



United States of America
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

FEB 12 2015

Russell Carollo



Re: FOIA-2015-00434
Google, Inc.

Dear Mr. Carollo:

This is in response to your request dated January 16, 2015, under the Freedom of Information Act seeking access to documents relating to Google. In accordance with the FOIA and agency policy, we have searched our records as of January 16, 2015, the date we received your request in our FOIA office.

We have located 77 previous Freedom of Information Act requests relating to Google, containing approximately 46,380 pages of responsive records. This search has exhausted the two free hours of search to which you are entitled as an "Other/General Public" requester, as well as your \$150 fee agreement. If you would like to extend this agreement to access additional records, please contact Andrea Kelly at (202) 326-2836 within twenty calendar days.

I am granting partial access to the accessible records. Portions of these pages were withheld in response to these previous requests, pursuant to the FOIA exemptions explained below.

We withheld some information under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because it is exempt from disclosure by another statute; specifically, Section 21(f) of the FTC Act provides that the FTC may not disclose any material reflecting a consumer complaint obtained from a foreign source if that foreign source has requested confidential treatment. 15 U.S.C. § 57b-2(f).

In addition, some responsive records constitute confidential commercial or financial information, which is exempt from disclosure under FOIA Exemption 4, 5 U.S.C. § 552(b)(4). *See Critical Mass Energy Project v. NRC*, 975 F.2d 871, 879 (D.C. Cir. 1992). Moreover, because Section 6(f) of the FTC Act, 15 U.S.C. § 46(f), prohibits public disclosure of this type of information, it is also exempt under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), which, as noted above, exempts from disclosure any information that is protected from disclosure under another federal statute.

Some responsive records contain staff analyses, opinions, and recommendations. Those portions are deliberative and pre-decisional and are an integral part of the agency's decision making process. They are exempt from the FOIA's disclosure requirements by FOIA Exemption 5.5 U.S.C. § 552(b)(5). *See NLRB v. Sears, Roebuck & Co.*, 421 U.S. 132 (1975). Additionally, some records contain information prepared by an attorney in contemplation of litigation which is

exempt under the attorney work-product privilege. *See Hickman v. Taylor*, 329 U.S. 495, 509-10 (1947).

Some records were exempt from disclosure under FOIA Exemption 7(A), 5 U.S.C. § 552(b)(7)(A), because disclosure of that material could reasonably be expected to interfere with the conduct of the Commission's law enforcement activities. *See Robbins Tire & Rubber Co. v. NLRB*, 437 U.S. 214 (1978).

Some of the records were obtained on the condition that the agency keep the source of the information confidential and are exempt from disclosure under FOIA Exemption 7(D), 5 U.S.C. § 552(b)(7)(D). That exemption is intended to ensure that "confidential sources are not lost because of retaliation against the sources for past disclosures or because of the sources' fear of future disclosures." *Brant Constr. Co. v. EPA*, 778 F.2d 1258, 1262 (7th Cir. 1985).

Some of the records contain personal identifying information compiled for law enforcement purposes. This information is exempt for release under FOIA Exemption 7(C), 5 U.S.C. § 552(b)(7)(C), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information.

Some information is exempt from disclosure under FOIA Exemption 7(E), 5 U.S.C. § 552(b)(7)(E). Exemption 7(E) protects information that would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law. *See Foster v. DOJ*, 933 F. Supp. 687 (E.D. Mich. 1996).

We have also located 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 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 the date 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 the FOIA regulations or procedures, please contact Andrea Kelly at (202) 326-2836.

Sincerely,



Sarah Mackey
Associate General Counsel



08/01/2006

LMARASCO

Transaction

Ref No.: 8631296 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: google adwords) Google is charging me more for pay per click (AdWords) advertising service than they charge other companies in a blatant effort to leave my company unable to compete with my competition.

Created By: JHART Created Date: 07/17/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 42,000.00

Amt Paid: 42,000.00 Payment Method:Bank Account Debit

Agency Contact: Internet Complaint Date: 07/14/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

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

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

Address: (b)(6)

City: las vegas State: NV Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: (b)(6)

Home Number: (b)(6)

Email: (b)(6)

Age Range: 30 - 39



08/01/2006

LMARASCO

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: adwords-support@google.com

URL:www.google.com

Phone: (650) 253-0000 Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8579864 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I filed a legally valid complaint with Google inc. in order to remove libelous messages from Google groups. Google inc. omitted to act on my request/complaint although they promised to do so. This is their confirmation that they promised to act on my request/complaint:

FROM: noreply@googlegroups.com TO: (b)(6)
We have received your request to remove the messages below from the Google Groups archive. To accept the removal request, visit:

(b)(6)

Created By: MHORN Created Date: 07/10/06

Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 07/03/06

Initial Contact: Internet Web Site Transaction Date: 01/01/00

Initial Response:

Product/Service: Internet Access Services



08/01/2006

LMARASCO

Statute/Rule:

Law Violation: Failure to Honor Warranty or Guarantee
Merchandise or Service Never Received

Consumer

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

First: (b)(6)

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

State: ZZ Zip: (b)(6)

Company

Company: Google Inc.
Address: 1600 Amphitheatre Pkwy

City: Mountain View, CA 94043
Country: UNITED STATES

State: CA Zip: 94043

Email:
Phone: () Ext:

URL:http://www.google.com

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8579863 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I filed a legally valid complaint with Google inc. in order to remove libelous messages from Google groups. Google inc. omitted to act on my request/complaint although they promised to do so. This is their confirmation that they promised to act on my request/complaint:

FROM: noreply@googlegroups.com TO: (b)(6)

We have received your request to remove the messages below from the Google Groups archive. To accept the removal request, visit the following URL:

(b)(6)

Desired Resolution:

I want Google inc. to act on my request and do as they promised by removing these libelous messages.

Created By: MHORN Created Date: 07/10/06

Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/30/06

Initial Contact: Internet Web Site Transaction Date: 01/01/00

Initial Response:



08/01/2006

LMARASCO

Product/Service: Internet Access Services

Statute/Rule:

Law Violation: Failure to Honor Warranty or Guarantee
Merchandise or Service Never Received
Merchandise or Service Not in Conformity with Order

Consumer

Complaining
Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

(b)(6)

City: Leuven

State: ZZ Zip:

Country: BELGIUM

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range:

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View, CA 94043

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:http://www.google.com

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8542550 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I filed a legally valid complaint with Google inc. in order to remove libelous messages from Google groups. Google inc. omitted to act on my request/complaint although they promised to do so. This is their confirmation that they promised to act on my request/complaint:
FROM: noreply@googlegroups.com TO: (b)(6),
We have received your request to remove the messages below from the Google Groups archive. To accept the removal request, visit:

(b)(6)

Created By: MPHILLIPS Created Date: 07/05/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 07/03/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services



08/01/2006

LMARASCO

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

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

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

City: Leuven
Country: BELGIUM
Work phone: () Ext:
Fax Number: ()
Home Number: ()
Email: (b)(6)
Age Range: 50 - 59

Company

Company: Google Inc.
Address: 1600 Amphitheatre Pkwy

City: Mountain View, CA 94043 State: NR Zip:
Country: LOCATION NOT REPORTED
Email: URL:http://www.google.com
Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8535752 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google groups) I filed a legally valid complaint with Google inc. in order to remove libelous messages from Google groups. Google inc. omitted to act on my request/complaint although they promised to do so. This is their confirmation that they promised to act on my request/complaint:

FROM: noreply@googlegroups.com TO: (b)(6)
We have received your request to remove the messages below from the Google Groups archive. To accept the removal

(b)(6)

Desired Resolution:
I want Google inc. to act on my request and do as they promised by removing these libelous messages.

Created By: RBROWN1 Created Date: 07/03/06
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: .00
Amt Paid: .00 Payment Method:
Agency Contact: Internet Complaint Date: 06/30/06
Initial Contact: Internet Web Site Transaction Date:



08/01/2006

LMARASCO

Initial Response:

Product/Service: Internet Information & Adult Services

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: Leuven State: ZZ Zip:

Country: BELGIUM

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range: 50 - 59

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View, CA 94043 State: CA Zip: 94043

Country: UNITED STATES

Email: URL:

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8499848 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: personal vital information published on their website) the EFT form containing my Social Security is being posted on the GOOGLE website to my surprice. If you make a search under (b)(6) the result will appear as (b)(6) Requesting to please delete this result as it contains vital information

Created By: RBROWN1 Created Date: 06/27/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/23/06

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: General Privacy

Law Violation: Other privacy violation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

First: (b)(6)

Address:

City: CARMICHAEL

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6)

Fax Number:

Home Number:

Email:

Age Range: 50 - 59



08/01/2006

LMARASCO

Company

Company: Google

Address: 3304 Jayanne Way

City: Carmichael

State: CA Zip: 95608

Country: UNITED STATES

Email: jeanluc.chassereau@sodexhousa.com URL:

Phone: (408) 8386689 Ext:

Company Representative

Rep Name: n/a, n/a

Title:

Associated Company



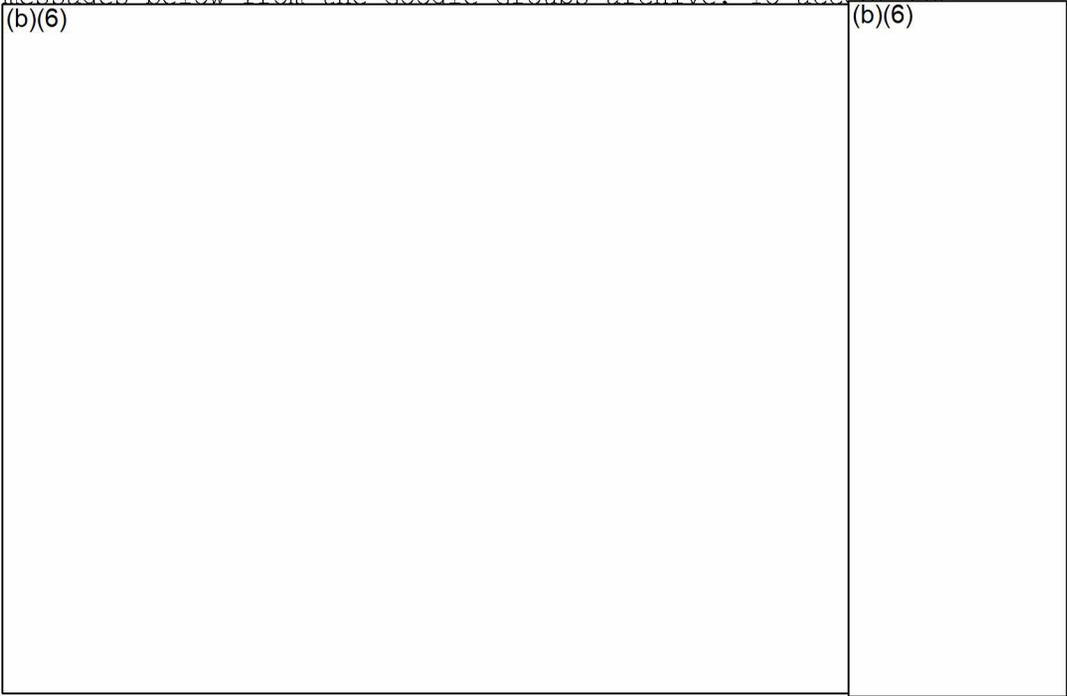
08/01/2006

LMARASCO

Transaction

Ref No.: 8499275 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I filed a legally valid service complaint and honorable request with Google inc. in order to remove my old messages from Google Groups but they omitted to act on my complaint/request. This is their confirmation that they promise that they would act on my complaint/request:
FROM:noreply@googlegroups.com TO:(b)(6) Hello (b)(6)
(b)(6) We have received your request to remove the messages below from the Google Groups archive. To accept the (b)(6)



Created By: MHORN Created Date: 06/27/06

Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/19/06

Initial Contact: Internet Web Site Transaction Date: 01/01/00

Initial Response:

Product/Service: Internet Access Services

Statute/Rule:



08/01/2006

LMARASCO

Law Violation: Failure to Honor Warranty or Guarantee

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: Leuevn

Country: BELGIUM

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range:

First: (b)(6)

State: ZZ Zip: (b)(6)

Company

Company: GOOGLE INC

Address: 1600 Amphitheatre Parkway

City: Mountain View, CA 94043

State: NR Zip: 94043

Country: LOCATION NOT REPORTED

Email:

URL:http://www.google..com

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8465007 Contact Type:Complaint Source:Consumer TCS? Y

Comments: The email said I won a contest of some sort. It asked me to contact them by email @ felixmartins68@netscape.net to claim my prize and have it deposited into my account. Please investigate if at all possible.

Created By: BSTURM Created Date: 06/21/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/20/06

Initial Contact: Internet/E-mail Transaction Date: 06/19/06

Initial Response:

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Coalinga

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 20 - 29



08/01/2006

LMARASCO

Company

Company: Google Lottery Agency

Address: Boeing Avenue 44 9459 PE.

(most likely bogus address)

City: n/a

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Rep Name: Martins, Felix

Title:

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8463514 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Groups) I filed a legally valid service complaint and honorable request with Google inc. in order to remove my old messages from Google Groups but they omitted to act on my complaint/request. This is their confirmation that they promise that they would act on my complaint/request:
FROM: noreply@googlegroups.com TO: (b)(6) Hello (b)(6) We have received your request to remove the messages below from the Google Groups archive. To accept the removal request, visit the following URL: http://groups-

(b)(6)

Created By: SWOODSON Created Date: 06/21/06
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: .00
Amt Paid: .00 Payment Method: Unknown
Agency Contact: Internet Complaint Date: 06/19/06



08/01/2006

LMARASCO

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

First: (b)(6)

Address:

State: ZZ Zip: (b)(6)

City: Leuevn

Country: GERMANY

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59

Company

Company: GOOGLE INC

Address: 1600 Amphitheatre Pkwy

City: Mountain View CA 94043

State: NR Zip: 94043

Country: LOCATION NOT REPORTED

Email:

URL:http://www.google.com

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8457309 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: google adsence) Google asked, and I agreed to carry thier adsence ads on my web site.I was to be payed for clicks made on their ads.I did not make request for payment,letting my account built up. In May, 2006, I was accused of click fraud (without proof given) their ads were removed and any money owing me would not be payed to me.I am taking legal action for being called a fraud, however common law should apply, and as they have no proff of fraud on my part, payment earned from thier ads on my web site should be made. Your comments would be appreciated. Bruce Chambers

Created By: RBROWN1 Created Date: 06/20/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/16/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

(b)(6)

Last name:

First:

(b)(6)

Address:

City:

State: BC Zip:

(b)(6)

Country: CANADA

Work phone () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range: 70 - 79



08/01/2006

LMARASCO

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: (650) 253000

Ext:

Company Representative

Rep Name: N/A, N/A

Title:

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8425456 Contact Type:Complaint Source:Consumer TCS? N

Comments: (Product Name: Groups Beta and Library Project) Google is guilty of human rights atrocities for abusing their power on the Internet to infringe on people's privacy, archive chats made from people's homes in non-deletable permanent archival forms, violating free spirit, and leaving people tortured. (Bush says America does not torture). Like Ceausescu, Google abused their powers for self interests, and targeted public domains for unilateral control. Google for their commercial interests gained access of world book libraries, and disregarding their infringement on 15 million copyrights, they violated human cultures worldwide, an act of crimes against humanities (in the cultural regards) and cultural atrocities (vandalism of human cultural assets criminally).

Created By: RLOPER Created Date: 06/14/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/13/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: General Privacy

Law Violation: Other privacy violation

Consumer

Complaining Company/Org.:

(b)(6)

Last name:

First:

(b)(6)

Address:

City: Highlands Ranch

State: CO Zip:

(b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 30 - 39



08/01/2006

LMARASCO

Company

Company: Google

Address:

City: Mountain View

State: CA Zip:

Country: UNITED STATES

Email:

URL:www.google.com

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8291706 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: AdWords) I feel that it infringes upon Fair Trade Practices and Federal Trademark law that Google's AdWords program can sell my trademark to my competitors for advertising on their Sponsored Links area in their search engine.

Created By: RBROWN1 Created Date: 05/30/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 05/25/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

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: Enumclaw

State: WA Zip: (b)(6)

Country: UNITED STATES

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

Age Range: 40 - 49



08/01/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.google.com

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8256280 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Das von Ihnen empfohlene Unternehmen Spaywave verfolgt eine unbeschreiblich aggressive Politik. Es werden Programme zur Werbunf installiert, die nur noch durch Fachleute entfernt werden können. Es ist schade, dass es eine Firma wie Goggle nötig hat mit solchen zweifelhaft und zwielfichtigen Unternehmen zusammen zu arbeiten und diese Firmen noch zu empfehlen. Sie sollten sich schämen!!!

Created By: MHORN Created Date: 05/23/06
Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 05/18/06

Initial Response:

Product/Service: Computers: Equipment\Software

Statute/Rule:

Law Violation: Other (Explain in Comment Field)

Consumer

Complaining Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City:

(b)(6) Pampatar/Nueva Esparta State: ZZ Zip: (b)(6)

Country:

VENEZUELA

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:



08/01/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: Google

URL:Google

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8648074 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

(b)(6) Google.com sent me this...
Hello (b)(6) It has come to our attention that invalid clicks have been generated on the Google ads on your site(s). We have therefore disabled your Google AdSense account. Please understand that this step was taken in an effort to protect the interest of the AdWords advertisers. A publisher's site may not have invalid clicks on any ad(s), including but not limited to clicks generated by: - a publisher on his own web pages - a publisher encouraging others to click on his ads - automated clicking programs or any other deceptive software - a publisher altering any portion of the ad code or changing the layout, behavior, targeting, or delivery of ads for any reason Practices such as these are in violation of the Google AdSense Terms and Conditions and program polices, which can be viewed at: https://www.google.com/adsense/localized-terms?hl=en_US https://www.google.com/adsense/policies?hl=en_US Publishers disabled for invalid click activity are not allowed further participation in AdSense and do not receive any further payment. The earnings on your account will be properly returned to the affected advertisers. Sincerely, The Google AdSense Team

They will not tell me detailed information how I violated their terms. And more than 2 occassions, I emailed thier adsense group and asked if everything I had was ok. Even a couple of times, I attempted to report some other sites to them that modified their code to work on thier CMS site. Even the CMS I used had modified it, assuming if that is what they are referring too. Basically thier program works by placing ads, search bars and multiple products on your si

Created By: IFCC Created Date: 05/22/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 500.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 05/22/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: SAINT HELENS

Country: UNITED STATES

Work phone () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range:

First: (b)(6)

State: OR Zip: (b)(6)

Company

Company: GOOGLE INC

Address: 1600 Amphitheatre Parkway

City: MOUNTAINVIEW

State: CA Zip: 94043

Country: UNITED STATES

Email: adsense-adclicks@google.com

URL:

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8239325 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Adserver) I CONSTRUCTED A WEB PAGE USING iPOWER AND PUBLISHED IT TO THE INTERNET. I EXPECTED TO BE PICKED UP BY ALL SEO AND/OR SEARCH ENGINES. RANDOM TESTS SHOW PAGE RANKED #1 ON YAHOO, # 4 ON MICROSOFT HOWEVER, GOOGLE DID NOT LIST MY PAGE IN THE FIRST 35 PAGES. NG! CANCELLED SERVICE AFTER RECEIVING NOTE STATING THAT GOOGLE NEEDED MORE MONEY (SAID THAT MY WEB ALLOTMENT CAME UP AT MIDNIGHT AND WAS USED BY 3AM..... I REPLIED TO THEIR EMAIL STATING THEY NEEDED MORE MONEY WITH.....YOUR FIRED!!!!!!! APPROXIMATELY A MONTH WENT BY WHEN MY BANK INFORMED ME GOOGLE HAD TAKEN 484.33 from my account! Grrrrrrrrrr! Attempts to contact them were fruitless. My WEB page was attacked and rendered useless. I reconstructed firewall setting and re-published my web page. I attempted to tweak Google through SEO private services. Still 3 or 4 at Yahoo Number 1 at MSN but absent from Google! The internet is free and when I search the internet I expect that the information I get from the browser is accurate. However, I believe Google, and co-conspirators have contrived a plan which they willingly snd knowingly did pursue a course by following unfair business practices did injur me through a scheme to provide a monopoly or otherwise sell my potential customers by manipulation of free data offered by users of the internet! Furthermore the scheme to force small business to engage the service by subscription selective creates an unfair business practice. My charge further states that by the manner by which Google solicits help with their SEO (Search Engine Organization) is a form of PROTECTIONISM PRACTICED BY ORGANIZED CRIME AND KNOW AS THE PROTECTION SCHEME. I (b)(6) (b)(6) CAME FORWARD THIS 17TH DAY OF MAY IN THE YEAR 2006 CLAIMING FOUL AGAINST THIS ORGANIZATION A DO HEREBY OFFER TO TESTIFY TO THE SAME IN A COURT OF LAW FOR THE CRIMINAL ACTS PERPETRATED BY GOOGLE AND ITS CO-CONSPIRATORS AGAINST THE AMERICAN PEOPLE DESERVING FREE AND HONEST TRADE!

Created By: MPHILLIPS Created Date: 05/19/06
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: 50.00
Amt Paid: 84.33 Payment Method: Bank Account Debit
Agency Contact: Internet Complaint Date: 05/17/06
Initial Contact: Internet Web Site Transaction Date: 05/04/06
Initial Response:
Product/Service: Internet Web Site Design\Promotion
Statute/Rule: FTC Act Sec 5 (BCP)



08/01/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

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

First: (b)(6)

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

State: VA Zip: (b)(6)

Company

Company: Google
Address: 2298 Tuggle Rd

City: Farmville State: VA Zip: 23901
Country: UNITED STATES
Email: cybernut@netzero.com URL:
Phone: () Ext:

Company Representative

Rep Name: NONE, NONE Title:

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8224449 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Adwords) CC of email sent to Google via their online email support.

Ok, I have already tried contacting you all once and never got a response back. I have now noticed that a cost has been accrued to the total of \$27.15 with 28 clicks supposedly transacted. This is far from correct as I have programmed a custom tracking system for my site and have not come anywhere close to receiving 28 clicks from your program. I have deleted my campaign and would like to have someone contact me about the clicks and cost up to date. I feel that your program has traits of consumer fraud and would like to be assured that this is not the intent. I will also send a copy of this to other parties that may be interested.

Thank you
(b)(6)

Created By: RLOPER Created Date: 05/17/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 27.15

Amt Paid: .00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 05/15/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)



08/01/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

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

First: (b)(6)

City: Irving
Country: UNITED STATES
Work phone: () Ext:
Fax Number: (b)(6)
Home Number: (b)(6)
Email: (b)(6)
Age Range: 30 - 39

State: TX Zip: (b)(6)

Company

Company: Google

Address:

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

State: NR Zip:

URL:www.google.com

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8168906 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: privacy-protected anonymous support group information) INTERNET PRIVACY BREACH LETTER 5/3/06

I am sending the following to you, Google, and the Yahoo group I was affiliated with as am not sure where the security violation took place:

I was appalled to learn today that when I entered my name on the Google search engine my affiliation with a Yahoo "privacy-protected" anonymous support group was not only listed but gives anyone the ability to enter the site and search private messages and responses from members, including myself, who believe their anonymity is protected! As well, I now know from listening to today's National Public Radio's show Talk of the Nation that companies will peruse the internet for information re potential employees, an eggregous privacy violation and illegal yet it is done. To list privacy-protected information for the public to see is absolutely unacceptable and I want my name and connection to any groups removed immediately as well as a response sent (b)(6) and soon to be canceled email address;

I am stunned and saddened that common sense would not prevail here and once again have learned that new technology is only as safe as the individuals mindsets who developed it.

Sincerely

(b)(6)

Created By: DBRAHLEK Created Date: 05/08/06
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 05/04/06
Initial Contact: Internet/E-mail Transaction Date: 05/04/06

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

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

First: (b)(6)

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

State: IL Zip: (b)(6)

Company

Company: Google, Yahoo, Yahoo groups

Address:

City:
Country: LOCATION NOT REPORTED

State: NR Zip:

Email:
Phone: () Ext:

URL:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8139564 Contact Type:Complaint Source: Consumer TCS? Y

Comments: (Product Name: display under my name, unanimous depression group at yahoo) I don't even know,if I reached the right site.But I did a google search under my name,and an unaminous group,I belong to with yahoo "depressedandlonely" showed up with messages,my e-mail address,full name,etc.All I need, is for an emplooyer to see that,and I would be fired.I don't want the whole world to know,that I am depressed. I am angry (b)(6)

(b)(6)

PS Is there any way that can be removed.I contacted yahoo and google,but so far no response.Thank you kindly.

Created By: BSTURM Created Date: 05/02/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 04/30/06

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: General Privacy

Law Violation: Other privacy violation

Consumer

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

First: (b)(6)

City: Lake Park State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

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

Age Range: 50 - 59



08/01/2006

LMARASCO

Company

Company: google search

Address: google

don't know

City: don't know

State: NR Zip: don't know

Country: LOCATION NOT REPORTED

Email: Google.com

URL:Google search under my name

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8078665 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Internet Search) I entered my name in Google and google displayed 2 internet sites which contained my personal information and my credit card number along with information about other people. I have pasted sites below. When you click on cached on the site after entering my name, (b)(6) on google you will get my personal information and the information of other people.

(b)(6)

Created By: JHART Created Date: 04/21/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 04/20/06

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

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: Miami
Country: UNITED STATES

State: FL Zip: (b)(6)

Work phone: () Ext:

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

Email:

Age Range: 50 - 59



08/01/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.google.com

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8071796 Contact Type:Complaint Source:Consumer TCS? N

Comments: Consumer calling because he has had a problem with his wife's ex-boyfriend who had been stalker and has harmed her. He has been able to keep their address information confidential and unlisted in any phone books or any public documents, but has found out that his address is available for a fee online and is upset about that. UPDATE 04/20/06: Consumer's main complaint is that if you put his name or his wife's name into the Google search engine, you will come up with sites that are selling their personal information. The consumer could only come up with the name for a specific site called nabo.com. He will research and call back with other company names. pblunt

Created By: KMURRAY Created Date: 04/20/06

Updated By: PBLUNT Updated Date: 04/20/06

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Internet Web Site Transaction Date: 04/20/06

Initial Response:Unknown

Product/Service: Other (Note in Comments)

Statute/Rule: General Privacy

Law Violation: Other privacy violation

Consumer

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

First: (b)(6)

City: Riverside
Country: UNITED STATES

State: CA Zip: (b)(6)

Work phone () Ext:

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

Email:
Age Range:



08/01/2006

LMARASCO

Company

Company: Google

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company: nabo.com

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company Representative

Associated Company

Company: nabo.com

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Phone: () Ext:

Reason: Other



08/01/2006

LMARASCO

Transaction

Ref No.: 8605054 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # (b)(6) from: email address "info@google.com" on 4/17/06 GOOGLE EMAIL LOTTERY INTERNATIONAL FROM: INTERNATIONAL PROMOTION / PRIZE AWARD . PROMOTING INTERNET USAGE OVER THE GLOBE (WE ENCOURAGE GLOBALIZATION) FROM: THE LOTTERY COORDINATOR, INTERNATIONAL PROMOTIONS/PRIZE AWARD DEPARTMENT GOOGLE B.V. Boeing Avenue 44 9459 PE. RESULTS FOR CATEGORY "A" DRAWS Congratulations to you as we bring to your notice, the results of the First Category draws of GOOGLE LOTTERY INT. We are happy to inform you that you have emerged a winner under the First Category, which is part of our end of year promotional draws. The draws were held on 30th March, 2006 and results are being officially announced today 12th April, 2006. Participants were selected through a computer ballot system drawn from 2,500,000 email addresses of individuals and companies from Africa, America, Asia, Australia, Europe, Middle East, and Oceania as part of our International Promotions Program. Your e-mail address, attached to ticket number (b)(6) drew the lucky numbers 3-4-17-28-35-44 and consequently won in the First Category. You have therefore been awarded a lump sum pay out of 1,000,000 euros(One million euros), which is the winning payout for Category A winners. This is from the total prize money from 2,000,000 euros shared among the 2 winners in this category. CONGRATULATIONS! Your fund is now deposited with the paying Bank. In your best interest to avoid mix up of numbers and names of any kind, we request that you keep the entire details of your award strictly from public notice until the process of transferring your claims has been

Created By: IFCC Created Date: 04/18/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 04/18/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

Complaining

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

First: (b)(6)

City: GOLDEN VALLEY

State: MN Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

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

Age Range:

Company

Company: Google

Address: OLYMPIA 45, 11688 Athens, GREECE

City: ATHENS

State: ZZ Zip:

Country: GREECE

Email: dukepeters@latinmail.com

URL:

Phone: (694) 8124715 Ext:

Company Representative

Rep Name: Peters, Duke

Title:

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8041993 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: gmail service) TO WHOM IT MAY CONCERN

I am having a nightmare problem with google, there gmail service. I am been locked out of my account for 7 days due to my password not working.

I have tried to telephone them and they inform me there is no telephone support, they tell me to send a email. I have now sent 4 emails everyday for 7 days 28 emails in all, they refuse to answer me and continue to keep me without my email which I use every day for correspondence and my contact file is in the email.

I am asking you to help me get my email back and assist me as soon as possible as this is effecting my ability to make a living and support my family.

Please contact me as soon possible via return email or telephone (b)(6) to assist me with this tramu and nightmare that I am going thru with gmail.

Sincerely,

(b)(6)

my gmail account account is (b)(6)

Created By: RBROWN1 Created Date: 04/14/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 04/13/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



08/01/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

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

Last name: [Redacted]
Address: [Redacted]

First: (b)(6)

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

State: FL Zip: (b)(6)

Company

Company: google-gmail service

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: support-gmail.com URL:

Phone: (650) 2530000 Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8029424 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Search Engine) On April 11, 2006 at approximately 20:45 EDT, a search of Google for the word "FAILURE" while clicking the "I'm feeling lucky" feature button, will bring up a biography of President Bush. Regardless of political inclination, this is an insult to the Office of the President of the United States an therefore an insult to all americans. It is a violation of the public trust and I believe it is also a violation of advertising laws (this behavior is contrary to what google advertises in its user agreement).

Created By: RLOPER Created Date: 04/12/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 04/11/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

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

Last name:

First:

Address:

City: Key Biscayne

State: FL Zip:

Country: UNITED STATES

Work phone: (b)(6) xt:

Fax Number:

Home Number:

Email:

Age Range: 40 - 49



08/01/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: unknown (can't find in website) URL:www.google.com

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8020987 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Sweepstakes) I dont know if this is a case of fruad or note but it smells kinda funny. I had my banker look over the information and she told me to ask you all. So that brings me to where I am now. They contacted me saying that they were Google and that I had won \$200,000.00 Well that would be real nice but I am not the kind of person that ever wins anything. If you could please check these people out for me that would be great. Thanks in advance

Created By: RLOPER Created Date: 04/11/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 04/10/06

Initial Contact: Internet/E-mail Transaction Date: 06/07/06

Initial Response:

Product/Service: Lotteries\Lottery Ticket Buying Clubs

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

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

First: (b)(6)

City: Perkins

State: OK Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

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

Age Range: 20 - 29



08/01/2006

LMARASCO

Company

Company: Google

Address: Oakleigh Road South

London N11 1NP

City: North London Business Park

State: ZZ Zip:

Country: UNITED KINGDOM

Email: richardwells2@excite.com

URL:

Phone: ()

Ext:

Company Representative

Rep Name: Wells, Richard

Title:

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8019807 Contact Type:Complaint Source:Consumer TCS? Y

Comments: The consumer stated their name, address, directions to their home and phone number listed on the internet. The consumer has had an unlisted phone number for 20 years or more. The consumer called the phone company, Sage and was told they did not release any info regarding their phone listing.
UPDATE 04/11/06: Consumer states that her granddaughter found her info on a Google search. scrawford UPDATE: 4/11/06
Consumer wants a phone phone number for Google. GAG

Created By: JXHEINY Created Date: 04/11/06

Updated By: GGADSON Updated Date: 04/11/06

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Phone Complaint Date: 04/11/06

Initial Contact: Phone Transaction Date: 04/10/06

Initial Response:Unknown

Product/Service: Internet Information & Adult Services

Statute/Rule: General Privacy

Law Violation: Company does not provide any opportunity for consumer to opt out of information sharing

Consumer

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

First: (b)(6)

City: Kokomo State: IN Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 60 - 64



08/01/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7973806 Contact Type:Complaint Source:Consumer TCS? Y

Comments: The consumer has a complaint Google Cash Machine. The consumer states that the company told her that they could send the consumer a program to help the consumer earn money over the internet. The consumer was to be a reseller or distributor of products for the company. The consumer states that the company is unresponsive to her now. The consumer states that the company didn't assist her in starting the business as she was told.

Created By: ASMITLEY Created Date: 04/05/06
Updated By: Updated Date:
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL
Amt Requested: 39.95
Amt Paid: 39.95 Payment Method: Bank Account Debit
Agency Contact: Phone Complaint Date:
Initial Contact: Internet Web Site Transaction Date: 01/01/06

Initial Response:Internet/E-mail

Product/Service: Bus Opps\Franchises\Distributorships

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

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

First: (b)(6)

City: Fairfield

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

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

Age Range: 40 - 49



08/01/2006

LMARASCO

Company

Company: Google Cash Machine

Address: Becoehler Str 12

City:

State: NR Zip: 51789

Country: LOCATION NOT REPORTED

Email: support@income-machine.com

URL:income-machine.com

Phone: (226) 64778230 Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7924345 Contact Type:Comments Source:Consumer TCS? Y

Comments: (Product Name: Google Library Project) Its been a few months since I complained to the FTC about Google's piracies, so I am revising my complaint:

Germany punishes people with up to two years in jail if they download a film from the Internet, and 5 years for those who profit from the downloads.

