



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

FEB 12 2007

Henry Keller
P.O. Box 264,
Waterville Valley, NH 03215

Re: FOIA-2007-00403
Direct TV

Dear Mr. Keller:

This is in response to your request dated 01/29/2007 under the Freedom of Information Act seeking access to Direct TV. In a conversation between Ms. Keller and Margaret Woodson, Ms Keller amended the request to seek 100 pages of consumer complaints only. In accordance with the FOIA and agency policy, we have searched our records, as of 02/08/2007, the date we received your request in our FOIA office.

Enclosed are 100 pages of responsive complaints that consumers have made 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 you own judgment 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. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

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, NW, Washington, D.C. 20580, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Margaret B. Woodson at (202) 326-2417. Also, if you wish to make a comment or suggestion about the way we have handled your FOIA request, you may do so through the link found at <http://www.ftc.gov/foia/contact.htm>.

Sincerely,

A handwritten signature in black ink, appearing to read "Joan E. Fina".

Joan E. Fina
Attorney

Enclosed:
Consumer Complaints
One Hundred Pages



02/12/2007

MWOODSON

Transaction

Ref No.: 9986578 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer calling because he had service with Direct TV, for High Definition but has not had high definition service, they have sent technicians, but they are being told that he can not resolve the problem. The company recognizes they can not offer that service, but are still charging customers in the area for the service.

Created By: KMURRAY Created Date: 02/09/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Phone Transaction Date: 06/01/06

Initial Response: Phone: 800/888

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name:

Address:

City:

Country:

Work phone

Fax Number:

Home Number:

Email:

Age Range:

(b)(6)

Perryville

UNITED STATES

(b)(6)

(b)(6)

50 - 59

First:

(b)(6)

State: MO Zip:

(b)(6)



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address: 2230 e imperial hwy

City: el segundo

State: CA Zip: 90245

Country: UNITED STATES

Email:

URL:

Phone: (310) 5355000 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9985867 Contact Type:Complaint Source:Consumer TCS? N

Comments: (Product Name: direct tv) OK DIRECT TV WAS SUB POST TO AIR THE ALL NEW GAMELOUNGE LASTNIGHT THE MESSAGE ON THE TV SCREEN ON CH 110 SAID DO THE GAMELOUNG IS CLOSED TO UPGRADE TO SOFTWARE TO ALL BOXES AFTER THAT WAS DONE THE GAMELOUNGE WAS SUBPOSTED TO BE LUNCHED AFTER 3HRS IT SHOULD BEEN ON AT 5:00AM CEN TIME LASTNIGHT THAT WAS AN LIE THE LITTLE JERKS DIDNT EVEN TURN IT ON WE NEED YOUR HELP BUY CALLIN G DIRECT TV AT 1-800-531-5000 TO TALK TO THE PRESIDENT OF MARKETING DEPT TO GET THERE BUTS GOING TO AIR IT RIGHT NOW AND STOP PLAYING GAMES LETS ALL ENJOY THE NEW GAMELOUNGE RIGHT NOW LET GET THE ACTION GOING NOW IM VERY VERY VERY TEED OFF AT YOU DIRECT TV YOU PROMES US CUSTOMERS THAT THE GAMELOUNGE INTER ACTIVE WAS SUBPOSTED TO BE UP AND RUNING AS OF TODAY SO GET THE GAMELOUNGE ON RIGHT NOW !!!!!!!!!!!!!

Created By: JKIGHT Created Date: 02/09/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Internet Complaint Date: 02/08/07

Initial Contact: TV/Radio Transaction Date:

Initial Response:

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)



02/12/2007

MWOODSON

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City:

appleton

State: WI Zip: (b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Ext:

Fax Number:

Home Number:

Email:

(b)(6)

Age Range:

40 - 49

Company

Company: Direct TV

Address: 2230 E, IMPERIAL HWY

City: EL SEGUNDO

State: CA Zip: 90295

Country: UNITED STATES

Email: -

URL:DIRECTTV.COM

Phone: (1-800) 531-1000

Ext:

Company Representative

Rep Name: ANYONE, ANYONE

Title:

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9985694 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer has a complaint on behalf of her husband against Direct TV. Consumer states when their tenant signed up for satellite tv Direct TV put it in her husband's name since he was the owner. Consumer states they are now billing him for the service. No email addresses.

Created By: JPITTS Created Date: 02/09/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 207.96

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Mail Transaction Date: 12/05/06

Initial Response: Phone: 800/888

Product/Service: Creditor Debt Collection

Statute/Rule: FTC Act Sec 5 (BCP)



number

Law Violation: Falsely Represents Character, Amount, Status of Debt

Consumer

Complaining Company/Org.: (b)(6) (b)(6)
Last name: (b)(6) (b)(6)
Address: (b)(6) (b)(6)

First: (b)(6)

City: Cooper City
Country: UNITED STATES

State: FL Zip: (b)(6)

Work phone: (b)(6) Ext:
Fax Number:
Home Number:

Email:
Age Range: 50 - 59

Complaining Company/Org.:
Last name: (b)(6)
Address: (b)(6)

First: (b)(6)

City: Cooper City
Country: UNITED STATES

State: FL Zip: (b)(6)

Work phone: (b)(6) Ext:
Fax Number:
Home Number:

Email:
Age Range: 50 - 59

Company

Company: Direct TV

Address:

City:
Country: LOCATION NOT REPORTED

State: NR Zip:

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9980303 Contact Type: Complaint Source: Consumer TCS? N

Comments: The consumer signed up for satellite service through Direct TV. The consumer notes that she cancelled service but was charged a cancellation fee even though her contract did not mention it. The account was eventually sent to Nationwide Credit Corporation for collections.

Created By: RBROWN1 Created Date: 02/08/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 62.00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Phone Complaint Date:

Initial Contact: Unknown Transaction Date:

Initial Response: Phone: 800/888

Product/Service: Creditor Debt Collection
Third Party Debt Collection

Statute/Rule: Fair Debt Collection Practices Act
FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation
Collects Unauthorized Interest\Fees\Expenses

Consumer

Complaining Company/Org.

Last name:

Address:

City:

Country:

Work phone

Fax Number:

Home Number

Email:

Age Range:

(b)(6)

San Jose

UNITED STATES

(b)(6) Ext:

(b)(6)

30 - 39

(b)(6)
First:

(b)(6)
State: CA Zip:



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company: Nationwide Credit Corporation

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company

Company: Nationwide Credit Corporation

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Phone: ()

Ext:

Reason: Debt Collector



02/12/2007

MWOODSON

Transaction

Ref No.: 9980124 Contact Type:Complaint Source: Consumer TCS? N

Comments: Consumer has a complaint against Direct TV, a satellite company. Consumer was told she would get more channels than cable. Consumer was not told she would not be able to get her local programming. Consumer called the company and complained. Consumer then canceled. Consumer was then billed for an early termination fee. Consumer does not feel she owes the bill because she let them know right away. Consumer did not sign a contract with the company. Consumer states she sent a written dispute to the company and it was denied. Consumer states she was deceived by the company. No email or alternate #.

