STATE OF TENNESSEE

Office of the Attorney General

ROBERT E. COOPER, JR.
ATTORNEY GENERAL AND REPORTER

LUCY HONEY HAYNES
CHIEF DEPUTY ATTORNEY GENERAL

P.O. BOX 20207, NASHVILLE, TN 37202
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LAWRENCE HARRINGTON
CHIEF POLICY DEPUTY

January 6, 2014

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

Re: Alleged Violations of Tenn. Code Ann. Sections 65-4-501 – 506, Known as the "Do Not Fax" Law, by Open Business Directory, LTD, Case No. 13-00095

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*. The Consumer Services 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.

Specifically with regard to the Show Cause Order entered in Docket No. 13-00095 requiring Open Business Directory, LTD ("Company") to appear before the Authority and respond to the many complaints received, the Consumer Advocate would like to provide copies of 112 consumer complaints regarding the Company's business practices we obtained from a review of complaint databases. There are 66 Consumer Sentinel complaints, 43 Better Business Bureau ("BBB") complaints and 3 Division of Consumer Affairs ("DCA") complaints. Please note we have redacted the publicly filed complaints. See Exhibit A. You may already have copies of these but we wanted to ensure all of the complaints were in your possession.

The Consumer Advocate also wanted to point out for the record that the BBB has given Open Business Directory, LTD, an F rating and its website reflects it has received 1409 consumer complaints nationwide regarding this company in the past three years. See Exhibit B.

It appears that the Consumer Services Division has taken all steps required to enforce the Unsolicited Fax laws. However, should you desire the assistance of the Consumer Advocate, please contact the undersigned.

For the record, please note 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 represents DCA in enforcing the Consumer Protection Act. In that role, we request that any order issued in this matter clearly indicate your resolution does not include any Tennessee Consumer Protection Act violations or other violations of law that might arise from the Company's conduct within the State of Tennessee. In that regard 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 listed above. Again, thank you for your efforts and please let us know if we can be of assistance.

Sincerely,

Vance Broemel

Vance Broemel
Senior Counsel

cc: Rachel Waterhouse
Nancy Jones

EXHIBIT A

CONSUMER SENTINEL NETWORK
Law enforcement's source for consumer complaints

CIS COMPLAINT

Record 1 of 66	
Reference Number	30506281
Created Date	03/07/2011
Complaint Source	BBB MA Boston
Originator Reference Number	00210008522117
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	03/07/2011
Updated By	BBBBOMA-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	03/07/2011
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	[redacted]
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	37601
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	

Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact	

Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	We received a fax recently from what we thought was The Yellow Pages. It was asking us to confirm our contact information for the listing in The Yellow Pages. Most of the information they had was correct, so we made the necessary changes and faxed it back to the sender. Today we received another fax from this company telling us they had 'finalized the relocation' of their new offices, but that their phone and fax information had remained the same, so to update our records accordingly. Then they stated 'furthermore we refer to the invoice stated below and it would appear that to date we have still not received full payment.' There was no statement as to what we owed them payment for, just an 'amount due' of $1,188.00 and a request to mail a check to their new address. When I called the number on the fax, it rang like it was out of the

Complaint Info Comments	country, and a woman with an undistinct accent answered. When I inquired about the 'amount owed' and what it was owed for, she said I had signed a contract for a full page ad...which we DID NOT. When I told her all we had ever signed was a Yellow Pages information confirmation, she argued and said we were in a binding contract with them. She said the only way we could possibly get out of that contract was to send them a letter in writing. I asked her to fax me a copy of the 'contract' we had signed. She agreed, but said the earliest they could send it out would be Monday. When we looked further, we noticed the fax 'letter head', while it had the 'walking fingers' logo of The Yellow Pages, it actually said 'Yellow Page USA', not 'Pages'. So we looked up the business name online, and found they are a company of sorts located in Russia. We immediately decided to contact BBB for advise on what we should do. — Additional Comments: We would like the supposed 'contract' to be canceled and not to be contacted by this business again. We would also like it to be made known to other businesses that this is a scam and is not the real Yellow Pages!'
Complaint Info CRA Dispute Flag	

Record 2 of 66	
Reference Number	30506741
Created Date	04/04/2011
Complaint Source	BBB MA Boston
Originator Reference Number	00210008555361
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	04/04/2011
Updated By	BBBBOMA-USER
Updated Date	04/26/2012

Agency Contact	External Agency
Complaint Date	04/04/2011
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor

Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	

Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	OBD, Ltd. contacted one of our sales centers soliciting advertising for their business-to-business yellow-pages directory. Their representative did not explain to our new employee that the solicited advertising would not go to our target market whatsoever. Had their representative fully explained that, our employee would not have been duped into signing their form (Contract No. US-OBD-55025-MS). How many businesses routinely buy MOBILE HOMES from any yellow pages advertising? This is very similar to the scam of copier supplies that our local BBB frequently advises us about. — Additional Comments: Cancel the contract and stop billing us for the advertising.'
Complaint Info CRA Dispute Flag	

Record 3 of 66	
Reference Number	31473527
Created Date	07/08/2011
Complaint Source	BBB MA Boston
Originator Reference Number	00210008659905
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	07/08/2011
Updated By	BBBBOMA-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	07/08/2011
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	

Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES

Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	My office received a fax to update our directory information. At the top of the form it said FREE listing with the Yellow Pages Logo at the top. We updated the information, faxed it

Complaint Info Comments	back. And a few weeks later received a bill for $1,188. We immediately called the number on the bill, explained that we thought this was a free listing and the person in the office that filled out the form was not authorized to sign a contract. We were advised to write a letter stating these facts, which we did. We then recieved a letter back saying that we were committed to the contract for two years and to make payment arrangements for the $1,188. — Additional Comments: We do not feel we owe this money, the listing was misrepresented as free and has no association with the Yellow Pages. This appears to be a scam. We do not wish to be contacted any further by this company and cancel the 'contract' and invoice for $1188.00'
Complaint Info CRA Dispute Flag	

Record 4 of 66	
Reference Number	31530701
Created Date	07/12/2011
Complaint Source	BBB MA Boston
Originator Reference Number	00210008664604
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	07/12/2011
Updated By	BBBBOMA-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	07/12/2011
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	[redacted]

Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code	

Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1180.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	This 'Yellow PAge USA' company sent me a fax at my office using the real 'Yellow pages' logo, pretending to be the 'Real Yellow Pages' offering FREE page on facebook, requesting update of 'Contact Details'information about my

Complaint Info Comments	business.. .Purposely buried at the bottom of the page, barely legible in 15 line double collumn paragraph, hidden among verbage was any mention of a charge at all. I realized I had been scammed when I received an iinvoice months later, on fax, billing me for $1180.00USD and I was shocked!! I immediatelly called the company but had to leave a message. They responded several weeks later saying that I signed a contract and they have already done the work. and faxed me the initial piece of paper I had updated information on. I looked up their website and could not even locate my business at all so no work was done at this point., The company purposefully did not invoice me til after the so called 'initial 30 days' of 'Cancellation' was over. I emailed them my request to immediately cancel my contract obtained by trickery, and let them know that I realize they have scammed me!! The company is still demanding $1180.00, saying the 30 day cancellation time was over and the contract cannot be cancelled prior to two years!! The 'work' that they claim they have done is nothing but a link to my own website, which has been in existence for many years!!I believe this company is nothing but crooks and looking at theiir BBB rating, evidently have scammed others like me. — Additional Comments: I would like this company to cancell my 'so called contract' obtained by trickery, adjust my 'account balance' to zero and stop contacting me!! "
Complaint Info CRA Dispute Flag	

Record 5 of 66	
Reference Number	31934709
Created Date	03/08/2011
Complaint Source	Tennessee, Department of Commerce and Insurance, Consumer Affairs Division
Originator Reference Number	11-01112

Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	TN34-USER
Entered Date	03/08/2011
Updated By	TN34-USER
Updated Date	08/30/2011
Agency Contact	External Agency
Complaint Date	03/08/2011
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	[redacted]
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	

Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory LTD
Company Address, Line 1	225 Franklin St.
Company Address, Line 2	26th Floor
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00

Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: In addition to the complaint notes immediately below, the Tennessee Division of Consumer Affairs provided additional information in fields whose header titles are quoted and follow the complaint notes. In these notes, C stands for Consumer and R for Respondent. — C claims R used deceptive business practices to get an advertisement contract signed — Date Complaint Closed: 17-May-11 — Closure Code: Merchandise Replaced — Amount Recovered: 534.00
Complaint Info CRA Dispute Flag	

Record 6 of 66	
Reference Number	32439860
Created Date	08/09/2011
Complaint Source	BBB MA Boston
Originator Reference Number	00210008698147
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	08/09/2011
Updated By	BBBBOMA-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	08/09/2011
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	

Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	[redacted]
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA

Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	We are not sure that the Nature of

Complaint Info Comments	our complaint was the most appropriate choice, but this is the problem:We can find no ad or web page. We are being billed for an ad with Yellow Pages USA. My property manager thought this was the same as AT&T Yellow Pages. When we found a web page, we were required to download a software program which our Web browser blocked as being unsecured. It appears to us this is an internet scam.We will not pay for something which we believe to be an internet scam. — Additional Comments: For this matter to be dropped. We would like to see this company closed down.'
Complaint Info CRA Dispute Flag	

Record 7 of 66	
Reference Number	33120355
Created Date	09/19/2011
Complaint Source	BBB MA Boston
Originator Reference Number	00210008744713
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	09/19/2011
Updated By	BBBBOMA-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	09/19/2011
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	[redacted]
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee

Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273

Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1238.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	We moved to our current [redacted] location back on 21 January 2008. After some time had passed, I started receiving numerous complaints that this company had our outdated and not our new one. I called this company to ask them how to change our address and delete the old address from their files. The representative asked for our fax number which I supplied them with. The representative said to fill out a form with the new

Complaint Info Comments	changes. I crossed out the old information that they had on record and then wrote in the correct address and contact information. I then signed and dated the change form. I then faxed the form back to the fax number given. The address change form was filled out and faxed back to this company on the 3 February 2011. I recieved a fax on 16 September 2011 billing us for an ad that I supposedly placed. The fax is from a individual by the name of Ms. Jessica Hayden. I contacted Ms. Hayden explaining the situation on 16 September 2011 at 2:30pm via email. Prior to the email, I placed a phone call directly to her the same day. Ms. Hayden stated to me that she had been trying to get in touch with me on the dates of 23 Feb 2011, 17 March 2011, 20 May 2011 and the 17 June 2011. All of which I had not been in communications with until 16 September 2011. I explained to Ms. Hayden that if I would have approved an ad, I would have had to approved a 'proof' before the ad would have been placed. In addition, back in February, I had asked for our old address be removed from their companies listings. Even that was not done. — Additional Comments: Delete all listings from company. I will never contact this outfit again for anything.'
Complaint Info CRA Dispute Flag	

Record 8 of 66	
Reference Number	33771980
Created Date	11/01/2011
Complaint Source	BBB MA Boston
Originator Reference Number	00210008793477
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER

Entered Date	11/01/2011
Updated By	BBBBOMA-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/01/2011
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	[redacted]
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining	

Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1238.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	

Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	We have received a bill for a service signed by someone who is not an employee of our company. They are charging us $1188 for 1 year listing on their website plus a $50 'reminder' fee. I have been to both the website listed on their letterhead and the web address their 'legal department' provided me and there is no listing for our business or any competitors in the area. As with everyone else that has complained, we have asked for them to cancel their services and have been told that is not possible. Their customer services reps are rude, pompous and condescending and according to them, none of the depatments have management, they are all their own managers. — Additional Comments: I would like our 'service' cancelled (should be easy since is appears we were never listed) and our bill reversed.'
Complaint Info CRA Dispute Flag	

Record 9 of 66	
Reference Number	33869828
Created Date	12/09/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/09/2011
Updated By	CRSS\asmitley
Updated Date	12/12/2011
Agency Contact	Internet

Complaint Date	12/09/2011
Transaction Date	10/03/2011
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street
Company Address, Line 2	26th Floor

Company Address, Line 3	
Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	10/03/2011
Complaint Info Initial Response Method	Fax
Complaint Info Initial Response Date	10/03/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1238.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	

Complaint Info Topic Description	
Complaint Info Comments	[redacted] was sent a fax to update a local yellow page listing. It was completed and sent back. However, they are stating that we signed up for a year long contract. They claim to be part of yellow pages and are under the name Open Business Directory Ltd. We have heard about the yellow page scam and believe this to be one in the same. We have called to cancel and sent fax after fax to them about this "supposed" yellow page service that we did not want. The person who filled out the fax is not authorized to make purchases of this kind. They have also made phone calls stating they are updating our local yellow page listing. We have also filed a complaint with the BBB.. PS9000: Advertising Scam Other-Other Update
Complaint Info CRA Dispute Flag	

Record 10 of 66	
Reference Number	33890518
Created Date	11/09/2011
Complaint Source	BBB MA Boston
Originator Reference Number	00210008803466
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	11/09/2011
Updated By	BBBBOMA-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/09/2011
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	

Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES

Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	I recieved a phone call at work from people claiming to be 'updating' our listing in the local yellow pages. We have been recieving these calls daily. Most of the time we either

Complaint Info Comments	hang up or tell them to call back. Today we recieved an invoice that was not authorized. This is a yellow pages scam. — Additional Comments: I would like for this to be cancelled and we are not paying this invoice as the person who authorized it does not have that authority. I know that this is a scam. I would just like for it to stop and to make everyone else aware of it. '
Complaint Info CRA Dispute Flag	

Record 11 of 66	
Reference Number	33996169
Created Date	11/02/2011
Complaint Source	BBB MA Boston
Originator Reference Number	00210008794489
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	11/02/2011
Updated By	BBBBOMA-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/02/2011
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	

Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall

Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Fax was received and appeared to be The Yellow Page Co. In bold print at the top it said 'Without Additional Charges.' It does not say that by signing contract that I am agreeing to anything and I am not going to pay them any money. — Additional Comments: Never call or fax our company again.Please see attached documentation.'
Complaint Info CRA Dispute Flag	

Record 12 of 66	
Reference Number	34053655
Created Date	12/20/2011
Complaint Source	FTC Online Complaint Assistant (CIS)

Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/20/2011
Updated By	CRSS\rmiller
Updated Date	12/21/2011
Agency Contact	Internet
Complaint Date	12/20/2011
Transaction Date	11/02/2011
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	

Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd
Company Address, Line 1	225 Franklin St 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	info@open-business-directory.com
Company Website	www.open-business-directory.com
Company Rep First Name	Unknown
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	11/02/2011
Complaint Info Initial Response Method	Fax
Complaint Info Initial Response Date	11/02/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1213.00
Complaint Info Amount Paid Method	Unknown

Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	TR20|DDM
Complaint Info Law Violation Description	TSR: Unauthorized billing|Deception/Misrepresentation
Complaint Info Statute Code	TR|P
Complaint Info Statute Description	Telemarketing Sales Rule|FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Company called claiming to be the local phone company and tricked an employee into signing a form and faxing it to them. I realized that this was NOT our phone company that we have been advertising with for years. Other-Other Update
Complaint Info CRA Dispute Flag	

Record 13 of 66	
Reference Number	34184214
Created Date	11/26/2011
Complaint Source	BBB MA Boston
Originator Reference Number	00210008820042
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	11/26/2011
Updated By	BBBBOMA-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/26/2011
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	

Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code	

Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1288.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The Yellow page USA called on 2-3-2011 and said they were 'updating their addresses, They faxed a form to write the updated address on.I abliged and gave them our current business address and faxed it back. Nothing was

	discussed about advertising,services,or fees of any kind. Months later we recieved a bill from Yellow-Page-USA.COM. for advertising. — Additional Comments: '
Complaint Info CRA Dispute Flag	

Record 14 of 66	
Reference Number	34506073
Created Date	01/17/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/17/2012
Updated By	CRSS\asmitley
Updated Date	01/20/2012
Agency Contact	Internet
Complaint Date	01/17/2012
Transaction Date	06/15/2011
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]

Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.|Yellow Page USA
Company Address, Line 1	225 Franklin Street, 26th Floor|225 Franklin Street, 26th Floor
Company Address, Line 2 |
Company Address, Line 3 |
Company Address, City	Boston|Boston
Company Address, State Code	MA|MA
Company Address, State Name	Massachusetts|Massachusetts
Company Address, Country Code	USA|USA
Company Address, Country Name	UNITED STATES|UNITED STATES
Company Address, ZIP Code	02120|02110
Company Address, ZIP Code Extension |
Company Phone, Country Code |
Company Phone, Area Code	866|866
Company Phone, Number	2145273|2145273
Company Phone, Extension |
Company Email |
Company Website |
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	

Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	06/15/2011
Complaint Info Initial Response Method	Fax
Complaint Info Initial Response Date	06/15/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$2376.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	TR|P
Complaint Info Statute Description	Telemarketing Sales Rule|FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I received a contract-type fax from Yellow Page USA on or around June of 2011. Their logoing and business name were copycatted enough that I assumed they were the legitamate Yellow Pages (I assume this to be their intent and business model) whom I had already arranged advertising with. I signed the faxed contract and return faxed, believing that I was fulfilling my prior obligation to an arrangement with the real Yellow Pages. The following November, I received a letter soliciting payment for advertising services rendered, whereupon I contacted the service number listed to find out that they were in no way affiliated with the legitimate Yellow Pages in spite of their specious marketing solicitation

Complaint Info Comments	pieces which are misleading representations of the former. Upon discovering this, I immediately asked that my business be removed from their directory and any business relationship with them be nullified and severed. I sent the requisite paperwork requesting the correction, entertained some back-and-forth, and am now in what I can only assume to be the "attrition phase" of their business model (i.e. threats of collection action, further solicitation of payment). During this time, Ive had the pleasure of reviewing multiple other complaints against this company regarding their misleading, misrepresentative business practices and can only assume that it is more of a ruse given form rather than a legitimate business entity, guising as a universally-known advertising medium and preying on unsuspecting consumers. Their illegitimacy is further supported by their lack of advertising reach and visibility and their inability to follow through with the terms of their own "ruse paperwork" which they loosely refer to as a "contract" (the set-up of a Facebook page on my businesss behalf outlined on their own initial faxed document was never undertaken). The business practices outlined above I have found to be typical of Yellow Page USA, constituting false advertising, misrepresentation, and, breach of contract. Steer clear of these guys. Other-Other Update
Complaint Info CRA Dispute Flag	

Record 15 of 66	
Reference Number	34708049
Created Date	01/31/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English

Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/31/2012
Updated By	CRSS\pwilliamson
Updated Date	02/01/2012
Agency Contact	Internet
Complaint Date	01/31/2012
Transaction Date	11/02/2011
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	[redacted]
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	

Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	YELLOW-PAGE-USA.COM - Open Business Directory Ltd
Company Address, Line 1	225 Franklin Street, 26rh Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	infor@open-business-directory.com
Company Website	YELLOW-PAGE-USA.COM
Company Rep First Name	Luke
Company Rep Middle Name	
Company Rep Last Name	Chambers
Company Rep Salutation	
Company Rep Comments	Operations Manager
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	11/02/2011
Complaint Info Initial Response Method	Fax
Complaint Info Initial Response Date	11/02/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1188.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00

Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	TR20|DDM
Complaint Info Law Violation Description	TSR: Unauthorized billing|Deception/Misrepresentation
Complaint Info Statute Code	TR|P
Complaint Info Statute Description	Telemarketing Sales Rule|FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I received a fax and corrected my business street address & signed, which turned out to be an authorization to bill me. I immediately called to cancel the service and they said I had to write a letter to cancel the "order". I did and received a letter reply stating I missed the deadline because my business is now listed in their directory, but it is NOT listed. While checking to see if it is listed I discovered this company is a scam. They misrepresent the Real Yellow Pages and FaceBook, trying to appear like the Real Yellow Pages and stating they offer FaceBook free. As if FaceBook charges business to post a page. I am now being harassed to pay $1,188 for absolutely no service and even if my company was listed on in their directory (their website www.yellow-page-usa.com) it is definitely not worth $1,188 because Google and Bing list more complaints about them than the link to their website. Other-Other Update
Complaint Info CRA Dispute Flag	

Record 16 of 66	
Reference Number	35016582
Created Date	01/12/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210008878347
Language	English

Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	01/12/2012
Updated By	BBBBOMA-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/12/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]

Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1288.00

Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Below is a copy of the letter sen[redacted] ecember 29, 2011Open Business Directory Ltd.Yellow-Page-USA.com225 Franklin Street, 26th FloorBoston, MA 02112ATT: Jessica Hayden, Senior Collections ManagerDear Jessica Hayden,This letter is in response to your letter dated November 24, 2011. Your company has sent a letter of demand for the overdue payment of $1,288.00 to[redacted] I understand your company initiated contact with our company and solicited business for advertising. Our records show that your company is not a vendor with our company nor has been a vendor for our company. If you have a product or service we need or we initiate, then our process is to get you approved properly, provided you have something I decide to receive. All vendors must be approved by management prior to doing business with[redacted]. If you are not an approved vendor, then you cannot conduct business with or on behalf of our company. It appears you are currently conducting business on behalf of[redacted] and using our name. You are doing so without my approval and without proper authority. You must cease from doing so immediately. I have not made any purchase agreement with your company.This letter is your official notice to immediately cease and desist from

	using [redacted] in any manner and to avoid any further contact with our company.Please note the letterhead for our proper company name. Your company has obviously made a mistake.According to the Better Business Bureau, your company has many outstanding and unresolved complaints similar to this issue. A complaint will be filed with the BBB Boston, MA against your company [redacted] EASE AND DESIST AS STATED IN THE ABOVE LETTER.'
Complaint Info CRA Dispute Flag	

Record 17 of 66	
Reference Number	35018938
Created Date	01/11/2012
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1591484
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	01/11/2012
Updated By	USPS-USER
Updated Date	05/08/2012
Agency Contact	External Agency
Complaint Date	01/11/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]

Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	[redacted]
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 FRANKLIN ST FL 26
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	2853
Company Phone, Country Code	
Company Phone, Area Code	866

Company Phone, Number	2145273
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	Not Reported
Complaint Info Amount Requested Value	$1213.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Additional Company Phone: 888-536-4210. 1/11/2012 TAJohnson This company pretended to be the local phone company and had an employee sign and fax them a form to verify our adress information. They now are billing us for serfvices which we did not request or desire. Subsequesnt attempts to contact the company have been fruitless.
Complaint Info CRA Dispute Flag	

Record 18 of 66	
Reference Number	35232962
Created Date	01/17/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210008883894
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	01/17/2012
Updated By	BBBBOMA-USER
Updated Date	04/14/2012
Agency Contact	External Agency
Complaint Date	01/17/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$2376.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I received a contract-type fax from Yellow Page USA on or around June of 2011. Their logoing and business name were copycatted enough that I assumed they were the legitamate Yellow Pages (I assume this to be their intent and business model) whom I had already arranged advertising with. I signed the faxed contract and return faxed, believing that I was fulfilling my prior obligation to an arrangement with the real Yellow Pages. The following November, I received a letter soliciting payment for advertising services rendered, whereupon I contacted the service number listed to find out that they were in no way affiliated with the legitimate Yellow Pages in spite of their specious marketing / solicitation pieces which are misleading representations of the former. Upon discovering this, I immediately asked that my business be removed from their directory and any business relationship with them be nullified and severed. I sent the requisite paperwork requesting the correction, entertained some back-and-forth, and am now in what I can only assume to be the 'attrition

	phase' of their business model (i.e. threats of collection action, further solicitation of payment). During this time, I've had the pleasure of reviewing multiple other complaints against this company regarding their misleading, misrepresentative business practices and can only assume that it is more of a ruse given form rather than a legitimate business entity, guising as a universally-known advertising medium and preying on unsuspecting consumers. Their illegitimacy is further supported by their lack of advertising reach and visibility and their inability to follow through with the terms of their own 'ruse paperwork' which they loosely refer to as a 'contract' (the set-up of a Facebook page on my business's behalf outlined on their own initial faxed document was never undertaken). The business practices outlined above I have found to be typical of Yellow Page USA, constituting false advertising, misrepresentation, and, breach of contract. Steer clear of these guys. -- Additional Comments: release from 'ruse agreement', removal from directory, no further solicitation'
Complaint Info CRA Dispute Flag	

Record 19 of 66	
Reference Number	35389053
Created Date	01/23/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210008890417
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	01/23/2012
Updated By	BBBBOMA-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/23/2012

Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	[redacted]
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	

Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1238.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	

Complaint Info Topic Description	
Complaint Info Comments	I am the practice manager for [redacted] Our practice has received three invoices all stating that our account is overdue. We did not request this service. when I called and spoke to an agent, she said she would fax me a copy of our contract. I have not received it. — Additional Comments: I would like the threatening letters of collections to stop and no more contact from this company.'
Complaint Info CRA Dispute Flag	

Record 20 of 66	
Reference Number	35680756
Created Date	01/26/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210008895697
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	01/26/2012
Updated By	BBBBOMA-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/26/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES

Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-

Company Email	directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Add stated, The Yellow Page USA now with your freepage on www.facebook.com. It was an add that was sent to us on 11-02-2011 @ 17:53, when we were known as another name. I corrected the sheet with current information and faxed it back to the number on the sheet on 11-03-2011 @ 9:34am thinking that it was the real yellow pages. On 12-14-2011 we received a bill from them in the amount of $1213.00, I faxed and emailed them to cancel this because of misrepresenation, and keep receiving the same letter.