Meanwhile in the USA Google is scanning 15 million books from Libraries, and not checking for copyrights. They profit from the scanned materials by attaching commerical sponsor-links to the library materials. Copy-right means if profit is made from the duplicated product, permits are needed from the copyright holders. Google ignores such cooperation with copyright holders and asks them to turn to Google if they do not wish their materials to be "sponsored" online.

Sponsoring people is like treating them as handicapped people. People turn away from such degrading situations, the least they want is someone to unilaterally sponsor them.

Google is a criminal organization, and their organization leaders should be jailed by International and American standards for MASS piracies.

Created By: JHART Created Date: 03/28/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 03/25/06

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

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

First: (b)(6)

City: Highlands Ranch

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

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

Age Range: 30 - 39

Company

Company: Google

Address:

City: Mountain View

State: CA Zip:

Country: UNITED STATES

Email: URL:www.google.com

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7915962 Contact Type:Complaint Source:Consumer TCS? Y

Comments: In der Google-Suchmaschine wird unter Eingabe meines Namens "devlet sanlier" in den ersten Ergebnissen unter der Überschrift "S Marketing" meine privaten Kontaktdaten (Anschrift, Telefonnummer usw.) angezeigt. Wird der Link angeklickt, wird man zu einer Seite geführt, die mit "www.sanlier.de" beginnt. Das Problem ist, hierbei handelt es sich nicht mehr um meine domain! Ich habe nichts mehr mit dieser domain zu tun! Die Verlinkung führt zu einem Unternehmen, das ich nicht kenne. Die komplette URL lautet:

(b)(6)

Ich hbae Google mehrmals dazu aufgefordert, meine Kontaktdaten aus ihrem Cache zu entfernen, doch bisher erfolgte keine Reaktion. Da ich eine alleinstehende Frau bin, bitte ich ausdrücklich darum, dringend meine Kontaktdaten zu entfernen.

Created By: MHORN Created Date: 03/27/06

Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 03/23/06

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Web Site Design\Promotion

Statute/Rule:



08/01/2006

LMARASCO

Law Violation: Other (Explain in Comment Field)

Consumer

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

First: (b)(6)

City:

State: 51 Zip: (b)(6)
5

Country: GERMANY

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)
Age Range: (b)(6)

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

Mountain View

City: CA 94043 State: CA Zip: 94043

Country: UNITED STATES

Email: help@google.com URL:www.google.de

Phone: (650) 253 Ext: 0001

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8399622 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # (b)(6) The following suspicious message is supposed to have been sent from the Google Mail acct. of (b)(6) (b)(6) (cell)). I called Mr. (b)(6) at around 2000 EST tonight (March 24 2006) and he says that he has not sent me this email. I believe some party could have hacked my Yahoo! email account and Gmail to create this message. If my Yahoo! email account has been hacked, I would have lost financial information. Suspicious message: -

(b)(6)

Created By: IFCC Created Date: 03/24/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 03/24/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

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

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

Company

Company: Google Inc.
 Address: 1600 Amphitheatre Parkway

City: Mountain View State: CA Zip: 94043
 Country: UNITED STATES
 Email: arin-contact@google.com URL:
 Phone: (650) 3180200 Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7900255 Contact Type:Complaint Source: Consumer TCS? Y

Comments: Consumer states that Google.com is showing a document in public record from 1993 regarding case titled People vs. (b)(6) Consumer wants it removed from the website and google.com does not want to do that. No alternate #.

Created By: LLAWRENCE Created Date: 03/23/06

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: Internet Web Site Transaction Date: 03/23/06

Initial Response:Phone: 800/888

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Bensenville

State: IL Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: (b)(6)

Home Number: (b)(6)

Email: (b)(6)

Age Range: 50 - 59



08/01/2006

LMARASCO

number

Company

Company: GOOGLE.COM

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7875573 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Gmail.com) Gmail a product offered by Google is collecting and scanning individual messages from children that is then used to market services to companies that pay google a fee. This is not limited to Adults but people under the age of 18 that are not able to enter into an agreement legally, and cannot dismiss their rights to privacy. Google makes no attempt to limit its membership to adults only, therefor I believe they are violating COPPA laws relating to childrens privacy rights. The product gmail and google use to accomplish this is called AdWords and AdSense but is not limited to these programs. Google allows anyone to signup and waive their rights, but children must be excluded from this practice as they cannot enter into an agreement without their parents, and google blaintently ignores this fact.

Created By: DCRASE Created Date: 03/21/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Internet Complaint Date: 03/19/06

Initial Contact: Internet (Other) Transaction Date: 03/19/06

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: Children's Online Privacy Protection Act



08/01/2006

LMARASCO

Law Violation: Parent Not Given Opportunity to Refuse Consent to Third Party Disclosure

Consumer

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

First: (b)(6)

City: Fountain Hills
Country: UNITED STATES
Work phone: () Ext:
Fax Number: ()
Home Number: (b)(6)
Email: [Redacted]
Age Range: 30 - 39

State: AZ Zip: (b)(6)

Company

Company: Google
Address: 1600 Amphitheatre Parkway

City: Mountain View State: CA Zip: 94043
Country: UNITED STATES
Email: bizdev@google.com URL:Gmail.com
Phone: (650) 2530000 Ext:

Company Representative

Rep Name: Page, Larry Title:

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7811857 Contact Type:Complaint Source:Consumer TCS? N

Comments: (Product Name: Google Groups) Complaint: On their Google Groups, they are posting old (1992, for example) postings from supposedly private newsgroups, like alt.recovery, alt.support, and ones for victims of sexual abuse. They are publishing the posters email addresses and full names! They are taking an extremely private matter (discussions of sexual abuse, alcohol abuse, eating disorders) and making it public including the individual's full name and email address. PLEASE STOP THEM. I tried to get them to take my postings down and they have not.

Created By: RLOPER Created Date: 03/09/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 03/08/06

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: General Privacy

Law Violation: Other privacy violation

Consumer

Complaining

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

First: (b)(6)

Address:

City: State: CA Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

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

Age Range: 40 - 49



08/01/2006

LMARASCO

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View, CA

State: CA Zip: 94043

Country: UNITED STATES

Email:

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

Phone: (650) 253-0000 Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7795134 Contact Type:Complaint Source:Consumer TCS? Y

Comments: FYI: I was visiting WebMD.com and went to a few linked sites. I noticed that all the URLs on the linked sites would show google.com first and then it would be directed to the appropriate web page. I'm not using google; I typed webmd.com into my address bar using Internet Explorer.

I would suspect some business links have some type of monitoring device so they can compensate the original link that directs them to their site. If that is the case, perhaps that is why Google is doing so well. I captured two URLs so you know what I mean:

http://www.google.com/pagead/iclk?sa=l&ai=BQ9FnIEMHRL-1E57EqwLj8qWwA870qAWi_sSNacz-9IEBwLgCEAYYBiCi1JICKAYwAEiHOVCqxdyA_P____8BoAHeofL-A6oBBXdlym1kyAEB1QImwUoK&num=6&adurl=http://www.openarchive.com/articles_cj.htm

http://www.google.com/url?sa=l&ai=B0U04IEMHRL-1E57EqwLj8qWwA6ff_AXR8q2PAeuTmK8BgPEEEAQYBCCi1JICKAYwAUiLOVCs mo3aB6oBBXdlym1kyAEB1QIoREoK&num=4&q=http://www.wellmax.com

It's a curosity to mean and perhaps an investigation for you. The orignianl webmd link is:

http://www.webmd.com/search/search_results/default.aspx?query=full+body+scan+benefits&sourceType=all&searchSubmit.x=37&searchSubmit.y=17 and the google URLs came up while trying to access these links:

Sponsored LinksWhat are sponsored links?

Michigan - Body Scan Looking for Body Scan Info in Michigan? Find it here!

www.local.com

Scanning Cost Benefits Free paper on Scanning and Document management Benefits & Life Cycles

openarchive.com

Human Body 3D Measurement Find the ideal 3D scanner:

fullbody, face, foot, body parts.

www.homometrica.ch

Thank you.

(b)(6)

Created By: MHORN

Created Date: 03/07/06

Updated By:

Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid:

Payment Method:

Agency Contact: Internet

Complaint Date: 03/02/06



08/01/2006

LMARASCO

Initial Response:

Product/Service: Internet Access Services

Statute/Rule:

Law Violation: Other Misrepresentation (Explain in Comment Field)

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Negaunee

State: MI Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Ext:

Fax Number:

Home Number:

Email:

Age Range:

Company

Company: GOOGLE.COM

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: <http://www.google.com/intl/en/about.html> URL:<http://www.google.com/>

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8386829 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # (b)(6): I have a "blog" on blogger.com from mid 2003 until January 2006 when I switched to Typepad. I removed my blog. I could not remove my account. Someone is using my old name " (b)(6)blogspot.com" as the front for a site promoting pornography. Repeated attempts to contact Blogger and its own Google have resulted in non-returned emails and phone calls that are never returned.

Created By: IFCC Created Date: 03/07/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 03/07/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

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

First: (b)(6)

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

State: NJ Zip: (b)(6)

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



08/01/2006

LMARASCO

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: (650) 2530000 Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8379811 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref #(b)(6):After registering to the Google Adsense program, I started using their services wich consist on banner I've put on my site that generates "cash". The program make payments only when you reach 100 US Dollars. I am in the program since november about, but now at about 50,00 USD they closed my account without giving any proof of any of the abuse they accused me. I sent 2 emails asking for the evidence and Declaring i did absolutely not what they where accusing me to do; here is a translated quote of what they mentioned is prohibited in the program: "Clicks on the ads of web site are not permitted from publisher site, including: - publisher on his own web pages - publisher encouraging users to click on own ads - tools for automatic clicking or other cheating software - publisher who modified the code of the ads making different layout, behaviour, targeting or visualization of the ads" I've replied that I didn't use any of these software, i didn't click any of their ads, i didn't encourage anyone to click, and didn't touch the code of the ads. But they seem just to not care about it. I've told them the check the IP of when i login to check my account with the IP of the "clicks" so they realize it's impossible it's the same, so maybe is someone else cheating to make my account close, But they don't either listening. So i am submitting fraud because i believe it's a way for them to steal money from publisher, how? They make you gain something you cannot be paid < 100 USD. They cancel your account without giving you the money you have done so far. They keep the money the ads give for the traffic generated! Think about 100 users

Created By: IFCC Created Date: 02/25/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 50.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 02/25/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.:

(b)(6)

Last name:

Address:

City:

SAMMICHELE DI BARI

Country:

ITALY

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

First:

(b)(6)

State: ZZ Zip:

(b)(6)

Company

Company: Google AdSense

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone:

()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7715442 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: google tool bar) Google put in my computer withouth my autorization a tool bar.- They put it like a program.- They put in the program a internet search "Google". When I go to "add remove programs", to remove this, not remove.- This stay.
Bueno, me puedo expresar mejor en español porque sé que ustedes tienen suficientes interpreters y yo soy mala en inglés.
Donde está la ley?.- Por qué "Google" puede invadir mi privacidad e imponerme un sistema de búsqueda?.- Por qué con sus medios técnicos pueden hacer que yo no pueda remover el programa que ellos han impuesto en mi pc?.-
Por qué yo tengo que pagarle a un técnico en computers para que me resuelva el problema que ellos me han creado, y ellos, millonarios, no solo no me van a pagar lo que yo le tenga que pagar a ese técnico, sino que no me van a compensar mis incomodidades.
Por favor; admitan de mi una denuncia formal hacia "Google", por invadir sin autorización mi privacidad.

Muchas gracias

bueno.

Created By: JHART Created Date: 02/23/06
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 02/18/06
Initial Contact: Internet (Other) Transaction Date:

Initial Response:
Product/Service: Spyware\Adware\Malware
Statute/Rule: FTC Act Sec 5 (BCP)



08/01/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Hialeah,

State: FL Zip:

(b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7708434 Contact Type:Complaint Source:Consumer TCS? Y

Comments: The consumer stated that Google has being disclosing the consumers personal info over the internet and due to their deceptive practices she has being receving unsolicited calls from individuals. The consumer has e-mailed google on 01/22/

Created By: MCORREA Created Date: 02/22/06

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Contact: Internet Web Site Transaction Date:

Initial Response:Internet/E-mail

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name: (b)(6)

First: (b)(6)

Address:

City: Chandler

State: AZ Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6)

Fax Number:

Home Number:

Email:

Age Range: 40 - 49



08/01/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:Google.com

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7630728 Contact Type:Complaint Source:Consumer TCS? N

Comments: I was a participant in Google's AdSense program. They, without recourse, terminated me in further participation in this program, at which time they owed me money, which I had earned while in the program. The termination also caused me to waste valuable time spent in the program. I have asked them to pay me what they owe me, and they have refused.

Created By: RLOPER Created Date: 02/08/06
Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 02/07/06

Initial Contact: Internet Web Site 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:

Address:

City:

Country:

Work phone:

Fax Number:

Home Number:

Email:

Age Range:

(b)(6)

First: (b)(6)

State: MD Zip: (b)(6)

Frederick

UNITED STATES

(b)(6) xt:

60 - 64



08/01/2006

LMARASCO

Company

Company: Google, Inc.

Address:

City:

State: CA Zip:

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7614846 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: GOOGLE/NEIGHBOR MY NEIGHBOR WHO LIVES AT (b)(6) (b)(6) USED MY NAME AND TELEPHONE W/O MY PERMISSION FOR A JOB REFERENCE WITH AN AGENCY IN BROOKLYN. I FEEL THAT MY PERSONAL IDENTITY HAS BEEN COMPROMISED SINCE i DON'T KNOW HOW MUCH INFORMATION SHE KNOWS. ALSO, THROUGH TRIAL AND ERROR I DISCOVERED THAT THE WEBSITE GOOGLES PROVIDES EVERYONE'S PERSONAL DATA FOR ANYONE SEARCHING FOR AS LITTLE AS \$49.95. IN TODAY'S SOCIETY THIS IS VERY SCARY FOR A WEBSITE TO PROVIDE SUCH SENSITIVE INFORMATION.

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

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 02/04/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule:

Law Violation:

Consumer

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

Last name: Address:

First: (b)(6)

City: BRONX

State: NY Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) 0

Fax Number:

Home Number:

Email:

Age Range: 50 - 59



08/01/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: WWW.GOOGLE.COM

URL:

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7574001 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Adsense) As a member of the Google adsense program, I earn money for displaying advertisements on my website. Google claims they authorized and sent payment for \$232.84 on November 22, 2005. Payment has not been recieved despite several weeks of communication and promises from the google staff. They refuse to send a check in a timely manner, to send the money electronically, or to allow me to go to the office to pick up a check in person.

Created By: RLOPER Created Date: 02/01/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/31/06

Initial Contact: Internet Web Site Transaction Date: 11/22/05

Initial Response:

Product/Service: Internet Web Site Design\Promotion

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name: (b)(6)

First: (b)(6)

Address:

City: Santa Cruz

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: (b)(6)

Home Number: (b)(6)

Email: (b)(6)

Age Range: 20 - 29



08/01/2006

LMARASCO

Company

Company: Google, Inc

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: adsense-support@google.com

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

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7556075 Contact Type:Complaint Source: Consumer TCS? Y

Comments: Organization is requesting a refund for an ad placed on Google's website. They state massive click fraud as the problem. CC letter.

Created By: EANDERSON Created Date: 01/30/06

Updated By: EANDERSON Updated Date: 03/15/06

Org Name: Office of the Chairman

Amt Requested: .00

Amt Paid: 29,372.64 Payment Method: Unknown

Agency Contact: Mail Complaint Date: 01/24/06

Initial Contact: Internet Web Site Transaction Date: 01/01/04

Initial Response:Unknown

Product/Service: Internet Information & Adult Services

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: Chevy Chase
Country: UNITED STATES

State: MD Zip: (b)(6)

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range:



08/01/2006

LMARASCO

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7533000 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer is calling on behalf of his business (b)(6)
Consumer states that his business has been hurt because Google has dropped him from their index and now his competitors get all his business. Consumer states that they are unfair in their practices due to know human intervention in what they do. Consumer states that they sent him an email stating that he wasn't in compliance with there policy. Consumer feels that it has something to do with market power. No alternate phone number.

Created By: SWOODSON Created Date: 01/26/06

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: Internet Web Site Transaction Date: 01/21/06

Initial Response:Unknown

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

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

First: (b)(6)

City: Rancho Palos Verdes

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range: 40 - 49



08/01/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:google.com

Phone: (650) 3300100 Ext:

Company Representative

Rep Name: Page, Larry

Title: Founder

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7526887 Contact Type:Complaint Source:Consumer TCS? N

Comments: (Product Name: Google Groups Beta and new Library Project) I have carried this complaint through the Better Business Bureau recently, and Google provided no resolution for this problem. I believe this issue is clearly regarding unfair business practices by Google, and after communicating with the BBB, I am refiling this complaint to the FTC.

I complained about Google violating privacy of archiving intimate messages on public boards with their Groups Beta product and that they scanned 15 million books worldwide, and that they ignore Western business standards by obligating book writers worldwide internationally to contact Google for disputing copyright. Google should only archive messages on their own boards (as yahoo) and not solicit/sponsor fee-free public boards such as usenet. Their violation of privacies and inappropriate international business conducts represent mass piracies which annoy people, as well as criminal violations of fair trade and copyrights.

Created By: RLOPER Created Date: 01/25/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/23/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: General Privacy



08/01/2006

LMARASCO

Law Violation: Other privacy violation

Consumer

Complaining

Company/Org.:

Last name:

Address:

City:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range: 30 - 39

(b)(6)

First:

(b)(6)

State: CO Zip:

(b)(6)

Company

Company: Google

Address:

City: Mountain View

State: CA Zip:

Country: UNITED STATES

Email:

URL:www.google.com

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8345886 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # (b)(6) I am reporting a crime conducted by Google Inc. The crime is mass piracy, and international business violations involving copyright piracy. Google scanned or in the process of scanning as many as 15 million books from major University libraries. The problem is the following: Google claims they respect copyright and they do good marketing for writers' works. However Google cannot obligate if not all writers in the world to have to turn to Google to resolve copyrights. Copyrights are strictly based on prior sales agreements. Google is violating laws with mass copyright infringement. Google's hungers for piracies turned criminals. Besides their new Library venture, they have been pirately molesting the public by archiving public boards and violating intimacy with their Groups Beta products. As a result of my privacy violated, I lost ability to work, and suffered mental damages, but that's beside my complaint about Google's crimes.

Created By: IFCC Created Date: 01/23/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 200,000.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 01/23/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

HIGHLANDS RANCH

State: CO Zip:

(b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

(\)

Home Number:

(b)(6)

Email:

Age Range:

Company

Company: Google, Inc.

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 8343568 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # (b)(6) This is disgusting! I was looking up images of my kids names, seeing how many other people have the same name as mine, my kids, etc.. I looked up names, and did a search on my son, (b)(6) name. There was pics of naked children on the beach, ON THE INTERNET! IM disgusted in this..The person who posted them should be arrested, this encourabges pedophile activity! PLEASE warn Google about this, and also stop the person from posting this crap. IM deeply offended bgy this, and find it disgusting! The

(b)(6)

Created By: IFCC Created Date: 01/19/06
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 01/19/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: ALLENTOWN

State: PA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

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



08/01/2006

LMARASCO

Company

Company: Google Search Engine

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7483124 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Adsense (contextal ads & search)) Google has a program to distribute contextual ads on websites which pays various rates to webmasters of sites where the ad appears, in examining a report this evening, I see a .01 calculation error and a grossly inaccurate daily total for traffic/clicks today.

ads 14 clicks show commission of 3.64
Search 11 queries 1 click commission of .11
the total should have been \$3.75 but it's showing \$3.74

if you pocket a penny with respect to google's volume, that is a HELL of alot of money! I find it disturbing that it also shows no commission for the entire day. previously I ran their program on doshelp.com and regularly brought in \$300 - \$500 a month easily, something is crittically WRONG with this and the calculation error (I have a screen shot) is the first thing to tip me off.

Created By: DBRAHLEK Created Date: 01/18/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Internet Complaint Date: 01/14/06

Initial Contact: Internet Web Site Transaction Date: 01/13/06

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



08/01/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

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

First: (b)(6)

State: FL Zip: (b)(6)

Company

Company: Google
 Address: unknown
 unknown
 City: unknown
 Country: UNITED STATES
 Email: unknown
 Phone: (000) 0000000 Ext:

State: CA Zip: 000000000

URL:google.com/adsense

Company Representative

Rep Name: unknown, unknown

Title:

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7451778 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Gmail web mail) I created a "Gmail" account which is Googles web mail service. I created the account in November of 2004, about a month ago I attempted to login to my account and I found it had been disabled. I have repeatedly emailed Gmail support with no acceptable response. While I understand this sevice is free, the customer must have some resonable expectation of service and support from these companies.

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

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/11/06

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Access Services

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: baton rouge

State: LA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

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

Age Range: 30 - 39



08/01/2006

LMARASCO

Company

Company: Google/Gmail

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:www.google.com

Phone: (650) 253-0000 Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7429766 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer is calling about jux2 and google, internet search engines. Consumer is upset because they have his phone number listed on their websites. Consumer has asked them in writing to take the phone number off, but they refuse. Consumer has an unlisted number with the phone company and is a member of the National DNC. No work number.

Created By: RGROSS Created Date: 01/09/06

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: Internet Web Site Transaction Date: 01/01/05

Initial Response:Internet/E-mail

Product/Service: Internet Information & Adult Services

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

(b)(6)

Last name:

First:

(b)(6)

Address:

City: Newport Beach

State: CA Zip:

(b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range: 70 - 79



08/01/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company: Jux2

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7386667 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Groups Beta and Google Library Project)
Complaint Description:
Google, Inc. is running illegal business. They scanned 15 million books from University libraries and shared them online. As music, books have copyrights, and Google forces book authors to contact their customer services to dispute copyrighted materials. These 15 million books are international, and Google ignores that copyrights need proper business agreements. What's worse, google not only pirates books, but people with their Groups Beta product. Google sponsors people's intimate messages online, something usually associated with Ceaucescu's street cameras and crimes against humanity. Their public materials sponsoring business is one of the greatest crimes in the USA.

Desired Resolution:
Stopping their two products from human rights and international violations: Groups Beta and their Library Project.

Created By: MPHILLIPS Created Date: 01/03/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 12/29/05

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



08/01/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: Highlands Ranch

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 30 - 39

Company

Company: Google, Inc.

Address:

City: Mountain View

State: CA Zip:

Country: UNITED STATES

Email:

URL:www.google.com

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7326380 Contact Type:Complaint Source:Consumer TCS? N

Comments: (Product Name: paid to click) i joined google mail about two months ago abd after doing all i was to do i placed a request for my money this was done three times now they are gone who would have thought that google would pull a stunt like this my fiance has the same problem and a friend has the same problem looks like google is just another bunch of crooks i was depending on the earnings for my christmas bit that is gone now

Created By: DCRASE Created Date: 12/23/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 12/22/05

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining

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

First: (b)(6)

City: lumberton State: NC Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range: 50 - 59



08/01/2006

LMARASCO

Company

Company: google mail

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7258694 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Groups Beta and Library Project) I am submitting additional information to my complaint. Google blackmails globally people around the world with their privacy and copyright violations. Their product Groups Beta does not provide sufficient privacy features, and leaves too many people blackmailed. They are primary totalitarian archivers of usenet, they are black and white regarding privacy. The internet is not for that. Their new Library product scanned 15 million books from libraries without checking for copyright, leaving book authors blackmailed around the world to have to turn to a company to resolve copyright.

Created By: MPHILLIPS Created Date: 12/13/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 12/09/05

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: General Privacy

Law Violation: Company does not have adequate security

Consumer

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

First: (b)(6)

City: Highlands Ranch

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

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

Age Range: 30 - 39



08/01/2006

LMARASCO

Company

Company: Google, Inc.

Address:

City:

State: CA Zip:

Country: UNITED STATES

Email:

URL:www.google.com

Phone: ()

Ext:

Company Representative

Rep Name:

Title:

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7353290 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. i would like to state that the website has asked the members to do the work and cleverly earned money on the advertsing but have defaulted to pay the members who have done the work i feel that such cheats should be booked and punished also i am really shocking to inform that the website donot have any information pertaing to the following: Name of the owners ,their business address telephone contacts and their business registration details also one more superising matter is thet they say theat they deal with stormpay for making payments and receiving payments but the strompay company executive informs that stormpay doesnot know of they having an account with them i have a reply to my compliant made to them i have receord of this also

Created By: IFCC Created Date: 12/12/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 100,000.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 12/12/05

Initial Contact: Internet Web Site Transaction Date: 10/18/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

(b)(6)

Last name:

Address:

City:

CHENNAI

State: ZZ Zip:

(b)(6)

Country:

INDIA

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

(b)(6)

Age Range:

50 - 59

Company

Company: google-mails.com

Address: unknown asnot mentioned in site

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: support@google-mails.com

URL:

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7205839 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Groups Beta) The reason I am writing is because of very unfair business practices by Google Inc. The main problem is privacy and copyright. Google offers limited privacy solutions, but that is not acceptable. In California law requires websites to remove private information upon request, Google does not correspond. In a sense its like "Google on people", overriding the privacy rights of the masses for Google's money. I know millions are unsatisfied ever since usenet was archived by a corporation (DejaNews, 1995). Google purchased DejaNews in 2001, and remained the primary abuser of privacy online and harsh corporate policies sticking to the post-mainstream totalitarian abuse of the unaware masses worldwide. Also Google scanned 15 million books from libraries without checking for copyright, forcing people and book companies worldwide to contact Google for resolving book copyright disputes. Google claims its a good soliciting for the writers but its stealing. There needs to more people complaining, please, do something. Google's carelessness is too extreme. Somebody, please.

Created By: MPHILLIPS Created Date: 12/06/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 12/05/05

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: General Privacy



08/01/2006

LMARASCO

Law Violation: Company does not provide any opportunity for consumer to opt out of information sharing

Consumer

Complaining

Company/Org.: (b)(6)

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Highlands Ranch

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 30 - 39

Company

Company: Google, Inc.

Address:

City: State: CA Zip:

Country: UNITED STATES

Email: URL:www.google.com

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7349451 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO,
TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY
INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

(b)(6)

Created By: IFCC Created Date: 12/06/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 12/06/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City:

CHAPIN

State: SC Zip: (b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

50 - 59

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone:

(650) 3180200

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7346826 Contact Type: Complaint Source: Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

Created By: IFCC Created Date: 12/02/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 12/02/05

Initial Contact: Internet Web Site Transaction Date: 10/26/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:

Law Violation:

Consumer

Complaining

Company/Org.:

(b)(6)

Last name:

First:

(b)(6)

Address:

City:

MUSHIN

State: ZZ Zip:

(b)(6)

Country:

NIGERIA

Work phone

()

Ext:

Fax Number:

(\)

Home Number:

(b)(6)

Email:

Age Range:

20 - 29



08/01/2006

LMARASCO

Company

Company: Google

Address: (b)(6)

City:

Country:

Email:

Phone:

State: ZZ Zip:

(b)(6)

URL:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7171484 Contact Type:Complaint Source: Consumer TCS? N

Comments: Google.com has compromised my safety by keeping hold of my personal information and listing my telephone number and address made assessible by the search word (b)(6) after Google.com was notified that my personal safety was at risk. I have been the victim of an internet stalker who retrieved my full name, address and other critical information through Google.com's carelessness. Auto explosion as well as motorseller.com also listed this information freely has endangered my well being. I have asked all of these companies to remove the 'cache' memory that will remove this information on me and thus far the information is still easily retrievable. I followed Google.com's explicit instructions online to 'expedite' this matter and it was not expedited. I am asking that my personal telephone and listings be removed from the internet companies listed as they have old information from January 2005 anyway and was not listed previously. If I am harmed...litigation will pursue against these companies for exploiting critical information without my express permission. I appreciate your concern for my safety and ensuring that these companies remove my personal information for search engines. Thank you.

Created By: RLOPER Created Date: 11/30/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 11/29/05

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: General Privacy



08/01/2006

LMARASCO

Law Violation: Other privacy violation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

El Cajon

State: CA Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

30 - 39

Company

Company: Google.com, autoexplosion.com and motorseller.com

Address: Internet services

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:http://www.google.com

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7154526 Contact Type:Complaint Source:Consumer TCS? Y
 Comments: The company put a toolbar on my computer i did not want.
 Created By: JHART Created Date: 11/29/05
 Updated By: Updated Date:
 Org Name: PUBLIC USERS - CIS
 Amt Requested: .00
 Amt Paid: .00 Payment Method:Not Reported
 Agency Contact: Internet Complaint Date: 11/27/05
 Initial Contact: Wireless Transaction Date:
 Initial Response:
 Product/Service: Internet Information & Adult Services
 Statute/Rule: FTC Act Sec 5 (BCP)
 Law Violation: Deception/Misrepresentation

Consumer

Complaining
 Company/Org.:
 Last name: Not Provided First:
 Address:
 City: (b)(6) State: LA Zip: (b)(6)
 Country: UNITED STATES
 Work phone () Ext:
 Fax Number: ()
 Home Number: ()
 Email:
 Age Range: 12 and Under

Company

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



08/01/2006

LMARASCO

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7241083 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. I have recognized a company on the verge of corruption and turning into a literal mafia with their corporate approaches. The company is the famous Google Inc and lawsuits (including from international organizations) are accumulating. 6 book publishers, including an international publishing company have filed class action lawsuits in the past weeks against Google Inc. The reason I am writing to the FBI, is the because Google's problem is not just copyright infringement, but a more disturbing approach Google carries with its product set that can only be described as mafia activity. The core problem is of historical lessons and significances, that all Google cares about is their users and not those who provide the work (as tobacco farms in the past cared about happy users and not the slaves who provided the work, in this case writers globally) they acquired for marketing purposes without prior appropriate business bounds and agreements necessary for accessing those copyrighted materials. Google is in the process to scan 15 million books from large public libraries, without checking for copyrights, as I wrote, they only care about happy users and 'Napsterian' unprecedented access to materials Google finds for free and ads marketing ads, in this case they found books in public libraries. Besides books, Google offers all sorts of unprecedented access to materials they shouldn't totalitarianize, again ignoring those who contribute and care only about happy users and violating human dignity, including with their usenet access, which consists of personal interest discussions on specialized forums (discussion hangouts) on the streets of the net. We have learned in sc

Created By: IFCC Created Date: 11/27/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 11/27/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: HIGHLANDS RANCH

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39

First: (b)(6)

State: CO Zip: (b)(6)

Company

Company: Google

Address:

City: Mountain View

State: CA Zip:

Country: UNITED STATES

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7123811 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I'd like to complain about Google for Orwellianizing the masses (entire world) with its Groups Beta product. DejaNews began archiving usenet in 1995 and a lot of people raised their voices at the time for privacy. Google purchased DejaNews in 2001 and remained the primary corporate archiver of usenet. Until 1995 usenet was archived by Universities and moderate access was given to the public at large. A usenet forum is like a 'net hangout' on a specific topic of interest, in a way like a 'net street' where people can subscribe and hang out. By Google archiving usenet as a whole globally, and providing unprecedented access, it is exactly like Orwellian cameras applied to the streets of the net, a deep human rights and humanitarian violation of dignity. Not only full privacy cannot be solved technologically with the privacy features Google applies, but a company forces a membership, a membership nobody signed an agreement with. What Google offers to the public is a unilateral imposed uncompetitive environment, creating a reliance to all who turn to usenet with a personal, private interest questions to have their privacy ignored molested, and if a privacy problem develops, having to turn to customer services of a company they never signed an agreement with, humiliated, cheated, offended. The Groups Beta product is absolutely illegal in a consumer sense. Google not only acts as a pirate with usenet, but recently they scanned millions of books from public libraries without checking for copyrights. They expect to build a similar piracy on the net with millions of books expecting writers to turn to a company to resolve copyright, a company they never signed an agreement with. Google goes to the limits and criminally violates human rights.

Created By: JHART Created Date: 11/25/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 11/23/05

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



08/01/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: Highlands Ranch

Country: UNITED STATES

Work phone () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range: 30 - 39

First: (b)(6)

State: CO Zip: (b)(6)

Company

Company: Google

Address:

City: Moutain View

State: CA Zip:

Country: UNITED STATES

Email:

URL:www.google.com

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Law Violation:

Consumer

Complaining
 Company/Org.: (b)(6)
 Last name:
 Address:
 City: CHAPIN
 Country: UNITED STATES
 Work phone () Ext:
 Fax Number: ()
 Home Number: (b)(6)
 Email:
 Age Range: 50 - 59

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

Company

Company: Google Inc.
 Address: 1600 Amphitheatre Parkway

City: Mountain View State: CA Zip: 94043
 Country: UNITED STATES
 Email: URL:
 Phone: (650) 3180200 Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7104140 Contact Type:Complaint Source:Consumer TCS? N

Comments: What if the government or a company would begin installing cameras on the streets for using the recorded information for free business and or government purposes?

That would be something called "Orwellianism" and would bother the public and such act would possibly represent crimes against humanity for ignoring people's freedom and dignity to live in peace.

But how come the Internet does not count in this regard? People turn to the Internet, and the first thing that happens is that their chit chats get archived and distributed by say, Google Inc. It hurts. In fact Google specializes on collecting all public materials, builds search engines to them, and attaches advertisements to the information.

How long can Google's archiving of private personal conducts in say "usenet, one of the founding elements of the Internet", where people turn for personal questions and carry discussions in specific interest discussion forums go on without turning their attention to deal with the privacy violation millions run into and feel humiliated, go on?