Created By: LLAWRENCE Created Date: 02/08/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 137.00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

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

Initial Response:Phone: 800/888

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: E Helena

State: MT Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 70 - 79



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address: PO Box 78626

City: Phoenix

State: AZ Zip: 85062

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9979741 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer has a complaint against Direct TV. Consumer states she switched her satellite/internet service to Direct TV, with online and installation discounts. Consumer states she was also eligible for a portable DVD player. Consumer states Direct TV did not come out at the scheduled time, but later than the evening. Consumer states the installer failed to hide some of the cables nor provided her with the voucher. Consumer states the promised rebates were not provided to her.

Created By: MRALEY Created Date: 02/08/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Phone Complaint Date:

Initial Contact: Phone Transaction Date: 01/28/07

Initial Response: Answer cold call

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.

Last name:

Address:

City:

Tacoma

Country:

UNITED STATES

Work phone

(b)(6)

Ext:

Fax Number:

Home Number

(b)(6)

Email:

Age Range:

40 - 49

First

(b)(6)

State: WA Zip

(b)(6)



02/12/2007

MWOODSON

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:directtv.com

Phone: ()

Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9979298 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer states he wanted to carry a special tv station with Direct TV. He states he was told there were enough sports bars in his area with that station and he cannot have it. Wants to know if thats legal, who governs satellite tv. He states he is losing business due to patrons going to the other bars.

Created By: EPRITSCH Created Date: 02/08/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Phone Transaction Date: 02/09/07

Initial Response: Phone: 800/888 Topic: Bureau of Competition

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BC)

Law Violation:

Consumer

Complaining Company/Org. (b)(6)
Last name:
Address:

(b)(6)
First
State: MA Zip: (b)(6)

City: Boston
Country: UNITED STATES
Work phone (b)(6) Ext:
Fax Number:
Home Number:
Email:
Age Range:



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9978178 Contact Type:Complaint Source: Consumer TCS? N

Comments:

05 February 2007

From: (b)(6)
 (b)(6)
 Monroeville, La. (b)(6)
 email: (b)(6)

To: FEDERAL TRADE COMMISSION
 ATTN: COMPLAINT DEPARTMENT

Subj: REQUEST TO SUBMIT FORMAL COLLECTIONS COMPLIANT AGAINST
 DIRECT TV AND NATIONWIDE CREDIT SERVICES.

Encl: My letter to DIRECT TV dated 23 January 2007

To Whom It May Concern:

I am writing to submit a FORMAL COMPLAINT against DIRECT TV and NATIONWIDE CREDIT SERVICES for actions detailed in my enclosed letter of 23 January 2007, a certified letter received by DIRECT TV on 26 January 2007 to which I have yet to receive an answer, and briefly outlined below.

Specifically, DIRECT TV illegally linked a collection for an overdue payment, on mother's DIRECT TV account, to my Social Security Number and subsequently filed a collection's action against me despite taking no action(s) whatsoever to contact me.

Additionally, NATIONWIDE CREDIT SERVICES generated a collection's action (based on the DIRECT TV action) which consequently appeared on my credit report; here too without making any attempts to contact me for clarification and/or resolution.

I am using this letter as my vehicle to FORMALLY SUBMIT COMPLAINTS against both companies, as outlined above and in my enclosed letter of 23 January 2007, for illegal/unethical collection's actions directed toward me.

Please feel free to contact me at the above address and/or email address on all actions related to this complaint.

Sincerely,

(b)(6)

I will also be mailing a copy of this letter.



Created By: JKIGHT Created Date: 02/08/07
 Updated By: Updated Date:
 Org Name: PUBLIC USERS - CIS
 Amt Requested: 200.00
 Amt Paid: 150.00 Payment Method: Visa Credit Card
 Agency Contact: Internet Complaint Date: 02/05/07
 Initial Contact: Internet (Other) Transaction Date: 01/18/07

Initial Response:

Product/Service: Third Party Debt Collection

Statute/Rule: Fair Debt Collection Practices Act

Law Violation: Falsely Represents Character, Amount, Status of Debt

Consumer

Complaining Company/Org.:

Last name: (b)(6)
 Address: (b)(6)

First: (b)(6)
 State: LA Zip: (b)(6)

City: Shreveport
 Country: UNITED STATES
 Work phone: () Ext:
 Fax Number: ()
 Home Number: (b)(6)
 Email:
 Age Range: 40 - 49

Company

Company: Direct Tv, Nationwide Credit Services

Address:

City: State: NR Zip:
 Country: LOCATION NOT REPORTED
 Email: URL:
 Phone: () Ext:



02/12/2007

MWOODSON

Company Representative

Rep Name: McClendon, Marvin

Title:

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9978171 Contact Type: Complaint Source: Consumer TCS? N

Comments: (Product Name: Satellite service and installation) This company was a month late coming to provide an installation service. After 4 phone calls they did come and incorrectly install the satellite. On 1/25/07 a technician came and installed the equipment and then it failed after 2 days. After 2 hours on the phone another technician came out on 2/1/07 and still did not correctly install our equipment. A technician was supposed to come out today between 8 -12 to install the equipment and it is 5:00 and noone has come. No television service for 2 weeks. And many hours of waiting on the phone for service and assistance.

Created By: JKIGHT Created Date: 02/08/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 129.18

Amt Paid: 129.18 Payment Method: Check (Personal)

Agency Contact: Internet Complaint Date: 02/05/07

Initial Contact: Mail Transaction Date: 02/05/07

Initial Response:

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: Shreveport

Country: UNITED STATES

Work phone: (b)(6)

Fax Number:

Home Number:

Email:

Age Range: 50 - 59

First: (b)(6)

State: LA Zip: (b)(6)



02/12/2007

MWOODSON

Company

Company: Direct TV

Address: PO Box 78626

City: Phoenix

State: AZ Zip: 85062

Country: UNITED STATES

Email: directv.com/email

URL:

Phone: (800) 531

Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No. : 9977672 Contact Type:Complaint Source: Consumer TCS? N

Comments: Consumer has a complaint on behalf of her father against Direct TV. Consumer states when he signed up for satellite service with them they told him they provided local channels. When they had installed consumer realized they had no local channels and Direct TV told him then that they were unable to provide local channels. Consumer told them to cancel the service and come pick up the equipment and Direct TV told them they were still under contract. Eventually, they said they would cancel the contract, but still have not shut off service or picked up equipment or refunded the \$107.97 to his cc. No alt.ph#s or email addresses.

