

**From:** [Tabb, Margaret](#)  
**To:** [jessek@turkestrauss.com](mailto:jessek@turkestrauss.com)  
**Subject:** RE: Public Records Act Request 2021-08869  
**Date:** Wednesday, October 6, 2021 10:18:11 AM  
**Attachments:** [2021 10 05 TS\\_PRR Binder\\_Redacted.pdf](#)  
[2021 10 05 Turke Strauss LLP Do Not Call response .docx](#)

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Dear Jesse Kelaidis:

I write in response to your Public Records Act request dated 10/01/2021. Please find copies of the requested documentation, which are attached for your convenience.

Thank you.

Sincerely,

Margaret Tabb  
Program Support Generalist

Office of the Attorney General  
Consumer Assistance Program  
109 State Street  
Montpelier, VT 05609-1001

Email: [AGO.CAP@vermont.gov](mailto:AGO.CAP@vermont.gov)  
Phone: (800) 649-2424  
Website: <https://ago.vermont.gov/cap/>



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](http://ago.vermont.gov/cap)  
e-mail: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)

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

October 4<sup>th</sup>, 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 reviewing your records request dated October 1<sup>st</sup>, our office has determined that we have five records that are responsive to your request between the requested timeframe of July 1<sup>st</sup>, 2021, to September 30<sup>th</sup>, 2021.

We reviewed our records for “consumer complaints regarding violations of the Do Not Call registry, including text message spam and complaints regarding junk faxes.” For searches, we used search terms “do not call”, “DNC”, “call registry”, and “FTC call list.” The relevant complaints are listed below for your review as CAP-001 2021-10-05 through CAP-027 2021-10-05

While only five reports explicitly mention the Do Not Call Registry in the consumer’s complaint, our office does receive numerous scam reports (341 individual reports of texts, calls/robocalls, emails, etc. reported to CAP during the requested three-month timeframe). We receive these at our scam reporting portal, which can be found online at: <https://ago.vermont.gov/cap/stopping-scams/>. While the phone numbers of reporting consumers may be registered on the Do Not Call

Registry, that status was not directly stated by the consumer in entering the information, thus those reports are not included because they are not directly responsive.

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

Josh Diamond  
Deputy Attorney General  
Office of the Attorney General  
109 State Street  
Montpelier VT, 06609-1001

Thank you.

Sincerely,

/s/

Margaret Tabb  
Program Support Generalist  
Consumer Assistance Program

[Skip to main content](#)

# AGO - CAP... > Vermont Att... > **Anon**

Title \*

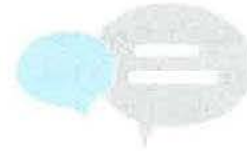
Anon

Are you reporting a scam that you encountered?

Yes

Was the scammer claiming to be:

Warranty company



Be the first one to add a comment

When did the scammer contact you?

7/21/2021

How did the scammer contact you?

Robocall (phone call that begins wi...

Robocall: 5. Please provide your phone number (the phone number the scammer reached you on):



Robocall: 6. Please provide the name of your phone service provider: (Examples: AT&T, Consolidated Communications, etc.)

Otelco

Robocall: 7. Please specify the exact time you received the call: (your cell phone call history or phone bill will include this information)

11:47am

Robocall: 8. Please provide the phone number that called you:

8024711500

Robocall: Do you have a recording of the robocall saved on your voicemail or answering machine?

No

Robocall: What did the robocall say? If you have a recording of the robocall message, please transcribe the message below. Otherwise, please describe the call in as much detail as possible.

[Skip to main content](#)

your registration has come up on our list that your car will soon be out of warranty. Please press one to talk a live agent, press two to be removed from this list, or call us back

Robocall: If the robocall provided you with a callback phone number, please provide that number below:

—

Robocall: If you called back the number and spoke with a live person, describe in detail what they said: (who they claimed to be, why they claimed to be calling, what they asked you to do and threatened consequences of inaction)

I told them my phone number was on the federal do not call list and she tried to convince me that if this number was listed there that I shouldn't be receiving any calls. I said, that's right and I'm reporting this call and phone numbers to the state's attorney. Then I hung up.

[See more](#)

Phone/Text: Scam Phone Number(s):

—

Phone/Text: 14. Please provide the name of your phone service provider: (Examples: AT&T, Consolidated Communications, etc.)

—

Phone/Text: 15. What type of phone service do you use?

—

Phone/Text: 16. Please describe the scam encounter:

—

Email: Please provide the scammer's email address(es):

—

Email: 18. Please describe the scam encounter. What did the email say?

Skip to main content

Fax: Please provide the scammer's fax number(s):

\_\_\_\_\_

Fax: 20. Please describe the scam encounter; what did the fax say?