Sure, the world adapted to not mix politics with the Internet and leave all questions for resolution by technological institutions. But what Google does is Orwellianism after all, something that represents crimes against humanity due to the global violations, and not just some "marketing knock on the door" annoyance in my opinion. Should the FTC look into this matter?

(b)(6)

Created By: RLOPER Created Date: 11/21/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 11/17/05

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: General Privacy



08/01/2006

LMARASCO

Law Violation: Other privacy violation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Highlands Ranch

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39

Company

Company: Google, Inc.

Address:

City: Mountain View

State: CA Zip:

Country: UNITED STATES

Email:

URL:www.google.com

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Statute/Rule:

Law Violation:

Consumer

Complaining

Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City:

CHAPIN

State: SC Zip: (b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

50 - 59

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone:

(650) 3180200

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7214734 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

(b)(6)

Friend,
Good day!
With warm heart I offer my friendship, and greetings, and i hope this mail meets you in good time. however strange or surprising this contact might seem to you, as we have not met personally or had any dealings in the past, i humbly ask that you take due consideration of its importance and immense benefit. i am sorry if this letter comes to you as an embarrassment but be rest Assured that your particulars of contact was given

Created By: IFCC Created Date: 11/13/05
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 11/13/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: CHAPIN

State: SC Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: (650) 3180200 Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7014545 Contact Type:Complaint Source:Consumer TCS? Y

Comments: MAIL: Consumer signed letter State of California. No consumer contact or name listed. The consumer wrote Zabasearch and Intelius stopped giving a contact link to remove personal info. Consumer also states personal info retrieved from genealogy websites by strangers ar reposted on Google without consent. Consumer states Google tells them to contact webmasters, but webmasters do not respond. Consumer wants immediate attention to this invasion of privacy. No trans date. No comp. contact. No consumer name or contact.

Created By: DCRASE Created Date: 11/04/05

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Mail Complaint Date: 10/13/05

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:Internet/E-mail

Product/Service: Internet Information & Adult Services

Statute/Rule: General Privacy

Law Violation: Company fails to honor request to opt out/ opt-out mechanism does not work
Company does not provide any opportunity for consumer to opt out of information sharing

Consumer

Complaining

Company/Org.: State of California

Last name: Anonymous First: Anonymous

Address:

City: State: CA Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



08/01/2006

LMARASCO

Company

Company: Google

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company: Intelius

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company: ZabaSearch

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company Representative

Associated Company

Company: Google

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Phone: () Ext:

Reason: Other



08/01/2006

LMARASCO

Transaction

Ref No.: 7012803 Contact Type:Complaint Source:Consumer TCS? Y

Comments: The company is expressing their political views on their search engine... when failure is typed into the search engine, then "I'm Feeling Lucky" is clicked then, President George W. Bush comes up.. i find this offensive since they are supposed to be unbiased and the most effective search engine in the worls.. if they do this how do the rest of the general public know if the information that they are presenting to us is correct and not tampered with by the people of Google Inc.

Created By: MPHILLIPS Created Date: 11/04/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 11/02/05

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

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

Last name: (b)(6)

First: (b)(6)

Address:

City: Enola

State: PA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 18 - 19



08/01/2006

LMARASCO

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:WWW.GOOGLE.COM

Phone: (253) 0000

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7200209 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. Google is breaking international laws to unbearable human levels with two of their projects: Groups Beta and their new Library Project - breaking laws ciminally as severely as attributing them with the crimes against humanity label for their International violations of human rights. Google has an underground piracy approach online, which is unlawful, and nobody can do anything about it. As a literal underground organization, Google violates people's privacy online worldwide, leaving people and organizations in humiliating circumstances due to the disturbing underground stances toward common descencies. History: see <http://en.wikipedia.org/wiki/X-No-Archive> on Google's privacy history: In 1995 Dejanews began the usenet archiving culture. People's discussions online should not be archived, as that infringes on people's dignity as ceausescu's street cameras would. Usenet groups are like streets where people come and discuss matters of interests. So archiving usenet represents putting a camera to a street and making everything done and spoken on that street accessible to the public at large. When in 1995 DejaNews began archiving usenet, a lot of people raised their concerns regarding privacy at the time. The DejaNews project heavily violated human rights, privacy and dignity. DejaNews offered a 50 percent privacy solution in exchange, a sometimes works/sometimes doesn't work solution with its X-No- Archive feature, and left privacy activists in dilusions. Nobody could do anything to stop DejaNews at the time. Google purchased DejaNews in 2001. Now Google has a new project in 2005, a Library Project whose "underground piracy" is so severe that Google have litera

Created By: IFCC Created Date: 10/30/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 10/30/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

Address:

City: HIGHLANDS RANCH

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39

(b)(6)
First:

State: CO Zip: (b)(6)

Company

Company: Google

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7199118 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

(b)(6)

Silver British Promotions
 P O BOX 65
 London, United Kingdom
 (Customer Services)

 WEB NOTIFICATION OF LOTTO WINNINGS:

 We happily announce to you the draws of Silver British
 Promotions Lottery, an Online International
 Sweepstakes Program held on Friday 7th October, 2005.
 Your email address attached to ticket/serial number
 IE6098-05, with serial

Created By: IFCC Created Date: 10/27/05
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 10/27/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

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

Last name: (b)(6)

Address: (b)(6)

City: CHAPIN

Country: UNITED STATES

Work phone: () Ext:

Fax Number: (b)(6)

Home Number: (b)(6)

Email: (b)(6)

Age Range: 50 - 59

First: (b)(6)

State: SC Zip: (b)(6)

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

Country: UNITED STATES

Email:

Phone: (650) 3180200 Ext:

State: CA Zip: 94043

URL:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7198578 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

(b)(6)

Dear Sir/Madam,

 It is my pleasure to write to you in respect of our organisation. I got your contact from a search directory. We export and import goods into the Canada/America/british and some parts Europe.

 Let me crave your indulgence to introduce our organisation., ISO9001:2002 certificated is specializing in manufactur

Created By: IFCC Created Date: 10/26/05
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 10/26/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

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

First: (b)(6)

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

State: SC Zip: (b)(6)

Company

Company: GOOGLE INC
Address: 1600 Amphitheatre Parkway

City: MOUNTAIN VIEW State: CA Zip: 94043
Country: UNITED STATES
Email: URL:
Phone: (650) 3180200 Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 7196700 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

(b)(6)

with Us

 Dear Sir/Madam,

 It is my pleasure to write to you in respect of our organisation. I got your contact from a search directory. We export and import goods
 into the Canada/America/british and some parts Europe.

 Let me crave your indulgence to introduce our organisation., ISO9001:2002 certificated is specializing in manufacturing H

Created By: IFCC Created Date: 10/23/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 10/23/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: CHAPIN

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59

First: (b)(6)

State: SC Zip:

(b)(6)

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: (650) 3180200 Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6911235 Contact Type:Complaint Source:Consumer TCS? N

Comments: This complaint is in regard to the google search engine which exposes our name address and maps of where we live, all of which every terrorist on this planet can access, search and destroy. I am not joking.. plug in yours or my telephone number and see what you get.
This is very scary and is against all of the principles of freedom in the USA.
PS I do not know who will be in charge of this but I beleive Google should be shut down for this affront of our laws of privacy
This a general complaint please advise who I can contact for action on this.

Sincerely
(b)(6)

Created By: RLOPER Created Date: 10/14/05
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: .00
Amt Paid: .00 Payment Method: Unknown
Agency Contact: Internet Complaint Date: 10/13/05
Initial Contact: Internet (Other) Transaction Date:

Initial Response:
Product/Service: Other (Note in Comments)
Statute/Rule: General Privacy
Law Violation: Other privacy violation

Consumer

Complaining Company/Org.: (b)(6)
Last name: (b)(6) First: (b)(6)
Address: (b)(6)
City: Volcano State: CA Zip: (b)(6)
Country: UNITED STATES
Work phone: (b)(6)
Fax Number:
Home Number:
Email:
Age Range: 65 - 69



08/01/2006

LMARASCO

Company

Company: Google

Address:

City: Mountain View

State: FL Zip:

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6911228 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I purchased Google Earth Plus on the co. website. The program installed correctly according to Verification on the site. The program will not run & the company offers only confusing support sites that do not resolve the problem.The co. offers no live support & telephone calls result in menu options that do nothing to help.

Created By: RLOPER Created Date: 10/14/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 20.00

Amt Paid: 20.00 Payment Method:MasterCard Credit Card

Agency Contact: Internet Complaint Date: 10/13/05

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Web Site Design\Promotion

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

(b)(6)

Last name:

First:

(b)(6)

Address:

City:

Caldwell

State: KS Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

50 - 59



08/01/2006

LMARASCO

Company

Company: Google Earth Plus

Address: 1600 Amphitheater Road

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:googleearth.com

Phone: (650) 253-0000 Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6866133 Contact Type:Complaint Source:Consumer TCS? N

Comments: I've been ignored about this complaint due to its complexity. Google violates fair trade with its Groups Beta product. They create a nonsense that is hard to challenge and they severely violate business competitive, civil and human rights with their monopolial product.
Consider a few business examples: They place a monopol on the Internet, and anyone using usenet, regardless with which usenet reader product, Google Groups Beta archives all messages posted. Any disputes over the archival of those messages is resolved with Google's customer services, a company which nobody had a contract with. People resolve matters of privacy with a company, which they never signed a contract with. That violates fair trade and fair competitiveness in my honest opinion. A company cannot be like a spider, making business. This is very complex, but there is a great sense of unfairness. Let me as a user use my preferred newsreader, and not have to depend on Google. Basically their archiving is illegal as it creates customer service issues for people not favoring relying on Google. They create a relyance, which is disturbing and violates human rights of people using the Internet from the comfort of their homes. They intrude on people's privacy with their arrogant business conducts. Such invasion of privacy should be made illegal.

Created By: RLOPER Created Date: 10/06/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 10/05/05

Initial Contact: Internet/E-mail Transaction Date:

Initial Response: Topic: Bureau of Competition

Product/Service: Other (Note in Comments)

Statute/Rule: FTC Act Sec 5 (BCP)



08/01/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

First:

Address:

City: Highlands Ranch, CO

State: CO Zip:

Country: UNITED STATES

Work phone

()

Ext:

Fax Number:

Home Number:

Email:

Age Range: 30 - 39

Company

Company: Google, Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: ericschmidt@google.com

URL:www.google.com

Phone: (650) 253-0000

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6890704 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

Created By: IFCC Created Date: 09/26/05
 Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 09/26/05

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

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

Last name: [Redacted]

Address: [Redacted]

City: CLEARWATER

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email: [Redacted]

Age Range: 50 - 59

First: [Redacted]

State: FL Zip: [Redacted]

Company

Company: Google Adwords

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:



08/01/2006

LMARASCO

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6789296 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

(b)(6)

Corp. (IMAKIS) we are a group of business men who deal on Art and Craft and export into the Canada/America and Europe, Asia, Australia. We are searching for representatives who can help us establish a medium of getting to our customers in the Canada/America and Europe, Asia, Australia as well as making payments through you to us. Ple

Created By: IFCC Created Date: 09/15/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 09/15/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



08/01/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: CHAPIN

State: SC Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59

Company

Company: Google Inc.

Address:

City: MOUNTAIN VIEW

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: (650) 3180200 Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6704086 Contact Type:Complaint Source:Consumer TCS? Y

Comments: My web site has been listed on Google for a long time and has been ranked high on the listings. On or about 23rd July 2005 Google imposed a penalty on my site that has severely affected the rank of the site on their index, and this is causing me to lose approx 1,000 GB pounds per day. I have made changes to my site and have politely asked them to remove the penalty, or to let me know the reason for it. They have refused to do this. They will not state the "offence", the reason for the penalty, nor the length of the penalisation of my web site.

The reference under which they are dealing with my complaint is (b)(6) but the last I heard was to the effect that their engineers were investigating. Further emails are being ignored.

This is totally unfair and an unprofessional way to conduct a business.

At the very minimum, I need them to tell me the reason for the penalty. I do not seek to gain an unfair advantage over other web site owners. I simply ask for fair treatment from Google. My site has web pages that are ranked at the top of Yahoo and MSN but Google have penalised every single page on my web site such that pages that are perfectly optimised for certain subjects are excluded from their index.

Please can you order them to specifically disclose the reason for the penalty on my site, so that I can fix whatever it is that I may have done wrong (if anything).

Thank you for your assistance.

(b)(6)

Created By: UKOFTSCD Created Date: 09/12/05
 Updated By: Updated Date:
 Org Name: ECONSUMER.GOV
 Amt Requested:
 Amt Paid: Payment Method:
 Agency Contact: Internet Complaint Date: 09/07/05
 Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Access Services

Statute/Rule:



08/01/2006

LMARASCO

Law Violation: Other (Explain in Comment Field)

Consumer

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

First: (b)(6)

City: Sheffield
Country: UNITED KINGDOM

State: 42 Zip: (b)(6)
7

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

Company

Company: Google
Address: 1600 Amphitheatre Parkway

City: Mountain View
Country: UNITED STATES
Email: help@google.com
Phone: (650) 253000 Ext:

State: CA Zip: 94043

URL:www.google.com & www.google.co.uk

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6672586 Contact Type:Complaint Source: Consumer TCS? Y

Comments: It has come to our attention that Google Inc is using deceptive and unfair practices on the internet.we believe FTC ACT,Section 5,prohibits the above,for consumers are being mislead and defrauded by untruthful advertising about consumer products.
Google Inc, as a paid advertiser is disseminating the deceptive and unfair representations.
If a consumer searches on the internet for our products (b)(6) or products from at least six other companies,the resulting sponsored web results use our trademarked corporate company name,therefore deceiving the consuming public as to the actual source of goods.The owner of the offending website nor Google have our permission to use our corporate name.We have contacted Google to no avail. The six other companies that are having their company names used in this false and deceptive internet advertising are as

(b)(6)

We are a registered corporation in the state of Massachusetts,celebrating of fiftieth year in business

(b)(6)

Created By: DBRAHLEK Created Date: 09/02/05
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 09/01/05
Initial Contact: Internet (Other) Transaction Date:
Initial Response:



08/01/2006

LMARASCO

Product/Service: Internet Information & Adult Services

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)

norwood

UNITED STATES

(b)(6)

Ext:

(b)(6)

50 - 59

First:

(b)(6)

State: MA Zip:

(b)(6)

Company

Company: GOOGLE INC

Address: 1600 amphitheatre pkwy

City: mountain view

State: CO Zip:

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6626350 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer states that she googled her name and found all her personal information on the internet. Consumer states that she works with offenders and is very offended that her personal information would be made readily available through a search engine susch as Google. No alternate phone number.

Created By: SBIGELOW Created Date: 08/25/05

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: Internet Web Site Transaction Date: 08/19/05

Initial Response:Unknown

Product/Service: Internet Access Services

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: West Valley City

State: UT Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39



08/01/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6626327 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer is calling in regards to an article from 1999 which was in the Village Voice. Consumer states that the article was not to be published. Consumer states that he did a Google search and found the article associated with him. Consumer feels that his privacy has been violated.

Created By: GGADSON Created Date: 08/25/05

Updated By: GGADSON Updated Date: 08/25/05

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Internet (Other) Transaction Date: 08/22/05

Initial Response:Internet/E-mail

Product/Service: Internet Access Services
Other (Note in Comments)

Statute/Rule: General Privacy
FTC Act Sec 5 (BCP)

Law Violation: Other privacy violation
Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: Hackensack

Country: UNITED STATES

Work phone (b)(6)

Fax Number:

Home Number:

Email:

Age Range: 50 - 59

First: (b)(6)

State: NJ Zip: (b)(6)



08/01/2006

LMARASCO

Company

Company: AOL

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company: Yahoo

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company: Google

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company: Village Voice

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6570804 Contact Type:Complaint Source:Consumer TCS? Y

Comments: The company has a program where you allow them to place their ads on your web site for companies that pay Google for exposure, and Google pays commissions per click on the ads. The company is supposed to pay commissions 30 days after any month in which commissions due total \$100 or more. In May I reached and passed that limit, they allege they sent me a check to my (b)(6) but the check never arrived. I cancelled it, they made me wait until the end of July for another check, which they claim they mailed July 22. It's now August 12 and nothing has arrived. Yet, on 8/5 I was mailed a check for a digital piano from Texas and I got it 8/12. Now they claim I have to change my address or pay \$25 per check to get "express delivery." They are breaching their contract with their vendors and then claiming the check is in the mail, yet no checks are returned for non-delivery and they don't show up cashed. This company is engaging in fraudulent practices with vendors thinking they can get away with the excuse that the check's lost in the mail. I told them I would complaint to your office about their practices and they said they have a very sophisticated payment system and if I don't get my check all I can do is cancel it again and have it reissued in a month. Yet, they offer electronic funds transfer payments to the US but discriminate against US citizens in Puerto Rico, USA by now allowing us to use that system. But they allow FOREIGNERS in other countries to use it! Please, it's time to do something about this and put a fire under their butts to get them to pay their bills, I am now owed a lot, \$244 last time, but I needed that money to buy school books for my kid and I don't think it's appropriate to claim the check's in the mail, change your address or pay \$25.

Created By: DCRASE Created Date: 08/15/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Internet Complaint Date: 08/12/05

Initial Contact: Internet Web Site Transaction Date: 08/11/05

Initial Response:

Product/Service: Office: Ad Space\Directory Listings

Statute/Rule: FTC Act Sec 5 (BCP)



08/01/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.: (b)(6)
Last name:
Address:
City: San Juan
Country: UNITED STATES
Work phone (b)(6) Ext:
Fax Number:
Home Number:
Email:
Age Range: 40 - 49

First: (b)(6)

State: PR Zip: (b)(6)

Company

Company: Google (AdSense)
Address: 1600 Amphitheatre Parkway

City: Mountain View State: CA Zip: 94043

Country: UNITED STATES

Email: adsense-support@google.com URL:www.google.com

Phone: (650) 253-0000 Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6728230 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. on august 9, 2005 i filed a dispute with GM credit card for a fraudulent charge on 07/21/2005. i attempted to contact adwords at google.com and the e-mail was rejected.

Created By: IFCC Created Date: 08/09/05
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 436.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 08/09/05

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: LAKE CITY

State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

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

Age Range: 40 - 49



08/01/2006

LMARASCO

Company

Company: Google Ltd Adwords CC google.com GBR

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6478407 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Hi,
Google AdSense closed my account saying that the site i have had invalid clicks on there Ads, and when i asked them for proof they simple said " Please note that we have certain policies in place that we believe will help ensure the effectiveness of Google ads for our publishers as well as our advertisers. We have thoroughly re-reviewed your account data upon receipt of your response and have reconfirmed that invalid clicks were generated on the ads on your site. According to our policy on this matter, we have disabled your account in order to protect our advertisers. Publishers disabled for invalid click activity do not receive any further payment. The earnings on your account will be properly returned to the affected advertisers"

And my complaint is that They are Fraudulant and failed to provide any valid proof of invalid clicks as they claimed ,and my previous months payment that they owned me got scarped. Although it was not much , but a fraud is a fraud and i am not alone in this matter, i have many people who got effected by this act of googleadsense and i am hoping to recieve some justice here along with the other folks who got effected.
Thanks.

Created By: RLOPER Created Date: 07/26/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 07/25/05

Initial Contact: Internet/E-mail Transaction Date: 07/07/05

Initial Response:

Product/Service: Internet Web Site Design\Promotion

Statute/Rule: FTC Act Sec 5 (BCP)



08/01/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: saskatoon

Country: CANADA

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 20 - 29

First:

State: SK Zip:

Company

Company: Google.com/Adsense

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6467645 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I am reporting a gmail user sending out FRAUD LOTTERY PRIZE Emails from a Google email account. I can send the email and header information if needed.
PARTIAL EMAIL COPY:

SIBASAELECTRONICLOTTREY,
SOUTH-AFRICA.
SIBASA PLAZA, ACADIA CENTRE
PRETORIA - SOUTH AFRICA.
FROM: THE DIRECTOR, PRIZE AWARD
DEPARTMENT.
LUCKYNUMBERS:04,20,22,35,38,46.
REFNUMBERS: SEL-PD23-711W-9
BATCHNUMBERS: 49-184-WAN.
SERIAL NUMBERS:215-18 DRAW.
sibasaelectroniclottery@financesource.com
PRIZE AWARD NOTIFICATION.

we are pleased to inform you from SIBASA ELECTRONIC LOTTERY. of the announcement today, 21st JULY 2005 as one of the lucky winners of The SIBASA ELECTRONIC LOTTERY. draws, held on the 19TH of JULY 2005 as part of Our e-business promotional draws end. Participants in the draws were selected through a computer ballot system drawn from 2,500,000 email addresses of individuals and companies from Africa, America, Asia, Australia, Europe, Middle East, as part of our electronic business Promotions Program. You qualified for the draw as a result of your visiting various websites we are running the Electronic-business promotions for....

the lucky numbers 04,20,22,35,38,46. and consequently won the july 2005 draw. You have therefore been approved for a lump sum pay out of US\$1,500,000.00 in cash...

please contact our paying agent who also Will be your claim agent immediately:

(b)(6)

Also to begin your Claim send to your claims agent the following information by email.

1) YOUR BATCH AND REFFERENCE NUMBERS and AMOUNT WON.



08/01/2006

LMARASCO

Comments: 2) YOUR FULL NAME.
 3) YOUR ADDRESS.
 4) A COPY OF YOUR ID (PASSPORT OR DRIVERS LICENCE).
 5) CONTACT TELEPHONE, MOBILE PHONE NUMBER AND FAX NUMBER.
 6) SERIAL NUMBERS.
 7) OCCUPATION.
 8) AGE.
 9) DATE.

Created By: RLOPER Created Date: 07/22/05
 Updated By: Updated Date:
 Org Name: PUBLIC USERS - CIS
 Amt Requested:
 Amt Paid: Payment Method:
 Agency Contact: Internet Complaint Date: 07/21/05
 Initial Contact: Internet/E-mail Transaction Date: 07/21/05

Initial Response:

Product/Service: Lotteries\Lottery Ticket Buying Clubs

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: Sumner

State: WA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range: 40 - 49



08/01/2006

LMARASCO

Company

Company: Google email account: johnbenjami@gmail.com SIBASA LOTTERY

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: sibasaelectroniclottery@finance URL:financesource.com
source.com
<johnbenjami@gmail.com>

Phone: (27) 762 879 Ext:

Company Representative

Rep Name: BENJAMI, JOHN

Title:

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6445434 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer states google.com removed his company because they dont like him. Consumer wanted to know if it was illegal. Consumer disconnected without giving further information.

Created By: EMCMANN Created Date: 07/19/05

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: Internet Web Site Transaction Date:

Initial Response:Unknown

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: anonymous First: anonymous

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



08/01/2006

LMARASCO

Company

Company: GOOGLE.COM

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6433451 Contact Type:Complaint Source:Consumer TCS? Y

Comments: In an attempt to find a better solution and option for an announce list that I am the list owner for. I decided to subscribe to google groups. I attempted to add my group members to the list and it was flagged because I had 125 members. Google toldme in the form that I filled out that they would inform me if they could approve my request. Instead of apporiving my request they sent out an email to every email I had adking these individuals if they still wanted to be on the list. This is an announce list that these individuals voluntarily chose to be on. I am quite disturebed that google groups would contact the individuals on my announce list without my permission. I am quite sure that a law has been broken in this case. Furthermore at this point with this behavior I am seriously questioning the security of information sent over their gmail accounts. I honestlly do believe becuse of this behavior that their search of email does not just apply to ads but applies to downright spying. No company that valued integrity and confidentiality would take it upon themselves to contact another organizations clients without permission. here is the text of the message that they sent me: Hello

(b)(6)

We're writing to let you know that we received your request to add 125 new members to the (b)(6). We've changed the subscriptions to "invites," which means the users in this list will receive an email asking them if they want to join your group, and won't begin receiving messages from this group until they've joined.

If you have questions about this or any other group, please visit the Google Groups Help Center at <http://groups-beta.google.com/support>.

Thanks, and we hope you'll continue to enjoy Google Groups.

The Google Groups Team

Created By: UKOFTSCD Created Date: 07/18/05
Updated By: Updated Date:
Org Name: ECONSUMER.GOV
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 07/15/05
Initial Contact: Internet Web Site Transaction Date:



08/01/2006

LMARASCO

Initial Response:

Product/Service: Internet Access Services

Statute/Rule:

Law Violation: Merchandise or Service Not in Conformity with Order

Consumer

Complaining
Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: Lithonia

State: GA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range:

Company

Company: Google Groups

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:Google.com

Phone: (770) 9815464 Ext:

Company Representative

Rep Name: Walker, Olivia

Title:

Associated Company



08/01/2006

LMARASCO

Transaction

Ref No.: 6365677 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer stated he has a complaint against Google.com for a service called Google Local where businesses are able to be listed on their directory. Consumer feels that he shouldn't have to pay for this service and pay for advertising.

Created By: IBIBBS Created Date: 07/05/05

Updated By: IBIBBS Updated Date: 07/07/05

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Internet Web Site Transaction Date: 03/01/05

Initial Response:Phone: 800/888

Product/Service: Office: Ad Space\Directory Listings
Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Canton

State: GA Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

40 - 49



08/01/2006

LMARASCO

number

Company

Company: GOOGLE.COM

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: (866) 2666453 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8701323 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: GoogleTalk) GoogleTalk is incompetent. After numerous e-mails sent, GoogleTalk has yet to correct problem, to get and set "forgot password retrieval" as a new user. All they sent out are run -arounds while ignoring the problem. What happens next, Google has not replied like this new user account can be taken off(deleted) and a new one created? ps The USA is supposed to be the richest country in the world yet its actions are the most backward!! Rights-Individual-Privacy

Date: Thu, 15 Jun 2006 13:01:49 -0700 (PDT)
From: (b)(6) Subject: Re:Fwd: Re: [#61783389]
Google Talk: setup, Re: [#62536220] Google Talk: setup
To: Google Team talk-feedback@google.com

Hi, Sick and tired of run-arounds from Google; no info has been sent to me on the present status of Google Talk account-- been canceled, inactive yet remains available, maybe google and others use it?! Will I be able to sign-in? I can't because of unable to get 'forgot password'(note: LOOOOOOOOK through past e-m complaints sent to Google more than a month.) ps Not using a mobile/cell phone pps faq(frequently-asked questions) are useless.

Created By: RBROWN1 Created Date: 07/26/06
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 07/23/06
Initial Contact: Internet/E-mail Transaction Date:
Initial Response:
Product/Service: Internet Information & Adult Services
Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name: Not Provided by Org

First:

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: Google (Internet)

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: google.com

URL:

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8660004 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google AdWords Advertising Program) Company arbitrarily RAISED COST PER CLICKS per keyword used in most cases by 4,000 percent. While other advertisers are at .10 cents.. Our charges have increased arbitrarily to \$1.00/\$5.00/\$10.00 and HIGHER in many cases. They used the guise of Quality Landing page.. when in reality.. there's NO TRUTH TO THAT.. and they are unfairly jacking up prices.. unfairly. Why should we bid MORE than anyone else.. just at Googles request? is that Fair. This is either Unfair Practices, Fraud.. or an outright criminal offense. I'm not an attorney.. so I do not know. What I do know is.. Google is favoring others.. while making Hotelocity.com pay more !

Created By: BSTURM Created Date: 07/19/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 1,920.00

Amt Paid: 1,920.00 Payment Method:Visa Credit Card

Agency Contact: Internet Complaint Date: 07/17/06

Initial Contact: Internet Web Site Transaction Date: 07/14/06

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Carlsbad

State: CA Zip:

(b)(6)

Country: UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range: 60 - 64



09/18/2006

LMARASCO

Company

Company: GOOGLE.COM

Address: 1600 Amphitheatre Parkway

City: Mountain View, CA 94043

State: CA Zip: 94043

Country: UNITED STATES

Email: adwords-support@google.com

URL:www.google.com

Phone: (866) 2466453 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8647575 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Ad Service) The google's new policy "inactive keyword for search" make an unfiar deals with all existing and new customers using its Google Ad Service.

The new policy breaks a simple and common rule - " pay more for bidding hottest keyword, pay less for bidding uncommon keyword ". It forces his customers to pay an unreasonable high minimum amount for bidding some uncommon keyword and forces others to pay more to bid hottest keywords. Especially, google is a leading company in this market. Customers with no choice cannot use its service even through the deals is unfair. It costs 50% more for all company to use Google Ad Services.

Created By: RBROWN1 Created Date: 07/18/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 07/15/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: Fremont

State: CA Zip: (b)(6)

Country: UNITED STATES

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

Age Range: 30 - 39



09/18/2006

LMARASCO

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:www.google.com

Phone: (650) 2530000 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8647118 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Adwords online advertising service.) Google appears to be selling the exact same adspace, via their Adwords program for a few cents to large companies, and up to \$10 for small companies - forcing the smaller out of business.

Smaller companies cannot afford to pay \$10 per visitor.

This is especially unfair and anti-competitive because google have been lying about the reasons for the sudden 3000% selective price hikes, claiming the targeted companies ads are not so relevant.

In which case why can companies like ask.com and ebay.com can run advertisements for 'buy heroin' or 'buy monkey' when they likely don't sell either?

See http://www.webmasterworld.com/google_adwords/3003366.htm

Many companies, at a time when Google has thrown them into financial crisis, have been running themselves ragged trying to increase their 'relevance' and 'quality'. All to no avail - and Google knows this, but sent them on this cruel wild goose chase anyway.

Created By: WFRIDAY Created Date: 07/18/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 07/16/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

london

State: ZZ Zip:

(b)(6)

Country:

UNITED KINGDOM

Work phone

()

Ext:

Fax Number:

()

Home Number:

()

Email:

(b)(6)

Age Range:

40 - 49

Company

Company: Google/Adwords

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone:

()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8647106 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Adwords) Google did not contact me about this. That's part of the problem. Google raised the mininum cost of their Adwords advertising for my keywords to \$1, \$5 and \$10. Our company was experiencing fairly decent sales growth, but after this move by Google, we are hurting. Obviously, customers were getting what they wanted from our website, www.integrityreviews.com, because we were getting a significant number of sales. They would not have bought if they had not liked the products on the site. But after Google's change in prices, we are not able to afford the keywords we need anymore. We can't pay \$5 per keyword in most cases unless 30-50% of the potential customers actually buy. This kind of customer response is unrealistic in any market.

Please conduct an investigation into Google's recent actions. Thank you.

Created By: WFRIDAY Created Date: 07/18/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 07/16/06

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City:

Plano

Country:

UNITED STATES

Work phone

Fax Number:

Home Number:

Email:

Age Range: 40 - 49

First:

State: TX Zip

Company

Company: Google, Inc.

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.adwords.com

Phone: ()

Ext:

Company Representative

Rep Name: Marlow, Scott

Title:

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8647087 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Advertising on Adwords) Since December I believe that Google is charging me more for pay per click (AdWords) advertising service than they charge other companies in a blatant effort to leave my company unable to compete. Several support representatives have told me that my website is "exactly what we are looking for" and it should not affect the price they are requiring me to bid. I was bidding \$0.06 to \$0.10 per click, now they are asking me for \$5.00 to \$10.00 per click. I can NOT afford that. BUT ... for the "Right Price" they will show it anyway. It seems as if they are willing to forego their high standards for the right price. They say they have made these changes to create better search results for their customers (searchers) yet they will still show the same ads for the right price. When a company like Google that sells advertising uses its position to eliminate competition in the market place it is definitely a degree of monopoly and should not be allowed.

Created By: WFRIDAY Created Date: 07/18/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 07/16/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: Aurora

State: OH Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49

Company

Company: Google Adwords

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: support@google.com

URL:http://adwords.google.com

Phone: (866) 2466453 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8646407 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Adwords keywords arbitrary price setting)
Google's attempt to set the arbitrary keyword prices breaks the rules of market economy where market determines the prices of the goods and services. In some cases the prices are set so high, they are un-imaginable. Google has created a monopoly on the web search engines and now setting the prices as it is in a position to stick it. We as a public would loose big if Google is not controlled right away.

I hope the government will take serious action to control this monopoly behaviour of Google. This may just be the begining as Google my try this approach on its other services if Google is not tought a lesson now. Please SAVE the Public from this illegal and inappropriate behaviour.

Regards

Created By: WFRIDAY Created Date: 07/18/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 07/16/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

(b)(6)

Last name:

First:

(b)(6)

Address:

City:

East Brunswick

State: NJ Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

50 - 59

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:adwords.google.com

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8631296 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: google adwords) Google is charging me more for pay per click (AdWords) advertising service than they charge other companies in a blatant effort to leave my company unable to compete with my competition.

