

STATE OF TENNESSEE

Office of the Attorney General



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October 26, 2009

Ms. Lisa Cooper
Consumer Services Division
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243

Re: Enforcement of Tennessee Laws Against Unsolicited Facsimiles
Docket Nos. 09-00036 and 09-00162

Dear Ms. Cooper:

The purpose of this letter is, on behalf of the Consumer Advocate and Protection Division of the Tennessee Attorney General's Office ("Consumer Advocate"), to acknowledge the efforts of you and your team in enforcing the provisions of Tennessee laws relating to the transmission of unsolicited facsimiles found at Tenn. Code Ann. §§ 65-4-501, *et seq.* Your Division's initiation of proceedings against companies and individuals who repeatedly send unsolicited facsimiles to Tennesseans is important work in the protection of consumers and businesses.

We particularly note the Show Cause Order entered in Docket No. 09-00036 requiring Healthcare Advantage LLC, The Select Group and Chris Wiggins to appear before the Authority and respond to the many complaints received. As you know, this Office filed a complaint against the Respondents in that Docket. The Consumer Advocate and the other complainants appreciate your efforts to enforce the State's Unsolicited Fax laws. We also applaud your many other efforts in this cause, including the recently filed Show Cause proceedings against Drexler & Associates (Docket No. 09-00162), where this Office is again one of 28 persons who filed a complaint against Drexler & Associates.

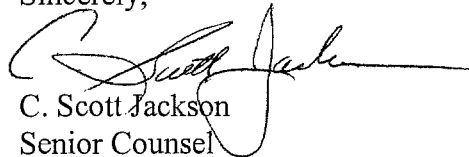
As you know, the Consumer Advocate has authority to intervene in proceedings before the Authority where necessary to protect the interests of Tennesseans. In these instances, your

Division appears to have taken all steps required to enforce the Unsolicited Fax laws. However, should you desire the assistance of the Consumer Advocate in your pursuit of those who send unsolicited facsimiles into Tennessee, we stand ready to assist. Please contact me if the Consumer Advocate can assist you in your investigation and enforcement of the Unsolicited Fax laws.

A violation of Tennessee's Unsolicited Fax law is also a violation of the Tennessee Consumer Protection Act of 1977. As you know, the Consumer Advocate and Protection Division also works with and represents the Tennessee Division of Consumer Affairs ("DCA") in enforcing the Consumer Protection Act. If we can help with coordinating any assistance DCA can provide you in the enforcement of the Unsolicited Fax laws or if you would like us to consider a separate enforcement under the consumer protection act, please contact me about that as well.

We would request that this letter be entered into the Docket of both proceedings listed above. We plan to file similar letters in future dockets. Again, thank you for your efforts and please let us know if we can be of assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "C. Scott Jackson", written over a horizontal line.

C. Scott Jackson

Senior Counsel

(615) 741-8726

scott.jackson@ag.tn.gov

cc: Mary Clement