Name or Person's First Name

unknown

Person's Last Name

Business Phone (1)

734-712-3325

Phone (1) Type

Business Phone (2)

Phone (2) Type

Business E-Mail Address

Business Address

unknown

Business City

Ypsilanti

Business State

MI

Business Zip Code

48197

Business Website/URL

Is your complaint about a vehicle you purchased?

What is the year of your vehicle?

What is the make and model of your vehicle?

Is the vehicle new or used?

Where did the vehicle receive its last state inspection?

Inspection sticker number, date and color:

When was the vehicle purchased?

What was the purchase price?

Vehicle mileage at time of purchase:

Current mileage on the vehicle:

Did you receive a Buyer's Guide document with the vehicle?

Which of the following apply to the vehicle?

Description

I got a call about 6PM 5/24 from 734-712-3325 which I did not answer but they leave a message that I needed to call them back to cancel a subscription. I had not subscribed to my number is register with do not call but I get the calls any way. Almost yesterday I got a call from 802-363-7331 on Friday I got 2 calls from 802-363-2782 . No message from either of those number.

My number is 802-363-0040 and my carrier is xfinity (comcast) .

Thanks Robert Stuart

Amount of loss:

How would you like this matter to be resolved?

stop robo calls

Please list any documents you have available related to this complaint (and attach copies at the end of this form, or mail/fax them to us)

Please list the dates, amounts, transaction reference numbers and locations for each wire transfer you sent by Western Union as a result of a scam.

Incident Date

5/24/2021 12:00:00 AM

Attachment

Intake Category	Received Date	Description	Intake Method	First / Company Name Last Name	Address	City	State	Zip	E-Mail	Status/Stage	Complaint/Intake#
Complaint	6/24/2021	Consumer's wife [REDACTED] – they receive 20-30 calls a day that are scams. Consumer is worried about when he cannot answer the calls because wife feels obligated to answer the phone. Is worried she will give out information. Wants to know what CAP is doing to stop scam calls. Has tried calling phone company and is on the Do Not Call registry.	Phone-Voicemail	Dr. Blake Prescott	[REDACTED]	Newfane	VT	5345		6/30 - talked with Di	AG21-04562