

From: [AGO - CAP](#)
To: kelaidisj@turkestrauss.com
Subject: Public Records Request 2022-08867
Date: Monday, October 24, 2022 11:21:47 AM
Attachments: [2022-10-19 Kelaidis PRA request.pdf](#)
[2022-10-24 Kelaidis CAP cost estimate to Kelaidis 2022-08867.pdf](#)

Dear Jesse Kelaidis,

Please see attached in response to your Public Records Act request.

Sincerely,

Crystal Baldwin
Consumer Assistance Program
Office of the Attorney General
Mailing Address:
109 State Street
Montpelier, VT 05609-1001

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

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STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
109 STATE STREET
MONTPELIER, VT
05609-1001

October 24, 2022

Via email to kelaidisj@turkestrauss.com

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

Re: Public Records Request 2022-08867

Dear Jesse Kelaidis,

I write in response to your Public Records Act request dated October 19, 2022, a copy of which is attached for your convenience.

For records of complaints concerning “consumer complaints regarding violations of the Do Not Call registry, including text message spam and complaints regarding junk faxes”, we estimate that searching for, reviewing, and redacting the complaints (14 in total) will come to approximately 89 minutes. Note that there is no charge for the first 30 minutes. At 59 minutes, billed according to the Secretary of State’s fee schedule for the rate of other staff time (\$.45 a minute), the cost of your Public Records Act request is an estimated \$26.55.

The Consumer Assistance Program (CAP) receives consumer complaints via our consumer hotline, standard web form, online scam form, email, and mail. These interactions are recorded as “Complaint Intakes” as well as the “Online Scam Form.” Complaint Intakes have a field labeled “Description”, where staff take notes during phone calls, copy and paste email reports, view webform submissions, or copy and paste transcribed voicemail messages. All fields of the Online Scam Form are searched. To satisfy your request, our office searched for the terms you specified in another similar request: “DNC”, “Do Not Call”, “fax ad”, and “text m” (to allow for records that state “text msg” or “text message”) in the description field. For the dates between July 1, 2022 and September 30, 2022, this search yielded 13 Complaint Intakes and one Online Scam Form.

Per your request for files to be produced in the simplest form, our office will produce a

spreadsheet containing Received Date, Description, Intake Method, First/Company Name, Last Name, City, State, Zip, Complaint Against Name, First/Company Name, Last Name, Address, State, Zip, Phone No 1, and Complaint/Intake# for Complaint Intakes. Complaints submitted through the Online Scam Form will be produced as individual documents.

We ask that you please submit payment totaling the estimated cost (\$26.55) to proceed further with processing your request. Upon receipt of your payment, the records will be made available for you. Note, if the actual time to produce the records is less, we will issue a credit.

You may submit payment as follows:

Online: <https://appengine.egov.com/apps/vt/ago/onlinepayment>

By check sent to:

Attn: Lauren Jandl
State of Vermont
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

Crystal Baldwin
Consumer Assistance Program
Office of the Attorney General
State of Vermont