



UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION  
WASHINGTON, D.C. 20580

JAN 10 2002

[REDACTED]  
Laurel MD [REDACTED]

Re: FOIA Request No. 2002-361  
Electronic Billing Systems

Dear [REDACTED]

This responds to your December 31, 2001, letter requesting information about Electronic Billing Systems. We are responding to your request under the provisions of the Freedom of Information Act ("FOIA"), the law that gives citizens the right to access government records. Pursuant to the FOIA and agency policy, we have searched our records as of January 2, 2002, for the records you requested.

In a telephone conversation with Kathy Kelliher-Sloan, you amended your request to seek only copies of consumer complaints in response to your request.

We have located 125 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Eight pages, and portions of other pages, are subject to three of the nine exemptions to the FOIA's mandatory disclosure requirement, as explained below.

I am withholding eight responsive pages which are exempt from disclosure under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute. Specifically, Section 21(f) of the FTC Act provides that information obtained by the Commission in a law enforcement investigation, whether through compulsory process, or voluntarily in lieu of such process, is exempt from disclosure under the FOIA. 15 U.S.C. § 57b-2(f), *See Kathleen McDermott v. FTC*, 1981-1 Trade Cas. (CCH) ¶ 63964 (D.D.C. April 13, 1981).

Enclosed are 117 pages of responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC, therefore, you should make your own judgement about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information.

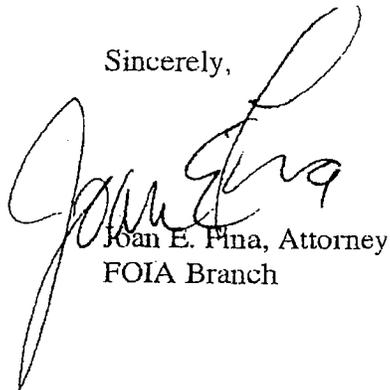
Ms. Tucker – Page 2

Additionally, I have enclosed several printouts from our website ([www.ftc.gov](http://www.ftc.gov)) that have some information that may be of use to you. There are additional brochures online in the Consumer Line section of our home page. You may be able to access online information at your local public library.

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of your receipt of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Kathy Kelliher-Sloan at (202) 326-3253.

Sincerely,



Joan E. Pina, Attorney  
FOIA Branch

Enclosures



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1656202 Contact Type: Request for Information Source: Consumer TCS? N

**Comments:**

Consumer want information on a company. If she should go with this company. They want her to sent them \$500.00 to sent out bill from her home. But first she must give them the money. She was not sure if she wanted to go with the company or not.

Created By: TMEKINS Created Date: 11/15/01

Updated By: TMEKINS Updated Date: 11/15/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date: 11/15/01

Initial Contact: Phone Transaction Date:

Initial Response: Phone: other

Product/Service:

Statute/Rule:

Law Violation:

**Consumer**

Complaining Company/Org.:

Last name:

First:

Address:

City: Brooklyn

State: NY Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing System Inc.

Address: unknow

unknow

City: Greenvalley

State: NV Zip:

Country: UNITED STATES

Email:

URL:

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1647115 Contact Type: Request for Information Source: Consumer TCS? N

Comments:

Consumer wanted to know if Electronic Billing Services is a legitimate company. Referred consumer to FTC's FOIA office.

Created By: ABANKS Created Date: 11/08/01

Updated By: ABANKS Updated Date: 11/08/01

Org Name: Planning and Information- BCP

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date: 11/02/01

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

**Consumer**

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Owings State: MD Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

**Company**

Company: Electronic Billing Services

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: (800) 935-1311 Ext: 204

**Company Representative**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1611907 Contact Type: Complaint Source: Consumer TCS? N

Comments:

PART 2

The problems with the EBS SW is holding up business practices on my end because of thier inferior product. IE: if I can't submit claims, I can't bill my client, then I don't get paid!

I have since done some research and purchased different SW that came today. I now have to re-enter everything and start over.

I do not feel that the EBS SW is a good product. It does not do the things that it's supposed to do, the tech support team doesn't know how to fix it, and the fixes they keep trying are making things worse. They're also taking up a lot of space on my computer and a lot of my time (each update takes ~1.5 hours to download)!

I feel that EBS owes me a full refund for my SW and reimbursement for all the LD calls i've had to make to them trying to get thier SW to work (they don't have an 800#) ...though they've denied me this. Now I'm coming to you for help...as I'm sure many others are!

Created By: EJONES Created Date: 10/16/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 485.00

Amt Paid: 534.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 10/16/01

Initial Contact: Print Transaction Date: 03/29/01

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Maple Lake State: MN Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]

**Company**

Company: Electronic Billing Systems / Infinity Software

Address: 3550 E Post Rd, Suite 500

City: Las Vegas State: NV Zip: 89120

Country: UNITED STATES

Email: techsupport@electronicbilling.com URL: <http://www.electronicbilling.com/>  
om,  
customerservice@electronicbilli  
ng.com,  
howard\_herbert@yahoo.com

Phone: (702) 547-2009 Ext:

**Company Representative**

Rep Name: Howard (NV), Howard Herbert (C/ Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1609435 Contact Type: Request for Information Source: Consumer TCS? N

Comments:

Consumer wanted to know about reputation of Electronic Billing Systems, Inc. Referred to NV state consumer agency. Consumer will not send money to company before getting more info. about them.

Created By: TCARROLL Created Date: 10/15/01

Updated By: TCARROLL Updated Date: 10/15/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Contact: Mail Transaction Date:

Initial Response: Phone: other

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First:

Address:

City: Marion State: IL Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems Inc.

Address:

City: Las Vegas

State: NV Zip:

Country: UNITED STATES

Email:

URL:

Phone: (800) 9380654

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1525588 Contact Type: Request for Information Source: Consumer TCS? N

Comments:

Consumer stated she sent money to a company offering the medical billing business opportunity, consumer paid \$500, consumer stated the company claimed they told her do not open the pkg, read the letter outside first, because if the pkg is opened a return cannot be processed. Consumer stated she was not informed. Consumer stated the company was under 5 different names. Consumer stated the BBB had complaints on the company under a different name. I gave consumer the FOIA REQUEST fax#.

Created By: LGREENHOWE Created Date: 08/15/01

Updated By: LGREENHOWE Updated Date: 08/15/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 499.99

Amt Paid: 499.99 Payment Method: Visa Credit Card

Agency Contact: Phone Complaint Date: 08/16/01

Initial Contact: Print Transaction Date: 07/13/01

Initial Response: Phone: other

Product/Service: Bus Opps\Franchises\Distributorships

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: [REDACTED]

First: [REDACTED]

Address: [REDACTED]

City: Lake Ronkonkoma

State: NY Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems

Address: 3550 E Post Rd

Ste 500

City: LAS VEGAS

State: NV Zip: 89120-

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1377309 Contact Type: Request for Information Source: Consumer TCS? N

Comments:

Researching "legitimacy" of company. Provided FOIA procedure.

Created By: MVASQUEZ Created Date: 05/01/01

Updated By: MVASQUEZ Updated Date: 05/01/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 500.00

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date: 05/01/01

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

**Consumer**

Complaining  
Company/Org.:

Last name: First: Anonymous

Address:

City: Dallas State: TX Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

**Company**

Company: Electronic Billing Services

Address: 3550 E Post Rd #500

City: Las Vegas State: NV Zip: 89120

Country: UNITED STATES

Email: URL:

Phone: (800) 7977511 Ext:

**Company Representative**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1323567 Contact Type: Request for Information Source: Consumer TCS? N

Comments:

Consumer wanted info regarding the business record of Electronic Billing Systems. Referred to NV -Las Vegas branch of BBB and NV state AG office.

Created By: TCARROLL Created Date: 03/19/01

Updated By: TCARROLL Updated Date: 03/19/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Contact: Print Transaction Date:

Initial Response: Phone: other

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation:

**Consumer**

Complaining Company/Org.:

Last name: Anonymous First: not given

Address:

City: Red Oak State: TX Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 East Post Road, Suite 500

City: Las Vegasw State: NV Zip: 89120

Country: UNITED STATES

Email: URL:

Phone: (702) 5475050 Ext:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1259978 Contact Type: Request for Information Source: Consumer TCS? N

Comments:

Consumer already works at home for local clinics doing medical billing. She wanted to know the business record of Electronic Billing Systems. Referred to BBB.