\_\_\_\_\_

Mail: Please provide the scammer's return mail address:

\_\_\_\_\_

Mail: Please describe the scam encounter. What did the letter say?

\_\_\_\_\_

Social Media: Which social media platform did the scammer use to contact you?

\_\_\_\_\_

Social Media: 24. Scammer name/username:

\_\_\_\_\_

Social Media: Please describe the scam encounter:

\_\_\_\_\_

Listing: Which of the following sites was involved in the scam?

\_\_\_\_\_

Listing: Was the scammer a buyer or seller?

\_\_\_\_\_

Listing: 28. Please provide the scammer's email address(es) and/or username(s):

\_\_\_\_\_

[Skip to main content](#)

—

Listing: 30. Please provide any other relevant contact information: (For example: if the scammer texted you, please provide their phone number and name):

—

Listing: 31. Please describe the scam encounter:

—

Website: How did you find the site?

—

Website: Did you respond to a free trial offer?

—

Website: What type of products/services are offered on the website?

—

Website: 35. Please provide the website URL:

—

Website: 36. Please provide contact information of the scammer, including the business name, mailing address, phone number, fax, and email, if known.

—

Website: 37. OPTIONAL: For unauthorized use of proprietary information...

—

ID Theft: Did you provide sensitive personal information to the scammer (such as: Social Security number, date of birth, license number, credit/bank account number, Medicare ID)?

[Skip to main content](#)

ID Theft: 39. What information did you provide to the scammer?

—

Loss: Did you experience monetary loss as result of this scam?

No

Loss: How did you pay the scammer?

—

Loss: Please specify the total amount of money lost:

Enter value here

First Name:

Anon

Last Name:

Anon

Phone Number:

[REDACTED]

Mailing Address:

Anon

Town/City:

Middlebury

State:

Vt

Zip Code:

05753

Email Address:

Anon

CAP-005

2021-10-05



[Skip to main content](#)

Enter value here

**OPTIONAL - I am:**

—

**OPTIONAL - Gender Pronouns: (Examples: she/her/hers - he/him/his - they/them/theirs - etc.)**

Enter value here

**Submission Date**

7/21/2021

**Staff Notes**

Enter value here

**Staff Member(s)**

Enter a name or email address

**Response ID**

747

**Listing: Have you reported this scam to the host site? Please explain.**

—

**Other: Please describe the scam encounter:**

Enter value here

**Other: 40. Please provide the scammer's contact information (if available):**

Enter value here

**Are you reporting this scam on behalf of your business/workplace?**

No

**CAP-006**

**2021-10-05**

COVID-19

No

Phone/Text: Website URL

Enter value here

Email: Website/URL

Enter value here

Social Media: Website/URL

Enter value here

Other: Website/URL

Enter value here

Attachments

Add or remove attachments



[Skip to main content](#)

# AGO - CAP... > Vermont Att... > **Goodhue**

Title \*

Goodhue

Are you reporting a scam that you encountered?

Yes

Was the scammer claiming to be:

Medicare or Medicaid



When did the scammer contact you?

9/22/2021

Be the first one to add a comment

How did the scammer contact you?

Phone Call (live person on the line)

Robocall: 5. Please provide your phone number (the phone number the scammer reached you on):

—

Robocall: 6. Please provide the name of your phone service provider: (Examples: AT&T, Consolidated Communications, etc.)

—

Robocall: 7. Please specify the exact time you received the call: (your cell phone call history or phone bill will include this information)

—

Robocall: 8. Please provide the phone number that called you:

—

Robocall: Do you have a recording of the robocall saved on your voicemail or answering machine?

—

Robocall: What did the robocall say? If you have a recording of the robocall message, please transcribe the message below. Otherwise, please describe the call in as much detail as possible.

[Skip to main content](#)

Robocall: If the robocall provided you with a callback phone number, please provide that number below:

—

Robocall: If you called back the number and spoke with a live person, describe in detail what they said: (who they claimed to be, why they claimed to be calling, what they asked you to do and threatened consequences of inaction)

—

Phone/Text: Scam Phone Number(s):

802-255-9652

Phone/Text: 14. Please provide the name of your phone service provider: (Examples: AT&T, Consolidated Communications, etc.)

AT&T

Phone/Text: 15. What type of phone service do you use?

Cell phone

Phone/Text: 16. Please describe the scam encounter:

Still calling daily about Medicare Rewards card. I have clicked their do not call list as well as telling them politely and impolitely to stop calling. They are spoofing Richford VT numbers. Please make them stop.

Email: Please provide the scammer's email address(es):

—

Email: 18. Please describe the scam encounter. What did the email say?

—

[Skip to main content](#)

Fax: 20. Please describe the scam encounter; what did the fax say?