	— Additional Comments: Do not publish and stop contacting me'
Complaint Info CRA Dispute Flag	

Record 21 of 66	
Reference Number	36226129
Created Date	01/18/2012
Complaint Source	Tennessee, Department of Commerce and Insurance, Consumer Affairs Division
Originator Reference Number	12-00348
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	TN34-USER
Entered Date	01/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/18/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country	

Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory
Company Address, Line 1	225 Franklin Street
Company Address, Line 2	26th Floor
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	781
Company Phone, Number	6582381
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$2376.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: In addition to the complaint notes immediately below, the Tennessee Division of Consumer Affairs provided additional information in fields whose header titles are quoted and follow the complaint notes. In these notes, C stands for Consumer and R for Respondent. — C claims R uses deceptive faxes to solicite advertising which is overpriced and not needed. — Date Complaint Closed: 26-Mar-12 — Closure Code: Successful Mediation - Full Resolution — Amount Recovered: 2,376.00
Complaint Info CRA Dispute Flag	

Record 22 of 66	
Reference Number	36544358
Created Date	04/17/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	

Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/17/2012
Updated By	CRSS\rmiller
Updated Date	04/19/2012
Agency Contact	Internet
Complaint Date	04/17/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	

Consumer Email	[redacted]
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	OPEN BUSINESS DIRECTORY LTD.
Company Address, Line 1	225 FRANKLIN ST
Company Address, Line 2	26TH FLOOR
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	
Company Website	YELLOW-PAGE-USA.COM
Company Rep First Name	LILLIE
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1188.00
Complaint Info Amount Paid Method	

Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	A FAX WAS RECEIVED BY MY COMAPNY AND AN AGENT SIGNED MY NAME FAXED IT IN THINKING IT WAS FOR OUR YELLOW PAGES AD AND THEY WOULD BE CORRECTING THE ADDRESS. I RECEIVED A BILL IN THE MAIL FROM OPEN BUSINESS DIRECTORY LTD FOR $1188.00 TO BE PAID IN FULL FOR THIS YEAR AND THEN WILL BE BILLED ANOTHER $1188.00 FOR NEXT YEAR. I TRIED TO CANCEL AND EXPLAIN I DIDNT SIGN ANYTHING AND WASNT AWARE AT THE TIME OF ANYTHING. THEY HUNG UP ON ME I CONTINUED TO CALL BACK AND WAS HUNG UP ON 6 MORE TIMES. I FILED A COMPLAINT WITH THE BBB AND THE COMPANY DID NOT RESPOND TO THE COMPLAINT BUT IS CONTINUING TO BILL ME. I HAVE TRIED AGAIN TO CALL AND SPOKE WITH A LILLIE I TOLD HER I NEEDED TO SPEAK WITH A MANAGER AND SHE HUNG UP ON ME. UPON CALLING BACK SEVERAL TIMES THEY REFUSED TO ANSWER MY CALLS. THEY CONTINUE TO BILL ME FOR A GENERIC AD ON THE INTERNET WITH OUR COMPANY NAME, ADDRESS, PHONE NUMBER & MAP LOCATION. I HAVE FAXED IN CANCELLATION REQUESTS

	BUT RECEIVED A LETTER FROM THE ACCOUNTS DEPARTMENT STATING I HAVE NO RIGHT TO CANCEL AND HAVE A 2 YEAR AGREEMENT I MUST MEET WITH THEM AND I ALSO HAVE TO CANCEL 3 MONTHS AHEAD NOT TO HAVE AN ADDITIONAL 3RD YEAR AGREEMENT. THE LETTER WAS SIGNED BUT I CANT MAKE OUT THE SIGNATURE AND THERE OF COURSE IS NO PRINTED NAME. I HAVE TRIED NUMEROUS OTHER TIMES TO CALL THIS COMPANY AND HAVE NO LUCK OR GET HUNG UP ON. THIS IS THE CRAZIEST THING I HAVE EVER DELT WITH. I WANT THE COMPANY TO STOP "OUR ADVERTISEMENT" SO THEY CALL IT AND QUIT BILLING ME FOR SOMETHING I DIDNT OK.. PS9000: YELLOW PAGE USA Other-Other Update
Complaint Info CRA Dispute Flag	

Record 23 of 66	
Reference Number	36580542
Created Date	03/09/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210008949422
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	03/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/09/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	

Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES

Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1238.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	My office received a fax to update our directory information. I had just been discussing this with my corporate office and thought it was for them. At the top of the form it

Complaint Info Comments	said FREE listing so the information was completed and faxed back to the number on the form. Then we received a bill for over a thousand dollars from what looked like just 'junk' mail. Then we received another bill (still like junk mail) about a month later stating we had an outstanding invoice in the amount of $1,238.00. Correspondence was sent to this address with the understanding that we did not want this service and to cancel anything that had to do with it when the past due notice was received. They refuse to delete this from their company. This is very deceptive and fraudulent on their part and want anything to do with my office stopped immediately. We do not appreciate this type of business practice. — Additional Comments: To NEVER be contacted again by this underhanded company. If they cannot get business in an ethical way..they don't deserve it! Have this account CLOSED and the outstanding balanced CANCELED IMMEDIATELY!!'
Complaint Info CRA Dispute Flag	

Record 24 of 66	
Reference Number	36687940
Created Date	02/27/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210008934371
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	02/27/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/27/2012
Transaction Date	

Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]

Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount	

Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188300.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This company contacted me by fax in January of 2012. The fax asked me to update information about the small business I work for. I updated the information and signed the form, thinking I was dealing with The Real Yellow Pages. The fax was obviously, intentionally misleading me to believe I was dealing with The Real Yellow Pages and it intentionally misled me to think I was merely updating information at no charge for an existing account with The Real Yellow Pages. I received a bill in the mail for $1,188.00. I emailed, faxed and called the company to explain that not only did I not have authorization to make a committment on behalf of the company, but that I hadn't been aware I was entering into a contract at all and that they should immediately cancel any agreement or contract they believe us to be in. I received another bill and a letter stating that cancellation is not an option and that I should pay in full. — Additional Comments: I wish to receive a zero balance from this company and never again to be contacted by them after receiving the zero balance.'
Complaint Info CRA Dispute Flag	

Record 25 of 66	
Reference Number	36701115
Created Date	02/27/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210008934373
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	02/27/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/27/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone,	

Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	

Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	This company contacted me by fax in January of 2012. The fax asked me to update information about the small business I work for. I updated the information and signed the form, thinking I was dealing with The Real Yellow Pages. The fax was obviously, intentionally misleading me to believe I was dealing with The Real Yellow Pages and it intentionally misled me to think I was

Complaint Info Comments	merely updating information at no charge for an existing account with The Real Yellow Pages. I received a bill in the mail for $1,188.00. I emailed, faxed and called the company to explain that not only did I not have authorization to make a committment on behalf of the company, but that I hadn't been aware I was entering into a contract at all and that they should immediately cancel any agreement or contract they believe us to be in. I received another bill and a letter stating that cancellation is not an option and that I should pay in full. — Additional Comments: I wish to receive a zero balance from this company and never again to be contacted by them after receiving the zero balance.'
Complaint Info CRA Dispute Flag	

Record 26 of 66	
Reference Number	36839549
Created Date	03/15/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210008960156
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	03/15/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/15/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]

Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866

Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	I received a bill in the mail from yellow-page-usa.com for 1188.00. I called to ask about the service that I was not aware of and they said I signed a contract, I asked for the contract and to speak to a supervisor and was hung up on. I called back asked to speak to the supervisor and the lady told me I already spoke with her last time I called, I told her the supervisor did

Complaint Info Comments	not identify herself as the supervisor when I spoke with her and I wanted to talk to someone about these charges. She hung up on me. I then called back only to be hung up on an additional 2 times. I did call back and spoke with a Lily when I asked for her supervisors name she hung up on me. I called 2 more times and they would pick up and hang up the phone. This is OUTRAGEOUS!!!!!!!! If I treated people like this I would be out of Business! — Additional Comments: I wish to have the bill cancelled the entire $1,188.00 and also would like an aplogy for the unappropriate way they conduct business. I did get a little hateful but when you are hung up on several times by an organization that tends to happen. I also company name [redacted] to be taken off any information they have and NEVER contacted again by their orginization!!!!!!!!!!!!'
Complaint Info CRA Dispute Flag	

Record 27 of 66	
Reference Number	36841697
Created Date	03/15/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210008959711
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	03/15/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/15/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]

Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA

Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$794.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	This company has absolute

Complaint Info Comments	misrepresentation and is unethically practicing business. There are phone numbers which no longer are valid; there are no responses back on inquiries... Concerns go unanswered yet they have time to continue forwarding letters demanding payment. The last letter was more pleasant stating 'We are interested in our customers and are always trying to find new ways to improve our service.' Then states we are inquiring why there is a delay of payment. That is a joke. My response to the company is: LISTEN TO YOUR VOICEMAILS AND READ YOUR EMAILS!! TO REITERATE:We assumed that this company was sending sales reps to businesses; however, we have just realized that they are sending faxes to businesses. The fax leads the business to believe this is the actual yellow page advertisement by even including a logo which is almost identical to the real yellow pages. Their actual logo is nothing like the one on the fax. There is also verbiage stating 'free page on facebook' & bolded print stating 'without additional charges'.Our business was mislead into believing this is a free service and part of our existing yellow book account. There was never a confirmation or proof on what the [redacted] would include; the fax sent on 6/21/11 stated the form must be sent back by 6/28/11. We did not hear from this company again until a bill in December 2011 which is when we saw the bill. We immediately contacted the company and have been doing so till the current date. Initially after several attempts, we received a response that we had the option to cancel; however we had to pay $594. When further inquiries were made regarding our concerns and requesting a copy of our contract and full cancellation due to the misleading document, we received no response.Finally, we were advised one would be cancelled 'out

	of good faith' as long as we paid our other agreement (by another one of our businesses) in full. We again made several attempts to call/email this company as this was not acceptable to us. No response by email or phone; instead they sent us past due invoices with late fees assessed.They are now threatening to send this to an external collections agency if we do not pay an amount of $792 within 5days. — Additional Comments: Cancel agreement without any fees and all payment requests.'
Complaint Info CRA Dispute Flag	

Record 28 of 66	
Reference Number	36978034
Created Date	05/03/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/03/2012
Updated By	CRSS\rmiller
Updated Date	05/04/2012
Agency Contact	Internet
Complaint Date	05/03/2012
Transaction Date	02/03/2011
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	[redacted]
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA

Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory, Ltd
Company Address, Line 1	225 Franklin Street,
Company Address, Line 2	26th Floor
Company Address, Line 3	
Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	

Company Email	accounting@yellow-page-usa.com
Company Website	
Company Rep First Name	No Name
Company Rep Middle Name	
Company Rep Last Name	No Name
Company Rep Salutation	
Company Rep Comments	None
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	02/03/2011
Complaint Info Initial Response Method	Fax
Complaint Info Initial Response Date	02/03/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1288.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	1. On February 3, 2011 an unsolicited fax representing the Yellow Pages arrived asking us to verifychange our contact information. Our office manager thinking this was just and updated to the local yellow pages faxed the sheet back. Obviously this was misleading and was not clearly identified as a solicitation for advertising services. 2. On March 3, we received a bill for $1.188.00. Immediately, [redacted] contacted Open Business Directory, Ltd to cancel and was informed

Complaint Info Comments	there was no cancellation period and in order to not be charged an additional $1,188.00 for a second year, she would need to send a cancellation letter and that it could not be canceled by phone. 3. On March 8, 2011 I wrote, mailed and emailed the attached letter to Open Business Directory, Ltd. In addition, I made the same phone call and was informed that there was NO cancellation period and we were responsible for the full amount. I also informed them (I apologize, but I could not pronounce, nor spell, nor fully understand the person I was speaking with) that [redacted] does not have any authority to sign any contract relating to the operations or finances of our business. 4. After continuing research as well as contacting our attorney, we were informed to contact the BBB, FTC, FCC, and respected Attorney General offices. 5. We didnt receive any further contact until March 3, 2012 with an invoice for $1188. I then responded via email and phone again with our response that we were mislead, any contract was not signed by an authorized rep, and they should cancel this invoice. 6. On April 27, 2012 we received a Final Notice with late charges totaling $1288 stating that if payment wasnt made within 10 days they would take legal action. So we are contacting both TN & MA AGs, FTC, and BBB again in hopes of stopping this ongoing fraud and scamming techniques. Your helpadvice is appreciated. They list a legal office: PO Box 450676 Dubai, UAE. PS9000: Online Yellow Page USA by Open Business Directory Ltd Other-Other Update
Complaint Info CRA Dispute Flag	

Record 29 of 66	
Reference Number	37544596
Created Date	05/17/2012
	FTC Online Complaint Assistant

Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/17/2012
Updated By	CRSS\tiacobucci
Updated Date	05/21/2012
Agency Contact	Internet
Complaint Date	05/17/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country	

Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd
Company Address, Line 1	225 Franklin Street, 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1238.00

Complaint Info Amount Paid Method	Check (Not Classified)
Complaint Info Amount Paid Value	$498.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	company invoice for YELLOW PAGE ad. appeared to be from phone company. Misleading invoicing. Now claim we purchased a contract and threatening to sue.. PS9000: Yellow pages advertisng Other-Other Update
Complaint Info CRA Dispute Flag	

Record 30 of 66	
Reference Number	37893123
Created Date	04/16/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210008995230
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	04/16/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/16/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	
Consumer Salutation	
Consumer Address, Line 1	[redacted]

Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110

Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1238.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	We did not advertise with this directory. That is not my signature on the form they sent me. We have never used them in the past, and I did not authorize this. We will not pay the amount charged because

	we do not owe them anything. — Additional Comments: No charge to our company. NO further contact.'
Complaint Info CRA Dispute Flag	

Record 31 of 66	
Reference Number	37893388
Created Date	04/16/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210008995472
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	04/16/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/16/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	[redacted]
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	

Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273

Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1238.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	This company apparently posed as the REAL Yellow Pages (which we are already contracted) Informing front line personell to update infromation and sign acknowledging correct information. Now they are sending letters threatening collections. No payment amounts were disclosed to the employee and they are not authorized to contract with

Complaint Info Comments	companies. Company has an F rating with BBB and has legal representation outside the US, along with a address of business that is non existant all according to the BBB. — Additional Comments: Close the business down!!!!! Does not make sense for valuable US companies to have this type of organization baiting them into contracts and payments. Cease and desist all collection efforts and calls to our organization'
Complaint Info CRA Dispute Flag	

Record 32 of 66	
Reference Number	38924766
Created Date	06/07/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210009070605
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	06/07/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/07/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]

Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com

Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1238.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	May 2011 Open Business Directory Ltd (dba Yellow Pages USA) faxed what seemed to be only a request for update from The Real Yellow Pages w/ 'free page on www.facebook.com' boldly on the top. The price is in fine print at the bottom. OBD's logo is even very similar to the Real Yellow Pages. An unauthorized employee received the fax, signed it, and returned it to OBD. After the unauthorized employee was told this was not in her job description, she re-faxed the page w/ 'VOID' across her signature. One year

Complaint Info Comments	later, OBD is looking for $1238. As I read other BBB complaints on OBD, it's as if I had already filed my complaint. This office is not alone in the battle of deceptive business tactics w/OBD. This office has sent a registered letter telling OBD we have no intention on paying the debt and we will contact our attorney with future harassments from OBD. — Additional Comments: To have our bill adjusted to zero w/ receipt stating such. To be taken off OBD's mailing, faxing, phoning list - - - we never want to hear from them again.'
Complaint Info CRA Dispute Flag	

Record 33 of 66	
Reference Number	39703887
Created Date	07/03/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210009110818
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	07/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/03/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA

Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	

Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1238.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	While is negotiation with THE REAL YELLOW PAGES my office received an unsolicited fax from Open Business Directory Ltd (Yellow Page USA) posing as the REAL YELLOW PAGES complete with a stolen logo and all. Mistaking the form for information that THE REAL YELLOW PAGES needed it was filled out and faxed back. Now Open Business Directory is trying to collect $1238 from us (a small non profit) for a Facebook page! It is obvious this company uses

	deceptive practices and preys upon small businesses and and non profits. All 500+ complaints all sound the same. This company tries to rope in businesses to long term expensive contracts for minimum service ($99 a month for a free Facebook page!) and them badger them with collection notices. — Additional Comments: For this company to cancel our account with a balance of zero and never contact us again.'
Complaint Info CRA Dispute Flag	

Record 34 of 66	
Reference Number	39918406
Created Date	08/23/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/23/2012
Updated By	CRSS\tiacobucci
Updated Date	08/24/2012
Agency Contact	Internet
Complaint Date	08/23/2012
Transaction Date	07/08/2012
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]

Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd./ YELLOW-PAGE-USA.COM
Company Address, Line 1	225 Franklin Street
Company Address, Line 2	26th Floor
Company Address, Line 3	
Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	info@yellow-page-usa.com

Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	07/08/2012
Complaint Info Initial Response Method	Fax
Complaint Info Initial Response Date	07/08/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1213.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	On July 8, 2012 we received what I understand now was an unsolicited fax advertisement from the company. It appeared to be requesting confirmation of our company contact information. The information sent was incorrect. We supplied our correct contact information and sent the fax back to the company on July 12. On August 6 we received an invoice in the amount of $1188.00 for a 12 month listing subscription on www.yellow-page-usa.com. Completely unaware of this subscription, I called the phone number on the

Complaint Info Comments	invoice to find out where it came from. I spoke with a woman named Lily who informed me that the fax we sent back with our corrected contact information (which, by the way, is incorrect on the website) was an order form. I told her we weren't aware that by sending this form back we were placing an order to be listed on the website. I kindly asked her to please cancel the account and remove the charges. Lily told me I needed to fax the request in writing to the accounts department. I faxed the cancellation request on August 7 yet I've continued to receive invoices. I called the company once again on August 22 to check the status of the account cancellation. Katarina told me that I should receive a letter from the accounts department regarding the fax I sent on August 7. I later received this letter from the accounts department stating that the order cannot be cancelled before the 2 year term expires. They also sent a copy of the order form that shows the illegible fine print at the bottom which supposedly contains the order language. On August 23rd I called the company yet again and asked to speak with a manager or supervisor in the accounts department. Nadia informed me that there was no one there to speak with except for service representatives. I told Nadia that we would not be paying the invoice and I needed to speak with someone who can handle this. Nadia told me I had to send another fax to the accounts department. This company operates by scamming customers into signing an illegible agreement that appears to be requesting correct contact information. Also, they use a logo very similar to the one used by The Yellow Pages. They are resisting my attempts to cancel the account and have the charges removed.. PS9000: Business Directory Other-Other Update

Complaint Info CRA Dispute Flag	

Record 35 of 66	
Reference Number	40434349
Created Date	08/15/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210009173661
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	08/15/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/15/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	

Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	

Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1288.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I randomly received a bill saying that I owe $1,238 with a $50 late fee for an outstanding invoce for a product that I never even heard of. They said that I faxed in a purchase for a 2 year contract of advertising for the company that I work for. First of all, I don't own the company I work for and would never purchase advertising on my own and second of all I have no clue what these people are talking about. When I called to inquire about this invoice the later said she was in Canada and that I signed a contract by fax. Then when I went on to tell her that I had no clue what she was talking about she hung up on me. — Additional Comments: Quit sending me any type of mail and fraudulent bills telling me to pay or be

	turned over to a collection agency.'
Complaint Info CRA Dispute Flag	

Record 36 of 66	
Reference Number	40478078
Created Date	09/18/2012
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	EQUINONEZ
Entered Date	09/18/2012
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	09/18/2012
Transaction Date	07/01/2011
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	[redacted]
Company Name	Open Business Directory
Company Address, Line 1	225 Franklyn St 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	07/01/2011
Complaint Info Initial Response	Phone: other

Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1213.00
Complaint Info Amount Paid Method	Check (Personal)
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer says that her company is getting bills from Open Business Directory trying to collect for something that supposedly she signed. Consumer does not recognize this account.
Complaint Info CRA Dispute Flag	

Record 37 of 66	
Reference Number	40478215
Created Date	09/18/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/18/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/18/2012

Transaction Date	08/16/1920
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	open business directory
Company Address, Line 1	225 franklin st
Company Address, Line 2	26th floor
Company Address, Line 3	

Company Address, City	boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	info@open-business-directory.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	08/16/1920
Complaint Info Initial Response Method	Fax
Complaint Info Initial Response Date	08/16/1920
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1188.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	

Complaint Info Topic Description	
Complaint Info Comments	I was contacted via fax by this company (yellow page USA about a free page on facebook and" to create your companys logo on facebook.com without additional charges". I am an advertiser with yellow pages already and I presumed it was an extension of their services. I filled out the form and faxed it back not reading the "fine print". I received a letter today stating that I owed $99 a month payable one year in advance. The agreement also states that" Facebook has no obligation to distribute this content and may decide to stop publishing the official page at any time". Granted, I did not read the fine print and did sign the agreement. I thought I was receiving a free page on Facebook as a client of Yellow Pages. I plan to send a registered letter to this company cancelling the services.This is obviously a scam operation operation under the cover of YellowPages. Please advise if there are any other procedures that should be followed
Complaint Info CRA Dispute Flag	

Record 38 of 66	
Reference Number	40731442
Created Date	09/10/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210009209341
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	09/10/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/10/2012
Transaction Date	

Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON

Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	

Complaint Info Comments	This 'yellow pages' company called our receptionist and misrepresented themselves as the 'yellow pages' with whom we advertise. They faxed a form to her to sign which appears to be with 'yellow page USA' and is for advertising and a facebook page. This company does neither and appears to be based in Dubai. They have repeatedly sent invoices for a two year 'agreement' at $1188.00 payable in advance. No facebook page or yellow page ad can be located and this is not the 'yellow pages' with whom our business advertises, although their sale pitch and subsequent faxes are misleading and, in my opinion, purposely attempt to confuse. — Additional Comments: We sent a letter informing them of our desire to cease any 'contract' with them and informing them that the receptionist did not have the authority to contract in the first place. They have refused to terminate the agreement. At that point we decided to search and see if they had performed any work for the requested payment and could not find any advertisements or facebook page as promised in the 'agreement'.'
Complaint Info CRA Dispute Flag	

Record 39 of 66	
Reference Number	40846820
Created Date	10/10/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/10/2012
Updated By	CRSS\lgalyean
Updated Date	10/11/2012
Agency Contact	Internet

Complaint Date	10/10/2012
Transaction Date	11/02/2011
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	[redacted]
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Yellow-Page-USA Open Business Directory
Company Address, Line 1	225 Franklin Street

Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5364210
Company Phone, Extension	
Company Email	info@open-business-directory.com
Company Website	www.yellow-page-usa.com
Company Rep First Name	Anna
Company Rep Middle Name	
Company Rep Last Name	Novak
Company Rep Salutation	
Company Rep Comments	Senior Collection Manager
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	11/02/2011
Complaint Info Initial Response Method	Fax
Complaint Info Initial Response Date	11/02/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1238.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)

Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I received a fax misrepresenting the Real Yellow Pages (the finger on the fax is going the opposite direction). Our business information on the fax was incorrect regarding our street address and there was a blank line to give correct information. This is bait and switch advertising as the purpose of the fax was not to update our business information with the Real Yellow Pages (the phone book), but to initiate service with Yellow Page USA. Their service is a scam, a misrepresentation of the Real Yellow Pages. The fax also offers a free page on www.facebook.com which falsely advertises services that is NOT provided by Yellow Page USA. When I surprisingly got an invoice for $1,188, I called the number on the invoice 24 business days after faxing the single page to them and was then requested (required) to formally write a letter, which I did and explained that I merely was trying to correct our street address on a single page fax and I had no intentions of authorizing a service agreement. On the call I was told I had exceeded the 30 days to cancel the order, however, it was really only 24 business days or 34 days including weekends. I have tried to resolve this matter and have been rudely hung up on twice and have also written them twice. I noted in one letter that they had breach any service agreement since my company was NOT listed in their database at the time. In their FINAL NOTICE letter, they attached a copy of the order with five (5) clear bullets detailing the order. THIS is what should have been on the fax not the small print disguised to update company information in the REAL YELLOW PAGES book!! If they really want to provide this service they should fax this page instead of the bait and switch single

	page with a paragraph of very, very small print. I still get letters and faxes from them. The most recent fax is a "FINAL LETTER OF DEMAND" from Anna Novak, Senior Collections Manager of Legal Department anna.novak@open-business-directory.com Tel 888 536 42 10. The letter is not signed. I hope it is the final letter or fax. I also submitted a complaint at econsumer.gov since this companys legal head office is in UAE. I submitted this complaint to the BBB (#9253868) today and received an email from the BBB stating this business is a scam and their Boston address is simply a virtual office with no employees. The BBB requested that I also file a complaint with the FTC, which I think I probably did last January when I thought this company was a scam. Good luck stopping this scam. If I can be of any further assistance please feel free to contact me.. PS9000: Business Directory Other-Other Update
Complaint Info CRA Dispute Flag	

Record 40 of 66	
Reference Number	40967419
Created Date	10/08/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/08/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	10/08/2012
Transaction Date	02/06/2012

Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory LTD.
Company Address, Line 1	225 Franklin Street
Company Address, Line 2	26th Floor
Company Address, Line 3	
Company Address, City	Boston

Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Linda
Company Rep Middle Name	
Company Rep Last Name	Palin
Company Rep Salutation	
Company Rep Comments	Legal Department
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	02/06/2012
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	02/06/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1238.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	My name is [redacted] with

Complaint Info Comments	[redacted] I received a fax on 2-6-12 requesting updated company information. Upon completing the information faxing the sheet back, the company promises to provide you a free facebook page. I did not see andor hear anything further until we got another fax on 9-28-2012 threatening legal action if our company did not pay our outstanding invoices - which we had never received. If we had, we would have disputed the charges well before now! When we contacted the "legal department" as stipulated on the fax, the lady became very upset as soon as we stated we did not feel we owed her anything. This company needs to be stopped - the are quite fierce on the phone. This is no way to do business. The person would not even listen to reason - and I am supposed to be the customer????? Anyway, please help to stop them from what they are doing so that some other small business, like us, [redacted]
Complaint Info CRA Dispute Flag	

Record 41 of 66	
Reference Number	41057993
Created Date	10/11/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/11/2012
Updated By	CRSS\lgalyean
Updated Date	10/11/2012
Agency Contact	Internet
Complaint Date	10/11/2012
Transaction Date	07/12/2012

Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory LTDYellow-Page-USA.com
Company Address, Line 1	225 Franklin Street
Company Address, Line 2	26th Floor
Company Address, Line 3	

Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	[redacted]
Company Rep Middle Name	
Company Rep Last Name	[redacted]
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	07/12/2012
Complaint Info Initial Response Method	Fax
Complaint Info Initial Response Date	07/12/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1188.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	

Complaint Info Comments	The information from Open Business Directory LTDYellow-Page-USA.com came at the time to coincide with the renewal of our local Yellow Page advertisement. It was signed and faxed in error. We were trying to renew our existing Yellow Page advertisement and had no intention of doing business with this other company. We are disputing the charges of $1188 per year for two years and would like them to drop the charge and stop sending statements.. PS9000: yellow page/online business Other-Other Update
Complaint Info CRA Dispute Flag	

Record 42 of 66	
Reference Number	41214285
Created Date	09/12/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210009213312
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	09/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/12/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	[redacted]
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA

Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	

Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1238.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	Open Business Directory aka Yellow-Pages-USA.com sent us an unsolicited fax advertisement to list or company contact information on their website. This advertisement was disguised as a general request to confirm our contact information. At the bottom of the advertisement was nearly illegible fine print that apparently said if we fill out this form, sign it, and fax back to them we are hereby ordering registration in their online directory. Not knowing the above information, the

Complaint Info Comments	form was filled out, signed, and faxed back. We received an invoice several weeks later for $1,188. I called the customer service numer provided on the invoice and kindly asked that they cancel the account and any charges associated with it because we were unaware that by sending them the form we were ordering registration. They told us we needed to fax in that request. After faxing in the request they sent a letter back saying they would not cancel the subscription and we were to pay the invoice. We contacted to company again and asked to speak with a manager or supervisor to which they responded there was no one there to speak with and if we had an issue we needed to send in another fax. We sent in another fax and it was not acknowledged. We have continued to receive invoices & reminders and they are adding late fees to the bill. Not only did we not intend to sign up to be listed in their directory, but our contact information is incorrect & they have been notified of this error several time. I have called and emailed them several times in the past month and can't get a hold of anyone to speak with. Their phone line always says they can't take our call at this time. None of our emails have been returned. — Additional Comments: We would like Open Business Directory Ltd/Yellow-Page-USA.com to simply cancel the account, subscription and any s related to [redacted]
Complaint Info CRA Dispute Flag	

Record 43 of 66	
Reference Number	41214345
Created Date	09/18/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210009220553
Language	English
Contact Type	Complaint

Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	09/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/18/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	

Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715

Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I received a fax from Yellow Page USA in August offering a free page on facebook. I use Yellow Pages as part of my store's advertisinol am the owner of [redacted] I presumed it was an extension of their services. I quickly filled it out and faxed it back. Yesterday, I received notification that I owed $1188 for $99 per month times 12 months. Of course, this was to be paid in advance. This service was advertised as a 'free page'and 'without additional charges'. I mistakenly thought that it wasYellow Pages. I plan to send a registered letter stating that I wish to cancel any sevices at once — Additional Comments: This a scam operation that preys on unsupecting customers under the premise of being a part of Yellow Pageswith whom we have an active account.I would like the Better Business Bureau to bring as much pressure as possibleto stop this deceitful advertising that preys on unsuspecting customers'
Complaint Info CRA Dispute Flag	

Record 44 of 66	
Reference Number	41225986
Created Date	10/18/2012
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N

Entered By	VSCOTT
Entered Date	10/18/2012
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	10/18/2012
Transaction Date	06/01/2011
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	[redacted]
Company Name	Open Business Directory LTD|On Line Public Yellow Pages
Company Address, Line 1	|
Company Address, Line 2	|
Company Address, Line 3	|
Company Address, City	|
Company Address, State Code	|
Company Address, State Name	|
Company Address, Country Code	USA|USA
Company Address, Country Name	UNITED STATES|UNITED STATES
Company Address, ZIP Code	|
Company Address, ZIP Code Extension	|
Company Phone, Country Code	|
Company Phone, Area Code	866|866
Company Phone, Number	2145273|3196022
Company Phone, Extension	|
Company Email	|
Company Website	|
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	06/01/2011
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$11846.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service	Office: Ad Space\Directory Listings

Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The caller is reporting two companies are calling her business stating that they owe them for on line for advertising Open Business Directory LTD and also On Line Yellow Pages. They asked from Open Business Directory $11088 and Yellow Pages asked $758. They called 6x in one day.
Complaint Info CRA Dispute Flag	

Record 45 of 66	
Reference Number	41801036
Created Date	10/10/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210009254053
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	10/10/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/10/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	[redacted]
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]

Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866

Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1238.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	Months ago, a repressentative from our office (who does not have the authority to negotiate new transactions) received a fax from Yellow-Page-USA about advertising services. They filled out the information under the impression that they were only verifying contact information as opposed to signing up for a service. This company has since signed us

Complaint Info Comments	up for a 2 year agreement and sent us a bill for $1,238.00. This company has not provided any services whatsoever and when contacted about the validity of these charges, they were unhelpful to say the least. Allegedly there is only one repressentative that I could talk to in regards to this matter and unfortunatly they 'would be on the phone for a very long time today'. Apparently since the begining of this alleged relationship we have with them, our balance has been 'transfered to a collection agency' for payment. When you call the number provided, they do not have a legal/collections department and instead it goes to the Yellow-page-usa. I have researched this company and everything relates back to this being a scam. — Additional Comments: Since the grounds for this charge are unfounded and no service has been provided, the desired settlement is to remove any charges that have been fraudulently assessed.',
Complaint Info CRA Dispute Flag	

Record 46 of 66	
Reference Number	41803083
Created Date	10/16/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210009262350
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	10/16/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/16/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	

Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	[redacted]
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts

Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	On 09/20/12 I was contacted via phone by YP (the real yellow

Complaint Info Comments	pages–aka at&t advertsing) to renew our yellow pages ad. Upon completion of the conversation I was to receive a faxed contract to sign and return for our advertising. Which I did. On this same day, I also received a fax from the company yellow-pages-usa.com. Thinking it was an omitted page to our YP ad, I also signed and faxed this page in. Now I have received a bill from yellow-pages-usa.com for $1188.00 for advertising on their site! This is not only more than double what the true YP ad is, when I called the company to dispute it, I was rudely told 'You signed contract' and no further discussion, if I had a problem I would receive a fax copy of my signed contract. I really thought it was just a billing error or a bogus bill until they faxed my signed copy to me, which sent me to look at my real YP contract and there amoungst the pages of the real YP contract was this completed contract to yellow-pages-usa.com. I find it more than a little 'coincidental' that this company faxed this to me on the same day I was in discussion with YP. They refuse to let me out of their contract and even stated that in order to cancel the contract I must pay the fee and send a register letter of request of cancellation or the contract will be renewed for another year. Sounds like a scam company to me and if they had faxed me this request to me on any day except when I was expecting a contract from YP, their contract would have ended up in the trash! — Additional Comments: We want nothing to do with this company. We request they take us off their email, fax and mailing lists and scrap the exisiting contract for ads on their site. Furthermore, any advertising done from our office, other than the already established YP ad must be approved by [redacted] so I was not at liberty to sign a contract with

	this new company and [redacted] do not feel obligated to pay.',
Complaint Info CRA Dispute Flag	

Record 47 of 66	
Reference Number	41877523
Created Date	10/01/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210009241516
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	10/01/2012
Updated By	BBBBOMA-USER
Updated Date	03/07/2013
Agency Contact	External Agency
Complaint Date	10/01/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	[redacted]
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]

Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	vladipetrenko@mail.ru
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	We are disputing charges of a 2 year subscription with Yellow-Page-USA.com. These charges were never authorized by our company. The request from this company was deceptive and coincided with our annual Yellow Page renewal locally. Our signature was intended for our local sales rep, not for this company. — Additional Comments: Drop the charges and stop sending statements. There is no contract.
Complaint Info CRA Dispute Flag	

Record 48 of 66	
Reference Number	41877595
Created Date	11/02/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210009283992
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER

Entered Date	11/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/02/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone,	

Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial	

Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I thought I was updating my information with the yellow pages and didn't read the fine print at the bottom of the page. This company is posing as the yellow pages and is not using ethical business practices. I contaced the yellow pages, they informed me that this was a scam company and that I didn't need to pay. — Additional Comments: I do not feel obligated to pay for a service that was mis-represented and of which I called immediately once discovering the scam and asked to cancel.',
Complaint Info CRA Dispute Flag	

Record 49 of 66	
Reference Number	41961013
Created Date	11/28/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	

Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/28/2012
Updated By	CRSS\lkilpatrick
Updated Date	11/28/2012
Agency Contact	Internet
Complaint Date	11/28/2012
Transaction Date	11/27/2012
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	

Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory, Ltd dbaYellow-Page-USA.com
Company Address, Line 1	225 Franklin Street, 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145173
Company Phone, Extension	
Company Email	info@open-business-directory.com
Company Website	yellow-page-usa.com
Company Rep First Name	don't know
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Customer Service
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	11/27/2012
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	11/27/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1188.00
Complaint Info Amount Paid Method	

Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On October 25, 2012 a "Yellow Pages" rep came to my office "only to verify if our address was correct" when I verified our address and phone she had me sign the forms. I questioned her about this and she reassured me that this was only for making sure that the name and address were correct in the book. She also made it sound as if she were representing the Yellow Pages company. I did sign her form as I thought I was verifying the correction of our address and name of business. I did not agree with and was never informed of the fact that they were trying to charge me over $1,000year for two years!The real yellow pages do not charge for this.. PS9000: Advertising scam Other-Other Update
Complaint Info CRA Dispute Flag	

Record 50 of 66	
Reference Number	42140633
Created Date	10/05/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210009248719
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER

Entered Date	10/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/05/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining	

Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	

Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was asked to verify our company information via a fax request. Upon doing so, we were promised a free page on www.facebook.com. Almost 9 months later, we started to receive letters threatening to contact collections if we did not pay up our invoices. I asked to see the invoices and they said they were mailed to us each month - which they were not. I asked them to fax the invoices to us. When we got them, via fax, they were bogus invoices recapping activity over the months of February to October. Upon speaking with their 'Legal Department' it became very apparent we had a case of fraud on our hands. They became very irate and demanded we pay our bill. Then out of nowhere, they reduced the amout they were trying to fight for. The amount was reduced from $1,238.00 down to $594.00. — Additional Comments: Since we were mis-lead, we feel the balance should be $0.00.',
Complaint Info CRA Dispute Flag	

Record 51 of 66	
Reference Number	42203799
Created Date	11/06/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210009288656
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	11/06/2012
Updated By	
Updated Date	

Agency Contact	External Agency
Complaint Date	11/06/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor

Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	

Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	WELL WE WERE IN THE WORKS WITH AT&T THE REAL YELLOW PAGES HAVING SOME REAL ONLINE ADVERTISING DONE AND I AINT REAL SURE HOW IT HAPPENED BUT ABOUT THE SAME EXACT TIME WE STARTED GETTING THESE IMPOSTER YELLOW PAGE COMPANY I MEAN WITH THE LET YOUR FINGERS DO THE WALKING INSIGNIA AND ALL STARTED SENDING US FAXES. KEEP IN MIND SOMEONE WE NEVER CONTACTED WE DID NOT WANT THEIR SERVICES IF WE WOULD HAVE WE WOULD HAVE BEEN CONTACTING THEM. IT IS LIKE THEY WERE PIGGYBACKING OR RIDING THE COAT TAILS OF THE REAL PHONE COMPANY. SEEMS STRANGE ENOUGH I JUST WANDER HOW THEY GOT OUR INFORMATION RIGHT AT THIS PARTICULAR TIME COINCEDENT WHO KNOWS. BUT TO MAKE A LONG STORY SHORT WE SENT A LETTER AND TRIED TO HAVE THE WHOLE THING CANCELLED BUT OFCOURSE SORRY NO CAN DO WE EVEN OFFERED TO PAY A FEW HUNDRED DOLLARS FOR OUR TROUBLES AND THEIRS BUT WAS UNABLE TO GET ANY RESOLUTION TO THE PROBLEM. IM SICK OF GETTING THESE THREATNING LETTERS AND ITS GOT TO STOP — Additional Comments: FOR THEM TO REMOVE US FROM THEIR DIRECTORY LISTING BECAUSE I DONT INTEND TO PAY FOR ONE YEAR MUCH LESS TWO OR THREE. I MEAN FOR THEM TO KNOW THAT THEIR COMPANY IS CAUSING ALL KINDS OF CONFUSSION AND FOR THEM NOT TO SAY YOU KNOW I SEE

	WHAT YOU MEAN THE REAL YELLOW PAGES WITH THE LET YOUR FINGERS DO THE WALKING OR YELLOW PAGE USA WITH THEIR COPIED LET THE FINGERS DO THE WALKING INSIGNIA RIGHT ACROSS THE TOP YEA IT IS KIND OF CONFUSING I SEE WHERE YOUR COMING FROM. JUST PAY US THE COUPLE OF MONTHS THAT WE HAVE HAD YOU LISTED AND WE WILL GET IT ALL CANCELLED AND TAKEN CARE OF CAUSE AFTER ALL WE ARE ONLY OUT A COUPLE OF MINUTES OF DATA ENTRY ANYHOW. ITS LIKE THE CONFUSSION AND MISDERECTION IS EXACTLY WHAT THEY WERE GOING FOR.',
Complaint Info CRA Dispute Flag	

Record 52 of 66	
Reference Number	42203805
Created Date	10/10/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210009253868
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	10/10/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/10/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	

Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	

Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1238.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	I received a fax misrepresenting the Real Yellow Pages (the finger on the fax is going the opposite direction). Our business information on the fax was incorrect regarding our street address and there was a blank line to give correct information. This is bait and switch advertising as the purpose of the

Complaint Info Comments	fax was not to update our business information with the Real Yellow Pages (the phone book), but to initiate service with Yellow Page USA. Their service is a scam, a misrepresentation of the Real Yellow Pages. The fax also offers a free page on www.facebook.com which falsely advertises services that is NOT provided by Yellow Page USA. When I surprisingly got an invoice for $1,188, I called the number on the invoice 24 business days after faxing the single page to them and was then requested (required) to formally write a letter, which I did and explained that I merely was trying to correct our street address on a single page fax and I had no intentions of authorizing a service agreement. On the call I was told I had exceeded the 30 days to cancel the order, however, it was really only 24 business days or 34 days including weekends. I have tried to resolve this matter and have been rudely hung up on twice and have also written them twice. I noted in one letter that they had breach any service agreement since my company was NOT listed in their database at the time. In their FINAL NOTICE letter, they attached a copy of the order with five (5) clear bullets detailing the order. THIS is what should have been on the fax not the small print disguised to update company information in the REAL YELLOW PAGES book!! If they really want to provide this service they should fax this page instead of the bait and switch single page with a paragraph of very, very small print. I still get letters and faxes from them. The most recent fax is a 'FINAL LETTER OF DEMAND' from Anna Novak, Senior Collections Manager of Legal Department; anna.novak@open-business-directory.com; Tel 888 536 42 10. The letter is not signed. I hope it is the final letter or fax.I also submitted

	a complaint at econsumer.gov since this company's legal head office is in UAE. — Additional Comments: Take my company off your customer subscription list and stop contacting me.',
Complaint Info CRA Dispute Flag	

Record 53 of 66	
Reference Number	42483623
Created Date	11/28/2012
Complaint Source	BBB MA Boston
Originator Reference Number	00210009314380
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	11/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/28/2012
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]

Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	legal@open-business-directory.com
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	A sales woman came to my office with 'yellow book' misrepresenting herself as their rep. She showed me our business in the book and asked if it was spelled correctly, if it was the correct address and phone. When I agreed that is WAS correct she had me sign a form. I asked her what I was signing and she said it was for verification only that I was agreeing that our name and address were correct. So I signed it. Three weeks later, yesterday, I received an invoice for $1188. 'My signature on their agreement for advertisement for a year.' I called them and refused to pay them. If I have to pursue them in court I will.This is the greatest act of fraud and misrepresentation I think I've ever seen! — Additional Comments: Never contact me again, Never come to my place of business, drop this invoice and close this account

	immediately and forever!',
Complaint Info CRA Dispute Flag	

Record 54 of 66	
Reference Number	43154780
Created Date	01/22/2013
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JBROWN
Entered Date	01/22/2013
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	01/22/2013
Transaction Date	01/01/2013
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]

Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	[redacted]
Company Name	Open Business Directory
Company Address, Line 1	225 Franklin St
Company Address, Line 2	26 flr
Company Address, Line 3	
Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	01/01/2013
Complaint Info Initial Response Method	Unknown

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1188.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Calling for business: Getting invoices from Open Business Directory concerning a bill to update their Yellow Pages service. Consumer states they never ordered service and tried to cancel any service. Invoices are coming daily by mail.
Complaint Info CRA Dispute Flag	

Record 55 of 66	
Reference Number	43345784
Created Date	02/07/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/07/2013
Updated By	CRSS\lkilpatrick
Updated Date	02/08/2013
Agency Contact	Internet

Complaint Date	02/07/2013
Transaction Date	02/21/2011
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	[redacted]
Consumer Military Station	[redacted]
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd
Company Address, Line 1	225 Franklin St, 26th Flr

Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	info@open-business-directory.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	02/21/2011
Complaint Info Initial Response Method	Fax
Complaint Info Initial Response Date	02/21/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1308.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)

Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Open Business Directory Ltd. sent a fax to our [redacted] front desk assistant and asked that information for our company be verified and faxed back. The assistant verified and faxed the letter back. Open Business Directory Ltd. used this fax to sign us up for an annual fee of $1188.00. We did not receive any notification prior to or after this fax that we would be charged for any services nor did we receive any notice after faxing back said confirmation that we received any services. The only thing that occurred was a return fax and a bill. I tried calling to speak to the company and I have not received a return phone call from them. They have threatened to alert our Dun & Bradstreet account and register us as a bad debt as well. Also - the assistant who signed for the fax was not authorized to do so, as only company officers are approved to sign contracts. She was told by a representative from Open Business Directory Ltd. that it was a confirmation of information only, not a contract. This appears to be a scam.. PS9000: Advertising Other-Other Update
Complaint Info CRA Dispute Flag	

Record 56 of 66	
Reference Number	43998826
Created Date	02/26/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/26/2013

Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/26/2013
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	

Company Name	Open Business Directory Ltd. yellow-page-usa.com
Company Address, Line 1	225 Franklin St.
Company Address, Line 2	26th floor
Company Address, Line 3	
Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	info@open-business-directory.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3002
Complaint Info Product Service Description	Creditor Debt Collection
Complaint Info Law Violation Code	MCO
Complaint Info Law Violation	Collects Unauthorized

Description	Interest\Fees\Expenses
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was sent a fax from this company saying they where with Yellow Pages and we needed to update our company information free.I filled the sheet out and faxed it back and now i am getting calls and bills for $1238.00The sheet i filled out did not have any charges on it. The one they faxed back has been altered with the charges on it.
Complaint Info CRA Dispute Flag	

Record 57 of 66	
Reference Number	44186640
Created Date	01/31/2013
Complaint Source	BBB MA Boston
Originator Reference Number	00210009403400
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	01/31/2013
Updated By	BBBBOMA-USER
Updated Date	04/06/2013
Agency Contact	External Agency
Complaint Date	01/31/2013
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA

Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	

Company Email	vladipetrenko@mail.ru
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	One of our non-manager employees got a fax for what seemed to be an update to our phone book listing. He filled it out and faxed it back, missing the fine print that was some sort of listing service with Open Business Directory, Ltd.We received nothing for over 60 days, finally getting an invoice claiming we owed $1188.00.We contacted the business and informed them that we did not request or want this service, and the person that filled out the form was NOT an

Complaint Info Comments	authorized officer of our company and had no authority to order anything on our behalf (nevermind the very deceptive solicitation to begin with– if you put charges in fine print and put FREE in big letters at the top, you're being deceptive). We sent notice of this in writing.The company informed us on 1/18/03 that they would not cancel the service.Our research has determiend that this company clearly uses deceptive practices and did so in this instance. — Additional Comments: This company cancels the 'service' and ceases all attempts to collect on it.
Complaint Info CRA Dispute Flag	

Record 58 of 66	
Reference Number	44396715
Created Date	03/11/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/11/2013
Updated By	CRSS\lgalyean
Updated Date	03/12/2013
Agency Contact	Internet
Complaint Date	03/11/2013
Transaction Date	09/04/2011
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee

Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	open Business Directory ltd
Company Address, Line 1	225 Franklin Street,
Company Address, Line 2	26th Floor
Company Address, Line 3	
Company Address, City	Boston,
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5364210

Company Phone, Extension	
Company Email	nadia.berson@open-business-directory.com
Company Website	
Company Rep First Name	Nadia
Company Rep Middle Name	
Company Rep Last Name	Berson
Company Rep Salutation	
Company Rep Comments	Senior Collection Manager
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	09/04/2011
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	09/04/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1238.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	TR20|DDM
Complaint Info Law Violation Description	TSR: Unauthorized billing|Deception/Misrepresentation
Complaint Info Statute Code	TR|P
Complaint Info Statute Description	Telemarketing Sales Rule|FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I received a fax from Yellow Pages co. to renew a contract on listing in Yellow Pages telephone book, I signed my name for it. When I realized the listing company is not local and is from out of state or even out of the country. I tried to cancel the contract. Within one week. I sent them an email and called personally talking to a woman in Dubai to cancel the contract. They said it was too late and demanding

	the money. I contacted BBB in Boston,MA who advised that this company is a scam, that I do not pay them. Open Business Directory call my office everyday and send me threatening letters every 3 or 4 days. Other-Other Update
Complaint Info CRA Dispute Flag	

Record 59 of 66	
Reference Number	44559766
Created Date	02/07/2013
Complaint Source	BBB MA Boston
Originator Reference Number	00210009413385
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	02/07/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/07/2013
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]

Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	vladipetrenko@mail.ru
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1308.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Open Business Directory Ltd. sent a fax to our front desk assistant and asked that information for our company be verified and faxed back. The assistant verified and faxed the letter back. Open Business Directory Ltd. used this fax to sign us up for an annual fee of $1188.00. We did not receive any notification prior to or after this fax that we would be charged for any services nor did we receive any notice after faxing back said confirmation that we received any services. The only thing that occurred was a return fax and a bill. I tried calling to speak to the company and I have not received a return phone call from them. They have threatened to alert our Dun & Bradstreet account and register us as a bad debt as well. Also - the assistant who signed for the fax was not authorized to do so, as only

	company officers are approved to sign contracts. She was told by a representative from Open Business Directory Ltd. that it was a confirmation of information only, not a contract. This appears to be a scam. The standard automated answer that they are responding with is not acceptable to me as a response to this complaint. They must address it specifically, and individually — Additional Comments: I want all invoices to be cancelled with a no pay due, and our company removed from this so called contract they have created spuriously. This company should be looked into with so many complaints regarding fraud. This company should be forced to close due to Fraud and Deceptive Business Practices.
Complaint Info CRA Dispute Flag	

Record 60 of 66	
Reference Number	44628874
Created Date	02/08/2013
Complaint Source	BBB MA Boston
Originator Reference Number	00210009414960
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	02/08/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/08/2013
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	[redacted]
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	

Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code	

Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	vladipetrenko@mail.ru
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	I am receiving letters threatening collection and a lawsuit by this company when I have never authorized any advertising with this company. I have often received phony bills form this company which I have discarded and never returned or acknowledged. In

Complaint Info Comments	reading other complaints I realized that it may have been this company that called wanting to 'verify' the information about my company 'for their directory.' I told the caller that I was not authorizing any advertising or agreeing to pay any bill. The caller assured me that they were only verifying information, then she ONLY asked me to verify the name of the business, my address and phone number and that I was the owner. I specifically stated again that I was not authorizing anything or agreeing to pay for anything now or in the future. There was also no mention of the call being recorded or I would have ended it. — Additional Comments: I want this company and their aliases to stop communicating with my company all together and to acknowledge that I do not owe them and to realize I will NEVER pay them a dime and I will exhaustively contact every authority and use every avenue at my disposal to get their scam shut down!
Complaint Info CRA Dispute Flag	