Created By: TCARROLL Created Date: 02/09/01

Updated By: TCARROLL Updated Date: 02/09/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation:

**Consumer**

Complaining  
Company/Org.:

Last name: Anonymous First: not given

Address:

City: Dallas State: TX Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

**Company**

Company: Electronic Billing Systems

Address: unknown

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company Representative



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 597976 Contact Type: Complaint Source: Consumer TCS? N  
 Comments: Debt Collection agency incorrectly applying payments after consumer's inquiry.  
 Created By: FTUCKER Created Date: 04/13/99  
 Updated By: FTUCKER Updated Date: 04/13/99  
 Org Name: Planning and Information- BCP  
 Amt Requested:  
 Amt Paid: Payment Method:  
 Agency Contact: Phone Complaint Date: 04/13/99  
 Initial Response:  
 Product/Service: Third Party Debt Collection  
 Statute/Rule: Fair Debt Collection Practices Act  
 Law Violation: Harasses Debtor-Threat of Violence, Obscene\Profane Language, Repeated Calls

**Consumer**

Complaining Company/Org.:  
 Last name: [REDACTED] First: [REDACTED]  
 Address: [REDACTED]  
 City: Chester State: VA Zip: [REDACTED]  
 Country: UNITED STATES  
 Work phone: () Ext:  
 Fax Number: ()  
 Home Number: [REDACTED]  
 Email:  
 Age Range:

**Company**

Company: Electronic Billing Services, Inc.  
 Address: 9620 Iron Bridge Rd.  
 Suite 102  
 City: Chesterfieldq State: VA Zip: 23832  
 Country: UNITED STATES  
 Email: URL:  
 Phone: (804) 7488611 Ext:

Company Representative



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1660132 Contact Type: Complaint Source: Consumer TCS? N

Comments: The company would not cancel my order when I called back hours after placing the order. I have followed all of their procedures to get an RMA number which they say is required to send the product back (which remains unopened). They have delayed all efforts to get an RMA and return the product. After a month of corresponding, I still have no RMA number and no hope of a refund.

Created By: JMOORE Created Date: 11/19/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 499.99

Amt Paid: 499.99 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 11/14/01

Initial Contact: Print Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED]

First: [REDACTED]

Address: [REDACTED]

City: Fort Worth

State: TX Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: 4 [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 E. Post Rd Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 541-5050

Ext:

**Company Representative**

Rep Name: Hamilton, Chuck

Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1763659 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I purchased their software, in order, to start a home based business. The software freezes my computer, everytime, I attempt to use it. I have spoken to Autumn, the office manager, on several occasions. She has sent me four of the same software and it is still not working. I also spoke with Howard, the writer of the software and he could not figure out what the problem was. I had a computer technician come to my home, to make sure my computer was not the problem and was told there is nothing wrong with my computer. I have explained, all of this, to Autumn and she refuses to refund my money. I have told her, I would gladly opt for a software which worked, however, if they could not provide me with one, then I had no choice but to ask for my money back. They are refusing to refund, and offering no other type of solution. This has been going on, for nearly two months. I either, want a software that is going to work or my money back.

Created By: FTUCKER Created Date: 01/07/02

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 500.00

Amt Paid: 500.00 Payment Method: Other Credit Card

Agency Contact: Internet Complaint Date: 12/28/01

Initial Contact: Print Transaction Date: 10/28/01

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Orlando State: FL Zip: [REDACTED]

Country: UNITED STATES

Work phone: [REDACTED] Ext:

Fax Number: ( )

Home Number: ( [REDACTED] )

Email: [REDACTED]@m

Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 East Post Road

Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:Electronicbilling.com

Phone: (702) 547-5050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1735399 Contact Type: Complaint Source: Consumer TCS? Y

Comments: GIVEN FALSE INFORMATION ABOUT PRODUCT AND REFUSAL FOR REFUND BY COMPANY i WAS TOLD I WAS GETTING A LIST OF DR.S IN MY AREA WHO WANTED ELECTRONIC BILLING AND WERE AWAITING A LOCAL REP. I WAS GIVEN A LIST OF DR.S I HAD IN THE PHONEBOOK. VIDEO SENT WERE NOT WATCHABLE AND SOFTWARE WIPED OUT MY NEW COMPUTER . OUT OF WORK DUE TO PREGNANCY AND WANTED TO WORK FROM HOME. USED MY LAST 2000. TO PURCHASE COMPUTER, SUPPLIES, AND EBS INFOMATION. I NOW HAVE NOTHING TO SHOW FOR THIS. I EVEN CHECKED WITH THE BBBIN CAL AND THE COFC THEY HAD NO COMPLAINTS. ONLY AFTER BEING TOLD BY BBB THAT I HAD TO LOOK UNDER THE REGISTERED STATE OF BUSINESS DID I SEE OVER 100 CLAIMS AGAINST THIS COMPANY.. BBB GOT NO WHERE. PLEASE HELP

Created By: JMOORE Created Date: 12/14/01  
 Updated By: Updated Date:  
 Org Name: PUBLIC USERS - CIS  
 Amt Requested: 700.00  
 Amt Paid: 700.00 Payment Method: Bank Account Debit  
 Agency Contact: Internet Complaint Date: 12/10/01  
 Initial Contact: Unknown Transaction Date:  
 Initial Response:  
 Product/Service: Bus Opps\Franchises\Distributorships  
 Statute/Rule: FTC Act Sec 5 (BCP)  
 Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]  
 Address: [REDACTED]

City: ALISO VIEJO State: CA Zip: [REDACTED]  
 Country: UNITED STATES  
 Work phone: () Ext:  
 Fax Number: ()  
 Home Number: [REDACTED]  
 Email: [REDACTED]  
 Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems

Address: 3550 E.POST RD SUITE 500

City: LAS VEGAS

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:WWW.ELECTRONIC BILLING SYSTEMS.COM

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1673421 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I wanted my money back once I realized that this company didn't tell all that was involved in being a home medical biller. The company gets you fired up over the phone, only takes a month or so to get certified, you have customer support, and you'll be making money in no time!...ya right!..This company makes it so you are obligated to keep the package once you've opened it! In other words you don't get your money back....I called the warning # on the package if you have any doubts about the billing system and all the person did that I talked to was tell oh don't worry there so much business out there and that the system is very easy to learn and that I will have continued support...So I figured ok I can't loose....Well I did!....I called a while later after I had read and studied some of the material and realized that it was like starting your own company..The ad said data entry....Not sales, traveling, advertising, materials, etc. The company rep didn't care that the ad was misleading all she could do was quote what the policies were once you opened the package..Didn't care one bit about facts, but this company still has my \$500.00 and will not give a refund!

Created By: DJOHNSON Created Date: 11/27/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 500.00

Amt Paid: 500.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 11/25/01

Initial Contact: Print Transaction Date:

Initial Response:

Product/Service: Bus Opps\Franchises\Distributorships

Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

First:

Address:

City:

Sacramento

State: CA Zip:

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

Email:

Age Range:

**Company**

Company: Electronic Billing Systems Inc.

Address: 3550 E Post Rd. Suite #500

City:

Las Vega

State: NV

Zip:

89120-3217

Country:

UNITED STATES

Email: ?

URL:?

Phone:

(702) 547-5050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1666358 Contact Type: Complaint Source: Consumer TCS? y

Comments: On 10/23 I replied to a ad for medical billers. Spoke with Jonathan. I was told I could make 600 - 800 a wk, that they had doctors waiting for certified billers. Training would take 8-10 hrs ('cause of my background) I would make more than my investment back within 2 wks. The co has been in business for YEARS & recv'd his private # -800-938-0654 for future questions. The next morning called him to cancel, was told it was to late 'cause the order was already processed BUT there was a "money back satisfaction guarantee" and I could return it. Rec'v package on 10/26 & read the enclosures which stated there is a 21 day return policy for software that is not opened and a charge of 69.99. I was NEVER told about this and started calling them on 10/29 because you need a "RMA" # to return it. I got thru & was told to call back 24-48 hrs for my #, called back & was told a "form" was going to be sent to me. 11/3 recv'd form & sent back 11/4. Called 11/9 - nothing in there system, called again 11/12, 11/14 - still nothing in system. Spoke with supervisor - was told to write letter to refund dept. BUT I would be stuck with software if they denied my request. I offered to fax my copy of thier form & was told they had to have the original. I have filed complaints with BBB & my credit card co. This company needs to be shut down! It's bad enough they lie to you & get 499.99 dollars But they then scam you again for 69.99 to return thier merchandise. People need to be told and they need to be STOPPED! Please contact me with any questions.

Created By: FTUCKER Created Date: 11/20/01  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 499.99  
Amt Paid: 499.99 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 11/16/01  
Initial Contact: Unknown Transaction Date: 10/23/01  
Initial Response:  
Product/Service: Work-At-Home Plans  
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

First:

Address:

City: Cleveland

State: OH Zip:

Country: UNITED STATES

Work phone Ext:

Fax Number: ( )

Home Number:

Email:

Age Range:

**Company**

Company: Electronic Billing Systems - EBS

Address: 3550 E Post Rd #500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050 Ext:

**Company Representative**

Rep Name: Roberts, Jonathan

Title:

Associated Company



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1659032 Contact Type: Complaint Source: Consumer TCS? Y

Comments: My first contact with Electronic Billing Systems was answering an ad. I told EBS I could only work part time and after hours. When I called to order, I was told and understood I would bill and be paid by offices I supported, so my order was placed based upon the perception there was a network of medical practices using this service. My decision not to proceed was made due to a requirement to solicit doctors. This information was not in the newspaper ad, nor mentioned by EBS. I read of the requirement in the information included in the training package.