Created By: JPITTS Created Date: 02/08/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 107.97

Amt Paid: 107.97 Payment Method: MasterCard Credit Card

Agency Contact: Phone Complaint Date:

Initial Contact: Phone Transaction Date: 02/02/07

Initial Response:

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)



Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.: (b)(6)
 Last name: (b)(6)
 Address: (b)(6)
 City: Atoka
 Country: UNITED STATES
 Work phone: () Ext:
 Fax Number: (b)(6)
 Home Number:
 Email:
 Age Range: 60 - 64

First: (b)(6)
 State: OK Zip: (b)(6)

Complaining Company/Org.: (b)(6)
 Last name: (b)(6)
 Address: (b)(6)
 City: Atoka
 Country: UNITED STATES
 Work phone: () Ext:
 Fax Number: (b)(6)
 Home Number:
 Email:
 Age Range: 30 - 39

First: (b)(6)
 State: OK Zip: (b)(6)

Company

Company: Direct TV
 Address:
 City:
 Country: LOCATION NOT REPORTED
 Email:
 Phone: () Ext:

State: NR Zip:
 URL:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9967572 Contact Type:Complaint Source: Consumer TCS? N

Comments: Consumer states that he has a telephone line with Verizon. Last year he signed up for service with Direct TV. He was never told that he had 3 days to cancell if he did not want the service. 2 weeks later he decided to cancell the acct and returned the box. He received a bill for \$130.00 for cancellation fee which the consumer did not pay. Since the bills go directly to Verizon he was told that he owed \$219.00 and if he does not pay his phone will be cut off. Consumer wants to know what to do. Consumer did not provide work number.

Created By: KAYALA Created Date: 02/07/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 219.00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Unknown Transaction Date:

Initial Response:Phone: 800/888

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: Corona State: NY Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range: 40 - 49



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address: PO Box 830022

City: Baltimore

State: MD Zip: 21283 0010

Country: UNITED STATES

Email:

URL:

Phone: (1866) 5204874 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9967099 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer was calling to file a complaint against his satellite tv company, Direct TV. Consumer states that he has been having problems with his service since March of 2005. Consumer states that they have been charging him full price for the service when his service has been acting up and he has not been able to use all of it. Consumer states that he has disputed this with the company and they have sent out several technicians that have been unable to fix problem for consumer. Consumer feels that this is deceptive of the company.

Created By: LSHARP Created Date: 02/07/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Unknown Transaction Date: 03/01/05

Initial Response: Phone: 800/888

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Salem

State: OR Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Ext:

Fax Number:

Home Number

(b)(6)

Email:

Age Range:

40 - 49



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No. : 9966017 Contact Type:Complaint Source:Consumer TCS? N

Comments: Consumer was calling to file a complaint against Direct TV, a satellite tv company. Consumer states that she feels that the company does not have good enough security. Consumer states that they only need the routing number to a consumers bank acct to charge consumer. Consumer believes that their should be a password to protect consumers security. Consumer did not provide email address.

Created By: LSHARP Created Date: 02/07/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Unknown Transaction Date:

Initial Response:Unknown

Product/Service: Satellite and Cable TV

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name:

Address:

City:

Country:

Work phone

Fax Number:

Home Number:

Email:

Age Range: 40 - 49

(b)(6)

First:

(b)(6)

State: OR Zip

(b)(6)

Keizer

UNITED STATES

(b)(6)

EXT:



02/12/2007

MWOODSON

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9959933 Contact Type:Complaint Source:Consumer TCS? N

Comments: (Product Name: Direct TV Satellite Service) I purchased a protection plan at \$5.99 per month in 03/05. The price of the plan was raised to \$7.99 in 11/05, which was indicated on my bill. I have paid the increased amount through 01/07. On 02/02/07, while changing my service options, I discovered that my account is exempt from the price increase under a grandfather clause. When I called Direct TV about it, I was told I should have caught their billing error and called sooner and that, per company policy, I could only be credited for 60 days worth of service or \$15.99, when in actuality I have paid almost twice that amount for the protection plan alone. After spending over an hour on the phone and talking to at least 5 different people and a billing supervisor, I was still told I could not get my money back. Direct TV's position is as long as the consumer does not catch us, it's ok to overbill and not return the funds if we do get caught. I have been a customer of Direct TV since 2001 with no complaints. I have been satisfied with their service until now. I feel that a large, multi-million dollar company like that should not have to quibble over \$30.

Created By: DCRASE Created Date: 02/06/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 90.00

Amt Paid: 120.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 02/02/07

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)



Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.

(b)(6)

Last name:

First: (b)(6)

Address:

City:

Flanders

State: NJ Zip: (b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Ext (b)(6)

Fax Number:

Home Number:

Email:

(b)(6) m

Age Range:

40 - 49

Company

Company: Direct TV

Address:

City:

El Segundo

State: CA Zip: 90245

Country:

UNITED STATES

Email:

URL:www.directtv.com

Phone:

(310) 964-5000

Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9959638 Contact Type:Complaint Source:Consumer TCS? N

Comments: Consumer states that he has high definition service with Direct TV and when the boxes go bad they tell you that they will replace it. Consumer has had his box for a year and it has gone bad twice. Consumer states that when he gets another one they give him a used one. UPDATE 2/6/07 Consumer was upset that the company can require him to return the other box or charge him for a new one if he doesn't. Consumer disconnected the call. emcmann

Created By: LAYALA Created Date: 02/06/07

Updated By: EMCMANN Updated Date: 02/06/07

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Unknown Transaction Date:

Initial Response:Unknown

Product/Service: Satellite and Cable TV

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.: (b)(6)

Last name: [Redacted]

Address: [Redacted]

First: (b)(6)

City: Wilmington

State: DE Zip (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



02/12/2007

MWOODSON

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9959223 Contact Type:Complaint Source:Consumer TCS? N

Comments: Consumer has a complaint against Direct TV and Nationwide Credit. Consumer states he had Direct TV service for less than 30 days and decided to cancel the service. Consumer states without notice, Direct TV turned his acct over to Nationwide Credit, who called the consumer repeatedly. Consumer states Direct TV charged him an early termination charge. Consumer states Nationwide Credit placed the acct on his credit report without verifying the debt per the consumer's written request. Transaction date is approximate. UPDATE: 02/07/2007 Consumer calling back to find out what to look at on the website and what his next steps should be. KMURRAY

Created By: MRALEY Created Date: 02/06/07

Updated By: KMURRAY Updated Date: 02/07/07

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 137.00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Phone Complaint Date:

Initial Contact: Phone Transaction Date: 09/15/06

Initial Response:Phone: 800/888

Product/Service: Creditor Debt Collection
Third Party Debt Collection
Satellite and Cable TV
Credit Information Furnishers

Statute/Rule: Fair Credit Reporting Act
Fair Debt Collection Practices Act
FTC Act Sec 5 (BCP)



number

Law Violation: Falsely Represents Character, Amount, Status of Debt
Calls any person repeatedly or continuously
Deception/Misrepresentation
Refuses to Verify Debt After Debtor Makes Written Request
FCRA: CRA\Furnisher - Provides Inaccurate Information

Consumer

Complaining
Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: Linden
Country: UNITED STATES
Work phone: (b)(6) Ext:
Fax Number: (b)(6)
Home Number: (b)(6)
Email:
Age Range: 65 - 69

State: NJ Zip: (b)(6)

Company

Company: Nationwide Credit
Address: 4700 Vestal Pkwy

City: Vestal
Country: UNITED STATES
Email:
Phone: (877) 3817319 Ext:

State: NY Zip: 13850

URL:

Company: Direct TV
Address:

City:
Country: LOCATION NOT REPORTED
Email:
Phone: (800) 5315000 Ext:

State: NR Zip:

URL:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9959013 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer is calling to report that she ordered satellite service with Direct TV for \$39.99 per month with a 1 year contract. The consumer says that her bill is \$63.67, and that Direct TV now says that she has a 2 year contract.