Record 61 of 66	
Reference Number	45688431
Created Date	12/04/2012
Complaint Source	Tennessee, Department of Commerce and Insurance, Consumer Affairs Division
Originator Reference Number	12-05092
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	TN34-USER
Entered Date	12/04/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/04/2012
Transaction Date	

Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON

Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	781
Company Phone, Number	6582381
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1238.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	NOTE: In addition to the complaint

Complaint Info Comments	notes immediately below, the Tennessee Division of Consumer Affairs provided additional information in fields whose header titles are quoted and follow the complaint notes. In these notes, C stands for Consumer and R for Respondent. — C claims R is using harassing/threatening tactics to collect for advertising C's business. — Date Complaint Closed: 05-Apr-13 — Closure Code: Merchandise Replaced — Amount Recovered: $990.00
Complaint Info CRA Dispute Flag	

Record 62 of 66	
Reference Number	45812018
Created Date	05/20/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/20/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/20/2013
Transaction Date	02/05/2013
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES

Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory, LTD, dba Yellow-Page-USA
Company Address, Line 1	225 Franklin St.
Company Address, Line 2	26th floor
Company Address, Line 3	
Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	

Company Email	info@open-business-directory.com
Company Website	www.yellow-page-usa.com
Company Rep First Name	Jessica
Company Rep Middle Name	
Company Rep Last Name	Hayden
Company Rep Salutation	
Company Rep Comments	Senior Collector
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	02/05/2013
Complaint Info Initial Response Method	Fax
Complaint Info Initial Response Date	02/05/2013
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1238.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Received unauthorized solicitation by fax for misleading free listing internet services by apparent misrepresentation of The Real Yellow Pages connection. Fee charged which was listed in fine print was exhorbitant ($ 1238 per year for 2 years). Attempted to contact by phone and email unsuccessful for past 3 months. Appears to be a scam operation since company is headquartered : Al Barsha P.O. Box 450676 Dubai, UAE&gt
Complaint Info CRA Dispute Flag	

Record 63 of 66	
Reference Number	45820037
Created Date	04/03/2013
Complaint Source	BBB MA Boston
Originator Reference Number	00210009490291
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	04/03/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/03/2013
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	[redacted]
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	vladipetrenko@mail.ru
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1188.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	My business received a notice from them in the mail asking us to confirm the directory information was correct. We are a new business so we are getting many things like this. This one had 'Yellow pages USA' on it. One of my staff members updated that address which was incorrect and faxed it in thinking that is all it would do. He thought they would just update the info on the next yellow page book that went out. Instead we got an invoice in the mail for $1188 saying we signed up for a subscription. When my staff member called to inquire explaining that we were not looking for any services, they told him to send a letter to them explaining the circumstances, they told him it 'happens all the time' and they would clear it up. He sent a letter from our agency indicating that we did not want the subsciption. We received a letter back with another invoice (this one has {Open Business Directory LTD) on it that said 'Once you signed the order and submitted the details to us you committed your company to a contract for two years duration' 'The

	order cannot be cancelled' I got on the phone several times to try to speak to someone at the 800 they provide but it does not go though to anyone and you eventually have to leave a message which has not gotten returned. The bottom line is the form they sent to us was misleading and we thought we were just updating something, not purchasing anything. Secondly, my employee is certainly not authorized to make a purchase like this on behalf of my corporation. — Additional Comments: Remove our subscription and clear the invoice to zero.
Complaint Info CRA Dispute Flag	

Record 64 of 66	
Reference Number	46675114
Created Date	05/20/2013
Complaint Source	BBB MA Boston
Originator Reference Number	00210009547534
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOMA-USER
Entered Date	05/20/2013
Updated By	BBBBOMA-USER
Updated Date	07/06/2013
Agency Contact	External Agency
Complaint Date	05/20/2013
Transaction Date	
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee

Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	[redacted]
Consumer Fax, Number	[redacted]
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd.
Company Address, Line 1	225 Franklin Street 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BOSTON
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273

Company Phone, Extension	
Company Email	vladipetrenko@mail.ru
Company Website	http://yellow-page-usa.com
Company Rep First Name	Marshall
Company Rep Middle Name	
Company Rep Last Name	Carter
Company Rep Salutation	
Company Rep Comments	Chairman of the Board
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1238.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	Fax from Yellow-Page-USA advertised free listing service but in small print charged exorbitant fee for services misrepresented as the Real Yellow Page advertisement in yellow pages..Fee charged was $ 1238 for first year with additional charge of $1238 for second year of internet business listing. This company is doing business as Open Business Directory Ltd. from Dubai, UAEAl Barsha P.O. 450676 , Dubai, UAE. We have received a bill from above company threating

Complaint Info Comments	to commence legal action as a bad debt if not paid by May 24, 2013. Attempted to reach Boston, Ma. service address for this company : jessica.hayden@open-business-directory.com with no response the past three days. Service agent: 225 Franklin Street, Boston, Ma. 02110 Phone 1-866-214-5273Fax 1-781-658-2381 — Additional Comments: Apparent fraudulent SCAM business practice from outside the United States. Billing should be cancelled for fraudulent misrepresentation of service which were provided.
Complaint Info CRA Dispute Flag	

Record 65 of 66	
Reference Number	47821822
Created Date	08/16/2013
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOY
Entered Date	08/16/2013
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	08/16/2013
Transaction Date	07/11/2012
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA

Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	[redacted]
Consumer Home Phone, Number	[redacted]
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	[redacted]
Company Name	Open Business Directory
Company Address, Line 1	al barsha, POB 450676
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Dubia
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	

Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	07/11/2012
Complaint Info Initial Response Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1188.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3715
Complaint Info Product Service Description	Office: Ad Space\Directory Listings
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer called to report that his company received a fax asking to update company information from Open Business Directory. Consumer says the company has no dealings with this company but are now receiving bills from the company for services they did not order.
Complaint Info CRA Dispute Flag	

Record 66 of 66	
Reference Number	49076670
Created Date	10/29/2013

Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/29/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	10/29/2013
Transaction Date	07/12/2012
Consumer First Name	[redacted]
Consumer Middle Name	
Consumer Last Name	[redacted]
Consumer Salutation	
Consumer Address, Line 1	[redacted]
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	[redacted]
Consumer Address, State Code	[redacted]
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	[redacted]
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	[redacted]
Consumer Work Phone, Number	[redacted]
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	[redacted]
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Open Business Directory Ltd
Company Address, Line 1	225 Franklin Street, 26th Floor
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Boston
Company Address, State Code	MA
Company Address, State Name	Massachusetts
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	02110
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	2145273
Company Phone, Extension	
Company Email	
Company Website	www.yellow-page.usa.com
Company Rep First Name	no name
Company Rep Middle Name	
Company Rep Last Name	no name
Company Rep Salutation	
Company Rep Comments	account department
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	07/12/2012
Complaint Info Initial Response Method	Phone: international call
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	$1238.00

Value	$1250.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	9001
Complaint Info Product Service Description	Telemarketing, Other
Complaint Info Law Violation Code	TR20
Complaint Info Law Violation Description	TSR: Unauthorized billing
Complaint Info Statute Code	TR
Complaint Info Statute Description	Telemarketing Sales Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On 07/2012,I answered a fax from www.yellow-page.usa.com thinking it was a yellow page where i listed a web site for [redacted] and wanted to extend the contract. When I realized it was not the same ,I tried to cancel via telephone call (twice) to Dubai.UAE,via e mail(twice). The bill statements started in 08/2012. I called Boston Mass BBB agent. who adviced not to pay. He said this company was a scam. I enclosed a letter I wrote to BBB in Boston together with a refusal to payand faxed them . The bills stopped until two months ago. Now we received it every month.I faxed them several letter refusing to pay but to no avail.I have no intention to pay but is very frustrated.
Complaint Info CRA Dispute Flag	

As a Consumer Sentinel Network member, you must properly protect any information printed, downloaded, or otherwise removed from the Network as stated in OMB Memo M-06-16. Please delete or destroy this information within 90 days unless its use is still required for law enforcement purposes. When destroying the information you should burn, pulverize, or shred the information saved in paper format and destroy or erase information that has been saved electronically so that it cannot practicably be read or reconstructed. Proper erasure of electronic information must include the overwriting or "wiping" of the information from the electronic media on which it is stored.

Provided by the Federal Trade Commission

Complaint ID #: 8793477

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 11/1/2011

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
We have received a bill for a service signed by someone who is not an employee of our company. They are charging us $1188 for 1 year listing on their website plus a $50 "reminder" fee. I have been to both the website listed on their letterhead and the web address their "legal department" provided me and there is no listing for our business or any competitors in the area. As with everyone else that has complained, we have asked for them to cancel their services and have been told that is not possible. Their customer services reps are rude, pompous and condescending and according to them, none of the depatments have management, they are all their own managers.

Consumer's Desired Resolution:
I would like our "service" cancelled (should be easy since is appears we were never listed) and our bill reversed.

Business/Consumer Responses:

12/17/2011
Michael Barron

Respond to Complaint
we are in receipt of the complaint field in the above matter of Nov 2nd and apologize for the delay in responding. We shall seek to resolve although we do not agree with the statements made by the complainant. We are however surprised that [redacted] has not located the listing as it is in the directory and was indeed registered shortly after the signed order was received. we now attach a copy of that listing and should [redacted] has any queries in relation to the listing then we would advise that she contact customer service who will be able to assist. Further any details listed can be changed free of charge during the contract terms should the business wish to add any further key words to the listing. We are also disappointed that [redacted] has not been satisfied with the service provided and apologize for any inconvenience this may have caused. We note that [redacted] is seeking to rescind or cancel the contract on the grounds that it was apparently signed by a person who did not have authority. Whilst we acknowledge this argument we do not accept that the contract is void on these grounds. There was certainly no inducement to secure the signature or any misrepresentation as to the terms of the contract, fees payable or indeed the name of the company. all are clear and concise within the order form. The terms also clearly state that the details of the business will be registered with Yellow-Page-USA.com. they are not ambiguous and all is disclosed within the terms. Nothing is concealed. As the complainant must appreciate once the signed order was received the work was undertaken in good faith and in accordance with the terms of contact and as stated above they will be able to confirm that the business details remain registered and listed in the directly pursuant with those terms. As to the order itself. Sales are also only conducted on a strict business to business basis. As such we do expect a higher standard of due diligence to be exercised and for good business practice procedures to be in place when reviewing and signing documents. It has to be assumed that someone in a professional capacity at the place of business would have had the opportunity to review the form and was in a position to query the details if any points were unclear prior to signing and returning the order. It is for precisely this reason that the company or its associates does not deal with consumers as for the issue of authority. The order form was signed and the contract Is valid following the receipt of the order and a contractual relationship was created upon the work being undertaken. The reason in law that the contract is valid is that it could not have been reasonable foreseen that when the signed order was received by the company to provide the services that this was not the intention of the business. it would be impossible for the company to check with every customer that the documents that they have signed represent their intentions or that they have read the form. Further and importantly the place on the order form for the signature to confirm the services clearly states Authorized Signature. The company would therefore accept that this was an authorized signature. This is the very reason why the order is in this format, so as to avoid any argument being raised after the work was undertaken that such signature was not authorized. Accordingly, the company undertook the work so we cannot accept that the contract is void. Further, the submission as to the company's applicable procedures in relation to the signing of documents after the contractual relationship was established falls short of the criteria to void a contract. notwithstanding the above, the business in responsible for the acts of it's employees in cases such as this and cannot rely upon the submission made so as to avoid such obligations we would also again advised as has been explained that it is not now possible to cancel the contract. there is a period of two weeks from the date of the signed order being received and prior to the effective creation of the webpage and listing in the directory when a request to cancel will be considered by the company. however, no request was made until after the work was undertaken and we regret that the company could not now consider a cancellation. We do appreciate that the complainant may not accept that there is a valid contract but as stated above we do not agree that the contract is void on the grounds submitted and as such the

contract is valid. The fees payable are correctly due. however, if a customer is not satisfied with the service or if there is an issue with regard to the order as not implied then we would, if possible seek to resolve. In the circumstances and so as to avoid further costs being incurred by the parties or recovery action having to be taken, we are in an effort to bring this to a close prepared to reduce the invoice to a nominal $297. This would be for three months of fees payable and be in full and final settlement of all obligations pursuant to the contract. such payment would cover the costs incurred for the initial listing registration and creating the webpage from the details as provided by the business. in addition, for all the time that the details have been in the directory. The listing remains and we believe that it will be beneficial, but we are, as stated prepared to close the file upon an agreement being reached. We trust that we have now clarified the facts and our position and that the complainant will upon reflection look to agree and that an agreement can be reached upon the above terms. We await hearing

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12/20/2011

[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 8793477.

There is no link provided in their statement to my listing. I have printed out screen shors showing no listings found on the dates of my complaint so anything that might be there now, was not there in November. Also, there was no way for us to cancel the contract within 2 weeks per their stipulations if we were not notified or billed until October when we received a past due notice. that was the first bill, letter, correspondence received. My complaint stands.

Regards,

[redacted]

Complaint ID #: 8522117

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 5/27/2011

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
We received a fax recently from what we thought was The Yellow Pages. It was asking us to confirm our contact information for the listing in The Yellow Pages. Most of the information they had was correct, so we made the necessary changes and faxed it back to the sender. Today we received another fax from this company telling us they had "finalized the relocation" of their new offices, but that their phone and fax information had remained the same, so to update our records accordingly. Then they stated "furthermore we refer to the invoice stated below and it would appear that to date we have still not received full payment." There was no statement as to what we owed them payment for, just an "amount due" of $1,188.00 and a request to mail a check to their new address. When I called the number on the fax, it rang like it was out of the country, and a woman with an undistinct accent answered. When I inquired about the "amount owed" and what it was owed for, she said I had signed a contract for a full page ad...which we DID NOT. When I told her all we had ever signed was a Yellow Pages information confirmation, she argued and said we were in a binding contract with them. She said the only way we could possibly get out of that contract was to send them a letter in writing. I asked her to fax me a copy of the "contract" we had signed. She agreed, but said the earliest they could send it out would be Monday. When we looked further, we noticed the fax "letter head", while it had the "walking fingers" logo of The Yellow Pages, it actually said "Yellow Page USA", not "Pages". So we looked up the business name online, and found they are a company of sorts located in Russia. We immediately decided to contact BBB for advise on what we should do.

Consumer's Desired Resolution:
We would like the supposed "contract" to be canceled and not to be contacted by this business

again. We would also like it to be made known to other businesses that this is a scam and is not the real Yellow Pages!

Business/Consumer Responses:

05/27/2011
Michael Barron

Respond to Complaint
We are sorry for the delay in answering we do not seem to have received the complaint. however, the complainant did file a complaint with the Attorney Generals Office and the facts are the same. We have dealt with the issues raised by the complainant and do not agree with the statement made. However, we prefer to resolve any issues if a customer is not satisfied with the service that the company provides. Accordingly, a proposal was put forward and that proposal remains open at this time. The work has been undertaken by the Company and as an online business it has offices in both Europe and the USA so as to be in a position to operate in a number of markets.

Complaint ID #: 9248719

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 10/5/2012

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
I was asked to verify our company information via a fax request. Upon doing so, we were promised a free page on www.facebook.com. Almost 9 months later, we started to receive letters threatening to contact collections if we did not pay up our invoices. I asked to see the invoices and they said they were mailed to us each month - which they were not. I asked them to fax the invoices to us. When we got them, via fax, they were bogus invoices recapping activity over the months of February to October. Upon speaking with their "Legal Department" it became very apparent we had a case of fraud on our hands. They became very irate and demanded we pay our bill. Then out of nowhere, they reduced the amout they were trying to fight for. The amount was reduced from $1,238.00 down to $594.00.

Consumer's Desired Resolution:
Since we were mis-lead, we feel the balance should be $0.00.

Business/Consumer Responses:

11/14/2012
Michael Barron

Respond to Complaint
Date 10/30/2012

Re: 9248719

Our Reference:USA-OBD-87648

Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be

an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms

of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a business into

Open Business Directory Ltd.

Service Agent USA:

225 Franklin Street, 26th Floor

Boston, MA 02110

Phone: + 1 (866) 214 5273

Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:

ul. Uldastova, d. 52, k.v. 1361

g. Moscow

119607

RUSSIAN FEDERATION

Tel: +7 (495) 580 3043

signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states "authorized signature" and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person

signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron

Open Business Directory Ltd.

Legal Department emaillegal@

open-business-directory.com:

11/15/2012
[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9248719.

[If you are rejecting the business's response please enter your rejection comments here.]

Regards,

[redacted]

Open Business Directory Ltd.

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EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

Date 10/30/2012

Re: 9248719

Our Reference:USA-OBD-87648

Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a business into

signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states "**authorized signature**" and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron
Open Business Directory Ltd.
Legal Department
e-maillegal@open-business-directory.com:

Complaint ID #: 8895697

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 1/26/2012

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
Add stated, The Yellow Page USA now with your freepage on www.facebook.com. It was an add that was sent to us on 11-02-2011 @ 17:53, when we were known as another name. I corrected the sheet with current information and faxed it back to the number on the sheet on 11-03-2011 @ 9:34am thinking that it was the real yellow pages. On 12-14-2011 we received a bill from them in the amount of $1213.00, I faxed and emailed them to cancel this because of misrepresenation, and keep receiving the same letter.

Consumer's Desired Resolution:
Do not publish and stop contacting me

Business/Consumer Responses:

Complaint ID #: 9254053

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 10/10/2012

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:
Months ago, a repressentative from our office (who does not have the authority to negotiate new transactions) received a fax from Yellow-Page-USA about advertising services. They filled out the information under the impression that they were only verifying contact information as opposed to signing up for a service. This company has since signed us up for a 2 year agreement and sent us a bill for $1,238.00. This company has not provided any services whatsoever and when contacted about the validity of these charges, they were unhelpful to say the least. Allegedly there is only one repressentative that I could talk to in regards to this matter and unfortunatly they "would be on the phone for a very long time today". Apparently since the begining of this alleged relationship we have with them, our balance has been "transfered to a collection agency" for payment. When you call the number provided, they do not have a legal/collections department and instead it goes to the Yellow-page-usa. I have researched this company and everything relates back to this being a scam.

Consumer's Desired Resolution:
Since the grounds for this charge are unfounded and no service has been provided, the desired settlement is to remove any charges that have been fraudulently assessed.

Business/Consumer Responses:

10/24/2012
Michael Barron

Respond to Complaint

10/24/2012
[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9254053.

This is a known scam and the details of my complaint match those of every other. Even after calling the company, it was made clear that I wouldn't be able to speak with anyone that would be able to tell me anything. That is a tell tale sign of the faux customer service lines that fraudulent companies use.

Regards,

[redacted]

Open Business Directory Ltd.

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g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

Date 10/24/2012

Re: 925053
Our Reference:USA-OBD-83344

Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states **"authorized signature"** and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

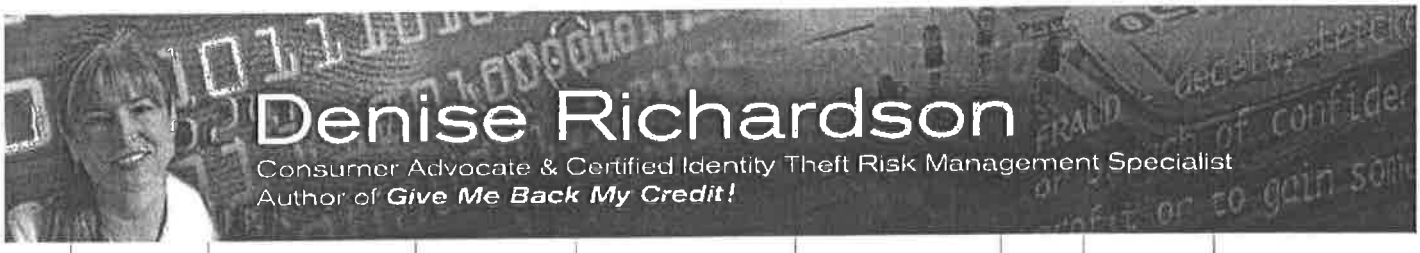
We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron
Open Business Directory Ltd.
Legal Department
e-maillegal@open-business-directory.com:



Fraudulent Yellow Page Listing Scam - Beware It's Back!

By Denise Richardson on March 2, 2012 9:52 AM | 66 Comments | No TrackBacks

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While this is not a new scam, it is by far one of the most persistent that continues to resurface and plague small business owners. I have researched countless articles and stories going back years regarding the FTC's investigations and shut down of these Yellow Page scam operations. As recently as this summer, the news was littered with stories of the FTC's successful shut down of a major Yellow Pages scam operation that evolved to the US out of Canada and Australia. However, the Yellow Pages scam is like a relentless parasite and continues to surface as recently as this week.

This scam operates in several variations, however, most commonly used by the scammers pretending to be part of the real Yellow Pages. The "walking" Yellow Pages fingers logo, we are all so familiar with, is actually not a trademarked symbol. Because of this, scammers can easily create fictitious invoices, websites, email signatures, and publications using the Yellow Pages name and logo.

What we know about the most recent operation is from hundreds of business owner complaints coming in from the past 6 months. While there may be several of these scams going on, most the business complaints we reviewed are referring to a group operating as "Public Yellow Pages" out of New York City. The company address listed on the fraudulent invoices we reviewed, reflect the business address of 405 Lexington Ave, The Chrysler Building, Floor 26, NY, NY 10174. The address alone is impressive and for those of you that are not aware, this is the very home of the New York Times headquarters and several other very prestigious businesses.

These scammers start out strong out of the gate by attempting to deceptively establish a front of a huge, legitimate business operation. However folks, I assure you, these scammers are not operating out of an office on the 26th floor of the grandest building in New York City!

THE SCAM AND HOW IT PLAYS OUT

Scam operations are successful if they have the right components in place, which we often refer to as the "Fraud Triangle". The Fraud Triangle consists of these 3 components, Opportunity, Rationalization and Pressure, all of which are very present in this Yellow Pages scam. I will refer to these below as I explain how this scam evolves.

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Confirm
You like this. · Admin Page · Insights · Error
You like this. · Admin Page · Insights · Error

Give Me Back My Credit
Safety tips to protect your mobile device
October 20 at 7:51am

Fraud Avengers | FRAUD ALERT: Smartphone Users Should be Aware of Malware Targeting Mobile Devices a
fraudavengers.org
TheIC3has been made aware of various malware attacking Android operating systems for mobile devices. Some of the latest known versions of this

Facebook social plugin

CATEGORIES

Binding Arbitration (26)
Books/Movies (8)
Children Money Management (2)
College Students (43)
Credit Reporting Issues (72)
Credit/debt repair (18)
Criminal Id theft (15)

YOUR AD HERE



Part 1 - The friendly 'cold call' - In the Fraud triangle we call this **OPPORTUNITY** which is defined in a scam as the initial solicitation by the offender in regards to their potential victims.

It's a normal business day, just like any other, and you or your staff answers the phone. The person on the other end explains that they are from the "Yellow Pages" and just need to verify a few pieces of information regarding your "free" business listing in the Yellow Pages for renewal purposes. The conversation seems to be innocent enough and after all, their opening statement clearly leaves one with the impression they just want to verify your free listing is accurate. However, at this point, unknown to you, the caller has turned on a recording device and begins to ask a rapid series of "Yes" or "No" questions, recording your voice. Note, one of the questions commonly asked is "Are you authorized to make company decisions?" Still at this point, the questions are vague and seem normal in the course of verifying company information is accurate. One is left to assume they are asking this because they want to insure the person verifying the company information is actually an authorized company employee. Once the caller is done asking the questions, they simply thank you for your time and hang up.

Part 2 - What is this invoice for? - In the Fraud Triangle we call this **RATIONALIZATION** which subsequent to a successful solicitation, this involves the use of deception and misrepresentation of facts by the offender.

Now, several days later your fax machine signals an incoming fax and low and behold, there is an invoice for $599 from the Yellow Pages for your "new business listing". The invoice has a Yellow Pages Logo, website, email, and a 1-800 phone number to call with questions. The scammers have taken great pains to set themselves up to appear as legitimate as possible. In most cases we have read, faxing invoices makes it more difficult to track these scammers and will be their preferred method of contact.

The fake website they created will even have your company information listed! Now at this point, knowing that you did not order anything, you call the 1-800 number ready to complain. Trust me, they are ready for you. I actually think this is the scammer's favorite part. So, you dial the 1-800 number, it is answered professionally by someone who you believe is a "Yellow Pages" representative and you begin to complain about the invoice you received for services or business listing that you did not order. The representative pretends to be sympathetic and brings their "Supervisor" online to speak with you. In the most recent scam, this is probably going to be "Tyler Wood" or "Ron Williams" from "Public Yellow Pages Network", 800-861-9495.

They are quick to tell you that you or your employee agreed to the listing over

Cyber Security (136)
Computer/Wireless Safety (50)
Smartphone Security (11)
Data Breaches (183)
Debt Collection Issues (48)
Economy (41)
Foreclosures (107)
Free credit reports (14)
Identity Theft Prevention (330)
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Legislation (47)
Lender/Credit Card Practices (166)
Medical Identity Theft (9)
Military Families (29)
Misc. (4)
Mortgage servicing (157)
Predatory Lending (90)
Scams/Hoaxes (209)
SpotLight Radio Show (23)
Support for our Troops (20)
customer service (7)
kudos (1)

October
National Cyber Security Awareness Month

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ABOUT THIS ENTRY

This page contains a single entry by Denise Richardson published on *March 2, 2012 9:52 AM.*

New Project: A Journey to Protect My Identity! was the previous entry in this blog.