Their Invoice stated the recipient was to read a letter accompanying the package prior to opening any of the contents. Point "C" of their Software Integrity Agreement mentioned an introductory video that was to be viewed, whereas the contents of remaining material was not to have been opened if a return was desired. The package I received did not contain a letter separate from the shrink-wrapped material nor did it contain the video. Upon opening the package I found the invoice on top of a shrink-wrapped box. I removed the invoice and box and found a second shrink-wrapped box. The contents (also shrink-wrapped) in one of the boxes included a letter entitled "Welcome, EBS Start-Up Instructions, Please read first". The other box's shrink-wrapped contents had a cover that said "Infinity Software". As there was no informational letter separate from the contents, I opened the package with the "Please read first" letter. This package contained information I needed to know including the solicitation requirement. However, this information was packaged along with software CDs. The CDs themselves were not sealed (why not?), and I did not remove them from their packages nor did I open any of other training-instruction material.

EBS shipped their billing system immediately. Customer Service significantly delayed the RMA request beyond the 21-day refund window. I initially contacted EBS to help my finances, not to lose \$500.

Created By: FTUCKER Created Date: 11/19/01  
 Updated By: Updated Date:  
 Org Name: PUBLIC USERS - CIS  
 Amt Requested: 485.00  
 Amt Paid: 485.00 Payment Method: MasterCard Credit Card  
 Agency Contact: Internet Complaint Date: 11/16/01  
 Initial Contact: Print Transaction Date: 03/23/01  
 Initial Response:  
 Product/Service: Work-At-Home Plans



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

First:

Address:

City: Tyler

State: TX Zip:

Country: UNITED STATES

Work phone Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

**Company**

Company: Electronic Billing Systems

Address: 3550 E. Post Road

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email: customerservice@electronicbilli URL:www.electronicbilling.com  
ng.com

Phone: (702) 547-5050 Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1651853 Contact Type: Complaint Source: Consumer TCS? Y

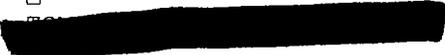
Comments: BOUGHT MEDICAL BILLING SOFTWARE FROM EBS ALONG WITH 2 FAMILY MEMBERS AND A CO-WORKER. WITHIN 2 WEEKS WE BEGAN TO HAVE TROUBLE WITH THE SOFTWARE NOT WORKING AND OUR COMPUTERS NOT WORKING PROPERLY. WITHIN 3 WEEKS WE BEGAN TO GET DIFFERENT STORIES FROM THE TECHNICAL SUPPORT ABOUT THE PROBLEMS WE WERE EXPERIENCING. THE DATABASE OF DOCTORS THAT THEY SENT WAS SO OLD AS WAS VERIFIED BY MEDICARE THAT THEY WERE TOTALLY USELESS TO US. OURSELVES AND MY SISTER TRIED TO CONTACT EBS 3 TIMES IN ONE WEEK AND GOT NO RETURN E-MAIL OR WERE WE ABLE TO REACH THEM BY PHONE. THIS LAST 10 DAYS WE HAVE LOST PARTIAL USE OF ONE OF OUR COMPUTERS AND THE OTHER IS REALLY ACTING UP. WE REACHED A LOCAL SOFTWARE COMPANY THAT ALSO CARRIES MEDICAL SOFTWARE AND HE TOLD US TO GET IT OFF OUR COMPUTERS NOW AND RUN A WINDOW WASHER TO GET RID OF THE EBS SOFTWARE FRAGMENTS OUT OF OUR COMPUTERS. BOTTOM LINE IS WE SPENT ALMOST \$700.00 FOR SOFTWARE THAT WE HOPED WOULD MAKE IT POSSIBLE TO SUPPLEMENT OUR INCOME AND NOW THATS NOT A REALITY PLUS WE DON'T KNOW FOR SURE HOW BADLY IT HAS MESSED UP OUR COMPUTERS.□

□  
THANK YOU FOR YOUR TIME. ANY HELP YOU CAN OFFER WOULD BE GREATLY APPRECIATED.□

□  
SINCERELY,□

□

□



Created By: JBLAND Created Date: 11/13/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 699.00

Amt Paid: 699.00 Payment Method: Wire Transfer

Agency Contact: Internet Complaint Date: 11/11/01

Initial Contact: Phone Transaction Date: 09/13/01

Initial Response:

Product/Service: Bus Opps\Franchises\Distributorships

Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: GLADEWATER State: TX Zip: [REDACTED]

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]

**Company**

Company: Electronic Billing Services

Address: 3550 E POST RD SUITE 500

City: LAS VEGAS State: NV Zip: 89120

Country: UNITED STATES

Email: TECHSUPPORT@ELECTRONICBILLING.COM URL:

Phone: (702) 547-5050 Ext:

**Company Representative**

Rep Name: UNKNOWN, WEST Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1645378 Contact Type: Complaint Source: Consumer TCS? Y

Comments: While ordering, the EBS (Fed.Business ID is 88-0483249) Salesperson assured that there is no marketing but only dataentry for claims.  
I ordered Medical Starter, Dental Starter and Training & Certification.  
Order date: 10/16/01. ShipDate: 10/17/01; I received on 10/23/01, packet containing only dental and training packages but not medical starter.  
I informed EBS; I was assured that the medical software will be sent sooner.  
Meanwhile, I viewed all 3 training cassettes. They train only on setting up billing center to market for business. It is not my interest.  
I feared that it could be a scam. I researched in Internet and found numerous complaints on EBS. On 10/26, I informed EBS that I wanted to return.  
But they refused to give RMA number based on my phone conversation as I opened the packet. So, on 10/30, I denied to accept the parcel containing medical starter, from UPS. EBS confirmed on 11/5 receipt of the same.

The Invoice states individual prices for the 3 products:  
Dental Starter = \$249, Medical Starter = \$249 and Train&Cert. = \$171. I demanded refund of total invoice of \$699. EBS refused RMA when the package is opened. They dodge refunding even for unopened medical starter package, stating it is 'combo'!

1. They purposely applied delay tactics to give me RMA so as to see 21days time is passed for refund. I could only deny accepting the 2nd package from UPS. EBS applied delay tactics to cross 21days time. ShipDate is 10/17/01. 21days end on 11/6/01. Today is 11/5/01.
2. Without opening the training package, I could not know that the system is good for me. If I open, EBS says that even RMA number will not be given for return. Because I opened the package, they refuse to accept Dental starter system too. For a lack of RMA number, I could not return the first package containing two useless products.
3. I informed Discover Card on scam on 10/29. Discover said that they can not act till 15days passed.

Created By: JBLAND

Created Date: 11/07/01



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Updated By: JBLAND Updated Date: 11/07/01  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 699.00  
Amt Paid: 699.00 Payment Method: Discover Credit Card  
Agency Contact: Internet Complaint Date: 11/05/01  
Initial Contact: Print Transaction Date: 10/16/01  
Initial Response:  
Product/Service: Bus Opps\Franchises\Distributorships  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]  
Address: [REDACTED]  
City: Monroeville State: PA Zip: [REDACTED]  
Country: UNITED STATES  
Work phone ( ) Ext:  
Fax Number: ( )  
Home Number: [REDACTED]  
Email: [REDACTED]  
Age Range: [REDACTED]

**Company**

Company: Electronic Billing Systems, Inc.  
Address: 3550 E. Post Road,  
Suite 500  
City: Las Vegas State: NV Zip: 89120  
Country: UNITED STATES  
Email: URL:www.electronicbilling.com  
Phone: (702) 5475050 Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1642353 Contact Type:Complaint Source: Consumer TCS? Y

Comments: Since I received the EBS program I have had nothing but problems with the software. Either the program won't download or work. This has occurred from day one leading me closer and closer to "their" deadline so they won't have to refund my monies, before I could figure out "their" scam. I am requesting a refund of all monies paid due to "their" fraudulance.

Created By: JMOORE Created Date: 11/05/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 499.99

Amt Paid: 499.99 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 11/02/01

Initial Contact: Mail Transaction Date: 10/02/01

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Seneca Falls State: NY Zip: [REDACTED]

Country: UNITED STATES

Work phone [REDACTED] Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 E. Post Rd. Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email: sales@electronicbilling.com

URL:

Phone: (702) 5475050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1642003 Contact Type: Complaint Source: Consumer TCS? Y  
 Comments: Upon receiving the policy it stated that there was a 21 day return shipping date. I mailed them a letter requesting a return to send it back to them and never received it. I had a mini stroke and could not do this work. I wish to return this and have paid for the set.  
 Created By: ABANKS Created Date: 11/05/01  
 Updated By: Updated Date:  
 Org Name: PUBLIC USERS - CIS  
 Amt Requested: 699.00  
 Amt Paid: 699.00 Payment Method: MasterCard Credit Card  
 Agency Contact: Internet Complaint Date: 11/05/01  
 Initial Contact: Print Transaction Date: 10/21/01  
 Initial Response:  
 Product/Service: Bus Opps\Franchises\Distributorships  
 Statute/Rule: FTC Act Sec 5 (BCP)  
 Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:  
 Last name: [REDACTED] First: [REDACTED]  
 Address: [REDACTED] Ct.  
 City: Pembroke Pines State: FL Zip: [REDACTED]  
 Country: UNITED STATES  
 Work phone: () Ext:  
 Fax Number: ()  
 Home Number: [REDACTED]  
 Email: [REDACTED]  
 Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc.