Mail: Please provide the scammer's return mail address:

Mail: Please describe the scam encounter. What did the letter say?

Social Media: Which social media platform did the scammer use to contact you?

Social Media: 24. Scammer name/username:

Social Media: Please describe the scam encounter:

Listing: Which of the following sites was involved in the scam?

Listing: Was the scammer a buyer or seller?

Listing: 28. Please provide the scammer's email address(es) and/or username(s):

Listing: 29. Please provide a link to the post associated with your report (if available):

Listing: 30. Please provide any other relevant contact information: (For example: if the scammer texted you, please

CAP-011

2021-10-05

[Skip to main content](#)

☰ Listing: 31. Please describe the scam encounter:

—

☑ Website: How did you find the site?

—

☑ Website: Did you respond to a free trial offer?

—

☰ Website: What type of products/services are offered on the website?

—

☰ Website: 35. Please provide the website URL:

—

☰ Website: 36. Please provide contact information of the scammer, including the business name, mailing address, phone number, fax, and email, if known.

—

☰ Website: 37. OPTIONAL: For unauthorized use of proprietary information...

—

☑ ID Theft: Did you provide sensitive personal information to the scammer (such as: Social Security number, date of birth, license number, credit/bank account number, Medicare ID)?

No

☑ ID Theft: 39. What information did you provide to the scammer?

—

[Skip to main content](#)

No

Loss: How did you pay the scammer?

—

Loss: Please specify the total amount of money lost:

Enter value here

First Name:

Donna

Last Name:

Goodhue

Phone Number:

[Redacted]

Mailing Address:

[Redacted]

Town/City:

St Johnsbury

State:

VT

Zip Code:

05819

Email Address:

[Redacted]

OPTIONAL - Age:

[Redacted]

OPTIONAL - I am:

CAP-013

2021-10-05



Skip to main content

OPTIONAL - Gender Pronouns: (Examples: she/her/hers - he/him/his - they/them/theirs - etc.)

She

Submission Date

9/23/2021

Staff Notes

Enter value here

Staff Member(s)

Enter a name or email address

Response ID

986

Listing: Have you reported this scam to the host site? Please explain.

---

Other: Please describe the scam encounter:

Enter value here

Other: 40. Please provide the scammer's contact information (if available):


Enter value here

Are you reporting this scam on behalf of your business/workplace?


No

COVID-19

No

 Phone/Text: Website URL


Enter value here

 Email: Website/URL


Enter value here

 Social Media: Website/URL

Enter value here

 Other: Website/URL

Enter value here

 Attachments

Add or remove attachments



[Skip to main content](#)

# AGO - CAP... > Vermont Att... > Spaulding

Title \*

Spaulding

Are you reporting a scam that you encountered?

Yes

Was the scammer claiming to be:

Warranty company



When did the scammer contact you?

9/23/2021

Be the first one to add a comment

How did the scammer contact you?

Robocall (phone call that begins wi...

Robocall: 5. Please provide your phone number (the phone number the scammer reached you on):

[Redacted]

Robocall: 6. Please provide the name of your phone service provider: (Examples: AT&T, Consolidated Communications, etc.)

TDS Telecom

Robocall: 7. Please specify the exact time you received the call: (your cell phone call history or phone bill will include this information)

09:23 am

Robocall: 8. Please provide the phone number that called you:

802-215-7653

Robocall: Do you have a recording of the robocall saved on your voicemail or answering machine?

No

Robocall: What did the robocall say? If you have a recording of the robocall message, please transcribe the message below. Otherwise, please describe the call in as much detail as possible.

CAP-017

2021-10-05

[Skip to main content](#)

Capric blun blun blun. Press 1 to speak  
to a representative. Press 2 to be put  
on the do Not Call List.

Robocall: If the robocall provided you with a callback phone number, please provide that number below:

—

Robocall: If you called back the number and spoke with a live person, describe in detail what they said: (who they claimed to be, why they claimed to be calling, what they asked you to do and threatened consequences of inaction)

—

Phone/Text: Scam Phone Number(s):

—

Phone/Text: 14. Please provide the name of your phone service provider: (Examples: AT&T, Consolidated Communications, etc.)

—

Phone/Text: 15. What type of phone service do you use?

—

Phone/Text: 16. Please describe the scam encounter:

—

Email: Please provide the scammer's email address(es):

—

Email: 18. Please describe the scam encounter. What did the email say?

—

Fax: Please provide the scammer's fax number(s):

[Skip to main content](#)

Fax: 20. Please describe the scam encounter; what did the fax say?

—

Mail: Please provide the scammer's return mail address:

—

Mail: Please describe the scam encounter. What did the letter say?

—

Social Media: Which social media platform did the scammer use to contact you?