Tax Preparation Scams is the next entry in this blog.

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the phone and they have the recording to prove it. They will play for you a recording of a generic sales pitch, that you have never heard before, however, at the end, well wouldn't you know it....your recorded voice comes across saying "yes" when they ask if you agree to the renewal listing agreement. They then argue with you that your employee or you verbally agreed and your company is obligated to pay the $599. For those of you that really become irate, they offer to take off $100 to $200. What sweethearts these scammers are!

To the contrary, victims of this scam will actually discover that these scammers are not so friendly from this point forward in the game. I have read countless stories about their repeated threats to ruin your credit and business reputation and even telling business owners to call their local Attorney General to verify what they are doing is legal. At this point, it's like a good game of poker folks....they are calling your bluff to see if you will fold! DON'T DO IT!

Part 3 - Imitating a Debt Collector -In the Fraud Triangle we refer to this as **PRESSURE**, and in this particular scam the notion of pressure is used as a final tactic to instill fear or provoke an impulsive reaction from the victim to subvert further negative consequences.

Now, when the scammers have tried every means of intimidation on a business owner, and have yet to get them to pay up, their final trick up their sleeve is to pretend to be a mean debt collector. Here again, they go through great pains to make themselves appear to be legitimate debt collectors. They set up alias companies with real attorney names that they know practice debt collection. This is their last ditch effort to make you believe that they have actually turned it over to a debt collector and you have one last chance to save yourself! They will even offer to take a "Partial Payment" if you will pay immediately over the phone with a credit card.

Now they want YOUR CREDIT CARD INFORMATION?! Oh this part makes me cringe, as I can't imagine anything worse, first being harassed by these scammers, and then to boot, them having my CREDIT CARD information! I would encourage anyone that has been victimized with this part of the scam to CLOSE THAT card down now and file a fraud complaint with your credit card company. In some cases, you may even be able to recover your money. I will discuss this in more detail below.

What to do if you have been a Victim of this scam?

First, rest assured that the FTC, every State Attorney General, the BBB, The National Counsel of Fraud in D.C., the USPS postmaster, and countless of other law enforcement organizations are not only well aware of this scam, but have countless documented cases from small business owners.

If you are a business owner and feel that you have been a victim of this scam, it is very important to have the incident documented by filing official complaints with the following organizations:

- Your State Attorney General's office. Most State Attorney General websites offer online complaint forms with an area to upload relevant documentation, such as the invoices received.

- Business owners should also report the incident by calling the Federal

Prosper.com

Get an AARP auto insurance quote today, and save!

Expedia

optionsXpress

eHealthInsurance

Scratch proof your gadgets with invisibleSHIELD™

ACCESS

FRAUD AVENGERS

NACA

STOPFRAUD GOV

Money Crashers Top PF Blogs Rank: 204

All the top stories Alltop Featured in Alltop



Trade Commission's Identity Theft Hotline, toll free: 1-877-438-4338; TTY: 1-866-653-4261.

- The state BBB, where the scam operation claims to be based - In several cases, when businesses file a complaint with BBB against the fraudulent Yellow Pages company, the BBB contacts these operations regarding the complaint, they state that they have audio taped receipts for the online advertising services. Upon review of the audio, the operation claims there was a 'misunderstanding' and agrees to terminate all fees, as well as to remove information about the business from their database. The scammers at this point back off to avoid drawing further attention to their scam operation.

- Business owners should also send a written complaint, including relevant documents to the National Fraud Center
  C/O National Consumers League
  1701 K Street NW, Suite 1200
  Washington, DC 20006

- If you divulged your credit card information to the offenders, make sure to place a 90-day fraud alert on your account, call one of the following three consumer reporting companies: Equifax, 1-800-525-6285; Experian, 1-888-397-3742; or Transunion, 1-800-680-7289. In addition, depending on the credit card company and card agreement, you may be entitled to recover you money through the fraud protection plan. Your credit card company should know that you rendered payment for services that were not legitimate and never received.

- And although, you may think it's too late for preventative measures, remember this phrase, "What doesn't kill you, makes you stronger". Learn from the experience and train your staff to never answer any questions over the phone or email that request even the simplest of business information unless they can verify them as a legitimate source. Also, train your staff to carefully review any invoices received before paying them to insure they are accurate and correlate to an authentic account the business is aware of.

- SHARE your story with other business owners, your local Chamber of Commerce, and even reporters that can help communicate the issues out to the public in your area.

AND A FINAL MESSAGE TO THE SCAMMERS

If you are reading this, I have one final thought for you....All Good Things Must Come To An End.....and we will continue to aggressively educate the public and empower them to make sure your Fraud Triangle falls short that final side to make it complete.

This informative article was written by our guest blogger:

Kendra Parker
Loss Prevention & Risk Management Consultant
Asset Protection Associates

Email StumbleUpon Reddit Tweet Share +1

Categories: Scams/Hoaxes
Tags: Asset Protection Consultant, Fraud Triangle, fraudulent phone scams, Fraudulent Yellow Page Listing Scam, Kendra Parker, Small Business Scam, telemarketing scams, Yellow Page scam operation

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Tom | April 6, 2012 9:05 PM | Reply

Thank you so much!!! I was going crazy with these guys. I started to doubt myself, did I say exactly what it said on the recording, I couldn't have. I haven't advertised with any yellow pages for almost ten years because of the way they acted back then. I know I didn't agree to it, but they, "have me on tape"..you'd better pay up. I got scared but I thought no way. After three hours on the net looking up every thing, calling "Caroline" back 5-10 times asking for their address, a supervisor, what "3rd party collections agency they use, how's the weather, where is my "PLATINUM" website, it's not where you said it was. She seemed unhappy to keep hearing from me, so I kept calling her for fun.Some where in there amongst all the web sites, I found yours. They followed your description exactly-- I mean exactly!! Wow I couldn't believe it. I spent the rest of the day filing complaint forms, talking with the FTC , State Attorney General, they confirmed everything you said. I called Caroline back asking her to send me a bill , certified return receipt , I told her it was to "protect her" and I wouldn't except the mail unless it was. I want her to send it, so that I can report it to the post master general as mail fraud. Is that wrong of me, or because of asking for the bill that they never sent before, does that make it "not fraud". It does not really matter to me because I got to call her back and act all nice. I think she new something was up or was just sick of me. I called her a sweetie and thanked her for how wonderful and helpful she was. I told her I think I have enough information to proceed with things on my end of this scam. she sighed and hung up. I'm not sure if all of my actions were correct, but it felt good not to feel like a victim with out hope.Thank you very very much! I'm sleeping at night now.

Denise Richardson replied to comment from Tom | April 6, 2012 10:33 PM | Reply

Tom--I'm so glad to hear that! Thank you so much for taking the time to share how your finding this site-- and info --helped to empower you to fight back!!

Sometimes, when writing about scams, cybercrimes, ID theft --or hearing from consumers with heartbreaking or frustrating stories, it can be somewhat disheartening and discouraging. But, whenever I get an email, call or comment like yours, it immediately reminds me, exactly why I continue to do what I do!

Thanks, so much Tom!
Keep us posted.

Denise

michelle | May 7, 2012 5:19 PM | Reply

Hi Denise, After months of dealing with this exact scenario, we just got a call from their "pre-legal" department. Seriously? Anyhow, do you advise sending a written letter requesting them to discontinue all communication or should we just let them continue to call? We have not given any payment info, so I was curious if it is better to send something in writing or just ignore?

Denise Richardson replied to comment from michelle | May 7, 2012 8:25 PM | Reply

Hi Michelle...I have had an array of phone calls from people who share their own "pre-legal" warning--some who almost paid up --but fortunately, they did some homework first-which stopped them.
Sadly, legal threats, or threats of destroying someone's business, credit or credibility ---are all part of this scheme.

As far as further communication goes, I know this; as with any scam, the more contact you have with them, the more they will continue to harrass you now and in the future. I would however, contact the FTC and the office of your state's Attorney General, file a complaint and find out how they would like you to handle these threats.

Here's a link to the FTC's contact info on this:
http://www.ftc.gov/opa/2011/07/yellowpage.shtm

Thanks for sharing --keep us posted.
Denise

[redacted] | May 7, 2012 9:10 PM | Reply

Denise,My business had been sent the same invoice from the Public Yellow Pages, same New york Address and the same harassing phone calls with all of the threats mentioned by your other readers, after scaring my business partner and my employee I told them I would look into the matter, your site and its information helped put everyone at ease about the matter,during my phone call with a Richard W., who spoke very quickly and was very good at talking over me, I informed him that the scam he was running was now infamous, and that even his name popped up countless times in web engine searches, he kept yelling that I didn't understand the consequences, then hearing me say that I've contacted my attorney on the matter,and I wasn't ever going to pay them a dime, he just hung up.
I hope anyone being harassed by these people find the information you've provided before they are taken by this scam, thank you so much for the education and information.

Denise Richardson replied to comment from Johnny Taitingfong | May 8, 2012 9:24 AM | Reply

Great to hear, Johnny--thanks much for sharing!
Knowledge really is our greatest defense against fraud!!

Business Owner | May 15, 2012 9:22 AM | Reply

Denise, I just read your article and I wanted to let you know that they are back again but now they are sending letters that look very much like a yellow pages renewal notice. There is a disclaimer at the bottom that says this is a solicitation for the order of goods or services, or both, and not a bill, invoice or statement of account due. You are under no obligation to make any payments on account of this offer unless you accept this offer. Then in smaller font and non-bold: We are not affiliated with your local phone company and the directory is not distributed to all local telephone subscribers. If you advertise in your local phone company's yellow pages and accept this offer, this will be in addition to you existing yellow pages advertising. This is an online business yellow pages listing solicitation. A customizable webpage is included with each listing of $396.00- see terms on reverse (terms are in even smaller font).- this is very deceptive.

We thought it was for our Yellow pages renewal as the scan previously had the fingers walking up vs. down. We did not realize that the fingers walking down was not the real yellow pages and the form says YELLOW PAGES with the logo only to say further down, Yellow Pages United.

Carol | May 15, 2012 4:36 PM | Reply

I was hit. Yellowpagesonline.net

They have my voice, they played the recording back, my husband/business partner & I got in a few heated discussions because he "heard" me approve it. This all started a good few months back...before your article, which I thank you very much for, btw. A Shawna from 866-976-9976 kept calling. I refused her numerous times. She started sending invoices, late fees, interest charges, I kept putting them in a pile. My husband saw, I said go for it, with the understanding that he'd handle the scam reporting part of it. He ended up compromising with Shawna, paying her $300. I was furious when he told me how he handled it.

I then went back on line to prove to him, found your article..again, thank you!, I had proof. He cancelled his credit card at that point & has a dispute with them to cancel the $300 charge.

I doubt that Shawna knows that it's cancelled at this point, but ARGGG!! Now I'm reading your article again to see who - what I should do to report..so much more work then I have time for. Just wanted to vent..again, thank you for your article sooo much!

Carol

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matt | May 21, 2012 11:36 AM | Reply

We got caught in this scam where they sent us a fax verifying our info with them or course I thought they were my local yellow pages. Our attorney told us to just ignore them, however they are now threatening legal action. I know this is a scam and I have filed complaints with the FTC and attorney general and the BBB. Does anyone know if any of these situations have actually gone to court.

Denise Richardson replied to comment from matt | May 22, 2012 8:34 AM | Reply

Your attorney gave you the right advice: Ignore them. As the FTC advised small business owners, the more dialogue you have with them, the more likely you will continue to accumulate invoices and threats. They know that if they continue to hound you --and threaten to sue you --the more likely you are to pay them.

Here are a couple of links that may help put your mind at ease:

http://business.ftc.gov/documents/alt024-throwing-book-business-directory-scams

http://www.ftc.gov/opa/2011/07/yellowpage.shtm

Ira | May 23, 2012 9:02 PM | Reply

Thank you Denise for writing this article. Everything you said is so true. I received the "opportunity call" in November 2011 and received the invoice recently. We went to the internet right away after receiving the invoice to find out more about this company and lo and behold, we found this article and it is such a huge help. I have been contacted by this scammer many times and every time they call I refuse to make a long discussion and I always say I will have my boss call you back. Today, I got the call from Patrick Walters and it happened that my boss is around. They got into a heated conversation as I anticipated - Walters threatened us they would take legal actions against us, my boss told him we won't fall to his trickeries and threatened him that we would file a complaint against them to the Atty General's Office, BBB, FTC and we will make it known to all small business owner out there about their modus operandi. We told the guy to stop calling us and take us off from their call list and his respond was our name has been forwarded to the collections department. And now we know, thanks Denise for this info again, that their so called "collections department" are just them.

So we are not falling for this scam. We will be filing a complaint to FTC, BBB and Atty General's Office. It's very unfortunate that there are such deceptive people in the world today.

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lawyer | May 25, 2012 2:00 PM | Reply

I have two clients who are being scammed. Exactly like Denise said. They have not and will never pay.

I have learned some things that might help all of you:

The letters sent to my clients are postmarked Mooers Forks, NY. Google Maps shows this to be a tiny town about 2 miles from the Canadian border, and more than 6 hours' drive from the Chrysler Building in NYC. This indicates that it is a foreign (Canadian) scam. Good for them, because the State AG and the FTC have little influence outside the USA.

The charming Mr Webber told me that PYP is a NY corporation in the Chrysler Building. Sounds pretty impressive. To form a corporation, a company must file "articles of incorporation" with the secretary of state in some state. I checked the records at the NY SOS and there is no business entity of any kind called Public Yellow Pages. 14 businesses have the term "Yellow Pages" in their names, but none had the Chrysler address.

Google the Chrysler Building 26th floor and many businesses pop up. This makes me believe that the 26th floor is a "virtual office", nothing more than a bunch of PO boxes.

This is all good for us. To file a lawsuit, the business must state the nature of the entity (partnership, LLC, corporation, etc.) and where it is incorporated. If it is not incorporated or otherwise registered, it can't sue.

If they can't sue you, they can't touch you.

Webber in the "pre-legal" department threatened that if we don't pay they'll send my client a subpoena to appear in court in New York. That's not how a lawsuit is started. They must file a complaint in court, and have the other party served (hand-delivered) with a summons to appear. Mailing doesn't work.

Even if they could sue, they would have to prove everything with live witnesses and real documents. They would have to have a witness testify that they called you and that you agreed to have a PYP listing and agreed to pay for it, and agreed to all the interest, late fees, etc.

If you got sued, you would be entitled to subpoena their business records and have the original recording examined by an expert.

There is no way anyone would hire a lawyer to do all that over $600.00.

All they can do is threaten and bluff and hope that you don't know how things really work. Once you realize their threats are hollow, they have no leverage at all, do they?

Let's have some fun with these crooks. Call and ask Mr Webber the name of the corporation and where it is registered. Tell him your accountant won't let you pay any bills without first getting their taxpayer ID # (TPID's are always a 2-digit number followed by a 7-digit number). Ask the name and phone # of the collection agency they use. Ask the name and # of the person in charge of the "all-the-way-legal-department". Get him to tell you he is in the Chrysler Building (your office is in the Chrysler Building? Wow!). Then tell him that you just happen to be in NYC and are standing in front of the Chrysler Building right now with an envelope full of CASH, and can he buzz you up to the 26th floor to pay?

These guys can't operate without phones, faxes and email. What if those

weapons suddenly became tied up answering victims' calls/faxes/emails? Maybe I'll forward the Nigerian Prince's email to billing@publicyellowpages.com!

Lets fight back. If they are answering our calls they can't scam other victims!

Hunter E | May 26, 2012 11:25 AM | Reply

Denise: A company calls and records themselves asking an employee if they are able to make decisions for the company and then tells them it is a free listing? Why would they go through the trouble of recording themselves asking for customers for a free service? I have never heard the call but it seems like there might be a little more to the conversation than what is being reported.

There are several companies that are in the "yellow pages" business and these companies distribute their products with different target readers in mind. Some are local while others are national and even international. I think there are certainly different levels of professionalism and morality by the various companies in this industry, but I think you'll also note this phenomenon is common in most areas of business. (Banks immediately come to mind?!)

Your article touches on something very important and that's consumer awareness, but personally I find your lack of details and your frantic, shortsighted instructions to your readers to be be the result of either a lack of context or worse... laziness. After all, some of these companies that you inevitably lump into this article of smear and distortion are the same small businesses and consumers you're trying to help.

Denise Richardson replied to comment from Hunter E | May 26, 2012 11:57 AM | Reply

Hunter...
We know that scammers often use the names of legit businesses as a favorite tool to aid in hooking their targets ---and that practice hurts legit businesses. The info, links and warnings provided here are only designed to warn unsuspecting business owners who may be unaware that this particular scam (previously shut down by the FTC) appears to be back in business. Given the fact that the links included here come from the FTC --if you believe they are shortsighted and lack detail, I suggest you contact the FTC directly --for further guidance.

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amanda | June 7, 2012 4:28 PM | Reply

These people are relentless with this scam. They are sending me bills,phone calls,faxes,and emails.
I stopped answering any of them. They are abusive on the phone and demanding. No legitimate business would treat people this way. I have this foreign woman calling me lately saying shes is a pre legal what is that? Her name is Lucy Pearson. sounds like a fake name. She leaves messages on my answer machine. I keep the messages. Again the caller id shows up unknown name unknown number. Just like jake my first caller. Just needed to share my story, Amanda

Dana | June 13, 2012 7:14 PM | Reply

This has been a huge issue for me. I work for Yellowbook and it has become a difficult objection to overcome.
I have helped at least three companies who have gotten this attack get to the FTC. I really struggle if they have advertised with us for years. On the flip side my company has been around for almost 80 years and well known for being the #1 independent yell page distributor. People like this are ruining what companies like myself, Quest, and At&t have spent decades trying to build our stealthy reputations. We want to help our clients get customers!!!! I hope they get shut down ASAP!

Denise Richardson replied to comment from Dana | June 14, 2012 9:47 AM | Reply

Hi Dana ---I do understand your frustrations --especially your being a distributor. What I don't understand, though, is why the legit companies you mention, don't make a bigger effort to help raise awareness to the scam--- to warn their customers. If they did things like mailings, online advertising, radio, television, PSA's, website promotions, etc. ---it wouldn't just help put the scammers out of business (at least this particular scam) but it would shine a light on their efforts to promote good corporate citizenship. They should get on board and do something to help educate customers about these ongoing scams -- and not rely on victims to come forward after they've been harmed.

Dustin | June 21, 2012 4:22 PM | Reply

The company I work for is getting bugged by a company called Online Public Yellow Pages. Are they in on this whole scam thing. They are saying we owe them $667. I spoke to them in Feb, the way I understood it they were wanting us to renew a listing. I was agreeing they could send us the info, on it I didn't mean for them to charge us. I was new with the company, and didn't know any better. Am I screwed or do we wait them out?

helene | June 25, 2012 9:52 AM | Reply

We went through this exact nightmare in March. I nearly paid the 'cancellation' fee. Supposed recording was made in September 2011. Exact same names, "Tyler" and "Ron" As I was losing sleep, and consulted with attorney friends I happened on this accurate post. I followed the instructions and got immediate response from the NY Better Business Bureau. PYP first response was to defend the invoice, then I copied this link to Better Business Bureau and suddenly "Laura" decided to discharge the bill. It went away. Thank you for this information.

Steve | June 27, 2012 10:05 AM | Reply

We received threatening phone calls and later a bill from yppublic.com as well.

I almost paid it until I decided to look for more information about this company and saw your article. They used the same scare tactics threatening to sue us and send us a subpoena to New York and we'd have to pay travel expenses. He said it didn't matter if we contacted our attorney for legal advice because what they're doing is fully legal. Verbal contracts under $700.00 are legally binding. We will be contacting the FTC, Attorney General, and other agencies as you suggested. My father is running a little shop and hardly has enough money to operate let alone pay these people $599.99 (plus late fees of course) for worthless advertising in the Yellow Pages. It's maddening they treat you like your scum for not being willing to pay.

Peg | June 28, 2012 10:10 PM | Reply

Thank you so much for this helpful article and informative comments. Online Public Yellowpages started to call and harrass my small business 4 days ago. My employees and I were very upset.I had never heard of their company, and had certainly never requested any services from them!Thank God for other caring business people who wrote about their experiences with OPY. I was able to pull myself together, file the appropriate complaints, and refuse to send a penny to Online Public Yellowpages.

Christopher | July 5, 2012 2:27 PM | Reply

I just got off the phone with the FTC. The agent who was registering my complaint actually giggled at the laughable scare tactics these Yellow Pages schmucks are attempting. He advised to stay vigilant in refusing to discuss it with them and, most importantly, never EVER pay them. They are certainly using tampered recordings, so nothing would ever hold up in court. Actually, the rep said it would be sad and a bit silly on their part to ever attempt it. So, as hard as it is, ignore them.

PJ | July 11, 2012 1:05 PM | Reply

Thankfully I found your site. I will now file papers with the agencies you suggest. Earlier this spring the SCAM company was Yellow pages public. Now the harassing phone calls are coming. We got a faxed invoice from Online Public Yellow Pages so apparently they are using several variations on the name. They are bullies for sure. I'm not budging. Too bad for them.

Denise Richardson | July 25, 2012 5:45 PM | Reply

I am glad that many of you report finding this information has been helpful in avoiding further troubles. Awareness is often our best defense! Sharing your stories helps to raise awareness to these types of crafty scams --and in doing so, helps empower others to avoid falling for them. As this particular con continues to spread across the country, it would be interesting to know what state you are located in. Please try to remember to include your state within your comments and keep spreading awareness!

Judy | July 30, 2012 11:53 AM | Reply

I just recceived one of these scam calls today. They have called twice and I will not grant them authority to charge me. I expect to hear from them again at which time I will refer them to "snopes" lol so they can read all about themselves.

[redacted] August 6, 2012 12:10 PM | Reply

It infuriates me that small businesses are being targeted and taken advantage of with this scam. I am a church pastor and we have been dealing with it, too. In the beginning, it was just the fake invoices (I first remember getting them maybe 5-6 years ago). Made to look like a real invoice but in small letters at the bottom it indicated it was a solicitation.

Over the last couple of years, we've begun getting phone calls and faxes. I usually just ask for their name and contact information, letting them know it's so I can report them. Sometimes they give it to me (and I file with the BBB), and sometimes they hang up at that point. I always let them know that I know we don't owe them anything.

Our Office Administrator also knows this is a scam, but recently our office volunteer was targeted. Online Public YellowPages (out or Moores Forks, NY) has been sending us faxes with her name on it. Today they called and I finally let them play the tape they made in March, where she clearly says she's an office volunteer. They ask if she's authorized to make purchasing decisions, which she would never answer in the affirmative, but they've spliced the tape together to make it sounds like she said yes. I told the guy (Mark Lewis) that she clearly indicated she is a volunteer and the tape it clearly spliced and we don't owe them anything, but let me put him through to our legal department. He stayed on hold for 10 minutes before he finally hung up. I've decided that in the future I will put them on hold so that I am wasting their time, not mine.

Denise Richardson replied to comment from Stacey Simpson Duke | August 6, 2012 1:40 PM | Reply

It's really remarkable at how relentless the operators of this scam are. I would like to see the REAL phone book listing company take a stronger and more visible stand against their impostors and --help us --help them --spread awareness to this scam.

Thanks, Stacy for taking the time to share your experience. It helps humanize the potential impact many businesses can/do face, when hit by this scam.
Denise

J. Thompson | August 13, 2012 6:01 PM | Reply

One outfit is now operating under Open Business Directory LTD out of Boston, MA. Also calling themselves Yellow-Page-USA.com.

It is a rather simple matter to remove the sender's number from a fax heading...

Get about 10 BLACK pieces of paper. If you don't have any, lift the lid on your copier and make a couple copies (pages will be black). Don't do too much, you can over-tone your machine.

Fax them the black pages. If possible, have your machine scan into memory and fax it 20 times in succession.

Not only does it tie up their machine and often completely lock it up due to too much memory, they'll be bleeding money just trying to keep enough ink on hand. Rebooting often just starts the process over again.

Live by the fax, die by the fax.
Their fax number is on invoice.

CeCe | August 16, 2012 4:14 PM | Reply

If you have been hit, file complaints with the BBB, your State Attorney General, and the Federal Trade Commission. You can also report this fraudulent action with the FTC (for fraud) and the US Postal Inspector Service (if the company is using postal mail) by visiting www,lookstoogoodtobetrue.com.

Keith | August 22, 2012 4:34 PM | Reply

Ugh... these people are frustrating the daylights out of me. They called a while ago and we just received our first call from Sandra Ray, their not-very-nice collections agent from 'Third Party Debt Collection' who, when I told her that we had spoken with the FTC who told us not to pay them a dime, replied by simply saying that they would then seek to go after the money through our credit & my personal credit. As the pastor of a small church, this is frustrating the daylights out of me and really testing my ability to follow the command of Christ to love everyone. These people make it pretty hard to love them.

Denise Richardson replied to comment from Keith | August 22, 2012 9:49 PM | Reply

Unfortunately you're not alone with those sentiments. This scam continues to be running strong across this country. Just ignore them, or they will continue to contact you with empty threats designed to scare you into paying up. You're best bet --especially if you already filed a complaint with the FTC, is to simply hang up on them. Thanks for taking the time to comment --and for contacting the FTC.