Created By: JHART Created Date: 07/17/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 42,000.00

Amt Paid: 42,000.00 Payment Method: Bank Account Debit

Agency Contact: Internet Complaint Date: 07/14/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

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

First: (b)(6)

City: las vegas

State: NV Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)
Email:

Age Range: 30 - 39



09/18/2006

LMARASCO

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: adwords-support@google.com

URL:www.google.com

Phone: (650) 253-0000 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8615329 Contact Type:Complaint Source: Consumer TCS? Y

Comments: (Product Name: paid to read website) its a pid to read website on internet not paid my \$31000 from 1 year

Created By: RBROWN1 Created Date: 07/14/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 07/13/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: nagpur

State: ZZ Zip: (b)(6)

Country: INDIA

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49



09/18/2006

LMARASCO

Company

Company: www.googlemails.com

Address: tuerken street 3/402 vienna 1090

City: vienna

State: ZZ Zip: 1090

Country: AUSTRIA

Email: amitamithavadehra@msn.com

URL:www.googlemails.com

Phone: (069) 9126200 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8579864 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I filed a legally valid complaint with Google inc. in order to remove libelous messages from Google groups. Google inc. omitted to act on my request/complaint although they promised to do so. This is their confirmation that they promised to act on my request/complaint:

FROM: noreply@googlegroups.com TO: (b)(6)

We have received your request to remove the messages below from the Google Groups archive. To accept the removal request, visit:

http://groups.google.com/groups/msgs_remove?vt=po760ggAAABpyjZmFHqBRS5uwPQ8BXEe

Messages selected for removal:

<http://groups.google.com/groups?selm=13f6c615.8775375560.50ccf384@posting.google.com>

<http://groups.google.com/groups?selm=75d6d473.5101355753.2bafclb@posting.google.com>

<http://groups.google.com/groups?selm=73f5d521.4078715866.0ffeb6a@posting.google.com>

<http://groups.google.com/groups?selm=11f0b822.0040305050.486740cc@posting.google.com>

<http://groups.google.com/groups?selm=63e7e330.6732314532.45edf513@posting.google.com>

<http://groups.google.com/groups?selm=74a5c685.8655253588.34deb351@posting.google.com>

<http://groups.google.com/groups?selm=57f0b005.2535674810.55863lcc@posting.google.com>

<http://groups.google.com/groups?selm=57e2f167.6550423400.16cbe270@posting.google.com>

<http://groups.google.com/groups?selm=85d8a513.5640131621.2fca d5d@posting.google.com>

<http://groups.google.com/groups?selm=50f4f611.4256613128.66eca464@posting.google.com>

<http://groups.google.com/groups?selm=47f1c408.3358374213.3eefd1f@posting.google.com>

<http://groups.google.com/groups?selm=44e2b332.4552062615.6ddf d2e@posting.google.com>

Created By: MHORN Created Date: 07/10/06

Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 07/03/06

Initial Contact: Internet Web Site Transaction Date: 01/01/00

Initial Response:

Product/Service: Internet Access Services



09/18/2006

LMARASCO

Statute/Rule:

Law Violation: Failure to Honor Warranty or Guarantee
Merchandise or Service Never Received

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

State: ZZ Zip:

(b)(6)

Country: BELGIUM

Work phone ()

Ext:

Fax Number: ()

Home Number: ()

Email:

(b)(6)

Age Range:

Company

Company: Google Inc.

Address: 1600 Amphitheatre Pkwy

City: Mountain View, CA 94043

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:http://www.google.com

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8579863 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I filed a legally valid complaint with Google inc. in order to remove libelous messages from Google groups. Google inc. omitted to act on my request/complaint although they promised to do so. This is their confirmation that they promised to act on my request/complaint:

FROM: noreply@googlegroups.com TO: (b)(6)

We have received your request to remove the messages below from the Google Groups archive. To accept the removal request, visit the following URL:

http://groups.google.com/groups/msgs_remove?vt=vilw5ggAAABdTtSAEMck6RIvqjZccJKr Messages selected for removal:

<http://groups.google.com/groups?selm=70c296d3.0409142016.4f12c39@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409111213.6c7813ac@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409111141.6f3a4bcb@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409092204.25703fca@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409142053.394170d8@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409092206.58c450b4@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409092236.5b9cb5a0@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409092207.6fc7cec2@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409092211.1a680a59@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409092206.4f4172d0@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409092204.3850fa09@posting.google.com> Request ID: 20766 The Google Groups Team

Desired Resolution:

I want Google inc. to act on my request and do as they promised by removing these libelous messages.

Created By: MHORN Created Date: 07/10/06

Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/30/06

Initial Contact: Internet Web Site Transaction Date: 01/01/00

Initial Response:



09/18/2006

LMARASCO

Product/Service: Internet Access Services

Statute/Rule:

Law Violation: Failure to Honor Warranty or Guarantee
Merchandise or Service Never Received
Merchandise or Service Not in Conformity with Order

Consumer

Complaining

Company/Org.: (b)(6)

Last name: [Redacted]
Address: [Redacted]

First: (b)(6)

City: Leuven

State: ZZ Zip: (b)(6)

Country: BELGIUM

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range:

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View, CA 94043

State: CA Zip: 94043

Country: UNITED STATES

Email: URL:http://www.google.com

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8542550 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I filed a legally valid complaint with Google inc. in order to remove libelous messages from Google groups. Google inc. omitted to act on my request/complaint although they promised to do so. This is their confirmation that they promised to act on my request/complaint:

FROM: noreply@googlegroups.com TO: (b)(6)

We have received your request to remove the messages below from the Google Groups archive. To accept the removal request, visit:

http://groups.google.com/groups/msgs_remove?vt=po760ggAAABpyjZmFHqBRS5uwPQ8BXEe

Messages selected for removal:

<http://groups.google.com/groups?selm=13f6c615.8775375560.50ccf384@posting.google.com>

<http://groups.google.com/groups?selm=75d6d473.5101355753.2bafclb@posting.google.com>

<http://groups.google.com/groups?selm=73f5d521.4078715866.0ffeb6a@posting.google.com>

<http://groups.google.com/groups?selm=11f0b822.0040305050.486740cc@posting.google.com>

<http://groups.google.com/groups?selm=63e7e330.6732314532.45edf513@posting.google.com>

<http://groups.google.com/groups?selm=74a5c685.8655253588.34deb351@posting.google.com>

<http://groups.google.com/groups?selm=57f0b005.2535674810.55863lcc@posting.google.com>

<http://groups.google.com/groups?selm=57e2f167.6550423400.16cbe270@posting.google.com>

<http://groups.google.com/groups?selm=85d8a513.5640131621.2fca d5d@posting.google.com>

<http://groups.google.com/groups?selm=50f4f611.4256613128.66eca464@posting.google.com>

<http://groups.google.com/groups?selm=47f1c408.3358374213.3eefd1f@posting.google.com>

<http://groups.google.com/groups?selm=44e2b332.4552062615.6ddf d2e@posting.google.com>

Created By: MPHILLIPS Created Date: 07/05/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 07/03/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services



09/18/2006

LMARASCO

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: Leuven

Country: BELGIUM

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59

First: (b)(6)

State: ZZ Zip: (b)(6)

Company

Company: Google Inc.

Address: 1600 Amphitheatre Pkwy

City: Mountain View, CA 94043

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:http://www.google.com

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8535752 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google groups) I filed a legally valid complaint with Google inc. in order to remove libelous messages from Google groups. Google inc. omitted to act on my request/complaint although they promised to do so. This is their confirmation that they promised to act on my request/complaint:

FROM: noreply@googlegroups.com TO: (b)(6)

We have received your request to remove the messages below from the Google Groups archive. To accept the removal request, visit the following URL:

http://groups.google.com/groups/msg_remove?vt=vilw5ggAAABdTtSAEMck6RIvqjZccJKr Messages selected for removal:

<http://groups.google.com/groups?selm=70c296d3.0409142016.4f12c39@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409111213.6c7813ac@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409111141.6f3a4bcb@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409092204.25703fca@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409142053.394170d8@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409092206.58c450b4@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409092236.5b9cb5a0@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409092207.6fc7cec2@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409092211.1a680a59@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409092206.4f4172d0@posting.google.com>

<http://groups.google.com/groups?selm=70c296d3.0409092204.3850fa09@posting.google.com> Request ID: 20766 The Google Groups Team

Desired Resolution:

I want Google inc. to act on my request and do as they promised by removing these libelous messages.

Created By: RBROWN1 Created Date: 07/03/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 06/30/06

Initial Contact: Internet Web Site Transaction Date:



09/18/2006

LMARASCO

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Leuven

State: ZZ Zip:

Country: BELGIUM

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 50 - 59

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View, CA 94043

State: CA Zip: 94043

Country: UNITED STATES

Email: URL:

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8499848 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: personal vital information published on their website) the EFT form containing my Social Security is being posted on the GOOGLE website to my surprice. If you make a search under (b)(6) the result will appear as (b)(6) Requesting to please delete this result as it contains vital information

Created By: RBROWN1 Created Date: 06/27/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/23/06

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: General Privacy

Law Violation: Other privacy violation

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

CARMICHAEL

State: CA Zip:

(b)(6)

Country:

UNITED STATES

Work phone:

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

50 - 59



09/18/2006

LMARASCO

Company

Company: Google

Address: 3304 Jayanne Way

City: Carmichael

State: CA Zip: 95608

Country: UNITED STATES

Email: jeanluc.chassereau@sodexhousa.c URL:
om

Phone: (408) 8386689 Ext:

Company Representative

Rep Name: n/a, n/a

Title:

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8499275 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I filed a legally valid service complaint and honorable request with Google inc. in order to remove my old messages from Google Groups but they omitted to act on my complaint/request. This is their confirmation that they promise that they would act on my complaint/request:
 FROM:noreply@googlegroups.com TO:evlint@pisem.net Hello evlint@pisem.net, We have received your request to remove the messages below from the Google Groups archive. To accept the removal request, visit the following URL: [http://groups-beta.google.com/groups/msgs_remove?vt=ADlGuQgAAABo4eiWlYGGbhRz6A0FWK1C ...ETC...](http://groups-beta.google.com/groups/msgs_remove?vt=ADlGuQgAAABo4eiWlYGGbhRz6A0FWK1C...ETC...) Request ID: 20391 Thanks, The Google Groups Team ----- Information About This Message -----
 ----- If you feel that this message is abuse, please inform the Google Groups staff

Your Desired Resolution:
 I want Google to honor my request to remove these libelous old messages from Google Groups:
<http://groups.google.com/group/news.admin.net-abuse.email/msg/a0ba5b9a060f73ee>
<http://groups.google.com/group/news.admin.net-abuse.email/msg/c1cd9a597dc31d1a>
<http://groups.google.com/group/news.admin.net-abuse.email/msg/a90a859fffe5d5d0>
<http://groups.google.com/group/news.admin.net-abuse.email/msg/7e16456356afc5ec>
<http://groups.google.com/group/news.admin.net-abuse.email/msg/c77f82dedda3a7c7>
<http://groups.google.com/group/news.admin.net-abuse.email/msg/33dd7dacc40d7480>
<http://groups.google.com/group/news.admin.net-abuse.email/msg/2e807de524646077>

Created By: MHORN Created Date: 06/27/06

Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/19/06

Initial Contact: Internet Web Site Transaction Date: 01/01/00

Initial Response:

Product/Service: Internet Access Services

Statute/Rule:



09/18/2006

LMARASCO

Law Violation: Failure to Honor Warranty or Guarantee

Consumer

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

First: (b)(6)

City: Leuevn
Country: BELGIUM
Work phone () Ext:
Fax Number: ()
Home Number: ()
Email: (b)(6)
Age Range:

State: ZZ Zip: (b)(6)

Company

Company: GOOGLE INC
Address: 1600 Amphitheatre Parkway

City: Mountain View, CA 94043
Country: LOCATION NOT REPORTED
Email:
Phone: () Ext:

State: NR Zip: 94043

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

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8465007 Contact Type:Complaint Source:Consumer TCS? Y

Comments: The email said I won a contest of some sort. It asked me to contact them by email @ felixmartins68@netscape.net to claim my prize and have it deposited into my account. Please investigate if at all possible.

Created By: BSTURM Created Date: 06/21/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/20/06

Initial Contact: Internet/E-mail Transaction Date: 06/19/06

Initial Response:

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City: Coalinga

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 20 - 29



09/18/2006

LMARASCO

Company

Company: Google Lottery Agency

Address: Boeing Avenue 44 9459 PE.

(most likely bogus address)

City: n/a

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Rep Name: Martins, Felix

Title:

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8463514 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Groups) I filed a legally valid service complaint and honorable request with Google inc. in order to remove my old messages from Google Groups but they omitted to act on my complaint/request. This is their confirmation that they promise that they would act on my complaint/request:
FROM:noreply@googlegroups.com TO:(b)(6) Hello evlint@psem.net, We have received your request to remove the messages below from the Google Groups archive. To accept the removal request, visit the following URL: http://groups-beta.google.com/groups/msgs_remove?vt=ADlGuQgAAABo4eiWlYGGbhRz6A0FWK1C ...ETC... Request_ID: 20391 Thanks, The Google Groups Team ----- Information About This Message -----
----- If you feel that this message is abuse, please inform the Google Groups staff

Your Desired Resolution:

I want Google to honor my request to remove these libelous old messages from Google Groups:
http://groups.google.com/group/free.ystbybtatr/msg/2e03bc47ef609f4
http://groups.google.com/group/frmug.general/msg/d9b25a75ac5a9976
http://groups.google.com/group/free.control/msg/9ca9c9a3cffd1f89
http://groups.google.com/group/fur.answers/msg/d418d92ce88b84b4
http://groups.google.com/group/gay-net.buchtips/msg/7b6755e4dc20af6b
http://groups.google.com/group/gay-net.lederecke/msg/01a6954a4b23ac74
http://groups.google.com/group/gay-net.spiele/msg/4ba2574463575335
http://groups.google.com/group/gay-net.witze/msg/08920aae102c939d
http://groups.google.com/group/git.mechatronics/msg/289ffc70340abf89
http://groups.google.com/group/hackercorp.statistics/msg/688c6864855e0576
http://groups.google.com/group/hamburg.aktuelles/msg/199c53c9ab1a13ca
http://groups.google.com/group/hactar.fish/msg/8a02fc16390593a0
http://groups.google.com/group/hactar.stats/msg/cacd45e6ed766c56

Created By: SWOODSON Created Date: 06/21/06
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: .00
Amt Paid: .00 Payment Method: Unknown
Agency Contact: Internet Complaint Date: 06/19/06



09/18/2006

LMARASCO

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: Leuevn

State: ZZ Zip: (b)(6)

Country: GERMANY

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range: 50 - 59

Company

Company: GOOGLE INC

Address: 1600 Amphitheatre Pkwy

City: Mountain View CA 94043

State: NR Zip: 94043

Country: LOCATION NOT REPORTED

Email:

URL:http://www.google.com

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8457309 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: google adsence) Google asked, and I agreed to carry thier adsence ads on my web site.I was to be payed for clicks made on their ads.I did not make request for payment,letting my account built up. In May, 2006, I was accused of click fraud (without proof given) their ads were removed and any money owing me would not be payed to me.I am taking legal action for being called a fraud, however common law should apply, and as they have no proff of fraud on my part, payment earned from thier ads on my web site should be made. Your comments would be appreciated. (b)(6)

Created By: RBROWN1 Created Date: 06/20/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/16/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City:

State: (b)(6) Zip: (b)(6)

Country: CANADA

Work phone () Ext:

Fax Number: ()

Home Number:(b)(6)

Email:

Age Range: 70 - 79



09/18/2006

LMARASCO

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: (650) 253000

Ext:

Company Representative

Rep Name: N/A, N/A

Title:

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8425456 Contact Type:Complaint Source:Consumer TCS? N

Comments: (Product Name: Groups Beta and Library Project) Google is guilty of human rights atrocities for abusing their power on the Internet to infringe on people's privacy, archive chats made from people's homes in non-deletable permanent archival forms, violating free spirit, and leaving people tortured. (Bush says America does not torture). Like Ceausescu, Google abused their powers for self interests, and targeted public domains for unilateral control. Google for their commercial interests gained access of world book libraries, and disregarding their infringement on 15 million copyrights, they violated human cultures worldwide, an act of crimes against humanities (in the cultural regards) and cultural atrocities (vandalism of human cultural assets criminally).

Created By: RLOPER Created Date: 06/14/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/13/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: General Privacy

Law Violation: Other privacy violation

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City: Highlands Ranch

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39



09/18/2006

LMARASCO

Company

Company: Google

Address:

City: Mountain View

State: CA Zip:

Country: UNITED STATES

Email:

URL:www.google.com

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8291706 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: AdWords) I feel that it infringes upon Fair Trade Practices and Federal Trademark law that Google's AdWords program can sell my trademark to my competitors for advertising on their Sponsored Links area in their search engine.

Created By: RBROWN1 Created Date: 05/30/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 05/25/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Enumclaw

State: WA Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

40 - 49



09/18/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.google.com

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8280517 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer is calling for her business to file a complaint against Yahoo & Google sponsor search engines. Consumer states that Yahoo & Google have debited her account about \$1300 from her account. Consumer states that she has accounts with both companies but they went over the amount they were supposed to take out. No email address provided.

Created By: BHENDERSON Created Date: 05/26/06

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 1,300.00

Amt Paid: 1,300.00 Payment Method: Bank Account Debit

Agency Contact: Phone Complaint Date:

Initial Contact: Internet/E-mail Transaction Date: 05/24/06

Initial Response:Unknown

Product/Service: Internet Web Site Design\Promotion

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

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

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

Address: (b)(6)

City: Holiday State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: (b)(6)

Home Number: (b)(6)

Email:

Age Range: 40 - 49



09/18/2006

LMARASCO

Company

Company: Yahoo & Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: (866) 9246676 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8256280 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Das von Ihnen empfohlene Unternehmen Spaywave verfolgt eine unbeschreiblich aggressive Politik. Es werden Programme zur Werbunf installiert, die nur noch durch Fachleute entfernt werden können. Es ist schade, dass es eine Firma wie Goggle nötig hat mit solchen zweifelhaft und zwielichtigen Unternehmen zusammen zu arbeiten und diese Firmen noch zu empfehlen. Sie sollten sich schämen!!!

Created By: MHORN Created Date: 05/23/06
Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 05/18/06

Initial Response:

Product/Service: Computers: Equipment\Software

Statute/Rule:

Law Violation: Other (Explain in Comment Field)

Consumer

Complaining

Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

(b)(6)

State: ZZ Zip:

(b)(6)

Country:

VENEZUELA

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:



09/18/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: Google

URL:Google

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8648074 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICCC Ref # I0605222109342202:Google.com sent me this... Hello (b)(6) It has come to our attention that invalid clicks have been generated on the Google ads on your site(s). We have therefore disabled your Google AdSense account. Please understand that this step was taken in an effort to protect the interest of the AdWords advertisers. A publisher's site may not have invalid clicks on any ad(s), including but not limited to clicks generated by: - a publisher on his own web pages - a publisher encouraging others to click on his ads - automated clicking programs or any other deceptive software - a publisher altering any portion of the ad code or changing the layout, behavior, targeting, or delivery of ads for any reason Practices such as these are in violation of the Google AdSense Terms and Conditions and program polices, which can be viewed at: https://www.google.com/adsense/localized-terms?hl=en_US https://www.google.com/adsense/policies?hl=en_US Publishers disabled for invalid click activity are not allowed further participation in AdSense and do not receive any further payment. The earnings on your account will be properly returned to the affected advertisers. Sincerely, The Google AdSense Team

They will not tell me detailed information how I violated their terms. And more than 2 occassions, I emailed thier adsense group and asked if everything I had was ok. Even a couple of times, I attempted to report some other sites to them that modified their code to work on thier CMS site. Even the CMS I used had modified it, assuming if that is what they are referring too. Basically thier program works by placing ads, search bars and multiple products on your si

Created By: IFCC Created Date: 05/22/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 500.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 05/22/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

SAINT HELENS

State: OR Zip:

(b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

Company

Company: GOOGLE INC

Address: 1600 Amphitheatre Parkway

City: MOUNTAINVIEW

State: CA Zip: 94043

Country: UNITED STATES

Email: adsense-adclicks@google.com

URL:

Phone:

()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8239325 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Adserver) I CONSTRUCTED A WEB PAGE USING iPOWER AND PUBLISHED IT TO THE INTERNET. I EXPECTED TO BE PICKED UP BY ALL SEO AND/OR SEARCH ENGINES. RANDOM TESTS SHOW PAGE RANKED #1 ON YAHOO, # 4 ON MICROSOFT HOWEVER, GOOGLE DID NOT LIST MY PAGE IN THE FIRST 35 PAGES. NG! CANCELLED SERVICE AFTER RECEIVING NOTE STATING THAT GOOGLE NEEDED MORE MONEY (SAID THAT MY WEB ALLOTMENT CAME UP AT MIDNIGHT AND WAS USED BY 3AM..... I REPLIED TO THEIR EMAIL STATING THEY NEEDED MORE MONEY WITH.....YOUR FIRED!!!!!!! APPROXIMATELY A MONTH WENT BY WHEN MY BANK INFORMED ME GOOGLE HAD TAKEN 484.33 from my account! Grrrrrrrrrr! Attempts to contact them were fruitless. My WEB page was attacked and rendered useless. I reconstructed firewall setting and re-published my web page. I attempted to tweak Google through SEO private services. Still 3 or 4 at Yahoo Number 1 at MSN but absent from Google! The internet is free and when I search the internet I expect that the information I get from the browser is accurate. However, I believe Google, and co-conspirators have contrived a plan which they willingly snd knowingly did pursue a course by following unfair business practices did injur me through a scheme to provide a monopoly or otherwise sell my potential customers by manipulation of free data offered by users of the internet! Furthermore the scheme to force small business to engage the service by subscription selective creates an unfair business practice. My charge further states that by the manner by which Google solicits help with their SEO (Search Engine Organization) is a form of PROTECTIONISM PRACTICED BY ORGANIZED CRIME AND KNOW AS THE PROTECTION SCHEME. I (b)(6) (b)(6) CAME FORWARD THIS 17TH DAY OF MAY IN THE YEAR 2006 CLAIMING FOUL AGAINST THIS ORGANIZATION A DO HEREBY OFFER TO TESTIFY TO THE SAME IN A COURT OF LAW FOR THE CRIMINAL ACTS PERPETRATED BY GOOGLE AND ITS CO-CONSPIRATORS AGAINST THE AMERICAN PEOPLE DESERVING FREE AND HONEST TRADE!

Created By: MPHILLIPS Created Date: 05/19/06
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: 50.00
Amt Paid: 84.33 Payment Method: Bank Account Debit
Agency Contact: Internet Complaint Date: 05/17/06
Initial Contact: Internet Web Site Transaction Date: 05/04/06
Initial Response:
Product/Service: Internet Web Site Design\Promotion
Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: Not Provided

First: (b)(6)

Address: (b)(6)

City: Farmville

State: VA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59

Company

Company: Google

Address: 2298 Tuggle Rd

City: Farmville

State: VA Zip: 23901

Country: UNITED STATES

Email: cybernut@netzero.com

URL:

Phone: () Ext:

Company Representative

Rep Name: NONE, NONE

Title:

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8224449 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Adwords) CC of email sent to Google via their online email support.

Ok, I have already tried contacting you all once and never got a response back. I have now noticed that a cost has been accrued to the total of \$27.15 with 28 clicks supposedly transacted. This is far from correct as I have programmed a custom tracking system for my site and have not come anywhere close to receiving 28 clicks from your program. I have deleted my campaign and would like to have someone contact me about the clicks and cost up to date. I feel that your program has traits of consumer fraud and would like to be assured that this is not the intent. I will also send a copy of this to other parties that may be interested.

Thank you,

(b)(6)

Created By: RLOPER Created Date: 05/17/06
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: 27.15
Amt Paid: .00 Payment Method: Visa Credit Card
Agency Contact: Internet Complaint Date: 05/15/06
Initial Contact: Internet Web Site Transaction Date:
Initial Response:
Product/Service: Internet Access Services
Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Irving

State: TX Zip:

(b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 30 - 39

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.google.com

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8168906 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: privacy-protected anonymous support group information) INTERNET PRIVACY BREACH LETTER 5/3/06

I am sending the following to you, Google, and the Yahoo group I was affiliated with as am not sure where the security violation took place:

I was appalled to learn today that when I entered my name on the Google search engine my affiliation with a Yahoo "privacy-protected" anonymous support group was not only listed but gives anyone the ability to enter the site and search private messages and responses from members, including myself, who believe their anonymity is protected!

As well, I now know from listening to today's National Public Radio's show Talk of the Nation that companies will peruse the internet for information re potential employees, an eggregous privacy violation and illegal yet it is done.

To list privacy-protected information for the public to see is absolutely unacceptable and I want my name and connection to any groups removed immediately as well as a response sent (b)(6) nt and soon to be canceled email address;

I am stunned and saddened that common sense would not prevail here and once again have learned that new technology is only as safe as the individuals mindsets who developed it.

Sincerely,

(b)(6)

Created By: DBRAHLEK Created Date: 05/08/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 05/04/06

Initial Contact: Internet/E-mail Transaction Date: 05/04/06

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: Island Lake

State: IL Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range: 50 - 59

Company

Company: Google, Yahoo, Yahoo groups

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8139564 Contact Type:Complaint Source: Consumer TCS? Y

Comments: (Product Name: display under my name, unanimous depression group at yahoo) I don't even know,if I reached the right site.But I did a google search under my name,and an unaminous group,I belong to with yahoo "depressedandlonely" showed up with messages,my e-mail address,full name,etc.All I need, is for an emplooyer to see that,and I would be fired.I don't want the whole world to know,that I am depressed. I am angry,(b)(6)

(b)(6)

PS Is there any way that can be removed.I contacted yahoo and google,but so far no response.Thank you kindly.

Created By: BSTURM Created Date: 05/02/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 04/30/06

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: General Privacy

Law Violation: Other privacy violation

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Lake Park

State: FL Zip:

(b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 50 - 59



09/18/2006

LMARASCO

Company

Company: google search

Address: google

don't know

City: don't know

State: NR Zip: don't know

Country: LOCATION NOT REPORTED

Email: Google.com

URL:Google search under my name

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8078665 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Internet Search) I entered my name in Google and google displayed 2 internet sites which contained my personal information and my credit card number along with information about other people. I have pasted sites below. When you click on cached on the site after entering my name.

(b)(6)

Created By: JHART Created Date: 04/21/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 04/20/06

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Miami

State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 50 - 59



09/18/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.google.com

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8071796 Contact Type:Complaint Source:Consumer TCS? N

Comments: Consumer calling because he has had a problem with his wife's ex-boyfriend who had been stalker and has harmed her. He has been able to keep their address information confidential and unlisted in any phone books or any public documents, but has found out that his address is available for a fee online and is upset about that. UPDATE 04/20/06: Consumer's main complaint is that if you put his name or his wife's name into the Google search engine, you will come up with sites that are selling their personal information. The consumer could only come up with the name for a specific site called nabo.com. He will research and call back with other company names. pblunt

Created By: KMURRAY Created Date: 04/20/06

Updated By: PBLUNT Updated Date: 04/20/06

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Internet Web Site Transaction Date: 04/20/06

Initial Response:Unknown

Product/Service: Other (Note in Comments)

Statute/Rule: General Privacy

Law Violation: Other privacy violation

Consumer

Complaining Company/Org.:

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

First: (b)(6)

City: Riverside

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range:



09/18/2006

LMARASCO

Company

Company: Google

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company: nabo.com

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company Representative

Associated Company

Company: nabo.com

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Phone: () Ext:

Reason: Other



09/18/2006

LMARASCO

Transaction

Ref No.: 8605054 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0604181003417231:from: email address "info@google.com" on 4/17/06 GOOGLE EMAIL LOTTERY INTERNATIONAL FROM: INTERNATIONAL PROMOTION / PRIZE AWARD . PROMOTING INTERNET USAGE OVER THE GLOBE (WE ENCOURAGE GLOBALIZATION) FROM: THE LOTTERY COORDINATOR, INTERNATIONAL PROMOTIONS/PRIZE AWARD DEPARTMENT GOOGLE B.V. Boeing Avenue 44 9459 PE. RESULTS FOR CATEGORY "A" DRAWS Congratulations to you as we bring to your notice, the results of the First Category draws of GOOGLE LOTTERY INT. We are happy to inform you that you have emerged a winner under the First Category, which is part of our end of year promotional draws. The draws were held on 30th March, 2006 and results are being officially announced today 12th April, 2006. Participants were selected through a computer ballot system drawn from 2,500,000 email addresses of individuals and companies from Africa, America, Asia, Australia, Europe, Middle East, and Oceania as part of our International Promotions Program. Your e-mail address, attached to ticket number 50941465206-529, with serial number 5772-54 drew the lucky numbers 3-4-17-28-35-44 and consequently won in the First Category. You have therefore been awarded a lump sum pay out of 1,000,000 euros(One million euros), which is the winning payout for Category A winners. This is from the total prize money from 2,000,000 euros shared among the 2 winners in this category. CONGRATULATIONS! Your fund is now deposited with the paying Bank. In your best interest to avoid mix up of numbers and names of any kind, we request that you keep the entire details of your award strictly from public notice until the process of transferring your claims has been

Created By: IFCC Created Date: 04/18/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 04/18/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: GOLDEN VALLEY

State: MN Zip:

(b)(6)

Country: UNITED STATES

Work phone ()

Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range:

Company

Company: Google

Address: OLYMPIA 45, 11688 Athens, GREECE

City: ATHENS

State: ZZ Zip:

Country: GREECE

Email: dukepeters@latinmail.com

URL:

Phone: (694) 8124715

Ext:

Company Representative

Rep Name: Peters, Duke

Title:

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8041993 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: gmail service) TO WHOM IT MAY CONCERN

I am having a nightmare problem with google, there gmail service. I am been locked out of my account for 7 days due to my password not working.

I have tried to telephone them and they inform me there is no telephone support, they tell me to send a email. I have now sent 4 emails everyday for 7 days 28 emails in all, they refuse to answer me and continue to keep me without my email which I use every day for correspondence and my contact file is in the email.

I am asking you to help me get my email back and assist me as soon as possible as this is effecting my ability to make a living and support my family.

Please contact me as soon possible via return email or telephone 513-280-0658 to assist me with this tramu and nightmare that I am going thru with gmail.

Sincerely,

(b)(6)

my gmail account account is (b)(6)

Created By: RBROWN1 Created Date: 04/14/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 04/13/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

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

State: FL Zip: (b)(6)

Company

Company: google-gmail service

Address:

City:
Country: LOCATION NOT REPORTED
Email: support-gmail.com
Phone: (650) 2530000 Ext:

State: NR Zip:

URL:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8029596 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Email Account) Someone compromised my email account with Google (gmail.com). This person changed my login information and then accessed my paypal account. This person then proceeded to send a fraudulent transfer from my bank account through paypal to cnyinvestments@aol.com in the amount of \$352.40.

Created By: MPHILLIPS Created Date: 04/12/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 04/11/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: CAN-SPAM Act

Law Violation: SPAM: Spammer misuses computer resources

Consumer

Complaining Company/Org.:

Last name:

Address:

City:

Country:

Work phone

Fax Number:

Home Number:

Email:

Age Range:

(b)(6)

First: (b)(6)

Ada
UNITED STATES
(b)(6)

State: OK Zip: (b)(6)

18 - 19



09/18/2006

LMARASCO

Company

Company: Paypal and Google/Gmail

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.gmail.com

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8029424 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Search Engine) On April 11, 2006 at approximately 20:45 EDT, a search of Google for the word "FAILURE" while clicking the "I'm feeling lucky" feature button, will bring up a biography of President Bush. Regardless of political inclination, this is an insult to the Office of the President of the United States and therefore an insult to all americans. It is a violation of the public trust and I believe it is also a violation of advertising laws (this behavior is contrary to what google advertises in its user agreement).

Created By: RLOPER Created Date: 04/12/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 04/11/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

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)

First: (b)(6)

State: FL Zip: (b)(6)

Key Biscayne

UNITED STATES

(b)(6) Ext:

40 - 49



09/18/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: unknown (can't find in website) URL:www.google.com

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8020987 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Sweepstakes) I dont know if this is a case of fruad or note but it smells kinda funny. I had my banker look over the information and she told me to ask you all. So that brings me to where I am now. They contacted me saying that they were Google and that I had won \$200,000.00 Well that would be real nice but I am not the kind of person that ever wins anything. If you could please check these people out for me that would be great. Thanks in advance

Created By: RLOPER Created Date: 04/11/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 04/10/06

Initial Contact: Internet/E-mail Transaction Date: 06/07/06

Initial Response:

Product/Service: Lotteries\Lottery Ticket Buying Clubs

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Perkins

State: OK Zip:

(b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 20 - 29



09/18/2006

LMARASCO

Company

Company: Google

Address: Oakleigh Road South

London N11 1NP

City: North London Business Park

State: ZZ Zip:

Country: UNITED KINGDOM

Email: richardwells2@excite.com

URL:

Phone: () Ext:

Company Representative

Rep Name: Wells, Richard

Title:

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8019807 Contact Type:Complaint Source:Consumer TCS? Y

Comments: The consumer stated their name, address, directions to their home and phone number listed on the internet. The consumer has had an unlisted phone number for 20 years or more. The consumer called the phone company, Sage and was told they did not release any info regarding their phone listing.
UPDATE 04/11/06: Consumer states that her granddaughter found her info on a Google search. scrawford UPDATE: 4/11/06
Consumer wants a phone phone number for Google. GAG

Created By: JXHEINY Created Date: 04/11/06

Updated By: GGADSON Updated Date: 04/11/06

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Phone Complaint Date: 04/11/06

Initial Contact: Phone Transaction Date: 04/10/06

Initial Response:Unknown

Product/Service: Internet Information & Adult Services

Statute/Rule: General Privacy

Law Violation: Company does not provide any opportunity for consumer to opt out of information sharing

Consumer

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: Kokomo

State: IN Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 60 - 64



09/18/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7973806 Contact Type:Complaint Source:Consumer TCS? Y

Comments: The consumer has a complaint Google Cash Machine. The consumer states that the company told her that they could send the consumer a program to help the consumer earn money over the internet. The consumer was to be a reseller or distributor of products for the company. The consumer states that the company is unresponsive to her now. The consumer states that the company didn't assist her in starting the business as she was told.