Address:

City:

State: NV Zip:

Country: UNITED STATES

Email:

URL:

Phone: (702) 547-5050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1638007 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I contacted co., re: ad in Penny Saver for medical billing from home. Mary assured me this was easiest job in mkt. She said I & my friend were simply to do training tapes, fax in test, & they got us started right away. She told me to tell them how many doctors we wanted to start with, that MD had a base pay of \$6 per bill, which, everytime we sent one in, we were paid every two wks, making it sound as if this was simply data entry, that they supplied the doctors, & that we were on their payroll. I opened package when phoned to ensure I got everything, & within five minutes of looking at package & tapes, I realized she lied to me, & I had spoken with her many times about this before I bought package. I was never offered any disclosure docs, as your web sight informs, nor was there 10 days between my request & taking my \$. I ordered this on 10/8/01, & my debit card was debited 10/9. Also, I found out today from the MD atty. gen. off. that this co. is not chartered here to do business. After many calls to their cust. serv. dept., they continually refuse to refund my \$ since I opened the package - the only way I learned I was lied to, even when I tell them they broke the law, by using fraud and twisting to induce the sale, & that they are not licensed here to sell. I spoke with several persons at EBS about this. I know my space is limited, I will give you all the details if you need them.

Created By: HBUCKMON Created Date: 11/02/01  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 699.00  
Amt Paid: 699.00 Payment Method: Bank Account Debit  
Agency Contact: Internet Complaint Date: 11/01/01  
Initial Contact: Print Transaction Date: \_  
Initial Response:  
Product/Service: Work-At-Home Plans  
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

First:

Address:

City: Chevy Chase

State: MD Zip:

Country: UNITED STATES

Work phone Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 E. Post Rd.

Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email: www.customerservice@electronicb  
illing.com URL:

Phone: (702) 547-5050 Ext:

**Company Representative**

Rep Name: unknown, Mary

Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1628021 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I answered a newspaper ad in the Orlando Sentinel online. West explained the business, the pressing need for it as the Federal Gov. is notifying Doctors that they must file Medicare/Medicaid electronically by 2/2002 or be subject to fines up to \$25,000. He stated that we would receive the software and training manuals/videos and ongoing support for 90 days free. We were told they had a web site with lists of doctors who had requested info on billing centers from Medicare. We got everything, and it is very bare bones. There were 2 cd's, one of which is a data base of doctors, clinics, etc. When I viewed it today, I realized that they had simply copied the telephone books of AZ doctors! After speaking with the state of AZ regarding what I needed to do to get the business up and running, they gave me your web site. I am filing complaints with Nevada and AZ as well. We have cancelled the charge to our Discover bill and are returning everything to the company. They need to be stopped. We are out approximately \$2500 for computer equipment, etc.

Created By: JMOORE Created Date: 10/26/01  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 499.99  
Amt Paid: 499.99 Payment Method: Discover Credit Card  
Agency Contact: Internet Complaint Date: 10/25/01  
Initial Contact: Print Transaction Date: 10/08/01  
Initial Response:  
Product/Service: Work-At-Home Plans  
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

First:

Address:

City: Tucson

State: AZ Zip:

Country: UNITED STATES

Work phone ()

Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 E. Post Rd. Suite 500

City: Las Vegas,

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (1-800) 938-0654

Ext:

**Company Representative**

Rep Name: Stafford, West

Title:

Associated Company



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1622740 Contact Type: Complaint Source: Consumer TCS? Y

Comments: THE SOFTWARE THAT WAS SOLD TO ME IS TERRIBLE. I CAN'T GET INTO CERTAIN DATABASES. WHEN I CALLED (LONG DISTANCE) THEY SENT ME AN E-MAIL DOWNLOAD THAT DID NOT FIX THE PROBLEM. THEIR TECHNICAL SUPPORT IS IN NO WAY SUPPORTIVE, AND I HAVE TO DAIL LONG DISTANCE TO GET THE SO CALLED SUPPORT. I HAVE RECIEVED E-MAILS FROM MANY OTHERS WHO HAVE THIS SOFTWARE AND ARE IN THE SAME POSITION I AM. THAT IS THAT ONCE YOU OPEN THE SOFTWARE IT IS YOURS, NO REFUNDS. BUT HOW WERE WE TO KNOW IT WAS NO GOOD UNTIL WE OPENED THE PACKAGE? IF THEY ARE GOING TO RUN A BUSINESS IT SHOULD BE RAN RIGHT. IT'S NOT SO THEY SHOULD NOT BE RUNNING IT!!! THEY HAVE BASICALLY TAKEN ADVANTAGE OF SEVERAL PEOPLE LOOKING TO SUPPORT THEIR FAMILIES.

Created By: HBUCKMON Created Date: 10/23/01  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 499.99  
Amt Paid: 499.99 Payment Method: Discover Credit Card  
Agency Contact: Internet Complaint Date: 10/19/01  
Initial Contact: Phone Transaction Date: 09/27/01  
Initial Response:  
Product/Service: Computers: Equipment\Software  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name:

First:

Address:

City: GARLAND

State: TX Zip:

Country: UNITED STATES

Work phone Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems

Address: 3550 E. POST RD.

SUITE 500

City: LAS VEGAS

State: NV Zip: 89120

Country: UNITED STATES

Email: ELECTRONICBILLING.COM

URL:EBS

Phone: (702) 5475050 Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1618767 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I received my software package on 10-03-01, watched the training videos, went to access the "Tutorial" section of the software but couldn't use it. I called Technical Support and they told me I needed to download an update from their website, which I did. After that, I couldn't access the software at all. I couldn't even get to the main screen. I then called Tech Support again and spoke with Howard, got shuffled around, was then told that Howard would call me back and he never did. I am still unable to use my software.

Created By: JMOORE Created Date: 10/22/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 499.99

Amt Paid: 499.99 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 10/19/01

Initial Contact: Print Transaction Date: 09/27/01

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED]

First: [REDACTED]

Address: [REDACTED]

City: Beavertown

State: PA Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems

Address: 3550 East Post Rd. Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email: infysoft@ix.netcom.com

URL: <http://www.electronicbilling.com>

Phone: (800) 797-7511 Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1613746 Contact Type: Complaint Source: Consumer TCS? Y

Comments: This company sold me software that does not work. The package I received included very vague sales training and no training on the software. After dealing with this company for two weeks, I have given up getting this software to operate at all. Updates and patches that they have sent me do not work and in fact have made the problem worse. After contacting other users, we are convinced that this is a scam. There is a derogatory record on BBB that did not appear when I made an inquiry however, they also have a good record on file for this company. The company is not cooperating with a refund to me because I opened the software package and their return policy states that the package has to be unopened. How did I know the software did not work if I didn't open it?

Created By: HBUCKMON Created Date: 10/17/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 499.99

Amt Paid: 499.99 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 10/15/01

Initial Contact: Print Transaction Date: 09/21/01

Initial Response:

Product/Service: Computers: Equipment\Software

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Mesquite State: TX Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc. aka Infinity Software

Address: 3550 East Post Road

Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email: Electbillebsts.com

URL:Electronic Billing Systems

Phone: (702) 547-5050 Ext:

**Company Representative**

Rep Name: Unknown, Neil

Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1613033 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I purchase a software product from EBS last October 1, 2001 and I received the package October 5th and Sunday, October 7; I installed the software on my computer. After the installation, I tried to open the Tutorial and gave me an error " cannot open local parameter at this time." The next day, I called EBS at 702 547-5050 and the phone rung but no answer. I then called Neil, the person who sold me the product at 888-967-0911. His voice mail came on and I left him a message. He called me 10 minutes later and he told me that he was not at his office but he will call me the next day to help me. I called him the next day and he put me through to a person name Howard. I told Howard that the tutorial did not work, so he told me to go to their website and download an updated version. I did that and the tutorial started working but the rest of the modules did not work. I called Howard again through Neil and Howard told me to print the tutorial, and then re-install the CD software that I got in the mail. When I did that the other modules started to work but not the module for the tutorial. Howard told me that since I already printed the tutorial, it doesn't matter that the Tutorial module did not work. I then started working on the tutorial and during the course of the tutorial I get an .exe error and my system freezes. I then have to restart the computer and start again. When I got to the module HCFA1500 that was this Friday October 12, I got errors again " cannot create out file and batch file not found" Then this Saturday, I received an email from electronic billing system, from Howard to download an EBS update. I did that and my EBS software stopped working. All the work I did was lost. I called EBS and was told I cannot get a refund because the software has been opened. □

Created By: HBUCKMON Created Date: 10/17/01  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 499.00  
Amt Paid: 499.00 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 10/16/01  
Initial Contact: Phone Transaction Date: 10/01/01  
Initial Response:  
Product/Service: Computers: Equipment\Software  
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED]

First: [REDACTED]

Address: [REDACTED]

City: Monrovia

State: CA Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]

**Company**

Company: Electronic Billing Systems, Inc

Address: 3550 E. Post Road Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email: electronicbilling.com

URL:electronicbilling.com

Phone: (702) 547-5050 Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1597791 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumers stated that she has been scammed from a medical billing company. She bought the software and was given thirty days to refund the merchandise. They called within thirty days, and they were given a RMA number. The company has not replied to the consumer and it has been months now.