Laura B | September 4, 2012 9:20 PM | Reply

If we receive an invoice in the mail, is it then mail fraud? Thanks again for posting this! My dad was targeted as of late. They mail from Mooer Forks, NY on Canadian border. That post office must know the amount of letters that "business" sends.

Denise Richardson replied to comment from Laura B | September 5, 2012 8:42 AM | Reply

Thanks Laura. Yes, though most people I have heard from receive this phony invoice -- "snail mail" is yet another popular avenue for an array of phony invoice, bill, lottery and other scams. See:
http://about.usps.com/publications/pub300a.pdf

Also --consumers can report mail fraud by contacting your nearest Postal Inspection
Service office. Visit https://postalinspectors.uspis.gov for more info.

If you suspect you are a victim of mail fraud you can file an online complaint here:
https://postalinspectors.uspis.gov/forms/mailfraudcomplaint.aspx

You can also print this form:
https://postalinspectors.uspis.gov/radDocs/ps8165.pdf

and mail to:

ATTN: MAIL FRAUD
Criminal Investigations Service Center
433 W Harrison Street Room 3255
CHICAGO IL 60699-3255

Stefanie | September 6, 2012 12:45 PM | Reply

I was called by yellowpages online and my whole conversation was recorded. (may 30, 2012)

i just received an invoice for $599.95 on August 30, 2012.

I called the number on the invoice to advise them we were not interested in this service and would not be paying the invoice. The representative, Claudia Brown played the recorded conversation we had on May 30th. I also sent an email to: cs@yellowpagesonline.net advising them we were not interested in this service. we looked them up online only to find all of these complaints about how they record and alter converstions in order to get approval from the people they solicit. I am also sending a letter to the US Postal Inspection Services Mail Fraud Dept.

Denise Richardson replied to comment from Stefanie | September 6, 2012 1:01 PM | Reply

Stefanie --It's great you are reporting it --also report to the FTC (contact info is on this blog thread) and also --be prepared for more intimidation calls. They will probably call with empty threats to report you to the credit bureaus, or claim they are referring your account to "legal" -with threats they will launch a lawsuit. Don't worry --it's a scam. And these calls are designed to scare you. You are not on the hook to pay them anything!

The best thing you can do is report it, and if they continue to call, simply tell them you have reported them and you're not paying --then hang up. They will stop calling when they know that you can't be scared into paying them.

Continuing any interactions with them, only gives them more hope that if they continue to call --you might just pay to make them go away. Don't fall for it.
Thanks for sharing, Stefanie. I am glad you didn't fall for this scam.
Denise

[redacted] | September 12, 2012 5:29 PM | Reply

About nine months ago and desperate to find work, I was trick into working for one of this online yellow pages scams. Everything I read from the comments, I experienced first hand. Lucky for me, I found information on the net how this scam works and then realized what I was doing. I feared for my safety so I had to quit this 'job' with some bogus excuse. I can tell all you readers that they also scam their employees. Information is kept secret among the employees and they are brainwashed to believe that this is a legitimate company and the invoice is real. Also, they can earn 20% commission(cash). This is why they are so convincing and demanding for the invoice to be paid. I even witnessed how one caller trick the company 'lawyer' into thinking that this was a legally binding agreement and he advised his client to pay the bill. Some of these callers were earning up to $3000.00 per week. Great money for a young unemployed high school drop out, don't you think? I estimated there were 50 employees working 5 days per week to set up calls/recordings and then to call for payment. My initial estimate is that the owner(s) is pocketing $1,000,000 cash per year. I am sorry to say that in this case 'crime does pay'. I think this particular telemarketing scam has packed up and moved as I see the offices are now vacant. My advice to any future phone calls you may receive is to inform the caller that they have been scammed into thinking this is a legal business. Bring to their attention, how they have to use a fake name, be paid only in cash, never allowed to speak to employees in other departments, calling from a country outside the USA, targeting only small businesses and never in the state of New York, and especially how the managers are always watching and listening to you.

Theresa | September 13, 2012 5:11 PM | Reply

I just fell for this scam and feel totally ill. Luckily I did not pay them a penny and found this article so I called the FTC right away. The rep that called me today is named Kim Heart from Online Public Yellow Pages from New York and she was relentless with trying to get me to pay over the phone. She played back the recording of me back in May that stated I signed up for the services, even though I told her over and over again that the representative I talked to before that said that I would not have to pay for that service and he would take care of removing it. Instead, she kept saying that I have this overdue invoice of 127 days of over $600 and that I most definitely signed up for it. I told her I NEVER received the invoice in my mail and asked her to email it to me, which she did. I would definitely remember if I received that invoice in the mail and I thought it was odd that no where on the invoice does it have my mailing address.

My question is: is there an easy to way to find out if they take my case to a collections agency? I don't want my business hit with this and have my credit score ruined. I can't afford the service of DnB right now, as I'm a very small business.

Denise Richardson replied to comment from Theresa | September 13, 2012 5:33 PM | Reply

Theresa --I am glad you were able to find this blog before you paid the con-artist any money. Though they may continue to call you --and make empty threats to turn the account over to a debt collector, sue you, or report to the credit reporting bureaus, don't worry, It's just part of the con --and their way to get you to pay them to go away. They just want your money --they could careless about your credit -but they know you do! They simply prey on your fear--as part of their con.

You can find more info on this here;
http://www.ftc.gov/opa/2011/07/yellowpage.shtm

If they do continue to call, pretend they are collectors, or lawyers or whatever, it's always proven best to not engage them. The best thing you can do: hang up.

Thanks for taking the time to share your story, and reporting to the FTC too. I'm always happy to hear this blog had a hand in helping consumers get caught in a scam.
Denise

Keith | September 17, 2012 10:07 AM | Reply

An update--and perhaps some advice for future targets. We were being targeted by these delightful individuals and grew very, very weary of repeated phone calls and faxes. One big thing we did was block any calls from 'Private Caller' through our phone service. It was easy (and free) to do. They stopped calling but kept trying to fax.

In addition to filing a complaint with the FTC, we also filed a complaint with Tennessee's Consumer Affairs Division of the Department of Commerce. (http://tn.gov/consumer/index.shtml) I'm sure other states have similar departments, but they acted very quickly. Within a week of our original complaint, we received a letter saying they were looking into the charge. Within a month, we had received a follow-up letter of resolution with a copy of a letter from the online public yellow pages saying they had reviewed our account and canceled the charge, also saying they would never contact us again.

Yippee!

Denise Richardson replied to comment from Keith | September 17, 2012 12:47 PM | Reply

Thanks for the update, Keith. It's good to hear that various state consumer protection agencies are acting on their citizen complaints too. Good info...thanks for sharing.
Denise

Cyndee Barduson | September 17, 2012 3:59 PM | Reply

This same scenario happened to our company this morning. I was faxed an invoice and an hour later I spoke to a Caroline Summers. I told her we never do online advertising and then she said, "Then how do you explain this recording?" and she played the recording back to me. I heard a gap after one of the questions and I told her it sounded like the conversation was spliced. She hesitated and then said, no, absolutely not. I KNEW I had never agreed to an invoice and I also KNEW I never told them I had authority to pay invoices. I told her I would have to speak with my president and figure out how we would resolve this situation. After finding this article, I filed a report with the Federal Trade Commission as well as the Minnesota State Attorney's office. Thank you SO much for posting this information!

[redacted] | September 17, 2012 4:55 PM | Reply

Thank you so much for your publication. Our business just received a call. I was not so friendly I had to slam the phone on the girl. She was rude and would not provide me a call back number but insisted that I agree to something today on behalf of the owner or we would be charged thousands of dollars..

hbcsteve | September 24, 2012 4:45 PM | Reply

Thank You for this info Denise! This one ..Online Public Yellowpages 3106 state route 11 , # 720 Mooers Forks NY 12959 onlinepublicyp. com Howard Robert 1-866-319-6022 ext. 414 Is pulling the same scam. I did send the info to the Florida State attorney. Thanks again

Jyanni | September 25, 2012 7:41 PM | Reply

Denise, I received the phone call a couple of hours ago. Her name was Tana, ph nr 704-752-2373 she claimed she was with with yellowpages.com to update our company information. I answered the questions, then I became suspicious and after doing some research I found this website. Now I realized that later on I'll be dealing with their request to pay for something that I didn't request. Should I just wait, or maybe is there something I can do in the meanwhile?

Denise Richardson replied to comment from Jyanni | September 26, 2012 12:37 PM | Reply

Hi Jyanni --I am glad you found this info so now you know what type of calls you may be getting. You can wait to see what happens --and if you do get a call, don't hesitate to report it. Sharing this info with your fellow business owners and spreading awareness helps others avoid falling for this popular con.

Keep me posted.

Note: If you are a business who is targeted by this scam, please consider sharing the state you reside in. It may help highlight a pattern of concentration and help in locating or warning others.

Jyanni | September 26, 2012 4:25 PM | Reply

Hi Denise and thank you for your information.
My business is Maryland. If there are more victims, hopefully they'll do some research and find this website before giving a dime to those scam artists.

[redacted] September 26, 2012 4:35 PM | Reply

THEY HAVE CALLED AND HARASSED ME AND I USED ALL THE INFORMATION YOU STATED ABOVE.

THEY STATED I WAS THREATENING THEM AND I SAID "YES" I AM. I NEVER AGREED TO ANYTHING, I DON'T KNOW HOW THEY GOT MY NAME AND THEY BETTER NEVER CALL MY HOME AGAIN. THIS SO CALL "LAWYER" STATED THAT HE WILL CONTINUE CALLING. I ADVISED I WAS WRITING LETTERS AND REPORTING THEM.

WE ARE IN MIDDLE TENNESSEE, IN MURFREESBORO, TN TO BE EXACT AND THEY ARE THREATENING ILLEGALLY. I WROTE THE LETTERS AS ADVISED ABOVE...

THANK YOU FOR ALL THE INFORMATION YOU SENT!!! SOMEONE PUT MY INFORMATION ON YP, NOT ME AND COPIED AND PASTED IT FROM THUMBTACK. I ADVISED THIS COMPANY ABOVE THAT CALLED, THAT TO PROVE THEM WRONG, I MADE UP AN ADDRESS, MADE UP A BUSINESS AND A PHONE NUMBER AND THEY ACCEPTED IT AND THE MADE UP NAME AND ADDRESS AGREED TO A $299.99 FEE...THAT PROVED THAT ANYONE CAN DO THIS TO ANYONE!

awesome information | September 27, 2012 4:17 PM | Reply

holy crap- i had this guy call me today. They are mailing my an invoice for 700 dollars. I will never pay. So glad i found this information. Screw them, they wasted a good two hours of my day.

Justin | September 28, 2012 1:21 PM | Reply

I just got a call from the number 325-718-4640 Ballinger tx. Claiming that they wanted to give me a cancellation number for my yellow pages listing.

Thinking That this was the real yellow pages i asked why i would want my listing canceled? The India sounding guy said that I signed up a few years back for this service and that they got a cancellation notice from me recently and since the service was free for the first year that i would be charged for the rest for 599.99.

Since i just took over this business recently from my deceased friend i told them i was not going to pay, The guy then got pretty rude and upset telling me that I will pay and at that point i just said good luck buddy and hung up on him. I just want to make others aware of this texas number so they also dont get scammed. Thank you so much for posting this!

Denise Richardson replied to comment from Justin | September 28, 2012 1:43 PM | Reply

Thanks for sharing, Justin. And remember, called ID's can be spoofed --and made appear to be anything the con-artists want it to say!

Here's a bit more on spoofing:
http://www.fcc.gov/guides/caller-id-and-spoofing

Leave a comment

Sign in to comment, or comment anonymously.

Name

Email Address

URL

☐ Remember personal info?

Comments (You may use HTML tags for style)

Type the word 'security' in the field provided. **(required)**:



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Denise Richardson
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REPORT A COMPLAINT | BROWSE COMPLAINTS | SCAMBOOK BLOG | SIGNUP

3,051,026 Resolved in Reported Damages. Search for a Complaint

Company Details



YellowPagesUSA.com

1156 Bowman Rd Unit 200
Mount Pleasant SC 29464
http://www.yellowpagesusa.com/
(843) 282-0301
Email Not Yet on File

Outdated Info? Add company information suggestion

Is This Your Business?

▼ Overview 1 ▼ Complaints 31 ▼ Comments 0 ▼ Media 0

Recent Complaints

1 2 3 4 5 6 Next

YellowPagesUSA.com Complaint 155976 for $1,213.00

Reported Damage: $1,213.00 **Date Occured: 08/10/2012**

Yellow Page USA sent solicitation for their online directory via fax. They advertised a "free FB page", which should have been a warning. They even use the "Walking Fingers" logo, leading one to believe it is the actual YP, even ...

Anonymous Posted On: 09/10/2012 SBID # 4696120933

YellowPagesUSA.com Complaint 149607 for $1,238.00

Reported Damage: $1,238.00 **Date Occured: 08/08/2012**

Received a fax that had some of my info on it. I thought it was a renewal for yhe free listing. I am a rep that works out of the hopuse and have no need for extensive yellow page ads. I am now getting harrassed and threats of legal action.

Anonymous Posted On: 08/22/2012 SBID # 7369023365

Share this page

Company Rating

Rating Grade
NR

What is this?

Company Statistics

Complaints Filed
31

Total Reported Damage
$47,386.79

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Did you know you can now follow a company and get updates on all their activities.

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Follow this Company

Do you have a complaint?

Add a complaint and spread the word. High volume complaints have a better chance to get their money back. Subm a report and join forces with others lik you!

YellowPagesUSA.com Complaint 149052 for $0.00

Reported Damage: $0.00 **Date Occured: 12/12/2011**

Submit a Report Now

This company is a complete scam based apparently out of MA, but primarily Dubai and Russia. They trick you into thinking they are the legitimate Yellow Pages and then next thing you know, you get a bill of $1188.00. We never paid a dime to this ...

Laura Posted On: 08/21/2012 SBID # 91c4c00ce0

YellowPagesUSA.com Complaint 144722 for $1,188.00

Reported Damage: $1,188.00 **Date Occured: 08/09/2012**

This company makes it look like your getting a free facebook page but in the fine print they charge $1188. a year for 2 years minimum. A total scam run out of Dubai. They say you can cancel before the listing is put up but you don't get ...

Anonymous Posted On: 08/09/2012 SBID # d9d347161f

YellowPagesUSA.com Complaint 141000 for $2,476.00

Reported Damage: $2,476.00 **Date Occured: 07/11/2012**

Same story as other complaints I've read. We had recently moved our office and an employee merely corrected the address line and signed her name, faxed back the form. This occurred in March 2011 and received the collection letter this July

Anonymous Posted On: 07/31/2012 SBID # ca6c/06548

YellowPagesUSA.com Complaint 135415 for $1,238.00

Reported Damage: $1,238.00 **Date Occured: 07/07/2012**

My office received over our fax line a single page sheet requesting a signature for some fradulent yellow page advertisement which is absolutely not required or requested. This company continues to submit bills and threatening letters suggesting ...

Anonymous Posted On: 07/15/2012 SBID # abc134/6b3

Follow and get updates

Did you know you can now follow a company and get updates on all their activities.

Be the first to follow this! Follow this Company

scambook beta
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Complaint ID #: 8664604

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 7/12/2011

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
This "Yellow PAge USA" company sent me a fax at my office using the real "Yellow pages" logo, pretending to be the "Real Yellow Pages" offering FREE page on facebook, requesting update of "Contact Details"information about my business.. .Purposely buried at the bottom of the page, barely legible in 15 line double collumn paragraph, hidden among verbage was any mention of a charge at all. I realized I had been scammed when I received an iinvoice months later, on fax, billing me for $1180.00USD and I was shocked!! I immediatelly called the company but had to leave a message. They responded several weeks later saying that I signed a contract and they have already done the work. and faxed me the initial piece of paper I had updated information on. I looked up their website and could not even locate my business at all so no work was done at this point., The company purposefully did not invoice me til after the so called "initial 30 days" of "Cancellation" was over. I emailed them my request to immediately cancel my contract obtained by trickery, and let them know that I realize they have scammed me!! The company is still demanding $1180.00, saying the 30 day cancellation time was over and the contract cannot be cancelled prior to two years!! The "work" that they claim they have done is nothing but a link to my own website, which has been in existence for many years!!
I believe this company is nothing but crooks and looking at theiir BBB rating, evidently have scammed others like me.

Consumer's Desired Resolution:
I would like this company to cancell my "so called contract" obtained by trickery, adjust my "account balance" to zero and stop contacting me!! "

Business/Consumer Responses:

02/08/2012
Michael Barron

Respond to Complaint
We are in receipt of the complaint filed in the above matter on December 6th. We apologize for any delay in responding. We note the statement made and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. We are also concerned that the Complainant has sought to imply that the Company is seeking to deceive business's into signing the Order form. With respect, such a statement is derogatory as it is untrue. However, we trust that we can resolve by agreement.

The C omp1ainant's statement suggesting that the Company induces business's to sign Orders forms by passing off as another Company is without merit as the decision to sign an Order form is one for the business and the business alone. An Order form was received by the business and there was certainly no misrepresentation as to the terms of the contract, fees payable or indeed the name ofthe Company. All are clear and concise within the Order Form. The terms also clearly state that the details of the business will be registered with Yellow-Page USA.com. They are not ambiguous and all is disclosed within the terms. Nothing is concealed. There is also nothing within the form which could confuse or mislead. In any event the name is completely different from the other Company as is the logo.

There is no real Yellow Pages as the Complainant states. Whilst Yellow Pages may have traded for sometime and may not appreciate competition, the fact that a Competitor enters the market place is not cause for the business

to argue that they have been misled or deceived There is no mention of Yellow Pages or any association with that Company within the Order form. Further, and in any event the name "Yellow Pages" although not used in the Order form or otherwise is a generic term and is also used by many business directories Worldwide. Many Company's within the same market sector use such terms within their business. It is not a protected trademark as has been confirmed by the court in the case of Bell South Corporation v Datanational et al. As for the format of the Order itself. Again, this is not misleading and does not in any way violate the usage of such formats by other Company's in marketing their services. '

As Sales are also only conducted on 21 strict business to business basis. As such We do expect a higher standard of due diligence to be exercised and for good business practice procedures to be in place when reviewing and signing documents. It has to

be

assumed that someone in a professional capacity at the place of business would have had the opportunity to review the form and was in a position to query the details if any points were unclear prior to signing and returning the Order. It is for precisely this reason that the Company or its associates does not deal with Consumers. It may be that the terms were not read in detail but that is not the fault of the Company and is of course no defense to the validity of the contract itself.

As the Complainant must appreciate once the signed Order was received the work was undertaken in good faith and in accordance with the terms of contract and they will be able to confirm that the business details remain registered and listed in the directory pursuant with those terms.We are confused as to the 30 day cancellation period mentioned as there is no cancellation clause Within the terms for the very reason that this is a business to business contract and there is no requirement for such a cancellation clause to be incorporated within the contract terms. As previously explained it was not now possible to cancel the contract Following contact by the business. To recap:There is a general period of two weeks from the date of the signed Order being received and prior to the effective creation of the webpage and registration listing of the details provided in the directory when a request to cancel will be considered by the Company. However, as the request relating to a possible cancellation was made after the work was undertaken we regret that the Company could not agree to cancel.We

are also surprized as to the comment as to the webpage as this was

created and listed in the directory after the signed Order was received. There is no scam and such listing is not a link to the business's own website as stated. We attach a copy of the webpage. Any details can also be changed free of charge during the contract term. The free is also clearly shown as a free service to all registered Customers of the Company. The fees for registration are shown and the Company creates the Face book page upon payment of such fees.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above we do not agree that the contract is void on the grounds submitted and as such the contract is valid. The fees payable are correctly due. However, as there appears to be an issue as to the Order and service provided we prefer, if possible to resolve. In the circumstances, and so as to avoid further costs being incurred by the parties or recovery action having to be taken, we are, in an effort to bring this to a close prepared to reduce the invoice to a nominal $297.00. This would be for three months of fees payable in full and final settlement of all obligations pursuant to the contract. Such payment would cover the costs incurred for the initial listing registration and creating the webpage from the details provided by the business. In addition, for all the time that the details have been in the directory.

We trust that we have now clarified the facts and our position and that the Complainant will upon reflection look to reach agreement upon the above terms. We shall place a short hold on the legal file so as to enable the Complainant to respond. We look forward to hearing.

Yours sincerely.

Michael Barron

Open Business Directory Ltd.

Legal Department

Cohen Pediatric Dentistry | Corcova | yellow-page-usa.com | yellow-page-usa.com











FROM [redacted] [redacted] Mar. 13 2011 1:57PM P1

YELLOW PAGE *USA*

now with your free page on www.facebook.com

Please send the completed form to our **toll-free fax number: 888-641-1879 - before 03/16/2011**

Yellow-Page-USA understands the actual importance of social networks and now offers to create your company's page on facebook.com, without additional charges, for all registered customers of its online directory. facebook.com has become the most visited website in the US and plays an increasingly important role in marketing your company's business. This new additional service will enable you to stay in closer touch with your existing customers and to find more people that are looking for the type of product or services that your business sells:

Contact Details:	☑ Please check to confirm or give actual data:
Record Nr : 5-228664346	☐
Company : [redacted]	☐
Street / No. :	☐
City / Zip :	☐
State:	☐
Phone :	☐
Fax :	☑
e-Mail:	☐
Website :	☐

Products & Services:

(Please provide relevant keywords that summarize the range of products and services that your company offers:)

[redacted]

In case that you would like to be removed from our fax list - please check here: ☐

Order: We hereby certify that all information and details about our company as given above are correct and we hereby order registration at the business directory Yellow-Page-USA.com managed by Open Business Directory Ltd. (herein referred as "Yellow-Page-USA") for a term of two years, at a price of US$99 per month, payable one year in advance. Payment terms are 10 days from the date of registration. We authorize Yellow-Page-USA to create an official page for our company and its business community at www.facebook.com and to manage its content following our instructions as given herein. We understand that this offer does not indicate an agreement exists between Yellow-Page-USA and Facebook Inc. and that page creation is a professional service offered by Yellow-Page-USA. Referring to Facebook's "Pages Terms" we herewith confirm that Yellow-Page-USA shall be the authorized representative to set up this page at www.facebook.com

We understand that Facebook has no obligation to distribute this content and may decide to stop publishing the official page at any time. Termination of this agreement with Yellow-Page-USA is required in writing by giving notice to Open Business Directory Ltd. (Email: info@open-business-directory.com - Postal Address: 225 Franklin Street, 26th Floor, Boston MA 02110) at least three months prior to the expiry of the order or the agreement will automatically renew for one year. Any omissions, errors or other incorrect data appearing in the directory are the sole responsibility of the client. Should the client elect to have their records removed from the listing, payment is still required. Yellow-Page-USA reserves the right to assign all contractual rights to a third party. This agreement and all questions of interpretation hereof shall be governed by the applicable state's statutory and common law. The customer can make any changes or amendments to their listing at any time, free of charge.

Print Name:	Authorized Signature:	Date:
[redacted]		3/10/11

Complaint ID #: 8555361

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 4/4/2011

Nature of the Complaint: Sales Issues

Consumer's Original Complaint:
OBD, Ltd. contacted one of our sales centers soliciting advertising for their business-to-business yellow-pages directory. Their representative did not explain to our new employee that the solicited advertising would not go to our target market whatsoever. Had their representative fully explained that, our employee would not have been duped into signing their form (Contract No. US-OBD-55025-MS).

How many businesses routinely buy MOBILE HOMES from any yellow pages advertising?

This is very similar to the scam of copier supplies that our local BBB frequently advises us about.

Consumer's Desired Resolution:
Cancel the contract and stop billing us for the advertising.

Business/Consumer Responses:

02/06/2012
michael barron

Respond to Complaint
we refer to the above complaint and apologize for any delay in responding. we have noticed the statement made but we do not agree that there has been any misrepresentation as to the order or at all. however, clearly there is an issue as to the order and we will again seek to resolve. the complainant states that a rep apparently spoke to a person in the company in relation to the order. we are surprised as the company does not employ any direct sales staff or make telephone contact with business's. however it is clear that an order was signed and returned to the company. the order form clearly sets out the terms of contract, fees payable and that the business details will be listed in the online directory. we understand that the company has reservations as to the advertising through this media but we believe that all advertising is beneficial and there is continued growth in onling business searches. as the complainant must also appreciate once the signed order was received the work was undertaken in accordance with the terms of contract and the complainant will be able to confirm that the business details are registered in the directory. accordingly, we do not agree that the contract is void due to mistake or misrepresentation. in addition, sales are also only conducted on a strict business-business basis. as such we do expect a higher standard of due diligence to be exercised and for good business practices to be in place when reviewing or signing contacts. it has to be assumed that someone in a professional capacity at the place of business would have had the opportunity to review the order form and was in a position to query any details if any points were unclear prior to authorizing the order. it is for precisely this reason that the company or its associates does not deal with consumers. with respect to the complainant, the company is not a scam and provides a genuine service to many customers. as to cancellation. this is not possible as the work has been undertaken in good faith and an invoice has been issued. if a request to cancel was made prior to the work being undertaken then the company would have considered the request but there is no cancellation clause within the terms as this is a business to business contract and such terms is not required. we regret that cancellation is not now possible. however, if a customer is not satisfied with the service or if there is an issue with regard to the order then we would if possible seek to resolve the matter. in the circumstances, and to avoid further costs being incurred or recovery action having to be taken, we are prepared as a gesture of good faith to reduce the invoice to a nominal $297. this would be for 3 months of fees payable and be in full and final settlement of all obligations pursuant to the contract. such payment would cover the costs incurred for the initial registration and creating the listing details as provided by the business and for all the time that the details have been in the directory. the listing remains and we believe that it will be beneficial but we are as stated prepared to close the file upon payment of the above sum should the customer wish to consider this option. we trust that we clarified the issues as to the facts and our position and that you will communicate this proposal to the complainant. we look forward to hearing and that this can be resolved upon the above terms and so avoid further steps having to be taken

---

03/27/2012
[redacted]
I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 8555361.