Created By: ASMITLEY Created Date: 04/05/06
Updated By: Updated Date:
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL
Amt Requested: 39.95
Amt Paid: 39.95 Payment Method: Bank Account Debit
Agency Contact: Phone Complaint Date:
Initial Contact: Internet Web Site Transaction Date: 01/01/06

Initial Response:Internet/E-mail

Product/Service: Bus Opps\Franchises\Distributorships

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

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

First: (b)(6)

City: Fairfield State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

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

Age Range: 40 - 49



09/18/2006

LMARASCO

Company

Company: Google Cash Machine

Address: Becoehler Str 12

City:

State: NR Zip: 51789

Country: LOCATION NOT REPORTED

Email: support@income-machine.com

URL:income-machine.com

Phone: (226) 64778230 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7924345 Contact Type:Comments Source:Consumer TCS? Y

Comments: (Product Name: Google Library Project) Its been a few months since I complained to the FTC about Google's piracies, so I am revising my complaint:

Germany punishes people with up to two years in jail if they download a film from the Internet, and 5 years for those who profit from the downloads.

Meanwhile in the USA Google is scanning 15 million books from Libraries, and not checking for copyrights. They profit from the scanned materials by attaching commerical sponsor-links to the library materials. Copy-right means if profit is made from the duplicated product, permits are needed from the copyright holders. Google ignores such cooperation with copyright holders and asks them to turn to Google if they do not wish their materials to be "sponsored" online.

Sponsoring people is like treating them as handicapped people. People turn away from such degrading situations, the least they want is someone to unilaterally sponsor them.

Google is a criminal organization, and their organization leaders should be jailed by International and American standards for MASS piracies.

Created By: JHART Created Date: 03/28/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 03/25/06

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Highlands Ranch

State: CO Zip:

(b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 30 - 39

Company

Company: Google

Address:

City: Mountain View

State: CA Zip:

Country: UNITED STATES

Email:

URL:www.google.com

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7915962 Contact Type:Complaint Source:Consumer TCS? Y

Comments: In der Google-Suchmaschine wird unter Eingabe meines Namens "devlet sanlier" in den ersten Ergebnissen unter der Überschrift "S Marketing" meine privaten Kontaktdaten (Anschrift, Telefonnummer usw.) angezeigt. Wird der Link angeklickt, wird man zu einer Seite geführt, die mit "www.sanlier.de" beginnt. Das Problem ist, hierbei handelt es sich nicht mehr um meine domain! Ich habe nichts mehr mit dieser domain zu tun! Die Verlinkung führt zu einem Unternehmen, das ich nicht kenne. Die komplette URL lautet:

www.sanlier.de/ 28602.html?*session*id*key*=*session*id*val*

Ich hbae Google mehrmals dazu aufgefordert, meine Kontaktdaten aus ihrem Cache zu entfernen, doch bisher erfolgte keine Reaktion. Da ich eine alleinstehende Frau bin, bitte ich ausdrücklich darum, dringend meine Kontaktdaten zu entfernen.

Created By: MHORN Created Date: 03/27/06

Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 03/23/06

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Web Site Design\Promotion

Statute/Rule:



09/18/2006

LMARASCO

Law Violation: Other (Explain in Comment Field)

Consumer

Complaining
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City:

State: (b)(6) ip: (b)(6)

Country: GERMANY

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range:

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

Mountain View

City: CA 94043 State: CA Zip: 94043

Country: UNITED STATES

Email: help@google.com URL:www.google.de

Phone: (650) 253 Ext: 0001

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8399622 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0603242014503172:The following suspicious message is supposed to have been sent from the Google Mail acct. of (b)(6) I called Mr. (b)(6) at around 2000 EST tonight (March 24 2006) and he says that he has not sent me this email. I believe some party could have hacked my Yahoo! email account and Gmail to create this message. If my Yahoo! email account has been hacked, I would have lost financial information. Suspicious message: -

(b)(6)

Created By: IFCC Created Date: 03/24/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 03/24/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

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

First: (b)(6)

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

State: NJ Zip: (b)(6)

Company

Company: Google Inc.
Address: 1600 Amphitheatre Parkway

City: Mountain View
Country: UNITED STATES
Email: arin-contact@google.com
Phone: (650) 3180200 Ext:

State: CA Zip: 94043

URL:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7900255 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer states that Google.com is showing a document in public record from 1993 regarding case titled People vs. Graf. Consumer wants it removed from the website and google.com does not want to do that. No alternate #.

Created By: LLAWRENCE Created Date: 03/23/06

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: Internet Web Site Transaction Date: 03/23/06

Initial Response:Phone: 800/888

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Bensenville

State: IL Zip:

(b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

(b)(6)

Home Number:

Email:

Age Range:

50 - 59



09/18/2006

LMARASCO

number

Company

Company: GOOGLE.COM

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7875573 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Gmail.com) Gmail a product offered by Google is collecting and scanning individual messages from children that is then used to market services to companies that pay google a fee. This is not limited to Adults but people under the age of 18 that are not able to enter into an agreement legally, and cannot dismiss their rights to privacy. Google makes no attempt to limit its membership to adults only, therefor I believe they are violating COPPA laws relating to childrens privacy rights. The product gmail and google use to accomplish this is called AdWords and AdSense but is not limited to these programs. Google allows anyone to sign up and waive their rights, but children must be excluded from this practice as they cannot enter into an agreement without their parents, and google blaintently ignores this fact.

Created By: DCRASE Created Date: 03/21/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Internet Complaint Date: 03/19/06

Initial Contact: Internet (Other) Transaction Date: 03/19/06

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: Children's Online Privacy Protection Act



09/18/2006

LMARASCO

Law Violation: Parent Not Given Opportunity to Refuse Consent to Third Party Disclosure

Consumer

Complaining

Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: Fountain Hills

State: AZ Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: bizdev@google.com

URL:Gmail.com

Phone: (650) 2530000 Ext:

Company Representative

Rep Name: Page, Larry

Title:

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7843118 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Please remove my address and phone number!
very important!)

Created By: DBRAHLEK Created Date: 03/15/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 03/14/06

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule:

Law Violation:

Consumer

Complaining

Company/Org.: (b)(6)

Last name: First: (b)(6)

Address: hilton head island

City: State: SC Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6)

Fax Number:

Home Number:

Email:

Age Range: 20 - 29



09/18/2006

LMARASCO

Company

Company: peaple search, google, yahoo, intellious,zaba,white&yellow

Address: 143 windward village drive
Hilton Head Island

City: State: SC Zip: 29928

Country: UNITED STATES

Email: ? URL:all!

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7811857 Contact Type:Complaint Source:Consumer TCS? N

Comments: (Product Name: Google Groups) Complaint: On their Google Groups, they are posting old (1992, for example) postings from supposedly private newsgroups, like alt.recovery, alt.support, and ones for victims of sexual abuse. They are publishing the posters email addresses and full names! They are taking an extremely private matter (discussions of sexual abuse, alcohol abuse, eating disorders) and making it public including the individual's full name and email address. PLEASE STOP THEM. I tried to get them to take my postings down and they have not.

Created By: RLOPER Created Date: 03/09/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 03/08/06

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: General Privacy

Law Violation: Other privacy violation

Consumer

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: State: CA Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range: 40 - 49



09/18/2006

LMARASCO

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View, CA

State: CA Zip: 94043

Country: UNITED STATES

Email:

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

Phone: (650) 253-0000 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7795134 Contact Type:Complaint Source:Consumer TCS? Y

Comments: FYI: I was visiting WebMD.com and went to a few linked sites. I noticed that all the URLs on the linked sites would show google.com first and then it would be directed to the appropriate web page. I'm not using google; I typed webmd.com into my address bar using Internet Explorer.

I would suspect some business links have some type of monitoring device so they can compensate the original link that directs them to their site. If that is the case, perhaps that is why Google is doing so well. I captured two URLs so you know what I mean:

http://www.google.com/pagead/iclk?sa=l&ai=BQ9FnIEMHRL-1E57EqwLj8qWwA870qAWi_sSNacz-9IEBwLgCEAYYBiCi1JICKAYwAEiHOVCqxdyA_P____8BoAHeofL-A6oBBXdlym1kyAEB1QImwUoK&num=6&adurl=http://www.openarchive.com/articles_cj.htm

http://www.google.com/url?sa=l&ai=B0U04IEMHRL-1E57EqwLj8qWwA6ff_Axr8q2PAeuTmK8BgPEEEAQYBCCi1JICKAYwAUiLOVCs mo3aB6oBBXdlym1kyAEB1QIoREoK&num=4&q=http://www.wellmax.com

It's a curoosity to mean and perhaps an investigation for you. The orignianl webmd link is: http://www.webmd.com/search/search_results/default.aspx?query=full+body+scan+benefits&sourceType=all&searchSubmit.x=37&searchSubmit.y=17 and the google URLs came up while trying to access these links:

Sponsored LinksWhat are sponsored links?
Michigan - Body Scan Looking for Body Scan Info in Michigan? Find it here!
www.local.com
Scanning Cost Benefits Free paper on Scanning and Document management Benefits & Life Cycles
openarchive.com
Human Body 3D Measurement Find the ideal 3D scanner: fullbody, face, foot, body parts.
www.homometrica.ch

Thank you.

(b)(6)

Created By: MHORN Created Date: 03/07/06
Updated By: Updated Date:
Org Name: ECONSUMER.GOV
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 03/02/06



09/18/2006

LMARASCO

Initial Response:

Product/Service: Internet Access Services

Statute/Rule:

Law Violation: Other Misrepresentation (Explain in Comment Field)

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Negaunee

State: MI Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Ext:

Fax Number:

Home Number:

Email:

Age Range:

Company

Company: GOOGLE.COM

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: <http://www.google.com/intl/en/about.html> URL:<http://www.google.com/>

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8386829 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0603071021509071:I have a "blog" on blogger.com from mid 2003 until January 2006 when I switched to Typepad. I removed my blog. I could not remove my account. Someone is using my old name "(b)(6)" as the front for a site promoting pornography. Repeated attempts to contact Blogger and its own Google have resulted in non-returned emails and phone calls that are never returned.

Created By: IFCC Created Date: 03/07/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 03/07/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: RUMSON

State: NJ Zip:

(b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range:



09/18/2006

LMARASCO

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: (650) 2530000 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7732496 Contact Type: Complaint Source: Consumer TCS? Y
 Comments: (Product Name: www.keyhole.com) Site has no respect for COPPA law.
 Created By: RLOPER Created Date: 02/27/06
 Updated By: Updated Date:
 Org Name: PUBLIC USERS - CIS
 Amt Requested: 400.00
 Amt Paid: .00 Payment Method: MasterCard Credit Card
 Agency Contact: Internet Complaint Date: 02/21/06
 Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: Children's Online Privacy Protection Act

Law Violation: No Privacy Policy on Childrens's Website/Not Prominent/Incomplete

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City:

Lakeland

State: FL Zip: (b)(6)

Country:

UNITED STATES

Work phone:

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

30 - 39



09/18/2006

LMARASCO

Company

Company: WWW.GOOGLE.COM

Address: unk

City: unk

State: CA Zip: unk

Country: UNITED STATES

Email: unk

URL:www.keyhole.com

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8379811 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0602250523142141:After registering to the Google Adsense program, I started using their services wich consist on banner I've put on my site that generates "cash". The program make payments only when you reach 100 US Dollars. I am in the program since november about, but now at about 50,00 USD they closed my account without giving any proof of any of the abuse they accused me. I sent 2 emails asking for the evidence and Declaring i did absolutely not what they where accusing me to do; here is a translated quote of what they mentioned is prohibited in the program: "Clicks on the ads of web site are not permitted from publisher site, including: - publisher on his own web pages - publisher encouraging users to click on own ads - tools for automatic clicking or other cheating software - publisher who modified the code of the ads making different layout, behaviour, targeting or visualization of the ads" I've replied that I didn't use any of these software, i didn't click any of their ads, i didn't encourage anyone to click, and didn't touch the code of the ads. But they seem just to not care about it. I've told them the check the IP of when i login to check my account with the IP of the "clicks" so they realize it's impossible it's the same, so maybe is someone else cheating to make my account close, But they don't either listening. So i am submitting fraud because i believe it's a way for them to steal money from publisher, how? They make you gain something you cannot be paid < 100 USD. They cancel your account without giving you the money you have done so far. They keep the money the ads give for the traffic generated! Think about 100 users

Created By: IFCC Created Date: 02/25/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 50.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 02/25/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

VIA DELLORE II

City:

SAMMICHELE DI BARI

State: ZZ Zip:

(b)(6)

Country:

ITALY

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

Company

Company: Google AdSense

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone:

()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7715442 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: google tool bar) Google put in my computer without my authorization a tool bar.- They put it like a program.- They put in the program a internet search "Google". When I go to "add remove programs", to remove this, not remove.- This stay.

Bueno, me puedo expresar mejor en español porque sé que ustedes tienen suficientes interpreters y yo soy mala en inglés.

Donde está la ley?.- Por qué "Google" puede invadir mi privacidad e imponerme un sistema de búsqueda?.- Por qué con sus medios técnicos pueden hacer que yo no pueda remover el programa que ellos han impuesto en mi pc?.-

Por qué yo tengo que pagarle a un técnico en computers para que me resuelva el problema que ellos me han creado, y ellos, millonarios, no solo no me van a pagar lo que yo le tenga que pagar a ese técnico, sino que no me van a compensar mis incomodidades.

Por favor; admitan de mi una denuncia formal hacia "Google", por invadir sin autorización mi privacidad.

Muchas gracias

bueno.

Created By: JHART Created Date: 02/23/06
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 02/18/06
Initial Contact: Internet (Other) Transaction Date:
Initial Response:
Product/Service: Spyware\Adware\Malware
Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Hialeah,

State: FL Zip:

(b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 50 - 59

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7708847 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer is calling to file a complaint against Google.com for a sw package that they have called earth.google.com. Politically they are totally incorrect - they have placemarks all over Iraq pointing to places where civilians were killed and saying things like so what? He says they are slamming the Marines, they are telling the persons names, and how they died or were wounded. Consumer feels there is a responsibility by Google to police this website and keep things like this out of it.

Created By: RCONDON Created Date: 02/22/06

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: Internet Web Site Transaction Date: 02/22/06

Initial Response:Internet/E-mail

Product/Service: Internet Information & Adult Services

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: Lakeland

State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39



09/18/2006

LMARASCO

Company

Company: earth.google.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.earth.google.com

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7708434 Contact Type:Complaint Source:Consumer TCS? Y

Comments: The consumer stated that Google has being disclosing the consumers personal info over the internet and due to their deceptive practices she has being receving unsolicited calls from individuals. The consumer has e-mailed google on 01/22/

Created By: MCORREA Created Date: 02/22/06

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Contact: Internet Web Site Transaction Date:

Initial Response:Internet/E-mail

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

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

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

Address: (b)(6)

City: Chandler State: AZ Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6)

Fax Number: (b)(6)

Home Number: (b)(6)

Email: (b)(6)

Age Range: 40 - 49



09/18/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:Google.com

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7630728 Contact Type:Complaint Source:Consumer TCS? N

Comments: I was a participant in Google's AdSense program. They, without recourse, terminated me in further participation in this program, at which time they owed me money, which I had earned while in the program. The termination also caused me to waste valuable time spent in the program. I have asked them to pay me what they owe me, and they have refused.

Created By: RLOPER Created Date: 02/08/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 02/07/06

Initial Contact: Internet Web Site 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:

(b)(6)

First:

(b)(6)

Address:

City:

Frederick

State: MD Zip:

(b)(6)

Country:

UNITED STATES

Work phone:

(b)(6)

Ext:

Fax Number:

Home Number:

Email:

Age Range:

60 - 64



09/18/2006

LMARASCO

Company

Company: Google, Inc.

Address:

City:

State: CA Zip:

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7614846 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: GOOGLE/NEIGHBOR MY NEIGHBOR WHO LIVES AT (b)(6) (b)(6) USED MY NAME AND TELEPHONE W/O MY PERMISSION FOR A JOB REFERENCE WITH AN AGENCY IN BROOKLYN. I FEEL THAT MY PERSONAL IDENTITY HAS BEEN COMPROMISED SINCE i DON'T KNOW HOW MUCH INFORMATION SHE KNOWS. ALSO, THROUGH TRIAL AND ERROR I DISCOVERED THAT THE WEBSITE GOOGLES PROVIDES EVERYONE'S PERSONAL DATA FOR ANYONE SEARCHING FOR AS LITTLE AS \$49.95. IN TODAY'S SOCIETY THIS IS VERY SCARY FOR A WEBSITE TO PROVIDE SUCH SENSITIVE INFORMATION.

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

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 02/04/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: BRONX

State: NY Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6)

Fax Number:

Home Number:

Email:

Age Range: 50 - 59



09/18/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: WWW.GOOGLE.COM

URL:

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8366672 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0602061250192151:Hi, my name is (b)(6) from Las Cruces, NM, and I want to report the fact that there is a link on the internet that shows all my personal information, meaning my full name, address, email address, phone number, credit card number and the security code off the back of my credit card number. If you do a google search

(b)(6)

trungdung.250free.com/CC/cc.htm - 21k - Supplemental Result - Cached - Similarpages As you can see, most of my information is right there for anyone to see including my credit card number and my security code, (b)(6) I have changed my number but that's not the point, the point is it shouldn't be up there in the first place. I changed my number after someone else was using my credit card. Now if you click on "Cached" you will get a list of me and others with all of the same personal information! Can you do something about this or let me know who to report it to if you can't? This has to be illegal! Then if you click on the remote view link you get another website for free webhosting. I emailed the administrator (Brian) of that website and asked him why his link came up when I clicked on the personal information website (remote view) but he never replied. Please advise. Thank

Created By: IFCC Created Date: 02/06/06
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 02/06/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: LAS CRUCES

State: NM Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range:

Company

Company: WWW.GOOGLE.COM

Address:

City: State: NM Zip:

Country: UNITED STATES

Email: URL:

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7574001 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Adsense) As a member of the Google adsense program, I earn money for displaying advertisements on my website. Google claims they authorized and sent payment for \$232.84 on November 22, 2005. Payment has not been recieved despite several weeks of communication and promises from the google staff. They refuse to send a check in a timely manner, to send the money electronically, or to allow me to go to the office to pick up a check in person.

Created By: RLOPER Created Date: 02/01/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/31/06

Initial Contact: Internet Web Site Transaction Date: 11/22/05

Initial Response:

Product/Service: Internet Web Site Design\Promotion

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Santa Cruz

State: CA Zip:

(b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number:

(b)(6)

Home Number:

Email:

Age Range: 20 - 29



09/18/2006

LMARASCO

Company

Company: Google, Inc

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: adsense-support@google.com

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

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7556075 Contact Type:Complaint Source: Consumer TCS? Y

Comments: Organization is requesting a refund for an ad placed on Google's website. They state massive click fraud as the problem. CC letter.

Created By: EANDERSON Created Date: 01/30/06

Updated By: EANDERSON Updated Date: 03/15/06

Org Name: Office of the Chairman

Amt Requested: .00

Amt Paid: 29,372.64 Payment Method: Unknown

Agency Contact: Mail Complaint Date: 01/24/06

Initial Contact: Internet Web Site Transaction Date: 01/01/04

Initial Response:Unknown

Product/Service: Internet Information & Adult Services

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: Chevy Chase
Country: UNITED STATES

State: MD Zip: (b)(6)

Work phone: () Ext:

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

Email:

Age Range:



09/18/2006

LMARASCO

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8348991 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0601281150413572:Sir Madam, This is serious complaint about blogspot.com care of google.com the new owners. With Googles financial income they DO NOT need to resource to such fraudulent tactics to generate yet further income. I have several published poems, I write for a living as a poet and for three UK registered charities also. One of these poems is repeatedly being stolen and placed on multiple blogspot.com urls and this is every week without failure. Blog spot staff are saying not to contact them and sending offensive and cheeky emails back in reply. They are delaying every complaint in awaiting to remove this poem by ensuring the poem is meanwhile added at several more urls before its removal from the one complained about. In this way they ensuring its continued use and display is ever ongoing and ensuring to solicit potential visitors by its unauthorised use and display. Each copyright notice I am forced to send costs me eight dollars and blogspot staff are even then ignoring these as too are google copyright legal agent. I have written to the director of google in person without reply as yet. Blog spot are using published copyright material without my consent to do so simply to solicit potential traffic to their own servers by fraudulent means. And preventing this poems permanent removal once and for all ensure blogspot maximum exposure in all search engines. This is white collar fraud at the highest level imaginable and is simply not on. I aim to sue for compensation and abuse in this matter, but meanwhile this CAN NOT be allowed to continue as it has for weeks and weeks on end without end. Be this blog spot staff or individual user this must be inves

Created By: IFCC Created Date: 01/28/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 240.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 01/28/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City: NEWCASTLE UPON TYNE

State: ZZ Zip: (b)(6)

Country: UNITED KINGDOM

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range:

Company

Company: blog spot.com blogger.com google.com

Address: 1600 Amphitheatre Parkway Mountain

City: State: CA Zip: CA94043

Country: UNITED STATES

Email: URL:

Phone: () Ext:

Company Representative

Rep Name: Schmidt, Eric Title:

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7533000 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer is calling on behalf of his business Spacedaily.com. Consumer states that his business has been hurt because Google has dropped him from their index and now his competitors get all his business. Consumer states that they are unfair in their practices due to know human intervention in what they do. Consumer states that they sent him an email stating that he wasn't in compliance with there policy. Consumer feels that it has something to do with market power. No alternate phone number.

Created By: SWOODSON Created Date: 01/26/06

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: Internet Web Site Transaction Date: 01/21/06

Initial Response:Unknown

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

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

First: (b)(6)

City: Rancho Palos Verdes

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)
Email:

Age Range: 40 - 49



09/18/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:google.com

Phone: (650) 3300100 Ext:

Company Representative

Rep Name: Page, Larry

Title: Founder

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7526887 Contact Type:Complaint Source:Consumer TCS? N

Comments: (Product Name: Google Groups Beta and new Library Project) I have carried this complaint through the Better Business Bureau recently, and Google provided no resolution for this problem. I believe this issue is clearly regarding unfair business practices by Google, and after communicating with the BBB, I am refiling this complaint to the FTC.

I complained about Google violating privacy of archiving intimate messages on public boards with their Groups Beta product and that they scanned 15 million books worldwide, and that they ignore Western business standards by obligating book writers worldwide internationally to contact Google for disputing copyright. Google should only archive messages on their own boards (as yahoo) and not solicit/sponsor fee-free public boards such as usenet. Their violation of privacies and inappropriate international business conducts represent mass piracies which annoy people, as well as criminal violations of fair trade and copyrights.

Created By: RLOPER Created Date: 01/25/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/23/06

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: General Privacy



09/18/2006

LMARASCO

Law Violation: Other privacy violation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

First: (b)(6)

Address:

City:

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39

Company

Company: Google

Address:

City: Mountain View

State: CA Zip:

Country: UNITED STATES

Email:

URL:www.google.com

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8345886 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0601231651066092:I am reporting a crime conducted by Google Inc. The crime is mass piracy, and international business violations involving copyright piracy. Google scanned or in the process of scanning as many as 15 million books from major University libraries. The problem is the following: Google claims they respect copyright and they do good marketing for writers' works. However Google cannot obligate if not all writers in the world to have to turn to Google to resolve copyrights. Copyrights are strictly based on prior sales agreements. Google is violating laws with mass copyright infringement. Google's hungers for piracies turned criminals. Besides their new Library venture, they have been pirately molesting the public by archiving public boards and violating intimacy with their Groups Beta products. As a result of my privacy violated, I lost ability to work, and suffered mental damages, but that's beside my complaint about Google's crimes.

Created By: IFCC Created Date: 01/23/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 200,000.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 01/23/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

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

First: (b)(6)

City: HIGHLANDS RANCH

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

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

Age Range:

Company

Company: Google, Inc.

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 8343568 Contact Type:Complaint Source: Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0601191337270701:This is disgusting! I was looking up images of my kids names, seeing how many other people have the same name as mine, my kids, etc.. I looked upo names, and did a seacrh on my son, (b)(6) name. There was pics of naked children on the beach, ON THE INTERNET! IM disgusted in this..The person who posted them should be arrested, this encourabges pedophile activity! PLEASE warn Google about this, and also stop the person from posting this crap. IM deeply offended bgy this, and find it disgusting! The URL is:
<http://images.google.com/images?svnum=10&hl=en&lr=&p;rls=HPIC%2CHPIC%3A2006-03%2CHPIC%3Aen&q=jordan++lake>

Created By: IFCC Created Date: 01/19/06
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 01/19/06

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

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

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

Age Range:



09/18/2006

LMARASCO

Company

Company: Google Search Engine

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7483124 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Adsense (contextual ads & search)) Google has a program to distribute contextual ads on websites which pays various rates to webmasters of sites where the ad appears, in examining a report this evening, I see a .01 calculation error and a grossly inaccurate daily total for traffic/clicks today.

ads 14 clicks show commission of 3.64
Search 11 queries 1 click commission of .11
the total should have been \$3.75 but it's showing \$3.74

if you pocket a penny with respect to google's volume, that is a HELL of alot of money! I find it disturbing that it also shows no commission for the entire day. previously I ran their program on doshelp.com and regularly brought in \$300 - \$500 a month easily, something is crittically WRONG with this and the calculation error (I have a screen shot) is the first thing to tip me off.

Created By: DBRAHLEK Created Date: 01/18/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Internet Complaint Date: 01/14/06

Initial Contact: Internet Web Site Transaction Date: 01/13/06

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City:

Melbourne

State: FL Zip: (b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range: 30 - 39

Company

Company: Google

Address: unknown

unknown

City: unknown

State: CA Zip: 000000000

Country: UNITED STATES

Email: unknown

URL:google.com/adsense

Phone: (000) 0000000

Ext:

Company Representative

Rep Name: unknown, unknown

Title:

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7451778 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Gmail web mail) I created a "Gmail" account which is Googles web mail service. I created the account in November of 2004, about a month ago I attempted to login to my account and I found it had been disabled. I have repeatedly emailed Gmail support with no acceptable response. While I understand this sevice is free, the customer must have some resonable expectation of service and support from these companies.

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

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/11/06

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: baton rouge

State: LA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39



09/18/2006

LMARASCO

Company

Company: Google/Gmail

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:www.google.com

Phone: (650) 253-0000 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7429766 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer is calling about jux2 and google, internet search engines. Consumer is upset because they have his phone number listed on their websites. Consumer has asked them in writing to take the phone number off, but they refuse. Consumer has an unlisted number with the phone company and is a member of the National DNC. No work number.

Created By: RGROSS Created Date: 01/09/06

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: Internet Web Site Transaction Date: 01/01/05

Initial Response:Internet/E-mail

Product/Service: Internet Information & Adult Services

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

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

First: (b)(6)

City: Newport Beach

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

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

Age Range: 70 - 79



09/18/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company: Jux2

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7386667 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Groups Beta and Google Library Project)
Complaint Description:
Google, Inc. is running illegal business. They scanned 15 million books from University libraries and shared them online. As music, books have copyrights, and Google forces book authors to contact their customer services to dispute copyrighted materials. These 15 million books are international, and Google ignores that copyrights need proper business agreements. What's worse, google not only pirates books, but people with their Groups Beta product. Google sponsors people's intimate messages online, something usually associated with Ceaucescu's street cameras and crimes against humanity. Their public materials sponsoring business is one of the greatest crimes in the USA.

Desired Resolution:
Stopping their two products from human rights and international violations: Groups Beta and their Library Project.

Created By: MPHILLIPS Created Date: 01/03/06
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 12/29/05
Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name: [Redacted]

First: (b)(6)

Address: [Redacted]

City: Highlands Ranch

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email: [Redacted]

Age Range: 30 - 39

Company

Company: Google, Inc.

Address:

City: Mountain View

State: CA Zip:

Country: UNITED STATES

Email: URL:www.google.com

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7326380 Contact Type:Complaint Source:Consumer TCS? N

Comments: (Product Name: paid to click) i joined google mail about two months ago abd after doing all i was to do i placed a request for my money this was done three times now they are gone who would have thought that google would pull a stunt like this my fiance has the same problem and a friend has the same problem looks like google is just another bunch of crooks i was depending on the earnings for my christmas bit that is gone now

Created By: DCRASE Created Date: 12/23/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 12/22/05

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: lumberton

State: NC Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range: 50 - 59



09/18/2006

LMARASCO

Company

Company: google mail

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7258694 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Groups Beta and Library Project) I am submitting additional information to my complaint. Google blackmails globally people around the world with their privacy and copyright violations. Their product Groups Beta does not provide sufficient privacy features, and leaves too many people blackmailed. They are primary totalitarian archivers of usenet, they are black and white regarding privacy. The internet is not for that. Their new Library product scanned 15 million books from libraries without checking for copyright, leaving book authors blackmailed around the world to have to turn to a company to resolve copyright.

Created By: MPHILLIPS Created Date: 12/13/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 12/09/05

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: General Privacy

Law Violation: Company does not have adequate security

Consumer

Complaining Company/Org.:

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

City: Highlands Ranch State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)
Email:

Age Range: 30 - 39



09/18/2006

LMARASCO

Company

Company: Google, Inc.

Address:

City:

State: CA Zip:

Country: UNITED STATES

Email:

URL:www.google.com

Phone: ()

Ext:

Company Representative

Rep Name:

Title:

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7257421 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Malware(SpyAxe)) SpyAxe.com has installed "unsolicited" malware program on a computer that I paid \$4,000.00. It, the "malware" has identified itself as "spyware" in that it could lead to comprimising my personal information, i.e.financial and health info. It has hi-jacked my internet browser, and has made itself the default. I am unable to go to other web-sites without first having to go to SpyAxe.com where I am instructed to download its full program in order to get rid of the "spyware infection"(SpyAxe.com). I have used all available commercial antispymware/antiviurs in efforts to uninstall this "infection" to no available. Both my personal property(\$4,000.00 computer) and my personal information are "at risk". I am "pissed". Please help me, and pursue those responsible with as much weight as your Agency can muster!!

Created By: NSHOUSE Created Date: 12/12/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 12/09/05

Initial Contact: Internet (Other) Transaction Date: 12/06/05

Initial Response:

Product/Service: Computers: Equipment\Software

Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

Kalamazoo

City:

State: MI Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

60 - 64

Company

Company: SpyAxe.com(Google)

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: ApyAxe.com

URL:SpyAxe.com

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7353290 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. i would like to state that the website has asked the members to do the work and cleverly earned money on the advertsing but have defaulted to pay the members who have done the work i feel that such cheats should be booked and punished also i am really shocking to inform that the website donot have any information pertaing to the following: Name of the owners ,their business address telephone contacts and their business registration details also one more superising matter is thet they say theat they deal with stormpay for making payments and receiving payments but the strompay company executive informs that stormpay doesnot know of they having an account with them i have a reply to my compliant made to them i have receord of this also

Created By: IFCC Created Date: 12/12/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 100,000.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 12/12/05

Initial Contact: Internet Web Site Transaction Date: 10/18/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: CHENNAI

State: ZZ Zip:

Country: INDIA

Work phone ()

Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59

Company

Company: google-mails.com

Address: unknown asnot mentioned in site

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: support@google-mails.com

URL:

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7205839 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Groups Beta) The reason I am writing is because of very unfair business practices by Google Inc. The main problem is privacy and copyright. Google offers limited privacy solutions, but that is not acceptable. In California law requires websites to remove private information upon request, Google does not correspond. In a sense its like "Google on people", overriding the privacy rights of the masses for Google's money. I know millions are unsatisfied ever since usenet was archived by a corporation (DejaNews, 1995). Google purchased DejaNews in 2001, and remained the primary abuser of privacy online and harsh corporate policies sticking to the post-mainstream totalitarian abuse of the unaware masses worldwide. Also Google scanned 15 million books from libraries without checking for copyright, forcing people and book companies worldwide to contact Google for resolving book copyright disputes. Google claims its a good soliciting for the writers but its stealing. There needs to more people complaining, please, do something. Google's carelessness is too extreme. Somebody, please.

Created By: MPHILLIPS Created Date: 12/06/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 12/05/05

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: General Privacy



09/18/2006

LMARASCO

Law Violation: Company does not provide any opportunity for consumer to opt out of information sharing

Consumer

Complaining Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: Highlands Ranch

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)
Email:

Age Range: 30 - 39

Company

Company: Google, Inc.

Address:

City: State: CA Zip:

Country: UNITED STATES

Email: URL:www.google.com

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7349451 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO,
TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY
INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.
Received: from xproxy.gmail.com [66.249.82.205] by e-

(b)(6)

Created By: IFCC Created Date: 12/06/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 12/06/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

CHAPIN

State: SC Zip:

(b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

50 - 59

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: (650) 3180200

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7346826 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

Created By: IFCC Created Date: 12/02/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method:Not Reported

Agency Contact: External Agency Complaint Date: 12/02/05

Initial Contact: Internet Web Site Transaction Date:10/26/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:

Law Violation:

Consumer

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

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

Address: (b)(6)

City: MUSHIN State: ZZ Zip: (b)(6)

Country: NIGERIA

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 20 - 29



09/18/2006

LMARASCO

Company

Company: Google

Address: (b)(6)

City: MUSHIN

State: ZZ Zip: (b)(6)

Country: NIGERIA

Email: (b)(6)
Phone: (b)(6)

URL:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7171484 Contact Type:Complaint Source:Consumer TCS? N

Comments: Google.com has compromised my safety by keeping hold of my personal information and listing my telephone number and address made assessible by the search word (b)(6) after Google.com was notified that my personal safety was at risk. I have been the victim of an internet stalker who retrieved my full name, address and other critical information through Google.com's carelessness. Auto explosion as well as motorseller.com also listed this information freely has endangered my well being. I have asked all of these companies to remove the 'cache' memory that will remove this information on me and thus far the information is still easily retrievable. I followed Google.com's explicit instructions online to 'expedite' this matter and it was not expedited. I am asking that my personal telephone and listings be removed from the internet companies listed as they have old information from January 2005 anyway and was not listed previously. If I am harmed...litigation will pursue against these companies for exploiting critical information without my express permission. I appreciate your concern for my safety and ensuring that these companies remove my personal information for search engines. Thank you.