Created By: SSTAHLHUT Created Date: 02/06/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 63.67

Amt Paid: 63.67 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Print Transaction Date: 12/12/06

Initial Response: Phone: 800/888

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: Lake Worth

State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number:

Home Number: (b)(6)

Email:

Age Range: 50 - 59



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address: PO Box 538605

City: Atlanta

State: GA Zip: 30353-8605

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9956668 Contact Type:Complaint Source: Consumer TCS? N

Comments: (Product Name: Collection Account) i have called Direct Tv several time to advise this is not my account and have requested a signed application, not on file. this is not my account, i have disputed this with all 3 credit bureau

Created By: JHART Created Date: 02/06/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 02/01/07

Initial Contact: Mail Transaction Date:

Initial Response:

Product/Service: Credit Information Furnishers

Statute/Rule: Fair Credit Reporting Act

Law Violation: FCRA: CRA\Furnisher - Provides Inaccurate Information

Consumer

Complaining Company/Org.:

Last name: (b)(6)
Address: (b)(6)

First: (b)(6)
State: TX Zip: (b)(6)

City: Dallas
Country: UNITED STATES

Work phone: () Ext:

Fax Number: (b)(6)
Home Number: (b)(6)
Email: (b)(6)

Age Range: 30 - 39



02/12/2007

MWOODSON

Company

Company: Direct TV

Address: p.o box 105062

City: Atlanta

State: GA Zip: 30348

Country: UNITED STATES

Email:

URL:

Phone: (800) 552-7801 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9956663 Contact Type:Complaint Source:Consumer TCS? N

Comments: (Product Name: Cable service charge) Direct TV Inc.Att: Billing DisputePO Box 6550GreenwoodVillage,CO 68155-6550REF: Acc#(b)(6) DearSir/Madam, This is to dispute the hereby enclosed Bill Statement for an amount of \$112.00 (one hundred and twelve dollars) due to an apparently breach of agreement from my part, which happens not to be the case. I started with the Direct TV service as part of a Bundle Up offer from Bell South in September 2006, where they market themselves (BellSouth) as providing three services, which are Telephone, Internet and, cable TV, for a very convenient monthly rate. After approximately three months of service I bought a House in the North-East part of Jacksonville, FL I asked Bellsouth to transfer all the services to my new address, however this was not possible due to the fact they do not have DSL service in that area, therefore the service package (bundle up) was no longer attractive and economically feasible for me, hence I proceeded with cancelling the BellSouth bundle up service to my surprise they told me I had to call Direct TV for a separate cancellation to which I did. The person which I talked to told me Direct TV has neither nothing do with nor any link or business relation or partnership with Bellsouth and that due to my breach of agreement I will have to be subjected to a penalty fee of \$112.00 (one hundred and twelve dollars) With all of the above being said, I am requesting the Direct TV Bill Statement hereby attached to be waived due to the fact said breach of agreement was justified due to inability of Service from one of the Companies who happens to advertise as partners in the bundle up offer to Customer all across the United States of America

Created By: JHART Created Date: 02/06/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 112.00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Internet Complaint Date: 02/01/07

Initial Contact: Mail Transaction Date:

Initial Response:

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)



Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Jacksonville

State: FL Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Ext:

(b)(6)

Fax Number:

Home Number:

(b)(6)

Email:

Age Range:

40 - 49

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9951847 Contact Type:Complaint Source: Consumer TCS? N

Comments: Consumer contacted Direct TV to cancell his service and was left on the line for a long time then was told that his commitment with the company was until '08. Consumer stated that the company had to replace the cable box and when he called to cacell was told that the replacement of the box automatically extended his contr to another yr. Consumer stated that he was never told that his contract would be extended in a situation like this.

Created By: RBENN Created Date: 02/05/07

Updated By: RBENN Updated Date: 02/05/07

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Phone Transaction Date: 02/01/07

Initial Response:Phone: 800/888

Product/Service: Satellite and Cable TV

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: (b)(6)
Address: (b)(6)

First: (b)(6)

City: Atlanta

State: GA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: (b)(6)
Home Number: (b)(6)
Email: (b)(6)

Age Range: 50 - 59



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: (800) 3473288 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9940525 Contact Type: Complaint Source: Consumer TCS? N

Comments: Mail: The consumer lost her job and tried for days to contact Direct TV to make payment arrangements. No contact was made and the consumer's service was suspended and then the consumer terminated the service. The company sent the consumer a box to return the equipment. The consumer returned the equipment and paid her final bill. She is constantly being billed for the 87.00 she has already paid. The consumer has requested the derogatory information be removed from her credit report. No email or age.

Created By: WFRIDAY Created Date: 02/02/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 87.00

Amt Paid: 87.00 Payment Method: Unknown

Agency Contact: Mail Complaint Date: 01/04/07

Initial Contact: Mail Transaction Date: 12/11/06

Initial Response: Mail

Product/Service: Creditor Debt Collection
Credit Information Furnishers

Statute/Rule: Fair Credit Reporting Act
FTC Act Sec 5 (BCP)

Law Violation: FCRA: CRA\Furnisher - Knowingly Supplies Inaccurate Information to Credit Bureau
Deception/Misrepresentation

Consumer

Complaining Company/Org.

Last name:

(b)(6)

First:

(b)(6)

Address:

(b)(6)

City:

Telephone

State: TX Zip:

Country:

UNITED STATES

Work phone:

(b)(6)

Ext:

Fax Number:

Home Number:

Email:

Age Range:



02/12/2007

MWOODSON

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: (800) 5315000 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9939982 Contact Type:Complaint Source: Consumer TCS? N

Comments: Consumer states that he made an appointment with Direct TV to install some new equipment. Consumer states that the company rep never showed up. Consumer states that the company will not be out to his home for another month. Consumer states that this pertains to a high definition upgrade.

Created By: NROBINSON Created Date: 02/02/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Phone Complaint Date:

Initial Contact: Phone Transaction Date: 02/01/07

Initial Response:Phone: 800/888

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.

(b)(6)

Last name:

First: (b)(6)

Address:

City: Los Angeles

State: CA Zip (b)(6)

Country: UNITED STATES

Work phone (b)(6)

Ext :

Fax Number:

Home Number:

Email:

Age Range: 50 - 59



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9931757 Contact Type:Complaint Source: Consumer TCS? N

Comments: (Product Name: Direct TV Equipment up-grade practices) We orderd and HD upgrade from Direct TV for our new TV on 12/15/06. We were told they were out of equipment and we would be notified when it came in. A week later we recived a recored message stating our equipment was in and it would be indstalled in 48-hours. Whe we called we were told it would be another two-months. When I called back a week or so later we were given a new apointment date for January 24. On January 23rd we recieved a call from Iron Works (their instalation supplier) stating Direct TV was out of our equipment and the next appointment was March 23rd, over 4-months past our first call date! On January 30th we recieved a flyer from Direct TV stating all installation for new customer were free, equipment was free and the programs were discounted and it all could be installed within 48-hours. We called as a new customer and were told all the equipment they were out of could be installed in 48-hours or no more than 5-days. When we told the representative on the phone we already were a customer asking why our instalition had been canceled and puched back two months, we were hung up on. We called back and spoke to customer retention, they stated their record indicated we canceled out appointment on the 26th and that in no time during this period have they run out of equipment. When told that was not. They had no answer. Direct TV is providing their representative with deceptive scripts, cancelling appointments made by existing customer to harvest new customer accounts. Further they are ajusting their internalnot entering who and why the job is being cancelled. This is unethicaldeceptive bussiness practice. In the mean time Direct TV continues to advertize 48-hour instalations while we wait four-months and continue to be moved to the back of the instalation line by any rep that wants to use our spot to make a new sale. We seek you investigation and rеспonse.[]