Dear Sirs:

We are in receipt of an invoice (upon which business practices I reported to the FTC and MA Atty General's Office), for the "advertising" you duped our newly hired employee into saying "Yes". We have been advised to not pay this bill and to leave it in dispute.

THIS IS OUR NOTIFICATION OF OUR INTENT TO NEVER RENEW ANY ADVERTIZING WITH YOUR COMPANY.

DO I NEED TO SEND YOU A REGISTERED LETTER?

Regards,

[redacted]

Complaint ID #: 9314380

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 11/28/2012

Nature of the Complaint: Sales Issues

Consumer's Original Complaint:
A sales woman came to my office with 'yellow book" misrepresenting herself as their rep. She showed me our business in the book and asked if it was spelled correctly, if it was the correct address and phone. When I agreed that is WAS correct she had me sign a form. I asked her what I was signing and she said it was for verification only that I was agreeing that our name and address were correct. So I signed it. Three weeks later, yesterday, I received an invoice for $1188. "My signature on their agreement for advertisement for a year." I called them and refused to pay them. If I have to pursue them in court I will.

This is the greatest act of fraud and misrepresentation I think I've ever seen!

Consumer's Desired Resolution:
Never contact me again, Never come to my place of business, drop this invoice and close this account immediately and forever!

Business/Consumer Responses:

12/04/2012
Michael Barron

Respond to Complaint
Open Business Directory Ltd.

225 Franklin Street, 26th Floor, Boston, MA 02110

BBB of Eastern MA, ME, RI, & VT

290 Donald Lynch Boulevard, Suite 102

Marlborough, MA 01752-4705

USA

Date 12/04/2012

Re: 9314380

Our Reference: US-OBD-105086

Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

Open Business Directory Ltd.

Service Agent USA:

225 Franklin Street, 26th Floor

Boston, MA 02110

Phone: + 1 (866) 214 5273

Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:

ul. Uldastova, d. 52, k.v. 1361

g. Moscow

119607

RUSSIAN FEDERATION

Tel: +7 (495) 580 3043

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a business into signing the Order form. The terms clearly state that the details of the business

will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states "authorized signature" and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms. However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and

close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron

Open Business Directory Ltd.

Legal Department

e-maillegal@open-business-directory.com:

12/04/2012

[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9314380.

[I reject their response to this case.]

Regards,

[redacted]

Complaint ID #: 9209341

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 9/10/2012

Nature of the Complaint: Sales Issues

Consumer's Original Complaint:
This "yellow pages" company called our receptionist and misrepresented themselves as the "yellow pages" with whom we advertise. They faxed a form to her to sign which appears to be with "yellow page USA" and is for advertising and a facebook page. This company does neither and appears to be based in Dubai. They have repeatedly sent invoices for a two year "agreement" at $1188.00 payable in advance. No facebook page or yellow page ad can be located and this is not the "yellow pages" with whom our business advertises, although their sale pitch and subsequent faxes are misleading and, in my opinion, purposely attempt to confuse.

Consumer's Desired Resolution:
We sent a letter informing them of our desire to cease any "contract" with them and informing them that the receptionist did not have the authority to contract in the first place. They have refused to terminate the agreement. At that point we decided to search and see if they had performed any work for the requested payment and could not find any advertisements or facebook page as promised in the "agreement".

Business/Consumer Responses:

09/12/2012
Michael Barron

Respond to Complaint

09/12/2012
[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9209341. The business is a scam and has numerous complaints against it. Work has not been performed and the company misrepresents itself. We will not be honoring any billings and request that the BBB do a thorough investigation of this "company".

Regards,

[redacted]

Open Business Directory Ltd.
225 Franklin Street, 26th Floor, Boston, MA 02110

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

Date 08/23/2012

Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states **"authorized signature"** and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron
Open Business Directory Ltd.
Legal Department
e-maillegal@open-business-directory.com:

Complaint ID #: 8960156

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 3/15/2012

Nature of the Complaint: Service Issues

Consumer's Original Complaint:
I received a bill in the mail from yellow-page-usa.com for 1188.00. I called to ask about the service that I was not aware of and they said I signed a contract, I asked for the contract and to speak to a supervisor and was hung up on. I called back asked to speak to the supervisor and the lady told me I already spoke with her last time I called, I told her the supervisor did not identify herself as the supervisor when I spoke with her and I wanted to talk to someone about these charges. She hung up on me. I then called back only to be hung up on an additional 2 times. I did call back and spoke with a Lily when I asked for her supervisors name she hung up on me. I called 2 more times and they would pick up and hang up the phone. This is OUTRAGEOUS!!!!!!!! If I treated people like this I would be out of Business!

Consumer's Desired Resolution:
I wish to have the bill cancelled the entire $1,188.00 and also would like an aplogy for the unappropriate way they conduct business. I did get a little hateful but when you are hung up on several times by an organization that tends to happen. I also would like our company name [redacted] to be taken off any information they have and NEVER contacted again by their orginization!!!!!!!!!!!!

Business/Consumer Responses:

Complaint ID #: 8803466

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
866-214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 11/9/2011

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
I recieved a phone call at work from people claiming to be "updating" our listing in the local yellow pages. We have been recieving these calls daily. Most of the time we either hang up or tell them to call back. Today we recieved an invoice that was not authorized. This is a yellow pages scam.

Consumer's Desired Resolution:
I would like for this to be cancelled and we are not paying this invoice as the person who authorized it does not have that authority. I know that this is a scam. I would just like for it to stop and to make everyone else aware of it.

Business/Consumer Responses:

Complaint ID #: 9021524

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 5/3/2012

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:
This company sent a solicitation via our fax for advertising services, which states "Now with your free page on www.facebook.com" An employee at our firm took it upon herself to sign this solicitation because she thought it was "Free". Nowhere on the form does it say we will be billed $1238.00, we consider this fraudulent and deceptive business practice, and we have no intention of paying this bill. We notified the company via Certified Mail on 8/30/2011 that the employee had no legal right to represent us, no longer works for us, and the so called contract was not valid. The collection notices ceased at that time. As of 5/2/2012 the threatening collection notices have started again from the same person a Jessica Hayden from the legal department. Telephone number 1-866-214-5273.

Consumer's Desired Resolution:
We request that the company recognize their fraudulent advertising practices, and clear us from any debt they think we owe them. We also request that they never contact our office via our private fax in the future, or we will file a complaint against them with the FCC.

Business/Consumer Responses:

Complaint ID #: 9213312

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 9/12/2012

Nature of the Complaint: Customer Service Issues

Consumer's Original Complaint:
Open Business Directory aka Yellow-Pages-USA.com sent us an unsolicited fax advertisement to list or company contact information on their website. This advertisement was disguised as a general request to confirm our contact information. At the bottom of the advertisement was nearly illegible fine print that apparently said if we fill out this form, sign it, and fax back to them we are hereby ordering registration in their online directory. Not knowing the above information, the form was filled out, signed, and faxed back. We received an invoice several weeks later for $1,188. I called the customer service numer provided on the invoice and kindly asked that they cancel the account and any charges associated with it because we were unaware that by sending them the form we were ordering registration. They told us we needed to fax in that request. After faxing in the request they sent a letter back saying they would not cancel the subscription and we were to pay the invoice. We contacted to company again and asked to speak with a manager or supervisor to which they responded there was no one there to speak with and if we had an issue we needed to send in another fax. We sent in another fax and it was not acknowledged. We have continued to receive invoices & reminders and they are adding late fees to the bill. Not only did we not intend to sign up to be listed in their directory, but our contact information is incorrect & they have been notified of this error several time. I have called and emailed them several times in the past month and can't get a hold of anyone to speak with. Their phone line always says they can't take our call at this time. None of our emails have been returned.

Consumer's Desired Resolution:
We would like Open Business Directory Ltd/Yellow-Page-USA.com to simply cancel the account, subscription and any charges related to [redacted]

Business/Consumer Responses:

09/25/2012
Michael Barron

Respond to Complaint

09/25/2012
[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9213312.

[If you are rejecting the business's response please enter your rejection comments here.]
I believe this company is operating in a fraudulant manner. They take no ownership of the fact that they scam customers into signing their unsolicated fax advertisement. The company does not offer cancellation of contract. They say you can only cancel prior to the work being undertaken. However, they attempt no contact to confirm the information they are entering is correct or that the customer does indeed want their service. I have made several attempts to contact the company to resolve our issues but only continue to receive the past due invoices. They have absolutely no customer service. They have yet to correct their information for our company to which they are requesting payment for. We do not intend to have a business to business relationship with a company that operates in this manner and still request the contract to be cancelled.

Regards,

[redacted]

Open Business Directory Ltd.
225 Franklin Street, 26th Floor, Boston, MA 02110

BBB of Eastern MA, ME, RI, & VT
290 Donald Lynch Boulevard, Suite 102
Marlborough, MA 01752-4705

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
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Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

Date 09/25/2012

Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a

business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states **"authorized signature"** and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron
Open Business Directory Ltd.
Legal Department
e-maillegal@open-business-directory.com:

Complaint ID #: 8698147

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 8/9/2011

Nature of the Complaint: Sales Issues

Consumer's Original Complaint:
We are not sure that the Nature of our complaint was the most appropriate choice, but this is the problem:

We can find no ad or web page. We are being billed for an ad with Yellow Pages USA. My property manager thought this was the same as AT&T Yellow Pages. When we found a web page, we were required to download a software program which our Web browser blocked as being unsecured. It appears to us this is an internet scam.

We will not pay for something which we believe to be an internet scam.

Consumer's Desired Resolution:
For this matter to be dropped. We would like to see this company closed down.

Business/Consumer Responses:

09/26/2012
Michael Barron

Respond to Complaint

Open Business Directory Ltd.
225 Franklin Street, 26th Floor, Boston, MA 02110

BBB of Eastern MA, ME, RI, & VT
290 Donald Lynch Boulevard, Suite 102
Marlborough, MA 01752-4705

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

Date 09/26/2012

Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a

business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states **"authorized signature"** and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron
Open Business Directory Ltd.
Legal Department
e-maillegal@open-business-directory.com:

Complaint ID #: 8883894

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 1/17/2012

Nature of the Complaint: Sales Issues

Consumer's Original Complaint:
I received a contract-type fax from Yellow Page USA on or around June of 2011. Their logoing and business name were copycatted enough that I assumed they were the legitamate Yellow Pages (I assume this to be their intent and business model) whom I had already arranged advertising with. I signed the faxed contract and return faxed, believing that I was fulfilling my prior obligation to an arrangement with the real Yellow Pages. The following November, I received a letter soliciting payment for advertising services rendered, whereupon I contacted the service number listed to find out that they were in no way affiliated with the legitimate Yellow Pages in spite of their specious marketing / solicitation pieces which are misleading representations of the former. Upon discovering this, I immediately asked that my business be removed from their directory and any business relationship with them be nullified and severed. I sent the requisite paperwork requesting the correction, entertained some back-and-forth, and am now in what I can only assume to be the "attrition phase" of their business model (i.e. threats of collection action, further solicitation of payment). During this time, I've had the pleasure of revlewing multiple other complaints against this company regarding their misleading, misrepresentative business practices and can only assume that it is more of a ruse given form rather than a legitimate business entity, guising as a universally-known advertising medium and preying on unsuspecting consumers.
Their illegitimacy is further supported by their lack of advertising reach and visibility and their inability to follow through with the terms of their own "ruse paperwork" which they loosely refer to as a "contract" (the set-up of a Facebook page on my business's behalf outlined on their own initial faxed document was never undertaken).

The business practices outlined above I have found to be typical of Yellow Page USA, constituting false advertising, misrepresentation, and, breach of contract. Steer clear of these guys.

Consumer's Desired Resolution:
release from "ruse agreement", removal from directory, no further solicitation

Business/Consumer Responses:

03/06/2012
Michael Barron

Respond to Complaint
We are in receipt of the complaint filed in the above case and apologize for any delay in responding but this matter has only just been passed to the writer for attention. We do not agree with the statement made by the complainant but have sought to reach an agreement so as to resolve.

We would advise that [redacted] did file a complaint with the AG's office concerning this contract. We have dealt with that complaint and now enclose a copy of our reply without the enclosures. The proposal remains open and we are now awaiting a response form [redacted] and trust that the matter can be resolved and settled upon those terms.

Your sincerely

Michael Barron

Open Business Directory Ltd.

Legal Department

Complaint ID #: 8878347

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 1/12/2012

Nature of the Complaint: Service Issues

Consumer's Original Complaint:
Below is a copy of the letter sent:

[redacted]

December 29, 2011

Open Business Directory Ltd.
Yellow-Page-USA.com
225 Franklin Street, 26th Floor
Boston, MA 02112

ATT: Jessica Hayden, Senior Collections Manager

Dear Jessica Hayden,

This letter is in response to your letter dated November 24, 2011. Your company has sent a letter of demand for the overdue payment of $1,288.00 to [redacted]

I understand your company initiated contact with our company and solicited business for advertising.

Our records show that your company is not a vendor with our company nor has been a vendor for our company. If you have a product or service we need or we initiate, then our process is to get you approved properly, provided you have something I decide to receive. All vendors must be approved by management prior to doing business with [redacted] If you are not an approved vendor, then you cannot conduct business with or on behalf of our company.

It appears you are currently conducting business on behalf of [redacted] and using our name. You are doing so without my approval and without proper authority. You must cease from doing so immediately. I have not made any purchase agreement with your company.

This letter is your official notice to immediately cease and desist from using [redacted] in any manner and to avoid any further contact with our company.

Please note the letterhead for our proper company name. Your company has obviously made a mistake.

According to the Better Business Bureau, your company has many outstanding and unresolved complaints similar to this issue. A complaint will be filed with the BBB Boston, MA against your company.

Sincerely,

[redacted]

[redacted]

Better Business Bureau, Boston, MA
Enclosure

Consumer's Desired Resolution:
CEASE AND DESIST AS STATED IN THE ABOVE LETTER.

Business/Consumer Responses:

Complaint ID #: 9414960

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 2/8/2013

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:
I am receiving letters threatening collection and a lawsuit by this company when I have never authorized any advertising with this company. I have often received phony bills form this company which I have discarded and never returned or acknowledged. In reading other complaints I realized that it may have been this company that called wanting to "verify" the information about my company "for their directory." I told the caller that I was not authorizing any advertising or agreeing to pay any bill. The caller assured me that they were only verifying information, then she ONLY asked me to verify the name of the business, my address and phone number and that I was the owner. I specifically stated again that I was not authorizing anything or agreeing to pay for anything now or in the future. There was also no mention of the call being recorded or I would have ended it.

Consumer's Desired Resolution:
I want this company and their aliases to stop communicating with my company all together and to acknowledge that I do not owe them and to realize I will NEVER pay them a dime and I will exhaustively contact every authority and use every avenue at my disposal to get their scam shut down!

Business/Consumer Responses:

03/05/2013
Michael Barron

Respond to Complaint
Open Business Directory Ltd.

225 Franklin Street, Floor, Boston, MA 02110

BBB of Eastern MA, ME, RI, & VT

290 Donald Lynch Boulevard, Suite 102

Marlborough, MA 01752-4705

USA

FEB 27 2013

Open Business Directory Ltd.

Service Agent USA:

225 Franklin Street, 26th Floor

Boston, MA 02110

Phone +1 (866) 214 5273

Fax +1 (781) 658 2381

info@open-business-directory.com

EUROPE:

ul. Uldastova, d. 52, k.v. 1361 g.

Moscow

119607

RUSSIAN FEDERATION

Tel; +7 (495) 580 3043

Date 02/25/2013

Complaint 9414960

Our Reference: US-OBD-91880

Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of Work and inquiries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed We have collated a standard reply so as to deal with all issues that may be raised by the Complainants.We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst We do not agree with the statement rnade We do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form Was received by the Company which undertook the Work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or Contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for thebusiness and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there Was any misrepresentation as to the terms ofthe contract, fees payable or indeed the name of the Company. A11 are clear and concise Within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or

business details or that the service is free.

There Is also no reference in the Order form or terms to any other Company or association with any other Company Within the same market sector which could mislead or deceive a business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA~com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states "authorized signature" and this is the very reason why the Order is in this format, so as to avoid an argument that such signature Was not authorized. Accordingly, the Company Would reject any argument on the grounds that the person signing the Order form was not authorized.For these reasons the Company does not agree that the contract is Void or could be deemed to be Voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant Will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms Were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We Would advise as Was explained by Customer Services and the Company that

as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the Work being undertaken. In this Case the Company could not cancel as the Work had been undertaken and the service Was continuing.

We do appreciate that the Complainant may not accept that there is a Valid contract but as stated above there is no reason Why the contract would be Void or invalid. The fees are correctly due and payable.We trust that We noW clarified the Issues as to the facts and our position. However, if a Customer is not satisñed with the service or if there is an issue With regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances We would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron

Open Business Directory Ltd.

Legal Department email legal@open-business-directory.com

03/05/2013

[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9414960.

[If you are rejecting the business's response please enter your rejection comments here.]

Regards,

[redacted]

Complaint ID #: 9403400

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 1/31/2013

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
One of our non-manager employees got a fax for what seemed to be an update to our phone book listing. He filled it out and faxed it back, missing the fine print that was some sort of listing service with Open Business Directory, Ltd.

We received nothing for over 60 days, finally getting an invoice claiming we owed $1188.00.

We contacted the business and informed them that we did not request or want this service, and the person that filled out the form was NOT an authorized officer of our company and had no authority to order anything on our behalf (nevermind the very deceptive solicitation to begin with-- if you put charges in fine print and put FREE in big letters at the top, you're being deceptive). We sent notice of this in writing.

The company informed us on 1/18/03 that they would not cancel the service.

Our research has determiend that this company clearly uses deceptive practices and did so in this instance.

Consumer's Desired Resolution:
This company cancels the "service" and ceases all attempts to collect on it.

Business/Consumer Responses:

03/25/2013
Michael Barron

Respond to Complaint
Open Business Directory Ltd. 225 Franklin Street, Floor, Boston, MA 02110BBB of Eastern MA, ME, RI, & VT 290 Donald Lynch Boulevard, Suite 102 Marlborough, MA 01752-4705USA

FEB 27 2013Open Business Directory Ltd.Service Agent USA:225 Franklin Street, 26th Floor Boston, MA 02110Phone +1 (866) 214 5273 Fax +1 (781) 658 2381info@open-business-directory.comEUROPE:ul. Uldastova, d. 52, k.v. 1361 g. Moscow119607RUSSIAN FEDERATIONTel; +7 (495) 580 3043

Date 03/06/2013Complaint 9403400Our Reference: US-OBD-105085Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of Work and inquiries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed We have collated a standard reply so as to deal with all issues that may be raised by the Complainants.We trust this is acceptable.We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst We do not agree with the statement rnade We do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.As the business must appreciate a signed Order form Was received by the Company which undertook the Work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.We would also advise that the Company does not employ any direct sales staff or Contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for thebusiness and the business alone.On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there Was any misrepresentation as to the terms ofthe contract, fees payable or indeed the name of the Company. A11 are clear and concise Within the Order form. All is disclosed.There is also no mention of the form merely being a form to update information orbusiness details or that the service is free.There is also no reference in the Order form or terms to any other Company or association with any other Company Within the same market sector which could mislead or deceive a business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA~com.The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states "authorized signature" and this is the very reason why the Order is in this format, so as to avoid an argument that such signature Was not authorized. Accordingly, the Company Would reject any argument on the grounds that the person signing the Order form was not authorized.For these reasons the Company does not agree that the contract is Void or could be deemed to be Voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant Will be able to confirm that their business details are listed and registered in the directory.It may be that the terms Were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.As to cancellation. We Would advise as Was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.However, the Company will consider a request to cancel a contract if requested prior to the Work being undertaken. In this Case the Company could not cancel

as the Work had been undertaken and the service Was continuing.We do appreciate that the Complainant may not accept that there is a Valid contract but as stated above there is no reason Why the contract would be Void or invalid. The fees are correctly due and payable.We trust that We noW clarified the issues as to the facts and our position. However, If a Customer is not satisñed with the service or if there is an issue With regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances We would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.Would you please forward this reply to the Complainant.Yours sincerely,Michael BarronOpen Business Directory Ltd.Legal Department email legal@open-business-directory.com

---

03/26/2013

[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9403400.

[This company is attempting to collect on business we did not solicit, and are attempting to enforce a contract that was not signed by an authorized officer of our company. Their horrendous record with the BBB and reputation further enforces our belief that they do not operate in good faith. We will not be paying them a dime and will not do any business with them per suggestions given to us by the FTC.]

Regards,

[redacted]

Complaint ID #: 8995230

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 4/16/2012

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:
We did not advertise with this directory. That is not my signature on the form they sent me. We have never used them in the past, and I did not authorize this. We will not pay the amount charged because we do not owe them anything.

Consumer's Desired Resolution:
No charge to our company. NO further contact.

Business/Consumer Responses:

Complaint ID #: 8820042

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 11/26/2011

Nature of the Complaint: Sales Issues

Consumer's Original Complaint:
The Yellow page USA called on 2-3-2011 and said they were "updating their addresses, They faxed a form to write the updated address on.I abliged and gave them our current business address and faxed it back. Nothing was discussed about advertising,services,or fees of any kind. Months later we recieved a bill from Yellow-Page-USA.COM. for advertising.

Consumer's Desired Resolution:

Business/Consumer Responses:

01/31/2012
open business directory

Respond to Complaint
see attached

Open Business Directory Ltd.
225 Franklin Street, 26th Floor, Boston, MA 02110

YELLOW-PAGE-USA.COM

Better Business Bureau
290 Donald Lynch Boulevard
Suite 102
Marlborough
MA 01752-4705
USA

RECEIVED
JAN 31 2012
Better Business Bureau

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

01/18/2012 MB

Dear Mediator,

Your Reference: Case # 8820042
Our Reference: Contract No: US-OBD-54595

We are in receipt of the complaint filed in the above matter on November 28th. We apologize for any delay in responding. We note the statement made and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. However, although we do not agree with the statement made we shall seek to resolve by agreement.

We understand from the statement that the Complainant is seeking to have the contract rescinded on the grounds that they were apparently misled into signing the Order form and believed that the form merely related to the updating of information. This is incorrect and we cannot understand why a business which would read the terms can be confused or misled taking into account the format of the Order itself and the terms set forth therein. There is nothing within the form to suggest that the form is merely a form to update address information. Further, the Order form which was signed and returned also included additional information on the business which was added to by [redacted]

The Complainant also states that the business was contacted by telephone regarding the update of information. However, we would advise that the Company does not employ any direct sales staff or contact business's by telephone in relation to new contracts. We are therefore surprized that such a statement was made. It is apparent that the Order form was received by the business and was signed and returned. The Company certainly does not seek to mislead or deceive as is implied. Any Order sent to a business is for the business to review and sign should they so desire. The Company cannot and does not coerce or deceive any business into signing any Order form as the decision to sign the Order form is a decision for the business and the business alone.

As [redacted] must appreciate once the signed Order was received the work was undertaken by the Company in good faith and in accordance with the terms of contract and he will be able to confirm that the business details remain registered and listed in the directory pursuant with those terms. Further, there was certainly no misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order Form.

The terms also clearly state that the details of the business will be registered with Yellow-Page-USA.com. They are not ambiguous and all is disclosed within the terms. Nothing is concealed and there is no violation of any Consumer laws or otherwise which would deem the contract to be voidable.

In addition sales are also only conducted on a strict business to business basis. As such we do expect a higher standard of due diligence to be exercised and for good business practice procedures to be in place when reviewing documents. It has to be assumed that someone in a professional capacity at the place of business and in this case [redacted] himself would have had the opportunity to review the Order form and be in a position to query the details if any points were unclear prior to signing and returning the Order. It is for precisely this reason that the Company or its associates does not deal with Consumers. It may be that the terms were not read in detail but this is not the fault of the Company or a defence as to the validity of the contract itself or an error which [redacted] can now rely upon.

We would also advise, as may have been explained to [redacted] that it is not now possible to cancel the contract as the work was undertaken. We are surprized that [redacted] stated that he did not hear anything for some months as the invoice was issued and sent on March 17th.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above we do not agree that there is no contract. A contractual relationship was created upon receipt of the signed Order from the business. A copy is atatched. Accordingly, the fees payable are correctly due. However, if a Customer is not satisfied with the service or if there is an issue with regard to the Order as now implied then we would prefer, if possible to seek a resolution. In the circumstances, and so as to avoid further costs being incurred by the parties or recovery action having to be taken, we are, in a final effort to bring this to a close now prepared to reduce the invoice to a nominal $297.00. This would be for three months of fees payable and be in full and final settlement of all obligations pursuant to the contract. Such payment would cover the costs incurred for the initial listing registration and creating the webpage from the details as provided by the business. In addition, for all the time that the details have been in the directory. The listing remains and we believe that it will be beneficial, but we are, as stated prepared to close the file upon an agreement being reached.