Created By: RLOPER Created Date: 11/30/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 11/29/05

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: General Privacy



09/18/2006

LMARASCO

Law Violation: Other privacy violation

Consumer

Complaining
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: El Cajon

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6)

Fax Number:

Home Number:

Email:

Age Range: 30 - 39

Company

Company: Google.com, autoexplosion.com and motorseller.com

Address: Internet services

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:http://www.google.com

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7154526 Contact Type:Complaint Source:Consumer TCS? Y
 Comments: The company put a toolbar on my computer i did not want.
 Created By: JHART Created Date: 11/29/05
 Updated By: Updated Date:
 Org Name: PUBLIC USERS - CIS
 Amt Requested: .00
 Amt Paid: .00 Payment Method:Not Reported
 Agency Contact: Internet Complaint Date: 11/27/05
 Initial Contact: Wireless Transaction Date:
 Initial Response:
 Product/Service: Internet Information & Adult Services
 Statute/Rule: FTC Act Sec 5 (BCP)
 Law Violation: Deception/Misrepresentation

Consumer

Complaining
 Company/Org.:
 Last name: Not Provided First:
 Address:
 City: Monrioe State: LA Zip: (b)(6)
 Country: UNITED STATES
 Work phone () Ext:
 Fax Number: ()
 Home Number: ()
 Email:
 Age Range: 12 and Under

Company

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



09/18/2006

LMARASCO

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7125553 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Some filthy lowlife African tried to scam me by saying he/she wanted to buy my TV, listed on Craig's List, and needed my bank information. I am positive you get hundreds of these kinds of complaints daily and know all about them. You can just add their email address above to your massive collection.

Created By: DBRAHLEK Created Date: 11/28/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 11/26/05

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

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

First: (b)(6)

City: Pasadena State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range: 40 - 49



09/18/2006

LMARASCO

Company

Company: unitedstateafricaeuropechop@googlemail.com

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: unitedstateafricaeuropechop@googlemail.com URL:

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7241083 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. I have recognized a company on the verge of corruption and turning into a literal mafia with their corporate approaches. The company is the famous Google Inc and lawsuits (including from international organizations) are accumulating. 6 book publishers, including an international publishing company have filed class action lawsuits in the past weeks against Google Inc. The reason I am writing to the FBI, is the because Google's problem is not just copyright infringement, but a more disturbing approach Google carries with its product set that can only be described as mafia activity. The core problem is of historical lessons and significances, that all Google cares about is their users and not those who provide the work (as tobacco farms in the past cared about happy users and not the slaves who provided the work, in this case writers globally) they acquired for marketing purposes without prior appropriate business bounds and agreements necessary for accessing those copyrighted materials. Google is in the process to scan 15 million books from large public libraries, without checking for copyrights, as I wrote, they only care about happy users and 'Napsterian' unprecedented access to materials Google finds for free and ads marketing ads, in this case they found books in public libraries. Besides books, Google offers all sorts of unprecedented access to materials they shouldn't totalitarianize, again ignoring those who contribute and care only about happy users and violating human dignity, including with their usenet access, which consists of personal interest discussions on specialized forums (discussion hangouts) on the streets of the net. We have learned in sc

Created By: IFCC Created Date: 11/27/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 11/27/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

First: (b)(6)

Address:

City: HIGHLANDS RANCH

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39

Company

Company: Google

Address:

City: Mountain View

State: CA Zip:

Country: UNITED STATES

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7123811 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I'd like to complain about Google for Orwellianizing the masses (entire world) with its Groups Beta product. DejaNews began archiving usenet in 1995 and a lot of people raised their voices at the time for privacy. Google purchased DejaNews in 2001 and remained the primary corporate archiver of usenet. Until 1995 usenet was archived by Universities and moderate access was given to the public at large. A usenet forum is like a 'net hangout' on a specific topic of interest, in a way like a 'net street' where people can subscribe and hang out. By Google archiving usenet as a whole globally, and providing unprecedented access, it is exactly like Orwellian cameras applied to the streets of the net, a deep human rights and humanitarian violation of dignity. Not only full privacy cannot be solved technologically with the privacy features Google applies, but a company forces a membership, a membership nobody signed an agreement with. What Google offers to the public is a unilateral imposed uncompetitive environment, creating a reliance to all who turn to usenet with a personal, private interest questions to have their privacy ignored molested, and if a privacy problem develops, having to turn to customer services of a company they never signed an agreement with, humiliated, cheated, offended. The Groups Beta product is absolutely illegal in a consumer sense. Google not only acts as a pirate with usenet, but recently they scanned millions of books from public libraries without checking for copyrights. They expect to build a similar piracy on the net with millions of books expecting writers to turn to a company to resolve copyright, a company they never signed an agreement with. Google goes to the limits and criminally violates human rights.

Created By: JHART Created Date: 11/25/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 11/23/05

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Highlands Ranch

State: CO Zip:

(b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 30 - 39

Company

Company: Google

Address:

City: Mountain View

State: CA Zip:

Country: UNITED STATES

Email:

URL:www.google.com

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

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

State: SC Zip: (b)(6)

Company

Company: Google Inc.
Address: 1600 Amphitheatre Parkway

City: Mountain View
Country: UNITED STATES
Email:
Phone: (650) 3180200 Ext:

State: CA Zip: 94043

URL:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7104140 Contact Type:Complaint Source:Consumer TCS? N

Comments: What if the government or a company would begin installing cameras on the streets for using the recorded information for free business and or government purposes?

That would be something called "Orwellianism" and would bother the public and such act would possibly represent crimes against humanity for ignoring people's freedom and dignity to live in peace.

But how come the Internet does not count in this regard? People turn to the Internet, and the first thing that happens is that their chit chats get archived and distributed by say, Google Inc. It hurts. In fact Google specializes on collecting all public materials, builds search engines to them, and attaches advertisements to the information.

How long can Google's archiving of private personal conducts in say "usenet, one of the founding elements of the Internet", where people turn for personal questions and carry discussions in specific interest discussion forums go on without turning their attention to deal with the privacy violation millions run into and feel humiliated, go on?

Sure, the world adapted to not mix politics with the Internet and leave all questions for resolution by technological institutions. But what Google does is Orwellianism after all, something that represents crimes against humanity due to the global violations, and not just some "marketing knock on the door" annoyance in my opinion. Should the FTC look into this matter?

(b)(6)

Created By: RLOPER Created Date: 11/21/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 11/17/05

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: General Privacy



09/18/2006

LMARASCO

Law Violation: Other privacy violation

Consumer

Complaining

Company/Org.: (b)(6)

Last name: [Redacted]

First: (b)(6)

Address: [Redacted]

City: Highlands Ranch

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email: [Redacted]

Age Range: 30 - 39

Company

Company: Google, Inc.

Address:

City: Mountain View

State: CA Zip:

Country: UNITED STATES

Email: URL:www.google.com

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Statute/Rule:

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City: CHAPIN

State: SC Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: (650) 3180200 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7065803 Contact Type:Complaint Source:Consumer TCS? Y

Comments: At 4:54PM google.com tried to enter my computer without my consent.
My firewall notified me and prevented the hacking.

Created By: DBRAHLEK Created Date: 11/16/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 11/15/05

Initial Contact: Internet (Other) Transaction Date: 11/15/05

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: Lake Forest

State: IL Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

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

Age Range:



09/18/2006

LMARASCO

Company

Company: WWW.GOOGLE.COM

Address: 1600 Amphitheatre Parkway

City: Mountainview

State: CA Zip: 94043

Country: UNITED STATES

Email: arin-contact@google.com

URL:www.google.com

Phone: (650) 3180200 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7060818 Contact Type:Complaint Source:Consumer TCS? Y

Comments: This web site makes claims of "100% success rate" and "make the cost back in 15 minutes" without any disclaimers. I have read a forum post from someone who purchased the product and felt that it was a fraud.

Created By: JHART Created Date: 11/15/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 11/14/05

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: Not Provided by Org First:

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



09/18/2006

LMARASCO

Company

Company: <http://GoogleMadeEasy.com>

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:<http://googlemadeeasy.com>

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7214734 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. Received: from zproxy.gmail.com [64.233.162.193] by e-gate4.logicsouth.com with MailLogic (1.00); Fri, 11 Nov 2005 17:41:25 -0500 (EST) Received: by (b)(6) with SMTP

(b)(6)

(b)(6) Subject: {Spam?} Dear Friend MIME-

(b)(6) X-

55ece6197e118797b320773592e5d41a X-SA-Score: 7.8 <p>Dear Friend,
Good day!
With warm heart I offer my friendship, and greetings, and i hope this mail meets you in good time. however strange or surprising this contact might seem to you, as we have not met personally or had any dealings in the past, i humbly ask that you take due consideration of its importance and immense benefit. i am sorry if this letter comes to you as an embarrassment but be rest Assured that your particulars of contact was given

Created By: IFCC Created Date: 11/13/05
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 11/13/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.:

(b)(6)

Last name:

First:

(b)(6)

Address:

City:

CHAPIN

State: SC Zip:

(b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

50 - 59

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: (650) 3180200

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7028630 Contact Type:Complaint Source: Consumer TCS? Y

Comments: Google-mails is a paidmailer, advertising roundabout the internet to pay \$ 150.- for one completely done paidmail. I'm a member of this paidmailer from its beginning and have nearly \$ 100 000.- to get from it. Please have a look in my account: <http://www.google-mails.com> ("member")

(b)(6)

Google-mails didn't payout any \$ up to now, didn't answer any e-mail and is actually assigned on any paidmail-warnlists in the internet. I think most of the members of google-mails became one trusting the world-wide well-known name of the search-engine "Google". They told me today not to have to do anything with this paidmailer. I don't believe this. Please stop this terrible nonsense, if you can and make google-mails to payout the advertised and correctly earned and requested money. -Thank you. -

Created By: DBRAHLEK Created Date: 11/08/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 11/07/05

Initial Contact: Internet Web Site Transaction Date: 06/01/05

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City:

Country: GERMANY

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range: 40 - 49

Company

Company: <http://www.google-mails.com>

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:<http://www.google-mails.com>

Phone: ()

Ext:

Company Representative

Rep Name: unknown, unknown

Title:

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7014545 Contact Type:Complaint Source:Consumer TCS? Y

Comments: MAIL: Consumer signed letter State of California. No consumer contact or name listed. The consumer wrote Zabasearch and Intelius stopped giving a contact link to remove personal info. Consumer also states personal info retrieved from genealogy websites by strangers ar reposted on Google without consent. Consumer states Google tells them to contact webmasters, but webmasters do not respond. Consumer wants immediate attention to this invasion of privacy. No trans date. No comp. contact. No consumer name or contact.

Created By: DCRASE Created Date: 11/04/05

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Mail Complaint Date: 10/13/05

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:Internet/E-mail

Product/Service: Internet Information & Adult Services

Statute/Rule: General Privacy

Law Violation: Company fails to honor request to opt out/ opt-out mechanism does not work
Company does not provide any opportunity for consumer to opt out of information sharing

Consumer

Complaining

Company/Org.: State of California

Last name: Anonymous First: Anonymous

Address:

City: State: CA Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



09/18/2006

LMARASCO

Company

Company: Google

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company: Intelius

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company: ZabaSearch

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company Representative

Associated Company

Company: Google

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Phone: () Ext:

Reason: Other



09/18/2006

LMARASCO

Transaction

Ref No.: 7012803 Contact Type:Complaint Source:Consumer TCS? Y

Comments: The company is expressing their political views on their search engine... when failure is typed into the search engine, then "I'm Feeling Lucky" is clicked then, President George W. Bush comes up.. i find this offensive since they are supposed to be unbiased and the most effective search engine in the worls.. if they do this how do the rest of the general public know if the information that they are presenting to us is correct and not tampered with by the people of Google Inc.

Created By: MPHILLIPS Created Date: 11/04/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 11/02/05

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: Enola

State: PA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range: 18 - 19



09/18/2006

LMARASCO

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:WWW.GOOGLE.COM

Phone: (253) 0000

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7200209 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. Google is breaking international laws to unbearable human levels with two of their projects: Groups Beta and their new Library Project - breaking laws criminally as severely as attributing them with the crimes against humanity label for their International violations of human rights. Google has an underground piracy approach online, which is unlawful, and nobody can do anything about it. As a literal underground organization, Google violates people's privacy online worldwide, leaving people and organizations in humiliating circumstances due to the disturbing underground stances toward common descencies. History: see <http://en.wikipedia.org/wiki/X-No-Archive> on Google's privacy history: In 1995 Dejanews began the usenet archiving culture. People's discussions online should not be archived, as that infringes on people's dignity as ceausescu's street cameras would. Usenet groups are like streets where people come and discuss matters of interests. So archiving usenet represents putting a camera to a street and making everything done and spoken on that street accessible to the public at large. When in 1995 DejaNews began archiving usenet, a lot of people raised their concerns regarding privacy at the time. The DejaNews project heavily violated human rights, privacy and dignity. DejaNews offered a 50 percent privacy solution in exchange, a sometimes works/sometimes doesn't work solution with its X-No- Archive feature, and left privacy activists in dilusions. Nobody could do anything to stop DejaNews at the time. Google purchased DejaNews in 2001. Now Google has a new project in 2005, a Library Project whose "underground piracy" is so severe that Google have litera

Created By: IFCC Created Date: 10/30/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 10/30/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: HIGHLANDS RANCH

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

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

Age Range: 30 - 39

Company

Company: Google

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7199118 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. Received: from nproxy.gmail.com [64.233.182.194] by e-

(b)(6)

Kingdom (Customer Services) WEB NOTIFICATION OF LOTTO WINNINGS: We happily announce to you the draws of Silver British Promotions Lottery, an Online International Sweepstakes Program held on Friday 7th October, 2005. Your email address attached to ticket/serial number IE6098-05, with serial

Created By: IFCC Created Date: 10/27/05
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 10/27/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: CHAPIN

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59

First: (b)(6)

State: SC Zip: (b)(6)

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: (650) 3180200 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7198578 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

(b)(6)

Virus-Status: CLEAN X-MessageID: 528957c64a6743cd7667931151d24ba1 X-SA-Score: 6.5 China Leading Company in the world Work with Us

 Dear Sir/Madam,

 It is my pleasure to write to you in respect of our organisation. I got your contact from a search directory. We export and import goods into the Canada/America/british and some parts Europe.

 Let me crave your indulgence to introduce our organisation., ISO9001:2002 certificated is specializing in manufactur

Created By: IFCC Created Date: 10/26/05
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 10/26/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: CHAPIN

State: SC Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)
Email:

Age Range: 50 - 59

Company

Company: GOOGLE INC

Address: 1600 Amphitheatre Parkway

City: MOUNTAIN VIEW

State: CA Zip: 94043

Country: UNITED STATES

Email: URL:

Phone: (650) 3180200 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 7196700 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

(b)(6)

CLEAN X-MessageID: 7f0abb2a83cle883b14f7b7fdfbecf08 X-SA-Score: -1.3 China World's Leading Company Work with Us

 Dear Sir/Madam,

 It is my pleasure to write to you in respect of our organisation. I got your contact from a search directory. We export and import goods
 into the Canada/America/british and some parts Europe.

 Let me crave your indulgence to introduce our organisation., ISO9001:2002 certificated is specializing in manufacturing H

Created By: IFCC Created Date: 10/23/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 10/23/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: CHAPIN

State: SC Zip:

(b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

(b)(6)

Age Range: 50 - 59

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: (650) 3180200 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6911235 Contact Type:Complaint Source:Consumer TCS? N

Comments: This complaint is in regard to the google search engine which exposes our name address and maps of where we live, all of which every terrorist on this planet can access, search and destroy. I am not joking.. plug in yours or my telephone number and see what you get.
This is very scary and is against all of the principles of freedom in the USA.
PS I do not know who will be in charge of this but I beleive Google should be shut down for this affront of our laws of privacy
This a general complaint please advise who I can contact for action on this.

(b)(6)

Created By: RLOPER Created Date: 10/14/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Internet Complaint Date: 10/13/05

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: General Privacy

Law Violation: Other privacy violation

Consumer

Complaining Company/Org.:

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

First: (b)(6)

City: Volcano

State: CA Zip: (b)(6)

Country: UNITED STATES

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

Age Range: 65 - 69



09/18/2006

LMARASCO

Company

Company: Google

Address:

City: Mountain View

State: FL Zip:

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6911228 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I purchased Google Earth Plus on the co. website. The program installed correctly according to Verification on the site. The program will not run & the company offers only confusing support sites that do not resolve the problem.The co. offers no live support & telephone calls result in menu options that do nothing to help.

Created By: RLOPER Created Date: 10/14/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 20.00

Amt Paid: 20.00 Payment Method:MasterCard Credit Card

Agency Contact: Internet Complaint Date: 10/13/05

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Web Site Design\Promotion

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: Caldwell

State: KS Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6)

Fax Number:

Home Number:

Email:

Age Range: 50 - 59



09/18/2006

LMARASCO

Company

Company: Google Earth Plus

Address: 1600 Amphitheater Road

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:googleearth.com

Phone: (650) 253-0000 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6866133 Contact Type:Complaint Source:Consumer TCS? N

Comments: I've been ignored about this complaint due to its complexity. Google violates fair trade with its Groups Beta product. They create a nonsense that is hard to challenge and they severely violate business competitive, civil and human rights with their monopolial product.
Consider a few business examples: They place a monopol on the Internet, and anyone using usenet, regardless with which usenet reader product, Google Groups Beta archives all messages posted. Any disputes over the archival of those messages is resolved with Google's customer services, a company which nobody had a contract with. People resolve matters of privacy with a company, which they never signed a contract with. That violates fair trade and fair competitiveness in my honest opinion. A company cannot be like a spider, making business. This is very complex, but there is a great sense of unfairness. Let me as a user use my preferred newsreader, and not have to depend on Google. Basically their archiving is illegal as it creates customer service issues for people not favoring relying on Google. They create a relyance, which is disturbing and violates human rights of people using the Internet from the comfort of their homes. They intrude on people's privacy with their arrogant business conducts. Such invasion of privacy should be made illegal.

Created By: RLOPER Created Date: 10/06/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 10/05/05

Initial Contact: Internet/E-mail Transaction Date:

Initial Response: Topic: Bureau of Competition

Product/Service: Other (Note in Comments)

Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Highlands Ranch, CO

(b)(6)

State: CO Zip:

(b)(6)

Country: UNITED STATES

Work phone: ()

Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 30 - 39

Company

Company: Google, Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: ericschmidt@google.com

URL:www.google.com

Phone: (650) 253-0000 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6833516 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I was googling the name of an ex girlfriend and found the following page as a result on google.

http://72.14.207.104/search?q=cache:tuCwFFErzEEIJ:www.dsicheckout.com/cartdownloads/opera/orlandoopera_dsiwebbuilder_com_Customer_20031209.txt

This webpage appears to contain private information about customers, including their names, addresses, credit card number and expiration date, and passwords.

I did a whois search on the domain, www.dsicheckout.com, and found that it belonged to a company named Daytec Systems, Inc. I appears that they posted their customer information to text files on the internet. The page has been taken down since then but Google cached the information, making it available to the public. I really wasn't sure who to contact about this, so I hope you are the right people. Please contact me if you need any more information.

Created By: DCRASE Created Date: 09/30/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 09/29/05

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: General Privacy



09/18/2006

LMARASCO

Law Violation: Other privacy violation

Consumer

Complaining

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

First: (b)(6)

City: Wilmington
Country: UNITED STATES
Work phone: (b)(6)
Fax Number:
Home Number:

State: MA Zip: (b)(6)

Email:
Age Range: 20 - 29

Ext:

Company

Company: Daytec Systems Inc. / Google

Address: 1970 E. Osceola Pkwy
Suite 315

City: Kissimmee, FL

State: FL Zip: 34743

Country: UNITED STATES

Email:

URL:http://www.daytecsystems.net/

Phone: (866) 329 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6818615 Contact Type:Complaint Source: Consumer TCS? N

Comments: Dear Sir/Madam,

I am from India,i have been working with the following websites company for the past three(3)Months. As per the condition given in the web sites i have worked, But they don't spend my payments as per the condition.I had waited for two months.Please view the websites & help me.....

This the websites Address.

www.ad-fortune.com,
www.google-mails.com,
www.maystromails.com
wwwplatinum-investment.com
www.200dollarsmail.com
www.300dollarsmail.com
www.400dollarsmail.com

Pls View this company & Help me

Thanks & Regards

(b)(6)

Created By: DBRAHLEK Created Date: 09/28/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 09/27/05

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name: (b)(6)
Address:

City: Plavanthangal, Chennai State: ZZ Zip: (b)(6)

Country: INDIA

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

Email:
Age Range: 20 - 29

Company

Company: www.ad-fortune.com, www.google-mails.com, www.maystromails.com

Address: none

City: none

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: support@ad-fortune.com, support@google-mails.com, support@maystromails.com
URL: www.ad-fortune.com, www.google-mails.com, www.maystromails.com

Phone: (none) none Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6890704 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

Created By: IFCC Created Date: 09/26/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 09/26/05

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: CLEARWATER

State: FL Zip:

(b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 50 - 59

Company

Company: Google Adwords

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:



09/18/2006

LMARASCO

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6789296 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

(b)(6)

Corp.(HMARTS) we are a group of business men who deal on Art and Craft and export into the Canada/America and Europe, Asia, Australia. We are searching for representatives who can help us establish a medium of getting to our customers in the Canada/America and Europe, Asia, Australia as well as making payments through you to us. Ple

Created By: IFCC Created Date: 09/15/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 09/15/05

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:



09/18/2006

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

Address:

City: CHAPIN

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 50 - 59

First: (b)(6)

State: SC Zip: (b)(6)

Company

Company: Google Inc.

Address:

City: MOUNTAIN VIEW

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: (650) 3180200 Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6704086 Contact Type:Complaint Source:Consumer TCS? Y

Comments: My web site has been listed on Google for a long time and has been ranked high on the listings. On or about 23rd July 2005 Google imposed a penalty on my site that has severely affected the rank of the site on their index, and this is causing me to lose approx 1,000 GB pounds per day. I have made changes to my site and have politely asked them to remove the penalty, or to let me know the reason for it. They have refused to do this. They will not state the "offence", the reason for the penalty, nor the length of the penalisation of my web site. The reference under which they are dealing with my complaint is (b)(6) but the last I heard was to the effect that their engineers were investigating. Further emails are being ignored. This is totally unfair and an unprofessional way to conduct a business. At the very minimum, I need them to tell me the reason for the penalty. I do not seek to gain an unfair advantage over other web site owners. I simply ask for fair treatment from Google. My site has web pages that are ranked at the top of Yahoo and MSN but Google have penalised every single page on my web site such that pages that are perfectly optimised for certain subjects are excluded from their index. Please can you order them to specifically disclose the reason for the penalty on my site, so that I can fix whatever it is that I may have done wrong (if anything). Thank you for your assistance.

(b)(6)

Created By: UKOFTSCD Created Date: 09/12/05
Updated By: Updated Date:
Org Name: ECONSUMER.GOV
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 09/07/05
Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Access Services

Statute/Rule:



09/18/2006

LMARASCO

Law Violation: Other (Explain in Comment Field)

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Sheffield

State:

(b)(6) ip (b)(6)

Country:

UNITED KINGDOM

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: help@google.com

URL:www.google.com & www.google.co.uk

Phone: (650) 253000

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6685176 Contact Type:Complaint Source: Consumer TCS? N

Comments: ordered cell phone and was promised 75.00 in rebates.i followed all instructions completely,but never recived anything.they will not respond to e mails or telephone calls.i have all double forms.the phone service willnot help because they don't controll their vendors.please advise. thank you

Created By: JHART Created Date: 09/07/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 09/05/05

Initial Contact: Mail Transaction Date:

Initial Response:

Product/Service: Telecom Equip (Cell Phones, Pagers, etc)

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: lombard

State: IL Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59



09/18/2006

LMARASCO

Company

Company: segoogle

Address: 10 skyline dr.

City: hawthorne

State: ND Zip: 10532

Country: UNITED STATES

Email:

URL:foncentral.com

Phone: (800) 8908554

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6672586 Contact Type:Complaint Source:Consumer TCS? Y

Comments: It has come to our attention that Google Inc is using deceptive and unfair practices on the internet.we believe FTC ACT,Section 5,prohibits the above,for consumers are being mislead and defrauded by untruthful advertising about consumer products.
Google Inc, as a paid advertiser is disseminating the deceptive and unfair representations.
If a consumer searches on the internet for our products(Middlesex Bags) or products from at least six other companies,the resulting sponsored web results use our trademarked corporate company name,therefore deceiving the consuming public as to the actual source of goods.The owner of the offending website nor Google have our permission to use our corporate name.We have contacted Google to no avail. The six other companies that are having their company names used in this false and deceptive internet advertising are as

(b)(6)

We are a registered corporation in the state of Massachusetts,celebrating of fiftieth year in business

(b)(6)

Created By: DBRAHLEK Created Date: 09/02/05
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 09/01/05
Initial Contact: Internet (Other) Transaction Date:
Initial Response:



09/18/2006

LMARASCO

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

norwood

State: MA Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Ext:

Fax Number:

Home Number:

Email:

Age Range:

50 - 59

Company

Company: GOOGLE INC

Address: 1600 amphitheatre pkwy

City: mountain view

State: CO Zip:

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6671589 Contact Type:Complaint Source:Consumer TCS? N

Comments: The consumer purchased two phones from Phonecentral.com. The consumer purchased this on the internet and she was supposed to get 4 rebate. The consumer mailed in her requests and rcv'd only 1 rebate, but did not get the other 3. The consumer has not had any contact for the company and she has no real contact info to get intouch with the company. The company that issues the rebate is SE Google Rebate Program and they owe her \$210.

Created By: JPENN Created Date: 09/02/05

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Contact: Internet Web Site Transaction Date: 03/26/05

Initial Response:Internet/E-mail

Product/Service: Telecom Equip (Cell Phones, Pagers, etc)

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: Chesapeake

State: VA Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) t:

Fax Number:

Home Number:

Email:

Age Range: 40 - 49



09/18/2006

LMARASCO

Company

Company: Phonecentral.com

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company: SE Google Rebate Program

Address: 10 Skyline Dr

City: Hawthorne State: NY Zip: 10532

Country: UNITED STATES

Email: URL:

Phone: () Ext:

Company Representative

Associated Company

Company: SE Google Rebate Program

Address: 10 Skyline Dr

City: Hawthorne State: NY Zip: 10532

Country: UNITED STATES

Phone: () Ext:

Reason: Other



09/18/2006

LMARASCO

Transaction

Ref No.: 6626350 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer states that she googled her name and found all her personal information on the internet. Consumer states that she works with offenders and is very offended that her personal information would be made readily available through a search engine such as Google. No alternate phone number.

Created By: SBIGELOW Created Date: 08/25/05

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: Internet Web Site Transaction Date: 08/19/05

Initial Response:Unknown

Product/Service: Internet Access Services

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: West Valley City

State: UT Zip:

(b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 30 - 39



09/18/2006

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6626327 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer is calling in regards to an article from 1999 which was in the Village Voice. Consumer states that the article was not to be published. Consumer states that he did a Google search and found the article associated with him. Consumer feels that his privacy has been violated.

Created By: GGADSON Created Date: 08/25/05

Updated By: GGADSON Updated Date: 08/25/05

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Internet (Other) Transaction Date: 08/22/05

Initial Response:Internet/E-mail

Product/Service: Internet Access Services
Other (Note in Comments)

Statute/Rule: General Privacy
FTC Act Sec 5 (BCP)

Law Violation: Other privacy violation
Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: Hackensack

State: NJ Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6)

Fax Number:

Home Number:

Email:

Age Range: 50 - 59



09/18/2006

LMARASCO

Company

Company: AOL

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company: Yahoo

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company: Google

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company: Village Voice

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6570804 Contact Type:Complaint Source:Consumer TCS? Y

Comments: The company has a program where you allow them to place their ads on your web site for companies that pay Google for exposure, and Google pays commissions per click on the ads. The company is supposed to pay commissions 30 days after any month in which commissions due total \$100 or more. In May I reached and passed that limit, they allege they sent me a check to my (b)(6) but the check never arrived. I cancelled it, they made me wait until the end of July for another check, which they claim they mailed July 22. It's now August 12 and nothing has arrived. Yet, on 8/5 I was mailed a check for a digital piano from Texas and I got it 8/12. Now they claim I have to change my address or pay \$25 per check to get "express delivery." They are breaching their contract with their vendors and then claiming the check is in the mail, yet no checks are returned for non-delivery and they don't show up cashed. This company is engaging in fraudulent practices with vendors thinking they can get away with the excuse that the check's lost in the mail. I told them I would complaint to your office about their practices and they said they have a very sophisticated payment system and if I don't get my check all I can do is cancel it again and have it reissued in a month. Yet, they offer electronic funds transfer payments to the US but discriminate against US citizens in Puerto Rico, USA by now allowing us to use that system. But they allow FOREIGNERS in other countries to use it! Please, it's time to do something about this and put a fire under their butts to get them to pay their bills, I am now owed a lot, \$244 last time, but I needed that money to buy school books for my kid and I don't think it's appropriate to claim the check's in the mail, change your address or pay \$25.

Created By: DCRASE Created Date: 08/15/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Internet Complaint Date: 08/12/05

Initial Contact: Internet Web Site Transaction Date: 08/11/05

Initial Response:

Product/Service: Office: Ad Space\Directory Listings

Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City:

San Juan

State: PR Zip

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Ext:

Fax Number:

Home Number:

Email:

Age Range:

40 - 49

Company

Company: Google (AdSense)

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: adsense-support@google.com

URL:www.google.com

Phone: (650) 253-0000

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6728230 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. on august 9, 2005 i filed a dispute with GM credit card for a fraudulent charge on 07/21/2005. i attempted to contact adwords at google.com and the e-mail was rejected.

Created By: IFCC Created Date: 08/09/05
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 436.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 08/09/05

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: LAKE CITY

State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49



09/18/2006

LMARASCO

Company

Company: Google Ltd Adwords CC google.com GBR

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6478407 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Hi,
Google Adsense closed my account saying that the site i have had invalid clicks on there Ads, and when i asked them for proof they simple said " Please note that we have certain policies in place that we believe will help ensure the effectiveness of Google ads for our publishers as well as our advertisers. We have thoroughly re-reviewed your account data upon receipt of your response and have reconfirmed that invalid clicks were generated on the ads on your site. According to our policy on this matter, we have disabled your account in order to protect our advertisers. Publishers disabled for invalid click activity do not receive any further payment. The earnings on your account will be properly returned to the affected advertisers"

And my complaint is that They are Fraudulant and failed to provide any valid proof of invalid clicks as they claimed ,and my previous months payment that they owned me got scarped. Although it was not much , but a fraud is a fraud and i am not alone in this matter, i have many people who got effected by this act of googleadsense and i am hoping to recieve some justice here along with the other folks who got effected.
Thanks.

Created By: RLOPER Created Date: 07/26/05
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 07/25/05
Initial Contact: Internet/E-mail Transaction Date: 07/07/05

Initial Response:

Product/Service: Internet Web Site Design\Promotion

Statute/Rule: FTC Act Sec 5 (BCP)



09/18/2006

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: saskatoon

State: SK Zip:

(b)(6)

Country: CANADA

Work phone () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 20 - 29

Company

Company: Google.com/Adsense

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6467645 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I am reporting a gmail user sending out FRAUD LOTTERY PRIZE Emails from a Google email account. I can send the email and header information if needed.
PARTIAL EMAIL COPY:

SIBASAELECTRONICLOTTREY,
SOUTH-AFRICA.
SIBASA PLAZA, ACADIA CENTRE
PRETORIA - SOUTH AFRICA.
FROM: THE DIRECTOR, PRIZE AWARD
DEPARTMENT.
LUCKYNUMBERS:04,20,22,35,38,46.
REFNUMBERS: SEL-PD23-711W-9
BATCHNUMBERS: 49-184-WAN.
SERIAL NUMBERS:215-18 DRAW.
sibasaelectroniclottery@financesource.com
PRIZE AWARD NOTIFICATION.

we are pleased to inform you from SIBASA ELECTRONIC LOTTERY. of the announcement today, 21st JULY 2005 as one of the lucky winners of The SIBASA ELECTRONIC LOTTERY. draws, held on the 19TH of JULY 2005 as part of Our e-business promotional draws end. Participants in the draws were selected through a computer ballot system drawn from 2,500,000 email addresses of individuals and companies from Africa, America, Asia, Australia, Europe, Middle East, as part of our electronic business Promotions Program. You qualified for the draw as a result of your visiting various websites we are running the Electronic-business promotions for....

the lucky numbers 04,20,22,35,38,46. and consequently won the july 2005 draw. You have therefore been approved for a lump sum pay out of US\$1,500,000.00 in cash...

please contact our paying agent who also Will be your claim agent immediately:
Mr. JOHN BENJAMI
MANAGER BROKERAGE SERVICE
RAND TRUST LIMITED
Email: johnbenjami@gmail.com
phone: +27-762-879-941....

Also to begin your Claim send to your claims agent the following information by email.

1) YOUR BATCH AND REFFERENCE NUMBERS and AMOUNT WON.