Created By: CDOUGLAS Created Date: 10/04/01

Updated By: DSSMITH Updated Date: 10/10/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 250.00

Amt Paid: 250.00 Payment Method: Visa Credit Card

Agency Contact: Phone Complaint Date: 10/04/01

Initial Contact: Phone Transaction Date: 08/01/01

Initial Response:Phone: other

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Baltimore State: MD Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing System Inc.

Address: 3550 E Post Rd #500

City: Las Vegas

State: NE Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1581927 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I answered an ad in the Southern Maryland Pennysaver. I decided not to open the inner box, and return the software to the medical billing company. They require you respond within 21 days. I called on 8/27/01 for an RMA#, which the company says you must have or they will reject the return. They sent the form to request an RMA#, I received it on 9/4/01 and returned the completed form on 9/5/01, via Priority Mail. To date I have received no RMA#. I called 9/20/01, today, to see what the problem was. I was told to call back in a couple days, that they were reviewing my request, that they had received it after the 21 day period.

Created By: JMOORE Created Date: 09/21/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 499.99

Amt Paid: 499.99 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 09/20/01

Initial Contact: Print Transaction Date: 08/17/01

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED]

First: [REDACTED]

Address: [REDACTED]

City: Callaway

State: MD Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 E. Post Rd. Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email: www.electronicbilling.com

URL:electronicbilling.com

Phone: () 5475050

Ext:

**Company Representative**

Rep Name: Henderson, Issac

Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1570230 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer called Electronic Billing System Inc, in respond to the Dallas Morning newspaper to order a software package for work at home jobs, consumer paid \$499.99, this company stated to consumer that their company is register with the FTC, and they provide a Federal id [REDACTED] consumer has contacted Nevada Attorney General who stated that this info is deceptive.

Created By: MVASQUEZ Created Date: 09/18/01

Updated By: MVASQUEZ Updated Date: 09/18/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 499.99

Amt Paid: 499.99 Payment Method: Visa Credit Card

Agency Contact: Phone Complaint Date: 09/18/01

Initial Contact: Mail Transaction Date: 09/14/01

Initial Response: Phone: 800/888 number

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Dallas State: TX Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems Inc.

Address:

City: Las Vegas

State: NV Zip:

Country: UNITED STATES

Email:

URL:

Phone: (800) 9380654

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1543240 Contact Type: Request for Information Source: Consumer TCS? Y

Comments:

Saw ad in paper for work at home electronic billing for dental claims. wants to know if co. legitimate.

Created By: LGROSS Created Date: 08/30/01

Updated By: LGROSS Updated Date: 08/30/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Apopka State: FL Zip: [REDACTED]

Country: UNITED STATES

Work phone: ( ) Ext:

Fax Number: ( )

Home Number: [REDACTED]

Email:

Age Range:

Company

Company: Electronic Billing Systems

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: ( ) Ext:

Company Representative



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1536061 Contact Type: Complaint Source: Consumer TCS? Y

Comments: They promised that I would be a certified at home medical biller. When I got my cert back, it had no cert. # on it. I can't even get an outside job with it, it doesn't mean anything. I've also had to spend other money just to advertise and I'm just exhausted with effort.

Created By: HBUCKMON Created Date: 08/23/01  
 Updated By: Updated Date:  
 Org Name: PUBLIC USERS - CIS  
 Amt Requested: 499.00  
 Amt Paid: 499.00 Payment Method: Bank Account Debit  
 Agency Contact: Internet Complaint Date: 08/23/01  
 Initial Contact: Print Transaction Date: 02/16/01  
 Initial Response:  
 Product/Service: Work-At-Home Plans  
 Statute/Rule: FTC Act Sec 5 (BCP)  
 Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Brick State: NJ Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext: .

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 e. post rd.

suite 500

City: las vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 547-5050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1534720 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I was sold a product that was misrepresented by the salesperson. I was not informed of the return policy until I received the package. I have tried to return it, unopened, within their 21 day requirement and have not received satisfaction, only delays from their end. I have done research and found that they have a permanent injunction in the US District Court, Central District of California Case #CV-95S-4819-R. They have violated their agreement in that they are still misrepresenting their product, providing false and misleading statements, and are continuing to charge \$69.99 as a restocking/handling charge. They have not gone out of business but have moved to a different state. This may be in name only, because the "on hold" music is a California radio station.

Created By: JBLAND Created Date: 08/22/01  
 Updated By: Updated Date:  
 Org Name: PUBLIC USERS - CIS  
 Amt Requested: 499.99  
 Amt Paid: 499.99 Payment Method: MasterCard Credit Card  
 Agency Contact: Internet Complaint Date: 08/22/01  
 Initial Contact: Print Transaction Date: 07/31/01  
 Initial Response:  
 Product/Service: Work-At-Home Plans  
 Statute/Rule: FTC Act Sec 5 (BCP)  
 Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: York State: PA Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Stytems, Inc aka Infinity Software

Address: 3550 East Post Rd Suite 500

City: Los Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email: infysoft@ix.netcom.com

URL:www.electronicbillng.com

Phone: (1800) 938-0654 Ext:

**Company Representative**

Rep Name: Raymond, Ann

Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1516121 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I contacted this company through an ad I saw in the paper. I then spoke with a telemarketer who proceed to ask for my billing information. A hold was put on this order till I called to tell them the funds would be in my account. I then called back a few days later and told them I didn't have the funds and not to proceed. Several days later, software arrives at my home and I discover, the did charge my account with an order date several days after I cancelled the order. I contacted the company who told me that I never called and cancelled and they would give me a refund less \$69.99 for shipping. The actual shipping cost is \$14.99 and I discovered the remainder is a restocking fee that they want me to pay on material I did not want to receive.

Created By: EJONES Created Date: 08/08/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 499.99

Amt Paid: 499.99 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 08/06/01

Initial Contact: Phone Transaction Date: 07/24/01

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Cape Coral State: FL Zip [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing System

Address: 3550 E. Post Rd. Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 547-5050 Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1507452 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer states that she ordered information on starting work at home plan. She paid \$500.00 for the software for medical billing. They told her once she received the software to call for training and no one ever answers the line.

Created By: LTAYLOR Created Date: 08/01/01

Updated By: DSSMITH Updated Date: 08/03/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 500.00

Amt Paid: 500.00 Payment Method: Bank Account Debit

Agency Contact: Phone Complaint Date: 08/01/01

Initial Contact: Mail Transaction Date: 07/18/01

Initial Response: Phone: other

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Costamesa State: CA Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems

Address: 3550 E Post Road

Suite 500

City: Las Vegas

State: NV Zip: 89120-3217

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1507378 Contact Type: Request for Information Source: Consumer TCS? Y

Comments:

Researching "legitimacy" of company. Provided FOIA procedure. Consumer requested information about work-at-home company called Electronic Billing listed Penny Saver.

Created By: KWESSON Created Date: 08/01/01

Updated By: KWESSON Updated Date: 08/01/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Pasadena State: CA Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:

Company

Company: Electronic Billing

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL: www.electronicbilling.com

Phone: (888) 589-0530 Ext:

Company Representative



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1504928 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I contacted the company in regards to an ad in the paper stating I could make \$15 to \$45 per hour doing medical billing. I paid \$499.99 for software and a training kit. I was told all I had to do was a 10 - 13 hour open book certification test. After that I would receive a list of doctors I could go to work for and make \$24 per hour. I received the kit and didn't even have all the videos. The doctors are not given to me I have to mail out flyers and go door to door looking for them. The certification does not teach you enough information to actually go out and go to work. During the sales pitch I was promised that as soon as I was certificated I could start making money but they have in no way prepared me for this business.