(b)(6) Black Point Place Clayton Ca (b)(6)

Created By: JXHEINY Created Date: 02/01/07
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 01/31/07
Initial Contact: Phone Transaction Date:

Initial Response:

Product/Service: Satellite and Cable TV



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

Consumer

Complaining Company/Org.: (b)(6)
Last name: (b)(6)
Address: (b)(6)

First: (b)(6)
State: CA Zip: (b)(6)

City: Clayton
Country: UNITED STATES
Work phone: (b)(6) Ext:
Fax Number:
Home Number: (b)(6)
Email:
Age Range: 50 - 59

Company

Company: Direct TV
Address:

State: NR Zip:

City:
Country: LOCATION NOT REPORTED
Email:
Phone: () Ext:

URL:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9931407 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer's mother is calling. Consumer has a complaint against Direct TV. Consumer canceled her service and sent the box back to them. Consumer states the company denies receiving the boxes that were sent. Consumer sent written disputes via certified mail with return receipt requested and the company sent the bill to collections. Not all contact info known for consumer and no email or alternate # for caller.

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

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 250.00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Unknown Transaction Date: 01/01/05

Initial Response: Phone: 800/888

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)



number

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

(b)(6)
Last name:
Address:

First: (b)(6)

City: Flowermound
Country: UNITED STATES
Work phone: () Ext:

State: TX Zip: (b)(6)

Fax Number: (b)(6)
Home Number:
Email:

Age Range: 30 - 39

Complaining
Company/Org.:

(b)(6)
Last name:
Address:

First: (b)(6)

City: Grapevine
Country: UNITED STATES
Work phone: () Ext:

State: TX Zip: (b)(6)

Fax Number: (b)(6)
Home Number:

Email:
Age Range: 50 - 59

Company

Company: Direct TV
Address: PO Box 6550

City: Greenwood Village
Country: UNITED STATES

State: CO Zip: 80155-6550

Email:
Phone: () Ext:

URL:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9931334 Contact Type: Complaint Source: Consumer TCS? N

Comments: We have been contacted by Direct TV's credit collection agency regarding our outstanding bill that we have been making monthly payments of 25.00 a month on since 11/06. They are contacting us pretty much 24 hours a day 7 days a week. They were informed twice on 1/26/07 that we were only able to pay 25.00 a month and that if they continued to call that it would be phone harassment. They are continuing to call at all hours of the day. Their operators are rude and demanding and they have even had the nerve to tell us what to do with our tax return and how we should use it. I think their phone etiquette is completely unprofessional and uncalled for. I want the phone calls to stop immediately. We are not going to just let the bill go. We are making payments on the bill and they did accept the first 25.00 payment. Please help us!!! The number that shows on our caller ID is 319-274-1904 from Waterloo, IA. Make it stop!!!

Created By: JKIGHT Created Date: 02/01/07
Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 284.31

Amt Paid: 25.00 Payment Method: Wire Transfer

Agency Contact: Internet Complaint Date: 01/30/07

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

Initial Response:

Product/Service: Third Party Debt Collection

Statute/Rule: Fair Debt Collection Practices Act



Law Violation: Falsely Represents Character, Amount, Status of Debt

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First

(b)(6)

Address:

City:

Nashport

State: OH Zip:

(b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

(b)(6)

Home Number:

Email:

Age Range:

20 - 29

Company

Company: Direct TV

Address: PO Box 6414

City: Carol Stream

State: IL Zip: 60197-6414

Country: UNITED STATES

Email:

URL:www.directtv.com

Phone:

(800) 531-5000

Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9931286 Contact Type: Complaint Source: Consumer TCS? N

Comments: (Product Name: Direct TV) Called by automated system requested number be removed from calling list rep, he refused to take my name off list, transfer to sup, or give employee ID. Representative advised me that I was waisting his time, and hung up the phone on me.

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

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 01/30/07

Initial Contact: Phone Transaction Date: 01/29/06

Initial Response:

Product/Service: Every Product\Service Code

Statute/Rule: Telemarketing Sales Rule

Law Violation: TSR: Other Deception or Abuse (note in comments)

Consumer

Complaining Company/Org.:

Last name: (b)(6) (b)(6)

Address: (b)(6) ia (b)(6) (b)(6)

City: seattle State: WA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range: 20 - 29



02/12/2007

MWOODSON

Company

Company: Direct TV

Address:

City:

State: WA Zip:

Country: UNITED STATES

Email:

URL:

Phone: (800) 3333474 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9931276 Contact Type: Complaint Source: Consumer TCS? N

Comments: (Product Name: TV Service) I (b)(6) never had an account (Acct (b)(6)) with Direct TV Inc. There ia an outstanding balance of \$252.13, which was sent to Nation Wide Collection Agency. I never lived at (b)(6) Apt (b)(6) t. Lauderdale, FL (b)(6) were the services was being given. I have lived in Miramar for 13 years. I was never contacted by Direct TV the account was opened from 06/28/05 to 10/24/06.

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

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 252.13

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 01/30/07

Initial Contact: Phone Transaction Date: 12/08/06

Initial Response:

Product/Service: Creditor Debt Collection

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: Miramar

State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext: (b)(6)

Fax Number:

Home Number: (b)(6)

Email:

Age Range: 30 - 39



02/12/2007

MWOODSON

Company

Company: Direct TV

Address: P.O. Box 6550

City: Greenwood Village

State: CO Zip: 80155-6550

Country: UNITED STATES

Email:

URL:Directtv.com

Phone: (800) 531-5000 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9931260 Contact Type:Complaint Source:Consumer TCS? N

Comments: Called by automated system waited so I could ask that my number be taken off calling list, and the representative refused to take name off list, or transfer me to his boss. Representative told me that I was waisting his time, and if I didn't want anything that I should get off his line, then he hung up the phone on me.

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

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/30/07

Initial Contact: Phone Transaction Date: 01/30/06

Initial Response:

Product/Service: Every Product\Service Code

Statute/Rule: Telemarketing Sales Rule

Law Violation: TSR: Other Deception or Abuse (note in comments)

Consumer

Complaining

Company/Org.:

Last name:

Address:

City:

Country:

Work phone

Fax Number:

Home Number:

Email:

Age Range:

(b)(6)

First:

(b)(6)

(b)(6)

seattle

UNITED STATES

()

Ext:

(b)(6)

State: WA Zip

70 - 79



02/12/2007

MWOODSON

Company

Company: Direct TV

Address:

City: Seattle

State: WA Zip:

Country: UNITED STATES

Email:

URL:

Phone: (800) 3333474

Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9931252 Contact Type: Complaint Source: Consumer TCS? N

Comments: (Product Name: telemarketing, sales person) Called by automated system waited on line to request number be removed from calling list representative refused to take name off list, transfer to sup, give employee ID. Representative advised me that I was waisting his time, and hung up the phone on me.

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

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 565.00

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 01/30/07

Initial Contact: Phone Transaction Date: 01/30/07

Initial Response:

Product/Service: Every Product\Service Code

Statute/Rule: Telemarketing Sales Rule

Law Violation: TSR: Other Deception or Abuse (note in comments)

Consumer

Complaining

Company/Org.:

Last name:

Address:

City:

Country:

Work phone

Fax Number:

Home Number:

Email:

Age Range:

(b)(6)

First: (b)(6)

State: WA Zip: (b)(6)

seattle

UNITED STATES

()

Ext:

(b)(6)

20 - 29



02/12/2007

MWOODSON

Company

Company: Direct TV

Address: 10300 desmoines mem dr 215

City: seattle

State: WA Zip: 98168

Country: UNITED STATES

Email:

URL:

Phone: (800) 3333474 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9931243 Contact Type:Complaint Source:Consumer TCS? N

Comments: (Product Name: Telemarketing) Called by automated system waited on line to request number bc removed from calling list person talking to would not take name off list, or transfer to sup, or give employee ID. The man advised me that I was waisting his time, and hung up the phone on me.

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

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/30/07

Initial Contact: Phone Transaction Date: 01/30/07

Initial Response:

Product/Service: Every Product\Service Code

Statute/Rule: Telemarketing Sales Rule

Law Violation: TSR: Other Deception or Abuse (note in comments)

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: seattle

State: WA Zip:

(b)(6)

Country: UNITED STATES

Work phone

()

Ext:

Fax Number:

(b)(6)

Home Number:

Email:

Age Range: 40 - 49



02/12/2007

MWOODSON

Company

Company: Direct TV

Address:

City:

State: WA Zip:

Country: UNITED STATES

Email:

URL:www.directtv.com

Phone: (800) 3333474

Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9930020 Contact Type:Complaint Source: Consumer TCS? N

Comments: (Product Name: direct telemarketing, harrassment, name calling by rep) Called by automated system waited on line to request number be removed from calling list representative refused to take name off list, transfer to sup, or give employee ID. Representative advised me that I was waisting his time, and hung up the phone on me.

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

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 01/30/07

Initial Contact: Phone Transaction Date: 01/29/06

Initial Response:

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org. (b)(6)
Last name: [Redacted]
Address: [Redacted]

First: (b)(6)

City: renton

State: WA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: (b)(6)
Home Number: [Redacted]
Email: [Redacted]

Age Range: 20 - 29



02/12/2007

MWOODSON

Company

Company: Direct TV

Address:

City:

State: WA Zip: 98056

Country: UNITED STATES

Email:

URL:

Phone: (800) 3333474 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9922275 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer purchased a Direct TV receiver at Best Buy, but returned it because she didn't want to sign a new 2 year contract with Direct TV. The consumer's contract is expiring, and she notified them that she wanted to cancel her service. Direct TV is attempting to collect \$225 for early termination of the account. The consumer says she never renewed her contract, and doesn't owe the fees.

Created By: SSTAHLHUT Created Date: 01/31/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 225.00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Phone Transaction Date: 07/01/06

Initial Response: Phone: other

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: Bronx

State: NY Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number:

Home Number: (b)(6)

Email:

Age Range: 40 - 49



02/12/2007

MWOODSON

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9921868 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer is calling for her husband. Consumer states that she had a one year contract with Direct TV which expired in 3/06. Consumer has even received a credit for \$24.94. Consumer states that now she is being contacted by phone from a company that is affiliated with Direct TV trying to collect \$187 for an early disconnect fee. Consumer states that she has written Direct TV previously and thought this was resolved. Consumer wants to know what to do. Consumer has no work or email. No age.

Created By: BROSS Created Date: 01/31/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 187.00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Phone Transaction Date: 03/01/05

Initial Response: Unknown

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)



Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)
Last name:
Address:

First: (b)(6)

City: Rio
Country: UNITED STATES
Work phone: () Ext:

State: WV Zip: (b)(6)

Fax Number: ()
Home Number: (b)(6)
Email:
Age Range:

Complaining
Company/Org.: (b)(6)
Last name:
Address:

First: (b)(6)

City: Rio
Country: UNITED STATES
Work phone: () Ext:

State: WV Zip: (b)(6)

Fax Number: ()
Home Number: (b)(6)
Email:
Age Range:

Company

Company: Direct TV
Address:

City:
Country: LOCATION NOT REPORTED
Email:
Phone: () Ext:

State: NR Zip:

URL:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9921208 Contact Type: Complaint Source: Consumer TCS? N

Comments: (Product Name: SATELLITE TELEVISION SERVICE) I received a 4 page flyer in the mail advertising 12 month special rates on Direct TV and up to 4 standard receivers installed free, free upgrade to HD receiver or DVR receiver and a free portable dvd player. This same ad was also on the Direct TV website. When I called the rep would not talk to me until I gave her my social security number as she said the specials were dependent on my credit rating. I asked if I could get both the DVR receiver and Hd on one tv and a DVR on another. She quoted me \$299 for the combo receiver and \$99 for the DVR with no refunds. I asked what happened to the free receiver and was told I was getting the two standard receivers free. I pointed out that according to the ad these were free already as were the upgrades. She then claimed the ad was not a Direct TV ad but an affiliate ad they could not honor. I pointed out it said Direct TV all over it and had their phone number but she would not budge.[]

When I asked to speak to her supervisor she transferred me to a system where I needed an account # to talk to someone.

Created By: JXHEINY Created Date: 01/31/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/29/07

Initial Contact: Mail Transaction Date: 01/26/07

Initial Response:

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)



02/12/2007

MWOODSON

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.: (b)(6)
Last name: (b)(6)
Address: (b)(6)

First: (b)(6)

City: SACRAMENTO
Country: UNITED STATES
Work phone: (b)(6) Ext:
Fax Number:
Home Number: (b)(6)
Email:
Age Range: 50 - 59

State: CA Zip: (b)(6)

Company

Company: Direct TV
Address: 2230 EAST IMPERIEL HEY.

City: EL SEGUNDO
Country: UNITED STATES
Email:
Phone: (888) 234-5031 Ext:

State: CA Zip: 90245

URL:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9921127 Contact Type:Complaint Source: Consumer TCS? N

Comments: Consumer had satellite TV service with Direct TV that is supposed to be \$64.99 per month. Consumer states the bills would go up and down for no reason. Consumer called the company in 11/06 and told them he no longer wanted their service if it was going to be more than he agreed to. Consumer states they continued billing him afterwards. Consumer was then contacted by a third party collector, Allied Interstate, claiming he owes a debt. Consumer faxed a dispute and is being called repeatedly by them about it. Consumer did not give email/ work #.