09/18/2006

LMARASCO

Comments: 2) YOUR FULL NAME.
 3) YOUR ADDRESS.
 4) A COPY OF YOUR ID (PASSPORT OR DRIVERS LICENCE).
 5) CONTACT TELEPHONE, MOBILE PHONE NUMBER AND FAX NUMBER.
 6) SERIAL NUMBERS.
 7) OCCUPATION.
 8) AGE.
 9) DATE.

Created By: RLOPER Created Date: 07/22/05
 Updated By: Updated Date:
 Org Name: PUBLIC USERS - CIS
 Amt Requested:
 Amt Paid: Payment Method:
 Agency Contact: Internet Complaint Date: 07/21/05
 Initial Contact: Internet/E-mail Transaction Date: 07/21/05

Initial Response:

Product/Service: Lotteries\Lottery Ticket Buying Clubs

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)

First:

(b)(6)

State: WA Zip:

(b)(6)

Sumner

UNITED STATES

()

Ext:

()

(b)(6)

40 - 49



09/18/2006

LMARASCO

Company

Company: Google email account: johnbenjami@gmail.com SIBASA LOTTERY

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: sibasaelectroniclottery@finance URL:financesource.com
source.com
<johnbenjami@gmail.com>

Phone: (27) 762 879 Ext:

Company Representative

Rep Name: BENJAMI, JOHN

Title:

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6445434 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer states google.com removed his company because they dont like him. Consumer wanted to know if it was illegal. Consumer disconnected without giving further information.

Created By: EMCMANN Created Date: 07/19/05

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: Internet Web Site Transaction Date:

Initial Response:Unknown

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: anonymous First: anonymous

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



09/18/2006

LMARASCO

Company

Company: GOOGLE.COM

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6433451 Contact Type:Complaint Source:Consumer TCS? Y

Comments: In an attempt to find a better solution and option for an announce list that I am the list owner for. I decided to subscribe to google groups. I attempted to add my group members to the list and it was flagged because I had 125 members. Google toldme in the form that I filled out that they would inform me if they could approve my request. Instead of apporiving my request they sent out an email to every email I had adking these individuals if they still wanted to be on the list. This is an announce list that these individuals voluntarily chose to be on. I am quite disturebed that google groups would contact the individuals on my announce list without my permission. I am quite sure that a law has been broken in this case. Furthermore at this point with this behavior I am seriously questioning the security of information sent over their gmail accounts. I honestlly do believe becuse of this behavior that their search of email does not just apply to ads but applies to downright spying. No company that valued integrity and confidentiality would take it upon themselves to contact another organizations clients without permission. here is the text of the message that they sent me: Hello

(b)(6)

We're writing to let you know that we received your request to add 125 new members to the (b)(6) We've changed the subscriptions to "invites," which means the users in this list will receive an email asking them if they want to join your group, and won't begin receiving messages from this group until they've joined.

If you have questions about this or any other group, please visit the Google Groups Help Center at <http://groups-beta.google.com/support>.

Thanks, and we hope you'll continue to enjoy Google Groups.

The Google Groups Team

Created By: UKOFTSCD Created Date: 07/18/05
Updated By: Updated Date:
Org Name: ECONSUMER.GOV
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 07/15/05
Initial Contact: Internet Web Site Transaction Date:



09/18/2006

LMARASCO

Initial Response:

Product/Service: Internet Access Services

Statute/Rule:

Law Violation: Merchandise or Service Not in Conformity with Order

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Lithonia

State: GA Zip:

(b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

Company

Company: Google Groups

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:Google.com

Phone: (770) 9815464

Ext:

Company Representative

Rep Name:

(b)(6)

Title:

Associated Company



09/18/2006

LMARASCO

Transaction

Ref No.: 6365677 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer stated he has a complaint against Google.com for a service called Google Local where businesses are able to be listed on their directory. Consumer feels that he shouldn't have to pay for this service and pay for advertising.

Created By: IBIBBS Created Date: 07/05/05

Updated By: IBIBBS Updated Date: 07/07/05

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Internet Web Site Transaction Date: 03/01/05

Initial Response:Phone: 800/888

Product/Service: Office: Ad Space\Directory Listings
Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: Canton State: GA Zip: (b)(6)

Country: UNITED STATES

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

Age Range: 40 - 49



09/18/2006

LMARASCO

number

Company

Company: GOOGLE.COM

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: (866) 2666453 Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10317558 Contact Type:Complaint Source: Consumer TCS? Y

Comments: (Product Name: Froogle and Google Base) Let me begin by saying i think i am submitting to the right agency. It has to do with google's trade practices which I beleive are unfair. they are stating in there program policy Posting is not permitted for the promotion of affiliate sites or products sold through an affiliate marketing relationship.

But they will List our company in their paid results but not in their free program as were are a licensed wholesaler in pennsylvania and have a federal tax id both are listed on the site We feel their trade practices are unfair to legal entiiies this email is limited to 2000 characters so please contact as how to proceed

Created By: JKIGHT Created Date: 03/26/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 03/23/07

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



04/04/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: Paterson

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49

First: (b)(6)

State: NJ Zip: (b)(6)

Company

Company: GOOGLE.COM

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: support@google.com

URL:Google.com

Phone: (650) 2530000 Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10317550 Contact Type:Complaint Source:Consumer TCS? Y

Comments: When I google my name (b)(6) or my fathers name (b)(6) of the results page (b)(6) This site has my name on it and is redirected to an adult site

(b)(6)

I am worried that this may tarnish my reputation and affect my career and prevent any employers from hiring me. I have tried to file a complaint with Goggle but have not gotten a response.

Created By: JKIGHT Created Date: 03/26/07
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 03/23/07
Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.: (b)(6)
Last name: (b)(6) First: (b)(6)
Address: (b)(6)
City: Omaha State: NE Zip: (b)(6)
Country: UNITED STATES
Work phone: () Ext:
Fax Number: (b)(6)
Home Number: (b)(6)
Email:
Age Range: 20 - 29



04/04/2007

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10288296 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Search Engine) Google is frauding the public by placing 'paid' or 'sponsored' listings in it's 'orgainc' search results, and implying to the customer that 'paid' or 'sponsored' links are only listed in the 'paid' or 'sponsored' links area. This is basically like going to the library and replacing the card catalog system with a ad oriented book guide that only tells you about the books that belong to authors that have paid a fee to be listed. The problem is that Google implies that you're getting a fair and accurate, unbiased search of the web, when you're actually just getting a listing of their paying customers. Other search engines are not using these tactics.

Please contact me about this issue.
Thank You,

(b)(6)

Created By: JHART Created Date: 03/21/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 03/18/07

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



04/04/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

Address:

City: Gainesville

Country: UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range: 30 - 39

First:

(b)(6)

State: GA Zip:

(b)(6)

Company

Company: Google, Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:www.google.com

Phone: (650) 2530000

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10213151 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: AdSense) This complain is about Google Inc. company knowingly and willfully entered into and declined to terminate business relationships with Usafis Organization. This relationship was created in order to serve select Google customers targeted advertisements pointing to Green Card Lottery scam website usafis.org

During usage of Google services user has spotted advertisement link with following text (in Russian language) "USA Embassy - www.usafis.org - American official registration for Green Card lottery". After careful examination of www.usafis.org website content and information provided by FTC <http://www.ftc.gov/bcp/edu/pubs/consumer/alerts/alt003.htm> customer on January 21, 2007 has filled complain to Google Inc. company about violation of Google AdSense Program Policies (<http://www.google.com/adsense/policies>) by Usafis Organization or one of it's affiliates and requesting:
a) terminate business relationships with usafis.org.
b) apply commercially reasonable filtering measures to prevent placement of misleading advertisements to scam websites
c) provide link in ad-sense box to report abusive/misleading links

This complain was assigned ID [#106409020].

In reply to this complain Google representative has refused to address issues by "Google AdWords enforces both editorial and policy guidelines that all advertisers must adhere to, but this does not guarantee consumer protection."

As of March 11, 2007 Google Inc. is still serving Usafis advertisements and take indirect monetary benefits in form of AdSense service fees at cost of users scammed by Usafis Organization.

I would like FTC investigate if Google Inc. business practice involved by not allowing users to easily report scam websites and ignoring requests related to consumer protection is legit and take any actions needed to make Google Inc. comply.

I agree to promptly provide any additional information related to this complain.

Created By: JXHEINY Created Date: 03/13/07
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 03/11/07



04/04/2007

LMARASCO

Initial Contact: Internet Web Site Transaction Date: 02/06/07

Initial Response:

Product/Service: Green Card Application Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: [Redacted]

City: Odessa

State: ZZ Zip: (b)(6)

Country: UKRAINE

Work phone () Ext:

Fax Number: () (b)(6)

Home Number: [Redacted]

Email:

Age Range: 20 - 29

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: adwords-ru@google.com

URL: <http://www.google.com/adsense/policies>

Phone: (650) 2530000 Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10165312 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: adwords) re: false advertising on their website. their website states that i can advertise my keywords for 8 cents per click-thru! (see: <https://adwords.google.com/select/Login> under "costs and payments". then i signed up for this deal, they later tried to force me to pay a much higher rate of approx. 60 cents per click thru for the same keywords in order to continue to do business with them. when i contacted google to ask why could not continue to pay the 8 cent rate per click thru, they replied with some "quality" innuendo which was not noted on their website advertising pitch and which ultimately has nothing to do with paying the advertised 8 cents per click thru. this is "blatant" false advertising that is probably affecting a lot of innocent advertisers. now, they will not run these ads because i have not agreed to pay their dictated prices. please investigate and advise. thank you.

Created By: RLOPER Created Date: 03/08/07
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: .00
Amt Paid: .00 Payment Method: MasterCard Credit Card
Agency Contact: Internet Complaint Date: 03/06/07
Initial Contact: Internet/E-mail Transaction Date: 03/05/07

Initial Response:

Product/Service: Internet Web Site Design\Promotion

Statute/Rule: FTC Act Sec 5 (BCP)



04/04/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

First: (b)(6)

Address:

City: grand bend

State: ON Zip: (b)(6)

Country: CANADA

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: adwords-support@google.com

URL:www.google.com

Phone: () Ext:

Company Representative

Rep Name: ?, Prathibha

Title:

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10141819 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer states her cell ph company Suncom, which has a google internet service. Consumer believes she rcv'd a "google worm" and her internet quit working on her ph. Consumer contacted Suncom which told her to check out her sim card to a local Suncom dealer, which she did not. Consumer states Suncom finally came to a conclusion via ph that nothing is wrong on their side and offer to remove her internet but then she will have to pay more.The company also states to contact Google and they will not take responsibility.No wk# or email address.UPDATE:3/5/07 Consumer states that she called Suncom and notified them that she has reported them to the FTC. Consumer states that Suncom has refused to help her. ggodson UPDATE:3/5/07Consumer called Consumer Protection to file complaint and will receive.She called FCC and was told that Suncom has no responsibility to the consumer. She should cancel her service. jhart UPDATE: 03/06/07 The consumer states that Suncom is trying to help her, but the phone numbers they have given her do not allow her to speak to anyone at Google. The consumer wants to add Google to her complaint. BSturm UPDATE 03/07/07 Consumer is calling to provide address and phone # for google.lwinkl UPDATE: 03/07/2007 Consumer states she has contacted SunCom and they are refusing to help her. The consumer states she is unable to speak to anyone at goole. KMURRAY UPDATE: 03/08/07 Consumer states she accessed Google through different means and was able to access it. Consumer states the problem in fact lies on SunCom's end, but SunCom is blaming Google. Consumer states she has restored her internet access. Consumer feels Google should talk to their customers. MRALEY

Created By: SHERNANDEZ Created Date: 03/05/07
Updated By: MRALEY Updated Date: 03/08/07
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL
Amt Requested: 55.48
Amt Paid: 150.00 Payment Method:Bank Account Debit
Agency Contact: Phone Complaint Date:
Initial Contact: Mail Transaction Date: 06/01/04

Initial Response:Phone: 800/888

Product/Service: Telecom Equip (Cell Phones, Pagers, etc)
Internet Access Services

Statute/Rule: Internet Access Related Services Violations
FTC Act Sec 5 (BCP)



04/04/2007

LMARASCO

number

Law Violation: Lack of Access\Cannot Connect
Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City: Gaston

State: NC Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

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

Email:

Age Range: 50 - 59

Company

Company: SunCom

Address:

City: Richmond

State: VA Zip:

Country: UNITED STATES

Email: URL:

Phone: (800) 7867378 Ext:

Company: Google

Address: 1600 Amphitheater Pwy

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: URL:

Phone: (650) 2530000 Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10132584 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer is calling to state that Google has provided alot of personal info about him. Consumer feels that info is very vulgar and personal and should not be on internet site. Consumer has not provided alternate phone # or e-mail address. UPDATE 3/2/07: Consumer reports that people can find conversations he has had online by doing a search on Google. Some of the companies that disclosed his discussions are hungangels.com, damazo.grooveyforums.com, and tgirltalk.com. britz

Created By: LWINKEL Created Date: 03/02/07

Updated By: BRITZ Updated Date: 03/02/07

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Internet/E-mail Transaction Date: 03/02/07

Initial Response:Phone: 800/888

Product/Service: Internet Information & Adult Services

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: New York

State: NY Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range: 40 - 49



04/04/2007

LMARASCO

number

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:hungangels.com

Phone: (650) 2530000 Ext:

Company: hungangels.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:hungangels.com

Phone: () Ext:

Company: damazo.grooveyforums.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:hungangels.com

Phone: () Ext:

Company: tgirltalk.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:hungangels.com

Phone: () Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10126220 Contact Type:Complaint Source:Consumer TCS? Y

Comments: MAIL: Consumer is complaining against Google. He wrote "months ago" he canceled his advertising acct. with them. He state the ads have been turned off, but they continue to charge monthly. Consumer has emailed, faxed and called to no avail. He states the ph. # has no customer service. No amt. no trans date. No ph. email found. No comp. contact.

Created By: DCRASE Created Date: 03/01/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

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

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:Internet/E-mail

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: Spencer

Country: UNITED STATES

Work phone: ()

Fax Number: ()

Home Number: ()

Email:

Age Range:

First:

State: IA Zip:

Ext:



04/04/2007

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10123120 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: discover credit card theft of services) My Discover card was charged \$1089.99 through googlecheckout for a cmaera sold through cameraworld.com. i contacted discovercard and disputed the order,contacted cameraworld.com to return the camera, which was sent to my home address and was received there. i do not have an account with google checkout and they refused to tell me the email address of the person hwo ordered the camera. i returned the camera via UPS to the camera store. Google would do nothing to work on the identity theft issue.

Created By: JKIGHT Created Date: 03/01/07
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: 1,089.99
Amt Paid: .00 Payment Method: Discover Credit Card
Agency Contact: Internet Complaint Date: 02/27/07
Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

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

First: (b)(6)

City: Clarence Center

State: NY Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

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

Age Range: 60 - 64



04/04/2007

LMARASCO

Company

Company: Googlecheckout

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: checkout-charge@google.com

URL:google.com

Phone: () Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10123112 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Adwords) I opened an account for online pay-per-click advertising with Google. With this form of advertising you are charged for each time someone clicks on your ad which is displayed by Google. The company offers the ability to stop the display of your ads ("pause the campaign"). I paused my ad campaigns for most of the past week and was informed that my ads were not showing and therefore known would click on them. However the company continued to display my ads (well over one million times)and I was charged over \$1500 for clicks that I did not request. I contacted the company and they informed me that it was a known technical issue and that they would offer me credit on my google adwords account once it was resolved. I did not accept this as I had no intention of spending that amount of money on their service however they have refused to refund my credit cards for the amount charged. I have filed a charge dispute with both credit cards that they charged. They have also erased my online account history since I spoke to their representative.

Created By: JKIGHT Created Date: 03/01/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 02/27/07

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)



04/04/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: sunnyside

State: NY Zip:

(b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 20 - 29

Company

Company: GOOGLE INC

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:adwords.google.com

Phone: (1866) 466453 Ext:

Company Representative

Rep Name: m., Lisa

Title:

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10109277 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Pay per Click Advertising) This is a two part complaint:

1) False Advertising. Google claims that if you advertise with them, you can set your own amount to pay per click. But once you are signed up and pay their setup fee, they tell you that there is a minimum bid for most words, \$1, \$5 or even \$10 per click?

2) After being told about the minimum cost, I deleted all ads, but Google is still charging me for advertising my deleted ads??? And they refuse to answer my inquiries???

Created By: WFRIDAY Created Date: 02/27/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 02/25/07

Initial Contact: Internet (Other) 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:

(b)(6)

First: (b)(6)

Address:

City: Napa

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 40 - 49



04/04/2007

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.google.com

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10097454 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google toolbar) I fel that google uninvitd tried to create their own domain of my web site. Isn't this what Microsoft was vigorously fined for? I felt that I was in their approach and I highly resent it. If I were not dilligent in the copy they submitted I would have been locked into a deal that I was not aware of. If this is not your department please email me to the correct department. Thank you, (b)(6)

Created By: DBRAHLEK Created Date: 02/26/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 02/22/07

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Galloway

State: NJ Zip:

(b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number:

(b)(6)

Home Number:

Email:

Age Range: 40 - 49



04/04/2007

LMARASCO

Company

Company: Google

Address:

City:

State: NJ Zip:

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10086912 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Adsense Program) I were using google's service adsense and I have signed an agreement which i am not aware that google has chance to change it whenever they want. After working two and more months with google adsense online advertising program, expecting to get first months declared payment nearly 62 us dollars and also having more then 220 dolars in account google blocked my account saying violence of TOS without any evidence and also documentation and they also included that you have already accepted it in TOS which i were aware of. When i checked on the net I have seen that there is lot of users complaining about googles that kind of behave on the users of this companies worldwide. I would like you to help me about this issue. Because I already known that there is lots of people affected that.

Created By: JXHEINY Created Date: 02/23/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: 220.00 Payment Method: Unknown

Agency Contact: Internet Complaint Date: 02/21/07

Initial Contact: Internet/E-mail Transaction Date: 02/20/07

Initial Response:

Product/Service: Internet Web Site Design\Promotion

Statute/Rule: FTC Act Sec 5 (BCP)



04/04/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: istanbul

State: ZZ Zip:

Country: TURKEY

Work phone

Fax Number:

Home Number:

Email:

Age Range: 20 - 29

Company

Company: Google

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: admin@google.com

URL:http://www.google.com

Phone: (+1650) 253-0000 Ext:

Company Representative

Rep Name: (b)(6)

Title:

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10189595 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0702231545530292:Robert Grant (above) notified me on 15 February 2007 that I had won Euro 500,000 in a Google Lottery with Mercedes Benz UK Sponsorship. He asked me to contact Mr Peterson Woodluck, Proof Trust Agency, at googlelottery001@yahoo.co.uk which I did. Peterson Woodluck asked for personal information, and asked me to send this to Mr. Terry Anderson at Banca Nuova STANDARDBANK@BANCANUOVA.COM This was returned as undeliverable. Informing Woodluck of this, he gave me BANCANUOVAS [I noted that the singular BANCA did not correpond to the plural NUOVAS.] Anderson on Feb 21 offered me 2 Transfer Delivery Options, First class-in 24 hours or Premium Class Delivery in 90 hours. Costs for 1. class, insurance 320, clarificationon fee 150, transfer tax fee 200, Total 770 GB pounds [actually adds up to 670]. Cost for First Class: insurance 320, clarification fee 100, transfer tax fee 150, Total 590 GB pounds [actally adds to 570; noted they had trouble adding.] Stated that because of "hardcover insurance policy" could not subtract delivery fees from lottery award, and suggested I send money by Western Union money transfer. I contacted my bank on 22 Feb and changed account number and passwords. Someone phoned on 23 Feb asking my wife who answered to have me send the money. She said I WOULD NOT and to stop calling.

Created By: IFCC Created Date: 02/23/07

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 02/23/07

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



04/04/2007

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City:

SANTA FE

State: NM Zip: (b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

(b)(6)

Home Number:

Email:

Age Range:

Company

Company: Google email Lottery International

Address: google.google124 myway.com

Google Online Cyber Lottery

City: AINTREE LIVERPOOL

State: ZZ Zip: L301RD

Country: UNITED KINGDOM

Email: google.google124@myway.com

URL:

Phone: (709) 2887526

Ext:

Company Representative

Rep Name: Grant, Robert

Title:

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10078698 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: On line Orders Items not Receive) Orders through Google checkout from a company called Game Destination (www.gamedestination.com) , Google received payment US\$2015.77 through my Citi Bank VISA, by 19th Jan 2007, Orders never ship untill today 18th Feb 2007, emails send to both Google and Game Destination, no replys

Created By: JXHEINY Created Date: 02/22/07
Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS
Amt Requested: 2,026.00
Amt Paid: 2,016.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 02/18/07

Initial Contact: Internet Web Site Transaction Date: 01/19/07

Initial Response:

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

Statute/Rule: Mail or Telephone Merchandise Order Rule

Law Violation: Never Received Merchandise

Consumer

Complaining Company/Org.:

Last name:

Address:

City:

(b)(6)

Hong Kong

State: ZZ Zip: NA

Country:

HONG KONG

Work phone:

Fax Number:

Home Number:

Email:

Age Range:

(b)(6)

40 - 49



04/04/2007

LMARASCO

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

Mountain View, CA 94043

City: California

State: CA Zip: CA 94043

Country: UNITED STATES

Email:

URL:<http://checkout.google.com>

Phone: ()

Ext:

Company Representative

Rep Name: Unknown, Unknown

Title:

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10042048 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Google Adwords Fraud (NOT CLICK FRAUD, FRAUD BY GOOGLE)

Google Adwords is an internet search engine for hire service provided for by Google. The system was set up to provide advertising on a pay per click basis and is presented to the public in the context of ; advertisers setting the price levels of cost per clicks based on competition with each other via a pay per click bidding process on each word or phrase.; The highest bids for given words or phrase (ie: houses for sale, Tampa Bay houses, house for sale, etc.) Google says bids may be anything from 5 cents and up to get placement.

I have participated in Google Adwords for two years for Real Estate related search words to send consumers to my website. I have noticed that the cost of getting the best placement (top placement) in the search results for my favorite phrase ;Lehigh Lots; has dropped from about \$2.00 per click in 2005 to about \$0.50 per click in December 2006 to about \$0.14 per click in Jan-Feb 2007.

This morning when I logged into my Google Adwords account I see Google has deactivated my search phrase ;Lehigh Lots; and insisted I raise my bid to \$1.00 to get the word reactivated.

Obviously the competing realtors like myself have established that the top placement at this time is only worth about \$0.14 not \$1.00.

I think this is fraud by Google on the public. They said that competition will set the prices but they are deactivating bids that are already high enough to get top placement.

Created By: JNESTER Created Date: 02/20/07

Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 02/16/07

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Web Site Design\Promotion

Statute/Rule:



04/04/2007

LMARASCO

Law Violation: Other Misrepresentation (Explain in Comment Field)

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City: Englewood

State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone:

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

Company

Company: Google

Address: ?

?

City: ?

State: AK Zip:

Country: UNITED STATES

Email: ?

URL: <http://www.google.com/intl/en/ads/>

Phone: (wish) I knew Ext:

Company Representative

Rep Name: ?, ?

Title:

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10019941 Contact Type: Complaint Source: Consumer TCS? Y

Comments:

Created By: JNESTER Created Date: 02/15/07

Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested: 2,016.00

Amt Paid: 2,016.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 02/11/07

Initial Contact: Internet/E-mail Transaction Date: 01/19/07

Initial Response:

Product/Service: Computers: Equipment\Software

Statute/Rule:

Law Violation: Cannot Contact Merchant
Merchandise or Service Never Received

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City:

State: ZZ Zip: NA

Country: HONG KONG

Work phone: (b)(6)

Fax Number:

Home Number:

Email:

Age Range:



04/04/2007

LMARASCO

Company

Company: Google Inc / Game Destination

Address: specify in their website

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:checkout.google.com /
gamedestination.com

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10017769 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google AdSense) I was a Google AdSense publisher where I host Google's "Ads by Google" ad code and earn money from my website visitors who are interested in what the advertisers offer. Each time one of my visitors clicks on an ad to go to any of the advertisers' websites, I earn a few cents. Hence the name "AdSense". I was running their ads on my site and paying alot of money to promote my site on Google. After about 3 weeks of this, Google disabled my account and stole my legitimate earnings, claiming I had "invalid clicks" on the ads. That amount was up to about \$10,300 the last time I was able to login to check my stats earlier that day.

They are now disabling relatives accounts, just for being related to an account that was disabled. They are out thousands as well.

I had much more to explain about the situation, but this form is limited to 2000 characters. Just know that none of us have ever done anything to break their rules and had our earnings stolen. That's a breach of contract.

Search the net for "Adsense account disabled" and you will find possibly thousands of people that had the same problem and lost their legitimate earnings. To get more info, please contact me. Thank you.

Created By: JXHEINY Created Date: 02/15/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 10,300.00

Amt Paid: 10,300.00 Payment Method: Unknown

Agency Contact: Internet Complaint Date: 02/13/07

Initial Contact: Internet Web Site Transaction Date: 10/25/06

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)



04/04/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Gary

State: IN Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

30 - 39

Company

Company: Google, Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: adsense-support@google.com

URL:http://www.google.com/adsense

Phone: (650) 6234000 Ext:

Company Representative

Rep Name: N/A, N/A

Title:

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10017753 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: adwords) I had an adwords account. I stopped using it months ago. Google acknowledged the inactivity. For Months now they have continued to charge my mastercrd debit account at State Bank. I have sent them emails, faxes, etc. and they refuse to reply. They keep taking money out of my account. This is a formal complaint. I want this theft stopped and I want the money they took out of my account returned! I tried to call them. A recording came on saying they do not have customer service. The bank tried to determine a phone number for me from the charge against my account but could not find one. This is not a multi-billion dollar company. This is a bunch of cheap crooks who hide behind a website that does not give sufficient contact information! I WANT MY MONEY BACK AND THIS ACTIVITY BY GOOGLE STOPPED. Please reply.

Thanks
(b)(6)

Created By: JXHEINY Created Date: 02/15/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 02/13/07

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)



04/04/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

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

First: (b)(6)

City: spencer

State: IA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

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

Age Range: 65 - 69

Company

Company: Google

Address: un known

City: unknown

State: NR Zip: unknown

Country: LOCATION NOT REPORTED

Email: unknown

URL:www.google.com

Phone: () Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10011372 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Search) Conducting personal research concerning Utility Load Shedding in support of licensing or transferring ownership of US Patent 7,136,725 (Load Shed Notification Method Product and Apparatus. Initial Google searches produced relevant results. Google installed cookies on my personal computer. Additional Google searches produced only results outside the United States of America, and are not pertinent to my research. Deleted Google cookies, which then produced relevant results, including Department of Energy/Federal Energy Regulatory Commission resources.

Created By: RBROWN1 Created Date: 02/14/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Internet Complaint Date: 02/12/07

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: Chugiak

Country: UNITED STATES

Work phone: () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range: 40 - 49

First: (b)(6)

State: AK Zip: (b)(6)



04/04/2007

LMARASCO

Company

Company: Google Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

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

Phone: (650) 2530000

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10184113 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0702132157019362:I was a Google AdSense publisher where I host Google's "Ads by Google" ad code and earn money from my website visitors who are interested in what Google advertisers offer. Each time one of my visitors clicks on an ad to go to any of the advertisers' websites, I earn a few cents. Hence the name "AdSense". I was running their ads on my site and paying alot of money to promote my site on Google. After about 3 weeks of this, Google disabled my account and stole my legitimate earnings, claiming I had some "invalid clicks" on the ads. They never said how many or anything like that and pretty much implied that all of them were being taken away. My commissions were up to about \$10,300 the last time I was able to login to check my stats earlier that day. An invalid click is defined as me clicking the ads myself or telling others to do so, in order to artificially run up advertisers' click costs. Their accusations are total nonsense. After a few auto-generated responses from them, they simply started ignoring my pleas for an investigation into the matter. In their Terms it states that if you or Google closes your account, you will be paid your earnings that were due within 90 days. That never happened. I figured as much, because the autoresponses pretty much said all my earning would be returned to advertisers. That probably never happened either, but even if it did, they had no right to do that. I paid alot of money advertising my site that month on Google's search engine and those earnings were to replace my expenses. To make matters worse they have now began disabling my relatives' accounts and stealing their earnings as w

Created By: IFCC Created Date: 02/13/07

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 10,300.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 02/13/07

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



04/04/2007

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

GARY

State: NR Zip:

(b)(6)

Country:

LOCATION NOT REPORTED

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

Company

Company: Google, Inc.

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: (650) 6234000

Ext:

Company Representative

Rep Name: unknown, unknown

Title:

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10182418 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0702102346020781:19th Jan 2007 1.07PM Payment to Checkout.Google.com use VISA US\$2015.77 buying Computer Games from a Company call Game Destination (b)(6) NY 11720 UNITED STATES (b)(6) 22th Jan 2007 3:39Am Told me that your order has been shipped 26th Jan 2007 9:06PM Told me Your order shipped earlier in the week. Based on delivery times to your country and Customs you will receive it sometime next week most likely. 30th Jan 2007 11:42AM I request for Airway Bill Number from FEDEX , their reply was "Our Shipping Dept. will e-mail you that information." But no reply, i did not receive any evidence of shipping documents. 1st Feb 2007 Google Team reply "Thank you for letting us know about this issue. We have contacted the merchant on your behalf. They should respond to your inquiry or send your order within 10 business days. Please let us know if you do not hear from the merchant or receive your order within this timeframe." 1st Feb 2007 6:24PM Game Destination reply "Your order was shipped. Were checking with the shipping company to see where it currently is. Sometimes Customs can delay the delivery of an item. We will let you know where it is once we hear back from the shipping company." 1st Feb 2007 10:16pm Google reply "Your order was shipped. Were checking with the shipping company to see where it currently is. Sometimes Customs can delay the delivery of an item. We will let you know where it is once we hear back from the shipping company. If your order does not arrive by next week, please let us know. If you have any further questions, please reply to this email. As i keep on sending enquiries to Googl

Created By: IFCC Created Date: 02/10/07

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 2,015.77 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 02/10/07

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



04/04/2007

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

Address:

City:

HONG KONG

State: ZZ Zip: NA

Country:

HONG KONG

Work phone

()

Ext:

Fax Number:

(b)(6)

Home Number:

Email:

Age Range:

Company

Company: Google Inc.

Address:

1600 Amphitheatre Parkway

City:

State: CA Zip:

Country: UNITED STATES

Email:

URL:

Phone:

()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10181345 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0702081802052172 (b)(6) have been trying to open a "financial services company" and "research company." Please note: I, (b)(6) have had my business plans, which included my business' proprietary information, reviewed by Arbor employment agency, a contracted employment agency through the New York Department of Social Services, employee without my consent. Furthermore, I, (b)(6) believe the continuous wire fraud activities occurring at my temporary residence in Tualatin, Oregon have jeopardized my company's proprietary information, which may affect potential loans options, and competitive procedures within my company's industry. * * * * "Due to the improperly investigated complaints regarding wire fraud activity submitted to State and Federal law enforcement departments, and, or agencies. I, (b)(6) (b)(6) have experienced wire fraud activities on February 3rd, 2007, February 6th, 2007, and February 8th, 2007, that may constitute business sabotage, and defamation of Character to movie personality, named Channon Elizabeth." Please note, my, (b)(6) inability to communicate, through the internet, with companies that could, assist my business in growing to its full capacity utilizing technological advancements. Furthermore, I, (b)(6) am experiencing illegal activities that are preventing completion of necessary task for my business to be competitive in the United States economy. These activities are connected, or associated with illegal activities through the "Google search engine", and, or internet providers: "Netzero" and, or "American On line." I, (b)(6) have documented the

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

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

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

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



04/04/2007

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

Address:

City:

TUALATIN

Country:

LOCATION NOT REPORTED

Work phone

()

Ext:

Fax Number:

(b)(6)

Home Number:

Email:

Age Range:

First: (b)(6)

State: NR Zip: (b)(6)

Company

Company: google search

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10181349 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0702081803478572: (b)(6) have been trying to open a "financial services company" and "research company." Please note: I, (b)(6) have had my business plans, which included my business' proprietary information, reviewed by Arbor employment agency, a contracted employment agency through the New York Department of Social Services, employee without my consent. Furthermore, I, (b)(6) believe the continuous wire fraud activities occurring at my temporary residence in Tualatin, Oregon have jeopardized my company's proprietary information, which may affect potential loans options, and competitive procedures within my company's industry. * * *

* * "Due to the improperly investigated complaints regarding wire fraud activity submitted to State and Federal law enforcement departments, and, or agencies. I, (b)(6) (b)(6), have experienced wire fraud activities on February 3rd, 2007, February 6th, 2007, and February 8th, 2007, that may constitute business sabotage, and defamation of Character to movie personality, named Shannon Elizabeth." Please note, my, Brian Gates, inability to communicate, through the internet, with companies that could, assist my business in growing to its full capacity utilizing technological advancements. Furthermore, I, (b)(6) am experiencing illegal activities that are preventing completion of necessary task for my business to be competitive in the United States economy. These activities are connected, or associated with illegal activities through the "Google search engine", and, or internet providers: "Netzero" and, or "American On line." I, (b)(6) have documented the

Created By: IFCC Created Date: 02/08/07
 Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center
 Amt Requested:
 Amt Paid: .00 Payment Method: Not Reported
 Agency Contact: External Agency Complaint Date: 02/08/07

Initial Response:
 Product/Service: Other (Note in Comments)
 Statute/Rule:



04/04/2007

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

Address:

City:

TUALATIN

Country:

LOCATION NOT REPORTED

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

First:

(b)(6)

State: NR Zip:

(b)(6)

Company

Company: google search

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9965015 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: http://www.lupascu.net) (b)(6) a
volunteer with lupascu.net reported:
http://www.ustnt.net/ahr/

Please broadcast to all your friends and family to understand that our call for help was stolen by major media channels including Google and Yahoo. Although existed for a while, they took our news section out of the search engines.