—

Social Media: 24. Scammer name/username:

—

Social Media: Please describe the scam encounter:

—

Listing: Which of the following sites was involved in the scam?

—

Listing: Was the scammer a buyer or seller?

—

Listing: 28. Please provide the scammer's email address(es) and/or username(s):

—

Listing: 29. Please provide a link to the post associated with your report (if available):

—

Listing: 30. Please provide any other relevant contact information: (For example: if the scammer texted you, please provide their phone number and name):

CAP-019

2021-10-05

[Skip to main content](#)

☰ Listing: 31. Please describe the scam encounter:

—

Website: How did you find the site?

—

Website: Did you respond to a free trial offer?

—

☰ Website: What type of products/services are offered on the website?

—

☰ Website: 35. Please provide the website URL:

—

☰ Website: 36. Please provide contact information of the scammer, including the business name, mailing address, phone number, fax, and email, if known.

—

☰ Website: 37. OPTIONAL: For unauthorized use of proprietary information...

—

ID Theft: Did you provide sensitive personal information to the scammer (such as: Social Security number, date of birth, license number, credit/bank account number, Medicare ID)?

No

ID Theft: 39. What information did you provide to the scammer?

—

[Skip to main content](#)

No

Loss: How did you pay the scammer?

-----

Loss: Please specify the total amount of money lost:

Enter value here

First Name:

Stacia

Last Name:

Spaulding

Phone Number:

[REDACTED]

Mailing Address:

[REDACTED]

Town/City:

Proctorsville

State:

VT

Zip Code:

05153

Email Address:

[REDACTED]

OPTIONAL - Age:

Enter value here

OPTIONAL - I am:

CAP-021

2021-10-05



Skip to main content

OPTIONAL - Gender Pronouns: (Examples: she/her/hers - he/him/his - they/them/theirs - etc.)

Enter value here

Submission Date

9/29/2021

Staff Notes

Enter value here

Staff Member(s)

Enter a name or email address

Response ID

1007

Listing: Have you reported this scam to the host site? Please explain.

-----

Other: Please describe the scam encounter:

Enter value here

Other: 40. Please provide the scammer's contact information (if available):


Enter value here

Are you reporting this scam on behalf of your business/workplace?


No

COVID-19


No

 Phone/Text: Website URL


Enter value here

 Email: Website/URL

Enter value here

 Social Media: Website/URL

Enter value here

 Other: Website/URL

Enter value here

 Attachments

Add or remove attachments



**From:** [REDACTED]  
**To:** [AGO - CAP](#)  
**Subject:** Excessive Robocalls  
**Date:** Thursday, August 26, 2021 4:54:01 PM

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

Hello,

I'm curious about the status of efforts to stop/minimize robocalls in Vermont. Yesterday, I was inundated with scam calls. I was under the impression that cell providers and local phone companies have new tools that they're required to use to combat this. I know that being on the 'do not call' lists only works against those businesses that follow the law, which doesn't seem to apply here.

Yesterday, I received 16 calls to my cell phone from multiple numbers, all undoubtedly 'masked'. I did answer two in order to find out what the scam was: both mentioned "Medicare Center" or similar as where they're calling from. On top of that, we received at least 5 calls to our landline yesterday. Today, I've only received 5 calls as of 4:30pm on my cell. So far.

I hope that the efforts of the AGO of Vermont and telecommunications providers can be redoubled and fully enabled to combat this excessive outreach by these criminals. Fortunately, I'm pretty savvy about not answering or otherwise fending them off.

Thanks for listening - I appreciate your consideration and any updates that you can share.

Best regards,

Don Whitman  
Bolton, VT

**From:** [Office of the Vermont Attorney General](#)  
**To:** [AGO - CAP;](#) [REDACTED]  
**Subject:** CAP Complaint Form Submission  
**Date:** Saturday, July 31, 2021 1:44:12 PM

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

First Name	Richard & Nancy
Last Name	Diefenbach
Email	[REDACTED]
Daytime Phone	[REDACTED]
Daytime Phone Type	Home
Alternative Phone	[REDACTED]
Alternative Phone Type	Mobile
Address	[REDACTED]
City	Danville
State	VT
Zip Code	05828
Your Age	[REDACTED]
I am a... (Select all that apply)	[REDACTED]
Is your complaint about:	Other
Business Name or Person's First Name	Richard
Please Describe Your	In spite of being on the Do Not Call List we have received over 100 robo calls during the month of July. Since we are not always home there are probably many more. Most start after 9:30 AM and the latest was 10:46PM.. We are beginning to think that the only way

**Complaint** to stop them is to give up our Land-line. About 8% are about "Saving on auto insurance"

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**Amount of Loss** our sanity

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**Incident Date** July 31, 2021

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**How would you like this matter to be resolved?** I would like Consolidated Communications to try and stop these..

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