Created By: EMCMANN Created Date: 01/31/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 136.99

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Mail Transaction Date: 11/01/06

Initial Response:Phone: 800/888

Product/Service: Satellite and Cable TV
Creditor Debt Collection
Third Party Debt Collection

Statute/Rule: Fair Debt Collection Practices Act
FTC Act Sec 5 (BCP)



number

Law Violation: Deception/Misrepresentation
Falsely Represents Character, Amount, Status of Debt
Calls any person repeatedly or continuously

Consumer

Complaining
Company/Org.:

Last name: (b)(6)
Address: (b)(6)

(b)(6)
First

City: Big Spring

State: TX Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Num (b)(6)

Email:

Age Range: 50 - 59

Company

Company: Allied Interstate

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company: Direct TV

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9912424 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer states that she has a contract with the satellite company Direcet TV. The consumer paid her montly fee and the consumer was disconnected form her services. The consumer states that she faxed the information to the company and today she received a bill and she didn't get credit for the situation occurred.

Created By: RGRACE Created Date: 01/30/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 120.00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: TV/Radio Transaction Date: 01/29/07

Initial Response: Phone: 800/888

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: First: anonymous

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address: 2675 Breckenridge BL

City: Duluth

State: GA Zip: 30096

Country: UNITED STATES

Email:

URL:

Phone: (206) 4158614 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9911671 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer reports that he was quoted a price for the internet service as well as the satellite television. Consumer states that he contacted them back at a later time and was informed that they were quoted the wrong price and they could get the internet services. Consumer states that he cancelled the services because they didn't do what they said they could do initially and they told him they credited his account and in the meanwhile there is another charge pending.

Created By: BHENDERSON Created Date: 01/30/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Unknown Transaction Date:

Initial Response: Unknown

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: (b)(6) first: (b)(6)

Address: (b)(6) State: AL Zip: (b)(6)

City: Northport

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number:

Home Number: (b)(6)

Email:

Age Range: 30 - 39



02/12/2007

MWOODSON

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: (800) 4816909 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9906310 Contact Type:Complaint Source: Consumer TCS? N

Comments: Consumer states that he made arragnments to get service with Direct TV and because he is located in a high altitude and he is not able to receive a signal for the local channels and he was told to sign a 1 year contract. The consumer states that he is going to have to pay penalties for canceling before the year, Consumer feels that it was unfair that he is paying for a service that he is not receiving.

Created By: RGRACE Created Date: 01/29/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 50.00

Amt Paid: 50.00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Phone Transaction Date: 12/01/07

Initial Response:Phone: 800/888

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

State: CA Zip

(b)(6)

City: Palm Springs

Country: UNITED STATES

Work phone

()

Ext:

Fax Number:

(b)(6)

Home Number:

(b)(6)

Email:

Age Range:



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address: 2675 Breckenridge BL

City: Duluth

State: GA Zip: 30096

Country: UNITED STATES

Email:

URL:

Phone: (877) 5802148 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9906104 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer is calling to file a complaint against Direct TV a satellite servicer. Consumer states that they offered her a rebate and they're not honoring her \$100 rebate and they are telling her that she is not on record. Consumer didn't provide an alternate phone or email.

Created By: BHENDERSON Created Date: 01/29/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Unknown Transaction Date:

Initial Response: Unknown Topic: Rebate

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name: (b)(6)

Address: (b)(6)

City: Monroeville

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: (b)(6)

Home Number: (b)(6)

Email: (b)(6)

Age Range: 60 - 64

First: (b)(6)

State: PA Zip: (b)(6)



02/12/2007

MWOODSON

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: (800) 5315000 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No. : 9904895 Contact Type: Request for Information Source: Consumer TCS? N

Comments:

(Product Name: Instalacion de servicio a persona desconocida)
La compania de Direct Tv me mando a departamento de collecion diciendo que yo les debo US\$365.00 cuando yo nunca he vivido en Massachuset, parece que hubo alguien que uso mi seguro social y mi nombre para solicitar un contrato con Direct TV,ellos dicen que tienen un representate en esta ciudad con nombre de RRP Satellite TV, yo llame a ese lugar y ellos no contestan, yo envie una queja pero ellos ahora quien que yo les mande documentos personales cuando yo no confio en ellos, ya que robaron mi identidad, necesito ayuda antes de este fin de mes ya que el departamento de coleccion dijo que si no pago este dinero me van a enviar a danar mi credito, tambien me dan informaciones sobre la cuenta con Direct TV es (b)(6)
Favor de ayudarme. Gracias

Created By: MRITZ Created Date: 01/29/07

Updated By: MRITZ Updated Date: 02/01/07

Org Name: PUBLIC USERS - CIS

Amt Requested: 365.00

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/24/07

Initial Contact: Phone Transaction Date: 01/02/07

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



Law Violation:

Consumer

Complaining
Company/Org.:

Last name: (b)(6)
Address: (b)(6)

First: (b)(6)

City: Kissimmee

State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number:

Home Number: (b)(6)
Email: (b)(6)

Age Range: 30 - 39

Company

Company: Direct TV

Address:

City:

State: MA Zip:

Country: UNITED STATES

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9904763 Contact Type:Complaint Source:Consumer TCS? N

Comments: Consumer ordered Direct TV and was told that the refund policy allowed 21 days for consumer to cancel. Direct TV only allowed 3 days. Also, only two TV's were hooked up instead of the three that were promised. Also, the cable from the house to the satellite dish (on the garage) were left exposed on the ground and not buried.

Created By: JFLACK Created Date: 01/29/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 69.00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

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

Initial Response:Phone: other

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.: (b)(6)
Last name:
Address:
City: Sharpsville
Country: UNITED STATES
Work phone: () Ext:
Fax Number: (b)(6)
Home Number:
Email:
Age Range: 30 - 39

First: (b)(6)
State: PA Zip (b)(6)



02/12/2007

MWOODSON

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: (800) 82499081 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9903888 Contact Type:Complaint Source: Consumer TCS? N

Comments: Consumer was calling to file a complaint against Direct TV, a satellite tv company that consumer signed up for in May of 2006. Consumer states that he was not satisfied with the service and cancelled the service 6 days later. Consumer states that the company sent him boxes to ship all of the merchandise back which consumer did. Consumer states that the company has been harrasing him and trying to charge him \$300 for use of the equipment which consumer states he does not owe. Consumer disputed this with the company and they told him that they are now charging him the \$300 because he refused to give his ssn when he first signed up with the company. Consumer did not provide alternate phone or email.

Created By: LSHARP Created Date: 01/29/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 300.00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Phone Transaction Date: 05/01/06

Initial Response:Phone: other

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.: (b)(6)

Last name:

Address:

City: Waterville Valley

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 70 - 79

First: (b)(6)

State: NH Zip: (b)(6)



02/12/2007

MWOODSON

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9893872 Contact Type:Complaint Source:Consumer TCS? N

Comments: Consumer has a complaint against Direct TV. Consumer states she signed a one year contract with Direct TV and it expired. Consumer state sshe received three letters from Direct TV stating she did not owe anything, but received a collection notice. Consumer states Direct TV is trying to tell her she signed a two year contract. Consumer has no alternate#.