We had the ¿Lupascu.net in ten days¿ in the news published by AHR NEWS GROUP

We had the ¿Lupascu family open letter¿ in the news too published by Lupascu Family

As soon as we posted the ¿Stem Cell Hope to further encourage and motivate for humanitarian aid¿ they shut down all the news. Lupascu.net no longer in the news

How is that possible? What kind of news practice is that to erase something already published?

What else should we focus, nurture, write about?

---End (b)(6) Report---

As a company publishing news for the last few years I cannot believe this is reality.

What kind of news practice is that to erase something already published?

This is not only unfair practice or unfair competition but the lowest class act ever encountered. Please inform Google to have the dignity to report at least the name of the person decided to delete the news related to lupascu.net

There is more then 30 people from around the world that worked on that site and saw/witnessed the developments. What do I tell them and the parents trusted us to find a solution for their kids?

Please inform Google since they do not return our emails nor the calls we made.

(b)(6)

AHR Consulting Inc
Las Vegas NV (b)(6)

(b)(6)

Created By: DBRAHLEK
Updated By:

Created Date: 02/07/07
Updated Date:



04/04/2007

LMARASCO

Org Name: PUBLIC USERS - CIS
 Amt Requested: .00
 Amt Paid: .00 Payment Method:
 Agency Contact: Internet Complaint Date: 02/02/07
 Initial Contact: Internet/E-mail Transaction Date: 02/01/07

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City: Las Vegas

State: NV Zip: (b)(6)

Country: UNITED STATES

Work phone:

(b)(6) Ext:

Fax Number:

Home Number:

Email:

Age Range: 40 - 49

Company

Company: Google, Yahoo

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: source-suggestions@google.com

URL:http://google.com

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9965011 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google customer checkout) Hi I bought some apparel from Bluefly.com. The amount is approx \$42. I got offered by Google checkout services for \$10 off and offer from Bluefly for either 10% off or free shipping. I decided to give Google a try. When the stuff I bought didnt work out, I refunded and Google took extra \$10 away from the deducted shipping charges. I was really angry at them and they did not state it when I bought the stuff. Instead, they use this marketing tool to obtain all private info of the customer, credit card etc.

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

Updated By: VLAW Updated Date: 03/06/07

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

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

Initial Contact: Internet (Other) Transaction Date: 02/02/07

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name: (b)(6)

First: (b)(6)

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39



04/04/2007

LMARASCO

Company

Company: Google customer checkout

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:googlecheckout

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9920248 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Stock Purchase at Google Inc., in 1993) Dear FTC,
 I have been trying to activate my account at Google, Inc to sell stock but I have not heard from them. I have written, called and tried to meet with the investor relations dept in person but have been unsuccessful. In 1993-1994, Mr. Bill Gates, III and I filed a complaint against Google Inc with the Federal Commission Services (FCC). Can you please look up our complaint and use the information available ?
 With the help of Mr. K Ram Shriram of Google, Inc. I purchased stock at \$0.35 a share with \$1000.00, it came to approximately 2800.00 shares of stock in 1993. A personal check from Bank of America with used (b)(6) the stock. My account number at Google, Inc was (b)(6)
 Your help is greatly appreciated in activating my account and selling my stock.
 Thanks for your help in advance.
 Sincerely,

(b)(6)

Permanent Address:
(b)(6)

Created By: JXHEINY Created Date: 01/31/07
 Updated By: Updated Date:
 Org Name: PUBLIC USERS - CIS
 Amt Requested: .00
 Amt Paid: 1,000.00 Payment Method: Check (Personal)
 Agency Contact: Internet Complaint Date: 01/28/07
 Initial Contact: Internet/E-mail Transaction Date: 09/01/94

Initial Response:

Product/Service: Invest: Stocks\Commodity Futures Trading

Statute/Rule: FTC Act Sec 5 (BCP)



04/04/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

Address:

City: San Diego

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range: 40 - 49

Company

Company: GOOGLE INC

Address: 1600 Amphitheatre Parkway

City: MOUNTAIN VIEW

State: CA Zip: 94043

Country: UNITED STATES

Email: investors@google.com

URL: <http://investor.google.com/>

Phone: (650) 253-0000 Ext:

Company Representative

Rep Name: Shriram, Ram

Title:

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9911345 Contact Type:Complaint Source:Consumer TCS? Y

Comments: MAIL: The consumer's letter was forwarded by the New Hampshire DOJ. The consumer writes that he went online through Toys R US to purchase an item. Before checkout, he was alerted that he could save \$10 by checking out through Google. The consumer did so but then found that the orders are not submitted immediately and was therefore unable to purchase the desired item. The consumer notes that Toys R US and Google do not make consumers aware of this. No email address was provided.

Created By: RBROWN1 Created Date: 01/30/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 600.00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Mail Complaint Date: 12/13/06

Initial Contact: Internet Web Site Transaction Date: 12/06/06

Initial Response:Internet/E-mail

Product/Service: Internet Information & Adult Services

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)

First: (b)(6)

State: NH Zip: (b)(6)

(b)(6)

Ext:



04/04/2007

LMARASCO

Company

Company: Toys R US

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:toys-r-us.com

Phone: ()

Ext:

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:toys-r-us.com

Phone: ()

Ext:

Company Representative

Associated Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Phone: ()

Ext:

Reason: Other



04/04/2007

LMARASCO

Transaction

Ref No.: 9883153 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: search engines pages) while looking for pain in the head or brain i was horrified to see sex sites cleverly hidden in the pages. i complained to help@google.com and also to webmaster@google.com but they are making me run from pillar to post

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

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

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

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Dehradun

State: ZZ Zip:

(b)(6)

Country: INDIA

Work phone () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 60 - 64



04/04/2007

LMARASCO

Company

Company: GOOGLE.COM

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: www.google.com

URL:

Phone: () Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9874900 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: \$10 bonus promotion) Dear Ladies and Gentlemen,

On January 5 I signed up for Google Checkout account through their \$10 bonus promotion. The details of the promotion can be found at http://www.google.com/checkout/signupbonus_google.html#utm_campaign=acct10&utm_source=checkout_hp.

On the same day I places an order as follows:

Jan 8 - Your credit card (AMEX xxx-1001) was charged for \$87.94. "GOOGLE *eBags, Inc." will appear on your credit card statement.

Jan 5 - eBags, Inc. received your order.

Jan 5 - Your order was sent to eBags, Inc.. A confirmation email was sent to you by Google.

Order Details - Jan 5, 2007 10:54 PM EST

Google Order (b)(6) eBags, Inc. Order (b)(6)

Samsonite Business Cases - 5 Double Gusset Full Grain Nappa Leather Flapover Portfolio \$79.99
Shipping & Handling: \$7.95
Tax (NJ) : \$0.00
Total: \$87.94

Unfortunately, the advertised \$10 bonus was not applied towards the purchase. Neither there is any indication of such bonus to be applied towards future purchases. I contacted Google Checkout via e-mail (they do not have phone customer support) four times. I received three replies on January 8, 10, and 16 stating that they would contact me as soon as they get any results from their investigation. Google Checkout did not reply to my last e-mail dated January 16.

I would like to get \$10 refund on my credit card account.

Sincerely,

(b)(6)

Created By: DBRAHLEK Created Date: 01/24/07
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: 87.94
Amt Paid: 87.94 Payment Method: American Express Credit Card
Agency Contact: Internet Complaint Date: 01/20/07



04/04/2007

LMARASCO

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

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: New York
Country: UNITED STATES
Work phone: () Ext:
Fax Number: ()
Home Number: ()

State: NY Zip: (b)(6)

Email:
Age Range:

Company

Company: Google Checkout
Address: 1600 Amphitheatre Pkwy.

City: Mountain View State: CA Zip: 94043
Country: UNITED STATES
Email: checkout-support@google.com URL:http://checkout.google.com
Phone: (650) 623-4000 Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10056905 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0701241842579562:Google Inc. is known by most people. Their Google Groups product takes all materials from the public space of usenet and this product does things, commercializes usenet and permanently stores all activities for commercial browsing. Usenet is one of the original components of the Internet allowing people to raise discussions. The discussion spaces originate at Universities and special interest organizations, a shared space worldwide. Please see the Image in regards to this matter: <http://www.geocities.com/gmbajszar/GoogleGroups.JPG> Google Groups does not offer a normal privacy solution, and they say others do it too. I don't care that others do it too. Being victimized by a psychotic cult and pirate does hurt one's life. I lost my ability to work, I was making 140000 a year as a software engineer. For 6 years I stopped working because my privacy was stalked and blackmailed by Google. Their customer service without warning cut my complaints and their firewall filters out my complaints. After a full year of writing to them I found out they never even got my complaints. When DejaView Inc first went commercial in 1995 to archive all usenet and commercially profit from making usenet searchable, there was a loud outcry from a lot of intellectual people worrying about privacy. DejaView said that they introduced X-No-Archive, a line that is added to the top of a message where the poster can choose if he does not want his message to be stored. Nobody was able to say anything. People are not aware that they are in danger on the Internet. And later on it becomes impossible to remove majority of the messages. X-No-Archive doesn't work bec

Created By: IFCC Created Date: 01/24/07

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 500,000.00 Payment Method: Not Reported

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

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



04/04/2007

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

City:

HIGHLANDS RANCH

State: NR Zip: (b)(6)

Country:

LOCATION NOT REPORTED

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

Company

Company: Google Inc.

Address:

City:

MOUNTAIN VIEW

State: CA

Zip:

Country:

UNITED STATES

Email:

URL:

Phone:

()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9842047 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: X7 PRO RACER) I PURCHASED THE BELOW ITEM FROM SUBRATE THRU GOOGLE, I FILED A COMPLAINT EWITH GOOGLE AND WAS TOLD THEY WOULD GET BACK WITH ME. I DID GET A COUPLE OF EMAILS INITIALLY BUT SINCE I WAS TOLD THEY WOULD LOOK IN TO MY PROBLEM NO ONE WILL RETURN MY EMAILS IT'S BEEN ABOUT 30 DAYS.

Complaints:

Product not shipped on time per web site ships in 24-48 hours received 30 days latter

Product wrong color

Product missing gauges as shown on web site

Product has no kick start as shown on web site

Product has no stickers, no NGK spark plug

Product has a charging problem

Product back brake light defected

Product guaranteed to have inspection prior to shipping if so why so many problems. When shipped to me covered in oil

(b)(6)

Edgewater, FL. (b)(6)

(b)(6)

Created By: DBRAHLEK Created Date: 01/18/07
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: 488.00
Amt Paid: 488.00 Payment Method: Bank Account Debit
Agency Contact: Internet Complaint Date: 01/16/07
Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

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

Statute/Rule: Mail or Telephone Merchandise Order Rule



04/04/2007

LMARASCO

Law Violation: Never Received Merchandise

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

EDGEWATER

State: FL Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

30 - 39

Company

Company: Google

Address: Unknown

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: CHECKOUT-SUPPORT@GOOGLE.COM

URL:SUBRATE.COM

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10053396 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0701181612000172 From: Google Checkout Team Date: 01/05/07 03:30:28 To: (b)(6) Subject: Re: (b)(6) Refund Hello (b)(6) We apologize for any inconvenience this has caused. We will contact the merchant on your behalf. Please make sure to let us know if you do not hear from the merchant or receive your cancellation/refund information within 5 business days. Please feel free to respond to this message if you have any questions. Sincerely, Hemanth The Google Checkout Team Unless I receive an immediate refund I will be forced to take legal action. -----Original Message----- From: Corkey Date: 1/12/2007 2:46:22 AM To: Google Checkout Team Subject: Re: [#98490419] Refund I still have not got my refund, nor have I heard from the merchant. This runaround is getting old. Since I paid you it's up to you to refund my money. Please I want my money. -----Original Message----- From: Google Checkout Team Date: 01/05/07 03:30:28 To: (b)(6) Subject: Re: (b)(6) Refund Hello (b)(6) We apologize for any inconvenience this has caused. We will contact the merchant on your behalf. Please make sure to let us know if you do not hear from the merchant or receive your cancellation/refund information within 5 business days. Please feel free to respond to this message if you have any questions. Sincerely, Hemanth The Google Checkout Team Original Message Follows: ----- From: (b)(6) Subject: Refund Date: Thu, 4 Jan 2007 17:18:40 -0800 I am unable to find out the status of my order the company does not answer their phones I do not know if my order was shipped or not therefore I would like a immedia

Created By: IFCC Created Date: 01/18/07
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center
Amt Requested:
Amt Paid: 428.00 Payment Method: Not Reported
Agency Contact: External Agency Complaint Date: 01/18/07

Initial Response:
Product/Service: Other (Note in Comments)
Statute/Rule:



04/04/2007

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

NORTH LAS VEGAS

State: NV Zip:

(b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

Company

Company: Google check out

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone:

()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9835536 Contact Type:Complaint Source:Consumer TCS? Y

Comments: The google toolbar was installed automatically, even though I choose to close the popup asking if I wanted it installed or not!

Now its even impossible to remove it:

Created By: MHORN Created Date: 01/17/07

Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid: Payment Method:

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

Initial Response:

Product/Service: Other (Note in Comments)
Shop-at-Home\Catalog Sales

Statute/Rule:

Law Violation: Other (Explain in Comment Field)

Consumer

Complaining

Company/Org.: (b)(6)

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

Address:

City: State: ZZ Zip:

Country: BELGIUM

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



04/04/2007

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.google.com

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9833922 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: AdSense) This company offers a business opportunity publishing advertisements on our websites and paying by clicks generated, I have over \$40 dollars accumulated and I want cancel my account, the policy of the program tells that if you want cancel the account you recieve your last payment if it's over \$10 dollars, and when I contact the company don't answer my communications, and don't make the payment. I want help with this issue because the program ask the payments to the companies that appears on the promotion but don't pay to the publishers of them. Thank you.

Created By: DBRAHLEK Created Date: 01/17/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/15/07

Initial Contact: Internet Web Site Transaction Date: 04/08/06

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Comerio

State: PR Zip:

(b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range: 20 - 29



04/04/2007

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: adsense-support@google.com

URL:https://www.google.com/adsense/

Phone: () Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9833914 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: AdSense Program) This company offers a business opportunity publishing advertisements on our websites and paying by clicks generated, I have over \$40 dollars accumulated and I want cancel my account, the policy of the program tells that if you want cancel the account you recieve your last payment if it's over \$10 dollars, and when I contact the company don't answer my communications, and don't make the payment. I want help with this issue because the program ask the payments to the companies that appears on the promotion but don't pay to the publishers of them. Thank you.

Created By: DBRAHLEK Created Date: 01/17/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/15/07

Initial Contact: Internet Web Site Transaction Date: 04/08/06

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: Comerio

State: PR Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

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

Age Range: 20 - 29



04/04/2007

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: adsense-support@google.com

URL:<https://www.google.com/adsense/>

Phone: () Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9718106 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Advertised \$10.00 off order when use Google's checkout servi) I ordered a pair of Heeley skate shoes on-line at Sports Authority.com. When you get to the "checkout" portion of the oder, you can choose to "checkout" using Sports Authority, or Google and receive \$10.00 off your purchase. I used the Google checkout site and paid for the purchase via my Visa card and the \$10.00 was not deducted from the purchase price. I emailed Google and they said the promotion ended on 12/26/06 (my oder was placed on 12/27/06) but they were still advertising the promotion, but not honoring it. This is BIG TIME FALSE ADVERTISING!! There were not any dates, messages, notices or any other indication that their promotion was over. I want my \$10.00 credit from them!! If they advertise it, they need to honor it!

Created By: DCRASE Created Date: 01/08/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 54.98

Amt Paid: 54.98 Payment Method: Visa Credit Card

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

Initial Contact: Internet/E-mail Transaction Date: 12/29/06

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: (b)(6)
Address:

First: (b)(6)

City: Jacksonville

State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

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

Age Range: 30 - 39



04/04/2007

LMARASCO

Company

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: checkout-support@google.com

URL:google.com

Phone: () Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9692326 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Checkout) I wrote an email to Google Checkout Service about my checkout screen(a service that Google provides and had a \$10 off promo that expired on 12/31/06) said that the \$10 coupon was applied but in fact when I placed the order, the \$10 coupon did not get applied. I did NOT receive an error msg stating that the order cannot be completed because the coupon had expired. I placed the order a few minutes after 3:00 am EST (clock usually goes by PST) because I had to walk away from the screen for a few minutes, then placed the order. But there was no error msg and the order went through and the \$10 off coupon disappeared from the order without warning. I sent an email telling Google the situation and if I should cancel the order. They simply said that the coupon expired, too bad. Now I had to contact the vendor to cancel the order and it is quite frustrating. The software did not handle the coupon properly and did not notify the user when it expired. I ended getting charged \$10 more than originally expected.

Created By: JKIGHT Created Date: 01/04/07

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 21.94

Amt Paid: Payment Method:

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

Initial Contact: Internet/E-mail Transaction Date: 01/01/07

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



04/04/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City: Manalapan

State: NJ Zip: (b)(6)

Country: UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range: 40 - 49

Company

Company: Google Checkout

Address: 1600 Amphitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: checkout-support@google.com

URL:www.google.com

Phone: (650) 253-0000 Ext:

Company Representative

Rep Name: checkout, google

Title:

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10045705 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0701041621398571:I am a software engineer. After my privacy was vandalized, I have been victimized psychologically due to privacy violations and for 6 years lost ability to work. Ever since I have become a privacy activist, and now reporting Google for psychotic piracy and mafia business. Possession is having some degree of control over something else. ... Like ownership, the possession of things is commonly regulated by states under property law. Sometimes people's individual rights are being possessed, people's rights, their freedom, their dignity, their privacy taken, like when imprisoned, their freedom is being taken and possessed by someone else. People don't like to be possessed. That's normal, right? Take for instance Google, they archive chat from public sources on the Internet (owned by the public at large) and public chat is achievable through allowing going to public forums. These forums have no one particular owner, these forums are from around the world and are established to carry discussions on particular topic of interest where anybody can join in. When these forums were designed, discussions stayed around for only as long as they were needed, a week or two, then the thread containing the followups were gone from need. Here comes Google, creates a software product to access these discussion forums from around the world, and makes it permanent. These discussions are now stored and made visible for all by a corporation forever. People come, chat, communicate on public forums, but now a company stores all chats, discussions, discussion be it of professional quality and interest or of little significances. A lot of people pro

Created By: IFCC Created Date: 01/04/07

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 500,000.00 Payment Method: Not Reported

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

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



04/04/2007

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

First: (b)(6)

Address:

City: HIGHLANDS RANCH

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range:

Company

Company: Google, Inc.

Address:

City: Mountain View

State: CA Zip:

Country: UNITED STATES

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10044726 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0701030345091261:Organized Crime can take many forms. I am reporting Google Inc as pirate and mafia. Someone wrote: Google is big and like a big dept. store, there's the worry of impersonality in it. Google established itself as a pirate and mafia, as mafia untouchable. Google compound has no visitors like other companies. The compound in the streets between 9:30 and 4:00, like a ghost town, but there are like 20000 employees. Impersonal, "nothing personal, strictly business" is the mafia's slogan, but the mafia is very personal at home. Google handed out Lotus sports cars to its employees. You know. Mafia. Gang. Ghetto. Strictly self-sustaining. No visitors welcome to the block. No competitors cared about, only in the corrupt sense, say saying that others do it. Stealing, robbing. Google pirated millions of copyrighted books for their business for their profit. Google archives chat with limited privacy and creates "Orwell", cameras everywhere, stuff written from home taken as its free, stuff found in libraries taken, as its free, but it is piracy as the stuff in libraries are not Google's financial property, just as messages people write from home are not financial property. They can provide access, but not archive library materials or free public chat as business for their business. A mob. Criminals. Impersonal. Again, Google does not mediate. Its their philosophy. Robbing with piracy, and not mediate of any problems that occur in regards to illegal piracy. What exist is what Google established for all on taking public spaces. No signed contracts, yet profiting on people. Just a mafia extremist madness of impersonalism. Just as the

Created By: IFCC Created Date: 01/03/07
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 01/03/07

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



04/04/2007

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: HIGHLANDS RANCH

State: CO Zip:

(b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range:

Company

Company: Google, Inc

Address: 1600 Amphitheater Pkway

City: MOUNTAIN VIEW

State: CA Zip:

Country: UNITED STATES

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 10044834 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0701031057591742:The following information is directly from my banking statement, and is all of the information I have regarding the transactions: 11/24/06 - GOOGLE *Gamepal Inc./ goolge.com/ch CA -\$11.68 11/24/06 - PAYPAL *THS INTERNA / 402-935-7733 CA -\$10.17 11/24/06 - PAYPAL *WAZGQ3 / 402-935-7733 CA -\$15.99 11/24/06 - PAYPAL *WAZGQ3 / 402-935-7733 CA \$15.99 (returned) 11/24/06 - GOOGLE *Gamepal Inc. / google.com/ch CA -\$11.61 11/27/06 - PAYPAL *BANKISMYHOM / 402-935-7733 CA -\$11.99 11/27/06 - GOOGLE *Gamepal Inc. / google.com/ch CA -\$12.04 11/27/06 - GOOGLE *Gamepal Inc. / google.com/ch CA -\$11.03 11/27/06 - GOOGLE *Gamepal Inc. / google.com/ch CA -\$11.30

Created By: IFCC Created Date: 01/03/07
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 79.02 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 01/03/07

Initial Response:

Product/Service: Internet Auction

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: OVERLAND PARK

State: KS Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range:



04/04/2007

LMARASCO

Company

Company: Google - Gamepal Inc. & Paypal

Address:

City:

State: NE Zip:

Country: UNITED STATES

Email:

URL:

Phone: (402) 9357733 Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9666749 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Mail: The consumer notes Tiger Rebate and Google has defrauded him of 280.00 in rebates. He notes many other people have been frauded as well. No other explanation. No trans date, phone, email or age

Created By: WFRIDAY Created Date: 12/28/06

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Mail Complaint Date: 12/10/06

Initial Contact: Unknown Transaction Date:

Initial Response:Mail

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name:

Address:

City: Houston

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

(b)(6)

First: (b)(6)

State: TX Zip: (b)(6)



04/04/2007

LMARASCO

Company

Company: Tiger Direct

Address: 7795 W Flagler St Ste 35

City: Miami

State: FL Zip: 33144

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9663435 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Consumer complains that her name has been associated with internet pornographic websites because she sued the SSA. Consumer complains that Yahoo and Google are unresponsive to her complaints. Consumer claims to be a federal employee and will not details of the situation.

Created By: JFLACK Created Date: 12/27/06

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: 12/27/06

Initial Response:Unknown

Product/Service: Internet Information & Adult Services

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)

First:

(b)(6)

State: IN Zip:

(b)(6)

Terre Haute

UNITED STATES

()

Ext:

(b)(6)

50 - 59



04/04/2007

LMARASCO

Company

Company: Yahoo

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company: Google

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9631291 Contact Type:Complaint Source:Consumer TCS? N

Comments: (Product Name: Internet Explorer, Google search engine)
Google use of tracking cooking, sing in process for
bookmarks, unwanted auto updates, content tracking, history
tracking, gross privacy violations by both Google and
Microsoft.

Created By: RLOPER Created Date: 12/22/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 12/21/06

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: General Privacy

Law Violation: Other privacy violation

Consumer

Complaining

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

First: (b)(6)

City: Scituate

State: MA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

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



04/04/2007

LMARASCO

Company

Company: Google, Microsoft

Address: 1600 Amphitheater Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9589598 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Checkou) Google checkout hijacks orders placed at other websites such as toysrus.com. They authorize your credit card, claim to place your oder, but it is not really placed. Orders eventually cancelled, but can't remove credit authorization.

Too much to detail in 2000 characters. Please read hundreds of other consumer complaints in this blog:

<http://www.kirb.com/Blog/index.php/2006/07/19/google-checkout-flunks/>

Please contact me for detailed account of fraud at google checkout. UPDATE: MAIL: 01/05/07 Consumer mailed in a letter with same complaint against Google. JKight

Created By: RLOPER Created Date: 12/20/06

Updated By: JKIGHT Updated Date: 01/05/07

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 12/19/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Spyware\Adware\Malware

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Nashua

State: NH Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6)

Fax Number: (b)(6)

Home Number: (b)(6)

Email: (b)(6)

Age Range: 40 - 49



04/04/2007

LMARASCO

Company

Company: Google Checkou

Address: Unknown

City:

State: CA Zip:

Country: UNITED STATES

Email:

URL:www.google.com and www.toysrus.com

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9780912 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0612180020107821:My granddaughter did a search on google using the images link to see pictures of her teachers. She then went to look for family members by name. She came across a naked body of what appeared to be a child under the name of (b)(6) I am concerened that it may be a child and so I felt that it needed to be reported for further investigation.

Created By: IFCC Created Date: 12/18/06
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 12/18/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: SAN FRANCISCO

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

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



04/04/2007

LMARASCO

Company

Company: Google Website

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9794794 Contact Type:Complaint Source:Consumer TCS? Y

Comments: COMPLAINANT RECEIVED A EMAIL TELLING HER THAT SHE HAD WON A LOTTERY. COMPLAINANT DID NOT OPEN EMAIL. BATCH # 15/435070/CK\KKP, SERIAL # 39224059/2006, TICKET # 356-0009-832-11222, AND PIN# 5349.

Created By: PHNB Created Date: 12/18/06

Updated By: Updated Date:

Org Name: Ontario Provincial Police, Anti Rackets (Phonebusters)

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 12/18/06

Initial Contact: Internet/E-mail Transaction Date: 12/18/06

Initial Response:Internet/E-mail

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule:

Law Violation:

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

First:

Address:

City: KIRKFIELD

State: ON Zip:

Country: CANADA

Work phone () Ext:

Fax Number:

Home Number:

Email:

Age Range: 50 - 59



04/04/2007

LMARASCO

Company

Company: GOOGLE PROMO 112

Address:

City:

State: ZZ Zip:

Country: UNITED KINGDOM

Email:

URL:

Phone: ()

Ext:

Company Representative

Rep Name: PAULSON,

Title:

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9549746 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Google Checkout) I was looking online for a hard-to-find computer game for my kids for Christmas and found it on wolfcamera.com. Google checkout advertised on Wolfe's site that if you registered your info. with Google Checkout you would save \$20 off your order so I did. The next day, I rec'd an email from google saying my items had been shipped and my credit card charged \$66.86. The following day, I received an email from wolf saying the items were backordered for over 30 days (past Christmas). I have spent the last 2 weeks, unsuccessfully trying to get either google or wolf to credit my Master Card for the items they DID NOT ship and do not have in stock. It is bad enough they say they have items they don't have in order to get you to sign up with google checkout, but now I can't get my money back. Please help me. I have copies of all emails from both companies saying items have shipped, etc. Thank you in advance.

Created By: RLOPER Created Date: 12/15/06
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: 66.86
Amt Paid: 66.86 Payment Method: MasterCard Credit Card
Agency Contact: Internet Complaint Date: 12/14/06
Initial Contact: Internet Web Site Transaction Date: 11/30/06

Initial Response:

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

Statute/Rule: Mail or Telephone Merchandise Order Rule



04/04/2007

LMARASCO

Law Violation: Never Received Merchandise

Consumer

Complaining

Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City:

Bogart

State: GA Zip (b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

40 - 49

Company

Company: Google Checkout and Wolfcamera.com

Address: 1600 Ampitheatre Parkway

City: Mountain View

State: CA Zip: 94043

Country: UNITED STATES

Email: ozonasusan@aol.com

URL:

Phone: (706) 354-1363

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9535282 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: spyware and adware) FTC Consumer Complaint:

I have continually recieved spyware and adware on my computer when I open the "Google Adware" website and their subscriber "about.com".

I have verified the source of the spam by scanning my computer with spyware and adware software immediately before opening their e-mail and then again immediately after opening their e-mail. my computer was clean before opening their mail and contaminated with 2 spyware and 1 adware on my "C" drive after opening their mail. I used the same software to scan my computer in both cases. I suggest that the FTC investigate my complaint and bring charges against the firm. I am available as a witness.

Created By: JHART

Created Date: 12/13/06

Updated By:

Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid:

Payment Method:

Agency Contact: Internet

Complaint Date: 12/12/06

Initial Contact: Internet/E-mail

Transaction Date: 12/11/06

Initial Response:

Product/Service: Spyware\Adware\Malware

Statute/Rule: FTC Act Sec 5 (BCP)



04/04/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name:

Address:

City:

Country:

Work phone

Fax Number:

Home Number:

Email:

Age Range:

(b)(6)

San Pedro

UNITED STATES

()

()

(b)(6)

70 - 79

First:

(b)(6)

State: CA Zip:

(b)(6)

Company

Company: Google Adword

Address:

City:

Country: LOCATION NOT REPORTED

Email:

Phone:

State: NR Zip:

URL:

()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9528947 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Unknown) I happened to go to the grocery store on Friday Dec 8 and there were insufficient fund on my credit card. I came home and checked my card via internet search and there was a charge of \$39.95 on my card from Google that I did not make. I have been trying to get in touch with google but they do not have no live support specialists to communicate with.

I also dont know how they got my information and how they charged me for something for \$39.95 all I want is for them to put my money back.

I did not make any charges with google on Friday December 8 of 2006.

This is an unauthorized charge.

No one contacted me about this so I dont understand what I am being billed for.

Created By: DCRASE Created Date: 12/12/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 39.95

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 12/11/06

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)



04/04/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City: Detroit

State: MI Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39

Company

Company: Google Google

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: www.google.com URL:

Phone: () Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9775277 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0612071126430321:Someone accessed me www.gmail.com e-mail account. That person got my username and password. My personal information(social security no,date of bith,permanent resident card no and other personal info) has been stolen from that e-mail account.

Created By: IFCC Created Date: 12/07/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 1,000,000.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 12/07/06

Initial Contact: Internet/E-mail Transaction Date:

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: MESQUITE

State: TX Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

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

Email:

Age Range:



04/04/2007

LMARASCO

Company

Company: Google

Address: unknown

unknown

City: UNKNOWN

State: NY Zip:

Country: UNITED STATES

Email: UNKNOWN@unknown.com

URL:

Phone: () 000000000 Ext:

Company Representative

Rep Name: UNKNOWN, UNKNOWN

Title:

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9498439 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: purchase of salad servers) I saw French Bull salad tongs advertised on Froogle for \$9.99. I sought to buy this item and was transferred to givesimple.com. There, the price was \$15. I communicated to their customer service line but they refused to provide the product at the advertised price. I have a transcript of this transaction.

Created By: RLOPER Created Date: 12/06/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 15.00

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 12/05/06

Initial Contact: Internet Web Site Transaction Date: 12/05/06

Initial Response:

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

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

First: (b)(6)

Address:

City: Indianapolis

State: IN Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59



04/04/2007

LMARASCO

Company

Company: Google, DBA Froogle, and Give.Simple, advertiser

Address: 1600 Amphitheatre Pkwy.

City: Mountain View State: CA Zip: 94043

Country: UNITED STATES

Email: could not find an email address URL:google.com

Phone: (650) 253-0001 Ext:

Company Representative

Rep Name: Froogle, Customer Service Title:

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9490997 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Advertising) I searched for a CPA - Certified Public Accountant thru Google and YellowPages.com. Thru both means I was directed to H&R Block, Jackson Hewitt, Liberty Tax Services, American Income Tax and a variety of other companies ALL of which are NOT Certified Public Accountants. This is false advertising and the FTC has a duty to enforce the rules of advertising to protect an unsuspecting public. This has been brought to your attention before on several occasions and I have not received any reply nor do I see that the practice has been stopped.

I am notifying my senators and representatives.

Created By: WFRIDAY Created Date: 12/05/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 12/04/06

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Office: Ad Space\Directory Listings

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: Ten Mile

State: TN Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) t:

Fax Number:

Home Number:

Email:

Age Range: 50 - 59



04/04/2007

LMARASCO

Company

Company: Google, YellowPages.com, BellSouth, H&R Block, Jackson Hewit

Address: various

City: All cities

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



04/04/2007

LMARASCO

Transaction

Ref No.: 9772633 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0612022148367661:Someone forged an email to gervasio@ai.sri.com using my email address

(b)(6) Computer system expert tyson@ai.sri.com at SRI Internation gave me more detailed log from SRI mail log regarding the forged email. Apparently someone forged the email and was trying to deceive Melinda Gervasio at SRI into thinking that email came from me. This person's intent may be to victimize me in falsely convincing others that I have been sending forged emails. FYI, the website included in the forged email http://www.d.umn.edu/~cpiersol/assets/images/babies_gallery/index.htm? belongs to an instructor at the Math department at University of Minnesota Duluth where I served as a visiting assistant professor. Mei Marker -----

----- Logs and other related info: Mabry Tyson to action, me show details 6:13 pm (15 minutes ago) Mei, normally when I try to track down forged mail, I like to have the full set of headers so I can see the details of where it was sent from. I haven't yet gotten those yet for this mail. However, I did find what appears to be this message in our mail logs. What I see so far makes me concerned that this mail may have been sent from your Gmail account. That doesn't mean that you sent it, just that it may have come from your account. (Normally, with forged mail, the sender's name and address are used(forged) but the mail is delivered from some completely unrelated site.) You may want to contact Google's security department to understand what use has been made of your account. If I were you, I'd immediately change my password and then contact Google to examin

Created By: IFCC Created Date: 12/02/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 12/02/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: