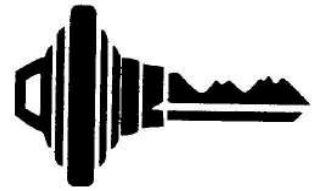




AR15624

Locksmith Charley

Charles "Locksmith Charley" Eastwood, CRL
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February 20, 2013

Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St. SW
Washington DC 20554

RE: IC Number 12-C00451457 Charles Eastwood / various telcos, directory publishers, information brokers

Dear Analyst:

I am in receipt of a copy MCI's letter (Dave Adams) to the FCC dated 1/31/2013.

I will paraphrase the pertinent portions: "We received Mr. Eastwood's information... did an investigation... and more than 200 numbers ***ON HIS LIST*** were disconnected..."

That information provided by MCI is functionally equivalent to an admission that MCI illegally facilitated the inclusion of false and fraudulent information into its directory database and ultimately participated in the dissemination of that data to the public.

As I believe I made quite clear in my "FORMAL COMPLAINT" this practice by many telecommunications carriers of which MCI is only one is the "root evil" cause of the decimation of the locksmith industry by the criminal scammers that are flagrantly violating not only state laws in multiple states, but the FTC act as well by intentionally misleading the telco carriers and the public as to the "geographic origin or location of their business" (A.R.S. 44-1221).

The scope of this scammer activity, which is not limited to the locksmith trade but is rampant among many unregulated service industries, is of nationwide epidemic proportions and is costing legitimate locksmiths (and by extension consumers) at least **ONE BILLION DOLLARS** annually.

The letter that I provided to MCI and the FCC was derived from one relatively small "area book" from one major metropolitan area and is therefore a microcosm of the nationwide problem. Indeed it is very significant that of the 237 one-line listings under "Locks & Locksmiths" that "more than 200" (some 84% of the actual listings) were disconnected by the telco after they "***performed an investigation.***"

Reports from the Better Business Bureau and various television, radio, and print stories on the subject routinely disclose that these scammer companies are operating out of call centers that may be no where near where the telephone numbers are being published.

Logic would dictate that the “end user customer(s)” being facilitated by MCI and its resellers would have many more numbers in other areas of the Phoenix AZ metro market and likely due to the “call center structure” M.O. of the scammers that these same “end user customer(s)” would have subscribed to many more numbers in multiple metropolitan areas.

MCI in Mr. Adams’s letter by implication tendered to the Commission their “pregnant admission” that by limiting the scope of their investigation only to telephone numbers contained in my letter and supporting documents they completely ignored each and every other number subscribed to by the “end user customer(s)” and I can only conclude that there may be thousands, tens of thousands, or hundreds of thousands of additional numbers that list bogus addresses that have gone UN-investigated by MCI and MCI’s resellers.

Further, carriers that you have notified such as Frontier Communications say essentially “The complaint names others, so address your concerns to them”. Frontier fails to say anything like “We have examined our records of locksmith listings and have (or have not) discovered”

I had a telephone conversation with one of the other carriers (I don’t have their letter in front of me at the moment) who said “All of the numbers in your complaint referred to MCI...” and when I told that representative that “On my website www.TheLocksmithPolice.com under the “Exhibits” link (third from the top on the left side) that there is a “Numbered Exhibits” folder containing many hundreds of pages of spreadsheet files related to various of the defendants in the Phoenix Superior Court action...” I was rudely told something to the effect that it wasn’t their job to go looking in the exhibits on my website to see all of the telephone numbers associated with bogus addresses that are clearly identified (indeed color coded) with their company.

That type of attitude is similar to that exhibited by MCI’s letter which, in my interpretation is saying: “We’ve acted on the numbers Mr. Eastwood sent us but its not our job or our intention to investigate those end-user customers further to identify all of the illegal listings that Mr. Eastwood may not be privy to.”

The bottom line is that as long as the phone companies (ALL OF THEM) can sell the numbers and charge for the directory listings they are perfectly content with facilitating, **indeed conspiring** with the resellers and the end-user customer(s) to continue engaging in a huge scheme of nationwide consumer fraud.

I would strongly urge the commission to instruct MCI to identify the reseller(s) and the end-user customer(s) in question and to cause a complete investigation into every number / directory listing that involves the “end user customer(s)” involved and to respond to the commission and me with the results of a more comprehensive investigation.

Thank you for your anticipated attention to this matter.

Sincerely,



Charles Eastwood,
Owner



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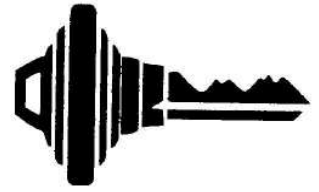
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February 20, 2013

MCI Agency Relations
Attn: Dave Adams
P.O. Box 1145
Cedar Rapids IA 54206-1145

RE: IC Number 12-C00451457 Charles Eastwood / various telcos, directory publishers, information brokers

Dear Mr. Adams:

From the content of your letter to the FCC it would appear that your "investigation" was very narrow in that it was apparently limited solely to the numbers that I provided to MCI from one area book from one market.

Clearly the scope of my complaint against MCI and all of the other Telco Carriers indicates that the problem of the phony listings is of **NATIONWIDE EPIDEMIC PROPORTIONS**.

MCI's apparent failure to completely investigate every telephone number and/or directory listing for each of the "end-user customer(s)" involved is unconscionable.

Had MCI and its resellers engaged in a comprehensive investigation undoubtedly y'all would have discovered bogus listings likely in the thousands, not a mere 200.

I am asking the FCC to order y'all (and all of the other telcos) to engage in a complete comprehensive investigation as I described above.

Y'all might as well get started on it immediately as my next step will likely be filing suit in U.S. District Court, possibly in the form of a class action.

Sincerely,

Charles Eastwood,
Owner