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

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 99.70

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Phone Complaint Date:

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

Initial Response:Phone: 800/888

Product/Service: Satellite and Cable TV
Creditor Debt Collection

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Falsely Represents Character, Amount, Status of Debt
Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: (b)(6)
Address: (b)(6)

First: (b)(6)

City: Dekalb
Country: UNITED STATES

State: IL Zip: (b)(6)

Work phone: () Ext:

Fax Number: (b)(6)
Home Number:
Email:

Age Range: 20 - 29



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address: PO Box 9001069

City: Louisville

State: KY Zip: 40290

Country: UNITED STATES

Email:

URL:

Phone: (800) 5315000

Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9892691 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer's husband called in the complaint. Consumer has a complaint against Direct TV. Consumer states Direct TV obtained her credit report without written permission. Consumer states she inquired into service with a local company, Qwest, who forwarded it on to Direct TV.

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

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Phone Complaint Date:

Initial Contact: Mail Transaction Date: 01/25/07

Initial Response: Phone: 800/888

Product/Service: Credit Report Users

Statute/Rule: Fair Credit Reporting Act



number

Law Violation: FCRA: User - Obtains Report Without Permissible Purpose

Consumer

Complaining

Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City:

Seattle

State: WA Zip: (b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Ext:

Fax Number:

Home Number:

Email:

Age Range: 20 - 29

Complaining

Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City:

Seattle

State: WA Zip: (b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

501

Ext:

Fax Number:

Home Number:

(b)(6)

Email:

Age Range: 30 - 39

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: (888) 3557530

Ext:

Company Representative

Associated Company



Transaction

Ref No.: 9891932 Contact Type:Complaint Source: Consumer TCS? N

Comments: Consumer states that Direct TV keeps sending him bills for an account that he does not have with them. Consumer has contacted the company several times and they claim that he is not in their system. Consumer gave no email.

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

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 328.75

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

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

Initial Response:Phone: 800/888

Product/Service: Creditor Debt Collection
Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Falsely Represents Character, Amount, Status of Debt

Consumer

Complaining Company/Org.: (b)(6)

Last name: [Redacted]
Address: [Redacted]

City: Brooklyn

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number:

Home Number:

Email:

Age Range:

First: (b)(6)
State: NY Zip: (b)(6)



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: (800) 9355152 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9886205 Contact Type: Complaint Source: Consumer TCS? N

Comments: (Product Name: Satelite TV) I initially filed a complaint with FTC because Directv misrepresented their product and promised a 30 free trial. Said I could cancel before 30days and they would disconnect with no extra charge. I cancelled in 15 days and they insist I pay the disconnect fee of \$311.65. Their collection Company, Allied called. I asked them not to call any more and they told me they would call anytime they wanted and I informed them that if I requested that they not call they couldn't and he laughed and said he had a gaggle full of attorney who said he could. I requested once more that he not call and hung up.

Created By: DCRASE Created Date: 01/25/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 311.65

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 01/23/07

Initial Contact: Phone Transaction Date: 01/23/07

Initial Response:

Product/Service: Third Party Debt Collection

Statute/Rule: Fair Debt Collection Practices Act

Law Violation: Calls any person repeatedly or continuously

Consumer

Complaining Company/Org.: (b)(6)

Last name:

Address:

City: Shawnee

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number:

Home Number:

Email:

Age Range: 50 - 59

First: (b)(6)

State: OK Zip: (b)(6)



02/12/2007

MWOODSON

Company

Company: Direct TV

Address: P.O. Box 6550

City: Greenwood Village

State: CO Zip: 80155

Country: UNITED STATES

Email: directv.com/email

URL:www.directv.com

Phone: (800) 5315000 Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9885961 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer is being billed \$136.27 by Direct TV for the replacement of a cable box. Consumer stated that she reported to the company that the original cable box was not working and the conpoany agreed to send a replacement. Consumer stated that she confirmed with the company that there would be no charge for the replacement but then rcv'd a bill any way. Consumer did not provide a work# or an e-mail address.

Created By: RBENN Created Date: 01/25/07

Updated By: RBENN Updated Date: 01/25/07

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 136.27

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

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

Initial Response: Phone: 800/888

Product/Service: Creditor Debt Collection

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.: (b)(6)
Last name: (b)(6)
Address: (b)(6)

First: (b)(6)

City: New Brunswick

State: NJ Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: (b)(6)
Home Number: (b)(6)
Email:

Age Range: 20 - 29



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address: PO Box 830032

City: Baltimore

State: MD Zip: 21283 0032

Country: UNITED STATES

Email:

URL:

Phone: (1800) 5315000

Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9885314 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer got a bill from a third party collection agency named Allied Interstate for \$96.45 collecting for Direct TV. Consumer had an acct with Direct TV. She moved a lot. Consumer contacted the company to put the acct on hold because she did not have a stable home and they did until February. She got a bill for \$21.00, but did not pay because she states that everytime she pays they take it out of hold. The consumer moved to a stable home and when she contacted the company to take the acct out of hold they told her that they could not give her service because she owed a balance. Now it is in collection. Consumer wants to file a complaint against Direct TV because they cannot put the acct on hold when something is owed. When the consumer placed the acct on hold she did not owe anything. Consumer did not provide work number or email. UPDATE 1/30/07 The consumer needed a new ph# for her state CPA. BMORA

Created By: KAYALA Created Date: 01/25/07

Updated By: BMORA Updated Date: 01/30/07

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 96.45

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Mail Transaction Date: 01/25/07

Initial Response: Unknown

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)



02/12/2007

MWOODSON

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: (b)(6)
Address:

City: Cleveland

Country: UNITED STATES

Work phone: () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range: 30 - 39

First: (b)(6)

State: TX Zip: (b)(6)

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9884863 Contact Type:Complaint Source: Consumer TCS? N

Comments: Consumer is calling to complaint againts Directv. Consumer states directv is charging him \$3.00 to send the bill to the consumer. Consumer states that he was unable to pay his bill cash throught his bank because direct tv is not sending the bill to him. Consumer states that he has to pay his bill over the phone beacuse that are no sending him the bill. No email adress.

Created By: KAYALA Created Date: 01/25/07

Updated By: DREYES Updated Date: 01/25/07

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 63.28

Amt Paid: 63.28 Payment Method: American Express Credit Card

Agency Contact: Phone Complaint Date:

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

Initial Response:Phone: 800/888

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Saint Just

State: PR Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Ext:

Fax Number:

Home Number:

Email:

Age Range: 40 - 49



02/12/2007

MWOODSON

number

Company

Company: Direct TV

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



02/12/2007

MWOODSON

Transaction

Ref No.: 9883037 Contact Type:Complaint Source: Consumer TCS? N

Comments: Consumer has a complaint regarding frustrations in his experiences of the last six weeks the trying to get Direct TV installed at his home. He has wasted two half days off of work and hours on the phone trying to set up and even cancel the service. CC letter to the IG Office.

Created By: JBLAND Created Date: 01/25/07

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

Org Name: Planning and Information- BCP

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Mail Complaint Date: 01/25/07

Initial Contact: Unknown Transaction Date: 11/18/06

Initial Response:Unknown

Product/Service: Satellite and Cable TV

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name:

Address:

City: Sterling Heights

Country: UNITED STATES

Work phone: () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range:

First:

State: MI Zi

(b)(6)

(b)(6)