Created By: SMBAILEY Created Date: 08/01/01  
 Updated By: Updated Date:  
 Org Name: PUBLIC USERS - CIS  
 Amt Requested: 499.99  
 Amt Paid: 499.99 Payment Method: MasterCard Credit Card  
 Agency Contact: Internet Complaint Date: 08/01/01  
 Initial Contact: Print Transaction Date: 07/13/01  
 Initial Response:  
 Product/Service: Work-At-Home Plans  
 Statute/Rule: FTC Act Sec 5 (BCP)  
 Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]  
 City: Fort Worth State: TX Zip: [REDACTED]

Country: UNITED STATES  
 Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc. (Greg Duvall) (Infinity)

Address: 3550 E Post Road

Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email: sales@electronicbilling.com

URL:www.electronicbilling.com

Phone: (702) 547-5050 Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1503435 Contact Type: Complaint Source: Consumer TCS? Y  
Comments: The rep. lie to her about how it works and what do you. They told her to look at the product, if not happy return it and she will get a full refund. Consumer opened box and rep. told her that she can't return it because the box was open.  
Created By: EJONES Created Date: 07/31/01  
Updated By: EJONES Updated Date: 07/31/01  
Org Name: Planning and Information- BCP  
Amt Requested: 499.00  
Amt Paid: 499.00 Payment Method: Visa Credit Card  
Agency Contact: Phone Complaint Date: 07/29/01  
Initial Response: Phone: other  
Product/Service: Work-At-Home Plans  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:  
Last name: [REDACTED] First: [REDACTED]  
Address: [REDACTED]  
City: Baraboo State: WI Zip: [REDACTED]  
Country: UNITED STATES  
Work phone () Ext:  
Fax Number: ()  
Home Number: [REDACTED]  
Email:  
Age Range:

**Company**

Company: Electronic Billing Services  
Address: 3550 E Post Rd #500  
City: Las Vegas State: NV Zip: 89120  
Country: UNITED STATES  
Email: URL:  
Phone: (800) 797-7511 Ext:  
Company Representative



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Associated Company



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1499872 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Process medical billings and earn with your computer.   
Electronic Billing System INC sold me a software to learn but  
the real problem is looking for doctors willing to have you  
work on their billings.

Created By: CWALLACE Created Date: 07/27/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 699.00

Amt Paid: 699.00 Payment Method: Check (Personal)

Agency Contact: Internet Complaint Date: 07/27/01

Initial Contact: Print Transaction Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: Telemarketing Sales Rule

Law Violation: Misrepresentations/Deception (note in comments)

**Consumer**

Complaining  
Company/Org.:

Last name:

First:

Address:

City: Chicago

State: IL Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 e. post rd.

suite 500

City: las vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1499416 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer saw a ad in the paper. Called the company and paid them the 499.99 via credit card she did some more research since then and she realized that they were a scam. She has cancelled her credit card

Created By: KHUDGINS Created Date: 07/27/01

Updated By: KHUDGINS Updated Date: 07/27/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 499.99

Amt Paid: 499.99 Payment Method: MasterCard Credit Card

Agency Contact: Phone Complaint Date: 07/27/01

Initial Contact: Print Transaction Date: 07/22/01

Initial Response: Phone: other

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name:

First:

Address:

City: Faribault

State: MN Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc

Address: 3550 E. Post Rd

Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 547-5050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1497867 Contact Type: Request for Information Source: Consumer TCS? Y

Comments:

Consumer sent \$499 for software for a list of doctors and dentists requesting medical billing. Consumer was trying to determine if this was a legitimate company. Consumer has received the software but has not downloaded it. Consumer will call back if she has no success.

Created By: MMAYO Created Date: 07/26/01

Updated By: MMAYO Updated Date: 07/26/01

Org Name: Planning and Information- BCP

Amt Requested: 499.00

Amt Paid: 499.00 Payment Method: Visa Credit Card

Agency Contact: Phone Complaint Date: 07/27/01

Initial Contact: Print Transaction Date: 07/20/01

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation:

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone ( ) Ext:

Fax Number: ( )

Home Number: ( )

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems

Address: 3550 E Post Rd

Ste 500

City: LAS VEGAS

State: NV Zip: 89120-

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1494308 Contact Type: Complaint Source: Consumer TCS? Y

Comments: My husband and I purchased software from this company over the phone on July 3, 2001. We changed our mind about starting our own business after we received the package and saw that it didn't look quite like what we thought it would. We did not open the shrink wrap and called the company to send it back. We talked to someone in customer service named Mike who we felt was giving us the run around. We needed to get an RMA number from him to send the package back and he said it would take a few days. Then after a few days he said we would receive a form in the mail from the refund department. The problem was that we only had 21 days to send this item back with an RMA number and at the rate this was going we were not going to make the deadline. We believe they were just trying to buy time so that they could reject our package. Mike from customer service was very rude to us on the phone and when my husband demand he receive an RMA number from him, Mike said he would not process our refund and pretty much hung up the phone. We got on line and found out through the Better Business Bureau that there is a case against this company pending at this time. EBS was also trying to charge us \$69.95 for restocking their product which according to the BBB, they are court ordered not to do. We tried to send the package back anyway without an RMA number and it was refused by EBS today upon arrival. We don't know how we are going to get our money back now. I know from reading what the BBB had filed that we are not the only people having a hard time getting a refund from this company. We are desperate for your help. We really could not afford to loose \$500. Thank you.

Created By: HBUCKMON Created Date: 07/24/01  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested:  
Amt Paid: 499.99 Payment Method: Bank Account Debit  
Agency Contact: Internet Complaint Date: 07/20/01  
Initial Contact: Unknown Transaction Date:  
Initial Response:  
Product/Service: Shop-at-Home\Catalog Sales  
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

First:

Address:

City:

Wake Placid

State: FL Zip:

Country:

UNITED STATES

Work phone

Ext:

Fax Number:

Home Number:

Email:

Age Range:

**Company**

Company: Electronic Billing Systems (EBS)

Address: 3550 E. Post Rd.

Suite #500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:www.electronicbillingsystems.com

Phone: (702) 5475050

Ext:

**Company Representative**

Rep Name: Blackman, Tom

Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1476267 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I saw an ad in a news paper called Employment Guide about "be an electronic biller and work from home" I did call to the company to inquire about it. A lady called Alice craig and her number is 1-800-914-1201, told me that the company will send me a software that I can use to process medical and dental bills and I will recieve claims from doctors and dentals everyweek and I will process them. She told me that I will make a lot of money in a short period as people have use that to open up their own business. It is simple just install the software and I am ready to go..I did decide to pay for the software, initially I was only interested in the Medical and she said I am limited myself..why don't I get the dental software becos I will get a lot of money. I did receive the package and I realized that the were no claims, just some software and some video cassettes. I called and told them that this is not what I expected and I am going to return their products..they were rude, they hang up the phone and they will tell me that since I have open up the products I can return them. I asked them how can I open a package without seeing the contents. I asked them to refund me and they told me to call them within 48-72hrs and they will get me an RMA number, when I called a gentleman called Mike said sorry he can't do anything. he hang up on me on several occassion as I explained to call. They have set up a number for customer support service which is 702-547-5050, and they have an 800 number for their sale, they international set the number in a way that are forced to use the 702 number when u call to the 800 number and u tell them to transfer u to the 702 number they will tell u that the sales department is in a different area from the Customer support. Their office opens like 8: 30am but if you called and nobody is there..the telephone systems has been set up in a way to hold u on to the system. it is pathetic, they are rude and crooks

Created By: HBUCKMON Created Date: 07/11/01  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 699.00  
Amt Paid: 699.00 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 07/09/01  
Initial Contact: TV/Radio Transaction Date: 06/22/01  
Initial Response:  
Product/Service: Work-At-Home Plans  
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

First:

Address:

City: Silver Spring

State: MD Zip:

Country: UNITED STATES

Work phone ()

Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

**Company**

Company: Electronic Billing Systems Inc

Address: 3550 E. Post Rd

Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 547-5050

Ext:

**Company Representative**

Rep Name: Craig, Alice

Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1470872 Contact Type: Complaint Source: Consumer TCS? Y

Comments: The consumer sent for information for electronic billing from his home. The consumer was misled that the company were supplying the Doctors, implying that the doctors wanted the service. Which in fact it was just information of Doctors out of the yellow pages or random list. The consumer returned the product, but the company will not give him a refund because in order to receive a refund; he was not allowed to open the package.

Created By: ASELLERS Created Date: 07/05/01

Updated By: FTUCKER Updated Date: 07/19/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 499.99

Amt Paid: 499.99 Payment Method: Unknown

Agency Contact: Mail Complaint Date: 04/10/01

Initial Contact: Phone Transaction Date: 03/14/01

Initial Response: Phone: other

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Messa State: AZ Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems

Address: 3550 E Post Road

Suite 500

City: Las Vegas

State: NV Zip: 89120-3217

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1470297 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I have repeatedly tried to return the software including training video tapes and manuals that were received in a sealed package. The invoice and the salesperson stated that the software was not returnable after the seal was broken and that I was an individual contractor. But what the salesperson didn't tell me was that once I had completed the training I would have to shop around and sell this program to doctors that were in need of an update in their billing process. The ad and the salesperson, named only Beverly, gave the impression that once I completed the course I would be given a list of doctors who were in need of a billing person and were already compatible with the Electronic Billing System offered by this company. I am a full-time student and income is a necessity so of course I was eager to take anything that was economically enticing since the job that I am working was on the verge of closing it's location all together. The main point is that I information that I needed most of all so that I would know exactly what was required of my position was not disclosed until I read the training course manuals that were included in the sealed package. I feel I was treated unfairly by the disclosure of such pertinent information and the representative found at (702) 547-5050 treated me disrespectfully during the course of our conversations when all I was trying to do was trying to explain my case as mentioned above and of course trying to claim \$499.99 that I had spent in order to pursue a part-time career.

Created By: HBUCKMON Created Date: 07/05/01  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 499.99  
Amt Paid: 499.99 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 07/04/01  
Initial Contact: Unknown Transaction Date:  
Initial Response:  
Product/Service: Work-At-Home Plans  
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

First:

Address:

#17

City: Boston

State: MA Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

**Company**

Company: Electronic Billing Systems, Inc

Address: 3550 E. Post Rd

Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 547-5050 Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1442546 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer stated that Electronic Billing Service was advertising a employment ad in a local newspaper of a \$15.00 a hour job, however when you go to apply it's only a minimum wage job. Consumer stated that the company is refusing to pay him for the hours that he has worked.

Created By: ABOLER Created Date: 06/15/01

Updated By: DSSMITH Updated Date: 06/19/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Contact: Print Transaction Date: 06/10/01

Initial Response:Phone: other

Product/Service: Employ Agencies\Job Counsel\Overseas Work

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Las Vegas State: NV Zip: [REDACTED]

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Services

Address: 3550 E Post Rd #500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475000

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1434381 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer answered an ad to telecommute doing data entry. She says that she was told that the videotape would answer all her questions and that the tape was 90 minutes. She says that it was only about 10 minutes and created more questions. She called to say that she was not interested and that she wanted her money back. She filled out this return authorization and sent it back in. She has followed up with 3 emails and no response. She says that she would desparately like to have her money back due to the fact that she was misled.

Created By: PSTREETS Created Date: 06/12/01

Updated By: PSTREETS Updated Date: 06/12/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: 499.00 Payment Method: Visa Credit Card

Agency Contact: Mail Complaint Date: 05/11/01

Initial Contact: Print Transaction Date:

Initial Response: Internet/E-mail

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Fond Du Lac State: WI Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 E. Post Rd. Suite 500

City:

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 547-5050 Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1430436 Contact Type: Request for Information Source: Consumer TCS? Y

Comments:

The consumer states that she ordered merchandise from Electronic Billing Inc. Consumer received the merchandise and the return policy stating that the consumer can returned the merchandise with in twenty-one days consumer called them back with in one week and ship the merchandise back to them certify. the company refused it to accept the the merchandise. Consumer was credit \$480.00 from her credit card but they had refused to credit the shipping and handling.

Created By: TMEKINS Created Date: 06/08/01

Updated By: TMEKINS Updated Date: 06/08/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 499.99

Amt Paid: Payment Method: Visa Credit Card

Agency Contact: Phone Complaint Date: 06/08/01

Initial Contact: Mail Transaction Date: 03/31/01

Initial Response: Phone: 800/888 number

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: Telemarketing Sales Rule

Law Violation:

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Des Moines State: IA Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing System Inc.

Address: 3550 E Post Road

Suite #500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1422933 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I was misled by the company. They said I didn't have to have any medical background, and the videos they sent was all the training I would need. The videos are mostly just marketing of oneself...There is alot more then just marketing to take off with this medical billing. I have tryed calling and get no attemp in reaching a person or a voice mail. I have E-mailed then twice asking for my money back and a RMA number to return the medical billing materials. I would like to know what I also can do to get my money back. thank-you gina jankowski

Created By: HBUCKMON Created Date: 06/04/01  
 Updated By: Updated Date:  
 Org Name: PUBLIC USERS - CIS  
 Amt Requested: 499.99  
 Amt Paid: 499.99 Payment Method: MasterCard Credit Card  
 Agency Contact: Internet Complaint Date: 06/02/01  
 Initial Contact: Phone Transaction Date: 04/02/01  
 Initial Response:  
 Product/Service: Work-At-Home Plans  
 Statute/Rule: FTC Act Sec 5 (BCP)  
 Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Rochester State: NY Zip: [REDACTED]

Country: UNITED STATES  
 Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 E. Post Rd. Suite 500

City: Las Vegas,

State: NV Zip: 89120

Country: UNITED STATES

Email: electbillebscs@aol.com

URL:

Phone: (702) 547-5050 Ext:

**Company Representative**

Rep Name: Bradley, Bill

Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1417028 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer stated she responded to ad april 2001for software work at home. Consumer state attempts to reach company by phone or mail has been nil. Consumer stated she sent certified mail, it was signed for but has not received any response from company.

Created By: LLOUIS Created Date: 05/29/01

Updated By: LLOUIS Updated Date: 05/29/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 499.00

Amt Paid: 499.00 Payment Method: Bank Account Debit

Agency Contact: Phone Complaint Date: 05/29/01

Initial Contact: Print Transaction Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: [Redacted] First: [Redacted]

Address: [Redacted]

City: Richville State: MN Zip: [Redacted]

Country: UNITED STATES

Work phone: () Ext: "

Fax Number: ()

Home Number: [Redacted]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing System Inc.

Address: 3550 E Post Rd #500

City: Las Vegas

State: NE Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1398292      Contact Type: Complaint      Source: Consumer      TCS? Y

Comments: I HEARD ON KYW THAT THIS SOFTWARE IS BASICALLY A JIP. AND I WOULD LIKE A FULL REFUND OF MY MONEY. CAN YOU TELL ME HOW TO GO ABOUT DOING THIS. THANK YOU [REDACTED]

Created By: HBUCKMON      Created Date: 05/15/01

Updated By:      Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 485.00

Amt Paid: 499.99      Payment Method: Bank Account Debit

Agency Contact: Internet      Complaint Date: 05/15/01

Initial Contact: Mail      Transaction Date: 02/13/01

Initial Response:

Product/Service: Computers: Equipment\Software

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: [REDACTED]      First: [REDACTED]

Address: [REDACTED]

City: Philadelphia      State: PA Zip: [REDACTED]

Country: UNITED STATES

Work phone: [REDACTED]      Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: t [REDACTED]

Age Range: [REDACTED]

**Company**

Company: ELECTRONIC BILLING SOFTWARE

Address: 3550 E. POST RD SUITE 500

City: LAS VEGAS      State: NV      Zip: 89120

Country: UNITED STATES

Email:      URL:

Phone: (702) 5475050      Ext:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1397683 Contact Type: Complaint Source: Consumer TCS? Y

Comments: The consumer complained that on 03/22/01 she sent 499.99 to a medical billing company and received materials to do medical billing at home. The consumer called within a week of the receipt of the merchandise and requested a refund because she did not receive a video. The consumer was told that she would have take up the matter with her credit card company.

Created By: PASMITH Created Date: 05/15/01

Updated By: DSSMITH Updated Date: 05/16/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 499.99

Amt Paid: 499.99 Payment Method: Visa Credit Card

Agency Contact: Phone Complaint Date: 05/15/01

Initial Contact: Phone Transaction Date:

Initial Response: Phone: other

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

County Rd E  
City: Cumberland State: WI Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems

Address: 3550 E Post Road

Suite 500

City: Las Vegas

State: NV Zip: 89120-3217

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1394656 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer saw an ad in her local paper to do medical billing at home, she called the company and ordered the product. After receiving the product she opened one box and was unhappy with the merchandise and what she had to do in order to make money. She called the company 15 days after receiving it. The policy states that she is able to return it within 21 days, but they say she can not send it back for a refund.

Created By: MKEPPEL Created Date: 05/15/01  
Updated By: Updated Date:  
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL  
Amt Requested: 499.99  
Amt Paid: 499.99 Payment Method: MasterCard Credit Card  
Agency Contact: Phone Complaint Date:  
Initial Contact: Print Transaction Date: 03/30/01  
Initial Response: Phone: other  
Product/Service: Work-At-Home Plans  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]  
Address: [REDACTED]

City: Fort Atkinson State: WI Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 E. Post Rd. Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 547-5050 Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1366873 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer states that she ordered a work-at-home package for \$500.00 from Electronic Billing Systems in March, 2001. They sent the package via UPS but she was not home when it arrived, so the package was returned to them. She then decided to call the company to cancel the order, but they still have not refunded her money. When she calls them they state that the refund is pending. She saw their Ad in the Daily News & gave them her credit card # to debit the \$500.00.

Created By: MLASRADO Created Date: 04/20/01  
Updated By: FTUCKER Updated Date: 06/18/01  
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL  
Amt Requested: 500.00  
Amt Paid: 500.00 Payment Method: Bank Account Debit  
Agency Contact: Phone Complaint Date: 04/20/01  
Initial Contact: Phone Transaction Date: 03/01/01  
Initial Response:Phone: other  
Product/Service: Work-At-Home Plans  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation  
Prompt Refund Not Received

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Brooklyn State: NY Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems

Address: 3550 E Post Road

Suite 500

City: Las Vegas

State: NV Zip: 89120-3217

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1363860 Contact Type: Request for Information Source: Consumer TCS? Y

Comments:

Consumer request telephone number for the BBB in TX to inquire about the legitimacy of a company.

Created By: TGARRIS Created Date: 04/18/01

Updated By: IBOLEN Updated Date: 04/19/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date: 04/18/01

Initial Contact: Phone Transaction Date: 04/18/01

Initial Response: Phone: 800/888 number

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation:

**Consumer**

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address:

City: State: TX Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

**Company**

Company: Electronic Billing Systems

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: (800) 797-7511 Ext:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1361310 Contact Type: Request for Information Source: Consumer TCS? Y

Comments:

Consumer called Electronic Billing Systems to find out references, but they refused. She wants to know more about their reputation. Referred to BBB and MA state consumer agency.

Created By: TCARROLL Created Date: 04/17/01

Updated By: FTUCKER Updated Date: 06/07/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Contact: Print Transaction Date:

Initial Response: Phone: other

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Elmhurst State: IL Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext: -

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems

Address: 3550 E Post Road

Suite 500

City: Las Vegas

State: NV Zip: 89120-3217

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050

Ext:

**Company Representative**

**Associated Company**



**Consumer Information System  
Complaint Detail Report**

01/09/2002

KMILTON

**Transaction**

Ref No.: 1344090 Contact Type:Complaint Source: Consumer TCS? Y

Comments: Consumer complaining about the fact that they have contacted this company a number of times asking them to keep there agreement of their refund policy but can't seem to get them to answer any of my questions nor grant them their refund wich is due. On numerous occasions they have attempted to have this taken care of within their 21 day refund policy to no avail.

Created By: PSTREETS Created Date: 04/02/01

Updated By: PSTREETS Updated Date: 04/02/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date: 03/12/01

Initial Contact: Unknown Transaction Date:

Initial Response:Unknown

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Misrepresentations/Deception (note in comments)

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Speedway State: IN Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 East Post Road, Suite 500

City: Las Vegasw

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 547-5050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1341477 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I have been requesting a refund based on their money back guarantee and I am having no luck just running in circles.

Created By: SMBAILEY Created Date: 03/29/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 499.99

Amt Paid: 499.99 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 03/29/01

Initial Contact: Phone Transaction Date: 03/15/01

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Wildomar State: CA Zip: [REDACTED]

Country: UNITED STATES

Work phone: [REDACTED] Ext:

Fax Number: ( )

Home Number: [REDACTED]

Email: [REDACTED]

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Services

Address: 3550 E Post Rd #500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:electronicbliing.com

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1339520 Contact Type: Complaint Source: Consumer TCS? Y

Comments: On the 19th of Febuary My wife and I ordered Medical billing software, video tapes and a the course. It was shipped on the 20th of Febuary. After opening the box (not the software or video tapes) my wife decided she didn't want the product which was on the 26th of Febuary. On the 26th of Febuary we made about 6 calls to receive this Return Merchandise Authorization number which we had to have before we could send the product back. In those calls we were told that the phone lines at that time were down and the people that handle refunds would not be receiving any calls at the time, until the phone lines were up and that the message would be passed on and we would not go over the 21 return policy date. We waited until the 20th day which was the 11th of march and called again. We had been told that it was too late for us to receive a refund cause we were on our last day but they would make note of it. I called them about 3 or 4 times after that and asked to speak to someone other than the sales person on the phone and was unable to reach anyone higher. When I call the highers are in meetings or they are busy at the moment and it would be a long time before I would be able to speak with anyone, but they would leave a message. the last time I called I was told that I was over the refund date and that I was rejected by some board and that I would not get my money back. I am a US Soldier and I feel that I work hard for the little money that I get and no disrespect to anybody, but I be damned if I will let these people get away with trying to make a fool out of me, my family or anybody else. I don't ask for much. I just want my money back.

Created By: JBLAND Created Date: 03/28/01  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 499.99  
Amt Paid: 499.99 Payment Method: Visa Credit Card  
Agency Contact: Internet Complaint Date: 03/27/01  
Initial Contact: Mail Transaction Date:  
Initial Response:  
Product/Service: Work-At-Home Plans  
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

First:

Address:

City: harrison twp

State: MI Zip:

Country: UNITED STATES

Work phone Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 E. Post Rd. Suite 500

City:

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050 Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Transaction**

Ref No.: 1339344 Contact Type: Complaint Source: Consumer TCS? Y

Comments: i have been trying to return unopened software. their policy is a refund before 21 days from shipping date. i was told i had to request a return merchandise authorization number. after several days, they still wouldn't issue one. then i was told i needed to send back a software integrity affidavit before i could be issued a return merchandise authorization number. i still have not received that. they are obviously delaying so i won't meet the 21 day deadline. i spoke with a supervisor last time, bobby ash, and he hung up me.

Created By: DJOHNSON Created Date: 03/28/01  
Updated By: IBOLEN Updated Date: 04/19/01  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 499.00  
Amt Paid: 499.00 Payment Method: American Express Credit Card  
Agency Contact: Internet Complaint Date: 03/28/01  
Initial Contact: WWW Transaction Date: 03/13/01  
Initial Response:

Product/Service: Work-At-Home Plans  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: white plains State: NY Zip: [REDACTED]

Country: UNITED STATES

Work phone: [REDACTED] Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 e. post rd.

suite 500

City: las vegas

State: NV Zip: 89120

Country: UNITED STATES

Email: sales@electronicbilling.com

URL:www.electronicbilling.com

Phone: (800) 7977511 Ext:

**Company Representative**

Rep Name: graves, donna

Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1334323 Contact Type: Complaint Source: Consumer TCS? Y

Comments: On 19-Feb-2001 I ordered Medical billing software from the Electronic Billing Systems, INC. (an ad we found in the Detroit news paper 1-800-797-7511). We ordered the over the phone. It was shipped on the 20th of Febuary and we received it on the 22 of Febuary The software or video tapes were never opened or loaded. I decided not to keep the software and called on the 26 of Febuary ( 702)547-5050 to get my refund which I had 21 days to return the product. I was told that I would receive a call that would give me this Return Merchandise Authorization number that would allow me to return the product and get my money back. I waited a couple of days or so before calling again to find out my status on my number and The person to whom I was speaking with told me that I was on the 20th day and that I wouldnt be able to receive a refund because she would have to let her supervisor know and no one was in at the time. My husband called the company and he was told that the phone lines were down and they couldnt get intouch with the section that handles refunds and that they would make a note of the situation. We have yet to speak to anyone that is higher than the persons on the phones. We have been calling and calling and still no one is available. My husband called again today and was told that we would not get any money back because our refund was refused. The Electronic Billing Systems INC. is located at 3550 E. Post Rd. Suite 500  
Las Vegas, NV 89120  
Fax Number (702)547-5099

Created By: EJONES Created Date: 03/27/01  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 499.99  
Amt Paid: 499.99 Payment Method: Visa Credit Card  
Agency Contact: Internet Complaint Date: 03/23/01  
Initial Contact: Phone Transaction Date: 03/12/01  
Initial Response:  
Product/Service: Work-At-Home Plans  
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

First:

Address:

City: Harrison Township

State: MI Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 E. Post Rd. Suite 500

City: Las Vegas

State: NV Zip: 89120

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050 Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1327483 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer purchased software from Electronic Billing Systems to start a work at home business. Consumer missed the UPS delivery to her home and decided that she did not want the software. Consumer says that when the software was sent back to the company the company refused the return of the software delivery. Consumer says that the company told her the package was refused because the package did not have a rma number, which was inside the unopened package. Consumer says that American Express states that they have stopped the payment even though the company has her credit card number. Consumer was aware of the 21 day period to return the software, but sent the software back to the company within that time period but the company refused it during that time frame.

Created By: KFLETCHER Created Date: 03/21/01  
Updated By: SWATERS Updated Date: 03/22/01  
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL  
Amt Requested: 499.95  
Amt Paid: 499.95 Payment Method: American Express Credit Card  
Agency Contact: Phone Complaint Date: 03/21/01  
Initial Contact: Phone Transaction Date: 02/12/01  
Initial Response: Phone: other  
Product/Service: Work-At-Home Plans  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Alexandria State: VA Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems

Address: 3550 E Post Road

Suite 500

City: Las Vegas

State: NV Zip: 89120-3217

Country: UNITED STATES

Email:

URL:

Phone: (702) 5475050

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

Transaction

Ref No.: 1304679 Contact Type: Complaint Source: Consumer TCS? Y

Comments: This was a "Business Opportunity" Advertisement. I actually contacted them because it sounded like a good telecommuting venture. Bobby indicated I would be hired to do insurance claims for doctors and dentists. I asked very specific questions. I had to pay for the software up front. I received the software on a Friday and called them right away on Monday indicating that I wanted to return the product as Bobby misinformed me. They said I could not return without an Return Authorization #. I have called 3 times and sent two e-mails. They did send me a form to fill out to receive the RMA #, but have heard nothing even after sending another e-mail. I completed and faxed. I have saved all my documentation. Please HELP.

Created By: SMBAILEY Created Date: 03/05/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 499.99

Amt Paid: 499.99 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 03/02/01

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Fond du lac State: WI Zip: [REDACTED]

Country: UNITED STATES

Work phone [REDACTED] Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

01/09/2002

KMILTON

**Company**

Company: Electronic Billing Systems, Inc.

Address: 3550 East Post Road, Suite 500

City: Las Vegasw

State: NV Zip: 89120

Country: UNITED STATES

Email: electbillebscs@aol.com

URL:electronicbilling.com

Phone: (702) 5475050 Ext:

**Company Representative**

Rep Name: Arshad, Bobby

Title:

**Associated Company**