We trust that we have now clarified the issues as to the facts and our position and that [redacted] will upon reflection look to reach agreement upon those terms. We shall now place a short hold on the file so as to enable [redacted] to respond and await hearing.

Yours sincerely,

M. Barron

Michael Barron
Open Business Directory Ltd.
Legal Department
e-mail: legal@open-business-directory.com

YELLOW PAGE *USA*

now with your free page on www.facebook.com

Please send the completed form to our toll-free fax number:877-731-0857- before 02/10/2011

Yellow-Page-USA understands the actual importance of social networks and now offers to create your company's page on facebook.com, without additional charges for all registered customers of its online directory. facebook.com has become the most visited website in the US and plays an increasingly important role in marketing your company's business. This new additional service will enable you to stay in closer touch with your existing customers and to find more people that are looking for the type of product or services that your business sells:

Contact Details:	☑ Please check to confirm or give actual data:
Record Nr : OBD-229329939	☐
Company : [redacted]	☐
Street / No. :	☑ [redacted]
City / Zip :	☐
State:	☐
Phone :	☐
Fax :	☐
e-Mail:	☐
Website :	☐

Products & Services:

(Please provide relevant keywords that summarize the range of products and services that your company offers:)

[redacted]

In case that you would like to be removed from our fax list - please check here: ☐

Order: We hereby certify that all information and details about our company as given above are correct and we hereby order registration at the business directory Yellow-Page-USA.com managed by Open Business Directory Ltd. (herein referred as "Yellow-Page-USA") for a term of two years, at a price of US$99 per month, payable one year in advance. Payment terms are 10 days from the date of registration. We authorize Yellow-Page-USA to create an official page for our company and its business community at www.facebook.com and to manage its content following our instructions as given herein. We understand that this offer does not indicate an agreement exists between Yellow-Page-USA and Facebook Inc. and that page creation is a professional service offered by Yellow-Page-USA. Referring to Facebook's "Pages Terms" we herewith confirm that Yellow-Page-USA shall be the authorized representative to set up this page at www.facebook.com.

We understand that Facebook has no obligation to distribute this content and may decide to stop publishing the official page at any time. Termination of this agreement with Yellow-Page-USA is required in writing by giving notice to Open Business Directory Ltd. (Email: info@open-business-directory.com - Postal Address: One Post Office Square, Suite 3600, Boston MA 02109) at least three months prior to the expiry of the order or the agreement will automatically renew for one year. Any omissions, errors or other incorrect data appearing in the directory are the sole responsibility of the client. Should the client elect to have their records removed from the listing, payment is still required. Yellow-Page-USA reserves the right to assign all contractual rights to a third party. This agreement and all questions of interpretation hereof shall be governed by the applicable state's statutory and common law. The customer can make any changes or amendments to their listing at any time, free of charge.

Print Name:	Authorized Signature:	Date:
[redacted]		2-3-11

Complaint ID #: 9288656

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 11/6/2012

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:
WELL WE WERE IN THE WORKS WITH AT&T THE REAL YELLOW PAGES HAVING SOME REAL ONLINE ADVERTISING DONE AND I AINT REAL SURE HOW IT HAPPENED BUT ABOUT THE SAME EXACT TIME WE STARTED GETTING THESE IMPOSTER YELLOW PAGE COMPANY I MEAN WITH THE LET YOUR FINGERS DO THE WALKING INSIGNIA AND ALL STARTED SENDING US FAXES. KEEP IN MIND SOMEONE WE NEVER CONTACTED WE DID NOT WANT THEIR SERVICES IF WE WOULD HAVE WE WOULD HAVE BEEN CONTACTING THEM. IT IS LIKE THEY WERE PIGGYBACKING OR RIDING THE COAT TAILS OF THE REAL PHONE COMPANY. SEEMS STRANGE ENOUGH I JUST WANDER HOW THEY GOT OUR INFORMATION RIGHT AT THIS PARTICULAR TIME COINCEDENT WHO KNOWS. BUT TO MAKE A LONG STORY SHORT WE SENT A LETTER AND TRIED TO HAVE THE WHOLE THING CANCELLED BUT OFCOURSE SORRY NO CAN DO WE EVEN OFFERED TO PAY A FEW HUNDRED DOLLARS FOR OUR TROUBLES AND THEIRS BUT WAS UNABLE TO GET ANY RESOLUTION TO THE PROBLEM. IM SICK OF GETTING THESE THREATNING LETTERS AND ITS GOT TO STOP

Consumer's Desired Resolution:
FOR THEM TO REMOVE US FROM THEIR DIRECTORY LISTING BECAUSE I DONT INTEND TO PAY FOR ONE YEAR MUCH LESS TWO OR THREE. I MEAN FOR THEM TO KNOW THAT THEIR COMPANY IS CAUSING ALL KINDS OF CONFUSSION AND FOR THEM NOT TO SAY YOU KNOW I SEE WHAT YOU MEAN THE REAL YELLOW PAGES WITH THE LET YOUR FINGERS DO THE WALKING OR YELLOW PAGE USA WITH THEIR COPIED LET THE FINGERS DO THE WALKING INSIGNIA RIGHT ACROSS THE TOP YEA IT IS KIND OF CONFUSING I SEE WHERE YOUR COMING FROM. JUST PAY US THE COUPLE OF MONTHS THAT WE HAVE HAD YOU LISTED AND WE WILL GET IT ALL CANCELLED AND TAKEN CARE

OF CAUSE AFTER ALL WE ARE ONLY OUT A COUPLE OF MINUTES OF DATA ENTRY ANYHOW. ITS LIKE THE CONFUSSION AND MISDERECTION IS EXACTLY WHAT THEY WERE GOING FOR.

Business/Consumer Responses:

11/09/2012
Michael Barron

Respond to Complaint

11/15/2012
[redacted]

I Accept the Business's Response to Resolve this Complaint
[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does satisfy my issues and/or concerns in reference to complaint #9288656.

Regards,

[redacted]

Open Business Directory Ltd.
225 Franklin Street, 26th Floor, Boston, MA 02110

BBB of Eastern MA, ME, RI, & VT
290 Donald Lynch Boulevard, Suite 102
Marlborough, MA 01752-4705
USA

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

Date 11/09/2012

Re: 9288656

Our Reference: US-OBD-86354

Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states "**authorized signature**" and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron
Open Business Directory Ltd.
Legal Department
e-maillegal@open-business-directory.com:

Complaint ID #: 9087668

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 6/20/2012

Nature of the Complaint: Service Issues

Consumer's Original Complaint:
Open Business Directory Ltd. has repeatedly sent us bills and reminders for payment for over a year now. We have recieved no service or product from this company. Most recently, we have recieved harassment letters stating that they will "have no alternative than to commence with further debt collection procedures." The company also goes by Yellow-Page-USA and there is no proof that this company actually exists other than to try and scam people and businesses into sending them money. The website given does not work and the number provided on the correspondence takes the caller directly to an answering service. No agreement has ever been made with this company as we have never spoken to any representative at any time. We have not recieved any products or services and would like for the harassing letters to stop immediately.

Consumer's Desired Resolution:
We would like for Open Business Directory Ltd/Yellow-Page-USA to stop all contact with our business immediately.

Business/Consumer Responses:

07/12/2012
Michael Barron

Respond to Complaint
Dear Mediator

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be

an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business

details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states "authorized signature" and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron

Open Business Directory Ltd.

Legal Department emaillegal@

open-business-directory.com:

Complaint ID #: 9070605

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 6/7/2012

Nature of the Complaint: Billing or Collection Issues

Consumer's Original Complaint:
May 2011 Open Business Directory Ltd (dba Yellow Pages USA) faxed what seemed to be only a request for update from The Real Yellow Pages w/ "free page on www.facebook.com" boldly on the top. The price is in fine print at the bottom. OBD's logo is even very similar to the Real Yellow Pages. An unauthorized employee received the fax, signed it, and returned it to OBD. After the unauthorized employee was told this was not in her job description, she re-faxed the page w/ "VOID" across her signature. One year later, OBD is looking for $1238. As I read other BBB complaints on OBD, it's as if I had already filed my complaint. This office is not alone in the battle of deceptive business tactics w/OBD. This office has sent a registered letter telling OBD we have no intention on paying the debt and we will contact our attorney with future harassments from OBD.

Consumer's Desired Resolution:
To have our bill adjusted to zero w/ receipt stating such.
To be taken off OBD's mailing, faxing, phoning list - - - we never want to hear from them again.

Business/Consumer Responses:

Complaint ID #: 9283992

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 11/2/2012

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
I thought I was updating my information with the yellow pages and didn't read the fine print at the bottom of the page. This company is posing as the yellow pages and is not using ethical business practices. I contaced the yellow pages, they informed me that this was a scam company and that I didn't need to pay.

Consumer's Desired Resolution:
I do not feel obligated to pay for a service that was mis-represented and of which I called immediately once discovering the scam and asked to cancel.

Business/Consumer Responses:

11/09/2012
Michael Barron

Respond to Complaint

11/09/2012
[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9283992.

[If you are rejecting the business's response please enter your rejection comments here.]

Regards,

[redacted]

Open Business Directory Ltd.
225 Franklin Street, 26th Floor, Boston, MA 02110

BBB of Eastern MA, ME, RI, & VT
290 Donald Lynch Boulevard, Suite 102
Marlborough, MA 01752-4705
USA

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

Date 11/09/2012

Re: 9283992
Our Reference: US-OBD-91120

Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states **"authorized signature"** and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron
Open Business Directory Ltd.
Legal Department
e-mail legal@open-business-directory.com;

Complaint ID #: 8744713

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 9/19/2011

Nature of the Complaint: Billing or Collection Issues

Consumer's Original Complaint:
We moved to our current [redacted] location back on 21 January 2008. After some time had passed, I started receiving numerous complaints that this company had our outdated and not our new one. I called this company to ask them how to change our address and delete the old address from their files. The representative asked for our fax number which I supplied them with. The representative said to fill out a form with the new changes. I crossed out the old information that they had on record and then wrote in the correct address and contact information. I then signed and dated the change form. I then faxed the form back to the fax number given. The address change form was filled out and faxed back to this company on the 3 February 2011. I recieved a fax on 16 September 2011 billing us for an ad that I supposedly placed. The fax is from a individual by the name of Ms. Jessica Hayden. I contacted Ms. Hayden explaining the situation on 16 September 2011 at 2:30pm via email. Prior to the email, I placed a phone call directly to her the same day. Ms. Hayden stated to me that she had been trying to get in touch with me on the dates of 23 Feb 2011, 17 March 2011, 20 May 2011 and the 17 June 2011. All of which I had not been in communications with until 16 September 2011. I explained to Ms. Hayden that if I would have approved an ad, I would have had to approved a "proof" before the ad would have been placed. In addition, back in February, I had asked for our old address be removed from their companies listings. Even that was not done.

Consumer's Desired Resolution:
Delete all listings from company. I will never contact this outfit again for anything.

Business/Consumer Responses:

11/30/2011
Michael Barron

Respond to Complaint
We are in receipt of your letter of September 20th, 2011 together with the form of Complaint in respect of the registration of the above named business with Yellow-Page-USA.com. We have read the statement made and are disappointed that the Complainant has raised issue as to the Order and the service that the Company is providing. We do not, however agree with the Complainant's statements as to the facts but trust that the matter can be resolved by agreement.

The Complainant is seeking to rescind the contract on the grounds that he was misled as to the Order, but with respect we do not agree. We would also advise that the company does not employ any direct sales staff or contact business's in respect of new contracts. Accordingly, we find the statement that the business was contacted by a so called Representative as surprising. However, the business received the Order form and it was signed and returned tot he Company. As [redacted] must appreciate once the signed Order was received the work was undertaken in good faith and in accordance with the terms of contract. [redacted] will be able to confirm that the business details remain registered and listed in the directory pursuant with those terms.

Further, there was certainly no misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order Form. The terms also clearly state that the details of the business will be registered with Yellow-Page-USA.com. They are not ambiguous and all is disclosed within the terms. Nothing is concealed and there is no violation of any Consumer Laws or otherwise which would deem the contract to be voidable. It may be that the terms were not read in detail but this is not the fault of the Company or a defense as to the validity of the contract itself or an error which [redacted] can now rely upon.

In addition sales are also only conducted on a strict business to business basis. As such we do expect a higher standard of due diligence to be exercised and for good business practice procedures to be in place when reviewing and authorizing documents It has to be assumed that someone in a professional capacity at the place of business and in this case [redacted] himself would have had the opportunity to review the form and was in a position to query the details if any points were unclear prior to authorizing the order. It is for precisely this reason that the company or its associates does not deal with Consumers.

As [redacted] will appreciate the order form clearly confirms that the business details will be listed in the online directory so no proof would be sent to [redacted] for approval as in the case of a hard copy directory. Accordingly, we cannot understand how there could be any confusion as to the service provided by the Company.

We would also advise, as may have been explained that it is not now possible to cancel the contract. There is a general period of two weeks form the date of the signed order being received and prior to the effective creation of the webpage and registration listing of the details provided by the business in the directory when a request to cancel will be considered by the company. However, as no such request was made and as the work was undertaken we regret that the company would not now agree to cancel.

However, if a customer is not satisfied with the service or if there is an issue with regard to the order as appears could be the case then we would , if possible seek to resolve the matter. In the circumstances, and to avoid further costs being incurred or recovery action having to be taken, we

are, in an effort to bring this to a close now prepared to reduce the invoice to a nominal $297.00. This would be for three months of fees payable and be in full and final settlement of all obligations pursuant to the contract. Such payment would cover the costs incurred for the initial registration and creating the webpage form the details as provided by the business. In addition, for all the time that the details have been in the directory. The listing remains and we believe that it will be beneficial, but we are, as stated prepared to close the file upon an agreement being reached.

We trust that we have now clarified the issues as to the facts and our position and that you communicate the above to the Complainant. We now look forwarded to hearing and that agreement can be reached. We will of course issue a new invoice for the above sum to enable the business to file the invoice with the tax return.

yours Sincerely

Michael Barron

12/06/2011

[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 8744713.

[Thank you for the form letter but no payment will be made as an advertising ad was not authorized to be placed. I simply needed our address changed and this was the form that was sent to me by this establishment. Further communications from this company will be considered harrassment]

Regards,

[redacted]

Complaint ID #: 9110818

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 7/3/2012

Nature of the Complaint: Sales Issues

Consumer's Original Complaint:
While is negotiation with THE REAL YELLOW PAGES my office received an unsolicited fax from Open Business Directory Ltd (Yellow Page USA) posing as the REAL YELLOW PAGES complete with a stolen logo and all. Mistaking the form for information that THE REAL YELLOW PAGES needed it was filled out and faxed back. Now Open Business Directory is trying to collect $1238 from us (a small non profit) for a Facebook page! It is obvious this company uses deceptive practices and preys upon small businesses and and non profits. All 500+ complaints all sound the same. This company tries to rope in businesses to long term expensive contracts for minimum service ($99 a month for a free Facebook page!) and them badger them with collection notices.

Consumer's Desired Resolution:
For this company to cancel our account with a balance of zero and never contact us again.

Business/Consumer Responses:

07/12/2012
Michael Barron

Respond to Complaint

07/26/2012
[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9110818.

[If you are rejecting the business's response please enter your rejection comments here.]

Regards,

[redacted]

Dear Mediator

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states **"authorized signature"** and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron
Open Business Directory Ltd.
Legal Department
e-mail legal@open-business-directory.com:

Complaint ID #: 9547534

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110

Business ID: 123204

[redacted]

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 5/17/2013

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
Fax from Yellow-Page-USA advertised free listing service but In small print charged exorbitant fee for services misrepresented as the Real Yellow Page advertisement in yellow pages..
Fee charged was $ 1238 for first year with additional charge of $1238 for second year of internet business listing. This company is doing business as Open Business Directory Ltd. from Dubai, UAE Al Barsha P.O. 450676 , Dubai, UAE. We have received a bill from above company threating to commence legal action as a bad debt if not paid by May 24, 2013. Attempted to reach Boston, Ma. service address for this company : jessica.hayden@open-business-directory.com with no response the past three days. Service agent: 225 Franklin Street, Boston, Ma. 02110 Phone 1-866-214-5273 Fax 1-781-658-2381

Consumer's Desired Resolution:
Apparent fraudulent SCAM business practice from outside the United States. Billing should be cancelled for fraudulent misrepresentation of service which were provided.

Business/Consumer Responses:

06/19/2013
Michael Barron

Respond to Complaint

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However the company is currently handling a high volume of work and inquiries on behalf of customers which has led to a general delay in replying to individual complaints filed. Accordingly In order to avoid any further delay in answering complaint filed we have collated a standard reply so as to deal with all issues that may be raised by the complainants. We trust this is acceptable. We have noted the statement made by the complainant and are disappointed that there appears to be an issue as to the order and the service that the company is providing. Whilst we do not agree with the statement made, we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion. As the business must appreciate a signed order form was received by the company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding. We would also advise that the company does not employ any direct sales staff or contact business's in respect of new contracts. Any order form received by the business is for the business to consider and return. The decision to sign and return the order form is one for the business and the business alone. On occasions as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. we do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the company. All are clear and concise within the order form. All is disclosed. There is also no mention of the form merely being a form to update information or business details or that the service is free. There is also no reference in the order form or terms to any other company or association with any other company within the same market sector which could mislead or deceive a business into signing the order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com. The form is also clear as to the signature of the person signing the order form and authority to sign. The place on the order form for the signature clearly states "authorized signature" and this is the very reason why the order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the company would reject any argument on the grounds that the person signing the order form was not authorized. For these reasons the company does not agree that the contract is void or could be deemed to be voidable. As the complainant must appreciate once he signed order was received the work was undertaken in accordance with the terms of contract and the complainant will be able to confirm that their business details are listed and registered in the directory. It may be that the terms were not read in detail prior to signing the order form but that is not the fault of the compannay and is no defence as to the validity of the contract. As to cancellation. We would advise as was explained by customer services and the company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the order terms. However, the company will consider a request to cancel a contract if requested prior to the work being undertaken and the service was continuing. We do appreciate that the complainant may not accept that there is a valid contract but as stated above there is no reason why would be void or invalid. The fees are correctly due and payable. We trust that we now clarified the issues as to the facts and our position However if a customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the company so as to seek a resolution and close. However, the company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached. Would you please forward this reply to the complainant

Complaint ID #: 9413385

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 2/7/2013

Nature of the Complaint: Service Issues

Consumer's Original Complaint:
Open Business Directory Ltd. sent a fax to our front desk assistant and asked that information for our company be verified and faxed back. The assistant verified and faxed the letter back. Open Business Directory Ltd. used this fax to sign us up for an annual fee of $1188.00. We did not receive any notification prior to or after this fax that we would be charged for any services nor did we receive any notice after faxing back said confirmation that we received any services. The only thing that occurred was a return fax and a bill. I tried calling to speak to the company and I have not received a return phone call from them. They have threatened to alert our Dun & Bradstreet account and register us as a bad debt as well. Also - the assistant who signed for the fax was not authorized to do so, as only company officers are approved to sign contracts. She was told by a representative from Open Business Directory Ltd. that it was a confirmation of information only, not a contract. This appears to be a scam.
The standard automated answer that they are responding with is not acceptable to me as a response to this complaint. They must address it specifically, and individually

Consumer's Desired Resolution:
I want all invoices to be cancelled with a no pay due, and our company removed from this so called contract they have created spuriously. This company should be looked into with so many complaints regarding fraud. This company should be forced to close due to Fraud and Deceptive Business Practices.

Business/Consumer Responses:

03/05/2013
Michael Barron

Respond to Complaint
Open Business Directory Ltd.

225 Franklin Street, Floor, Boston, MA 02110

BBB of Eastern MA, ME, RI, & VT

290 Donald Lynch Boulevard, Suite 102

Marlborough, MA 01752-4705

USA

FEB 27 2013

Open Business Directory Ltd.

Service Agent USA:

225 Franklin Street, 26th Floor

Boston, MA 02110

Phone +1 (866) 214 5273

Fax +1 (781) 658 2381

info@open-business-directory.com

EUROPE:

ul. Uldastova, d. 52, k.v. 1361 g.

Moscow

119607

RUSSIAN FEDERATION

Tel; +7 (495) 580 3043

Date 26/02/2013

Complaint 9413385

Our Reference: US-OBD-95441

Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of Work and inquiries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed We have collated a standard reply so as to deal with all issues that may be raised by the Complainants.We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst We do not agree with the statement rnade We do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form Was received by the Company which undertook the Work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or Contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for thebusiness and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there Was any misrepresentation as to the terms ofthe contract, fees payable or indeed the name of the Company. A11 are clear and concise Within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or

business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company Within the same market sector which could mislead or deceive a business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA~com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states "authorized signature" and this is the very reason why the Order is in this format, so as to avoid an argument that such signature Was not authorized. Accordingly, the Company Would reject any argument on the grounds that the person signing the Order form was not authorized.For these reasons the Company does not agree that the contract is Void or could be deemed to be Voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant Will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms Were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We Would advise as Was explained by Customer Services and the Company that

as this Is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the Work being undertaken. In this Case the Company could not cancel as the Work had been undertaken and the service Was continuing.

We do appreciate that the Complainant may not accept that there is a Valid contract but as stated above there is no reason Why the contract would be Void or invalid. The fees are correctly due and payable.We trust that We noW clarified the issues as to the facts and our position. However, if a Customer is not satisñed with the service or if there is an issue With regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances We would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron

Open Business Directory Ltd.

Legal Department email legal@open-business-directory.com

03/05/2013

[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9413385.

Regards,

[redacted]

Complaint ID #: 9220553

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 9/18/2012

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
I received a fax from Yellow Page USA in August offering a free page on facebook. I use Yellow Pages as part of my store's advertising
I am the owner of [redacted] I presumed it was an extension of their services. I quickly filled it out and faxed it back.
Yesterday, I received notification that I owed $1188 for $99 per month times 12 months. Of course, this was to be paid in advance. This service was advertised as a "free page"
and "without additional charges". I mistakenly thought that it wasYellow Pages. I plan to send a registered letter stating that I wish to cancel any sevices at once

Consumer's Desired Resolution:
This a scam operation that preys on unsupecting customers under the premise of being a part of Yellow Pages
with whom we have an active account.I would like the Better Business Bureau to bring as much pressure as possible
to stop this deceitful advertising that preys on unsuspecting customers

Business/Consumer Responses:

09/25/2012
Michael Barron

Respond to Complaint

09/25/2012
[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9220553.

[If you are rejecting the business's response please enter your rejection comments here.] This is a scam operation with over 750 complaints send to the Boston BBB. They prey on unsuspecting

business owners who believe it is in conjunction with regular account we have with Yellow Pages. I will not be paying anything to these frauds

---

Open Business Directory Ltd.
225 Franklin Street, 26th Floor, Boston, MA 02110

BBB of Eastern MA, ME, RI, & VT
290 Donald Lynch Boulevard, Suite 102
Marlborough, MA 01752-4705

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

Date 09/25/2012

Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a

business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states "**authorized signature**" and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron
Open Business Directory Ltd.
Legal Department
e-maillegal@open-business-directory.com:

Complaint ID #: 8995472

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 4/16/2012

Nature of the Complaint: Billing or Collection Issues

Consumer's Original Complaint:
This company apparently posed as the REAL Yellow Pages (which we are already contracted) Informing front line personell to update infromation and sign acknowledging correct information. Now they are sending letters threatening collections. No payment amounts were disclosed to the employee and they are not authorized to contract with companies. Company has an F rating with BBB and has legal representation outside the US, along with a address of business that is non existant all according to the BBB.

Consumer's Desired Resolution:
Close the business down!!!!! Does not make sense for valuable US companies to have this type of organization baiting them into contracts and payments. Cease and desist all collection efforts and calls to our organization

Business/Consumer Responses:

Complaint ID #: 8959711

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 3/15/2012

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:
This company has absolute misrepresentation and is unethically practicing business. There are phone numbers which no longer are valid; there are no responses back on inquiries...
Concerns go unanswered yet they have time to continue forwarding letters demanding payment. The last letter was more pleasant stating "We are interested in our customers and are always trying to find new ways to improve our service." Then states we are inquiring why there is a delay of payment. That is a joke. My response to the company is: LISTEN TO YOUR VOICEMAILS AND READ YOUR EMAILS!! TO REITERATE:

We assumed that this company was sending sales reps to businesses; however, we have just realized that they are sending faxes to businesses.

The fax leads the business to believe this is the actual yellow page advertisement by even including a logo which is almost identical to the real yellow pages. Their actual logo is nothing like the one on the fax. There is also verbiage stating "free page on facebook" & bolded print stating "without additional charges".

Our business was mislead into believing this is a free service and part of our existing yellow book account. There was never a confirmation or proof on what the [redacted] would include; the fax sent on 6/21/11 stated the form must be sent back by 6/28/11.
We did not hear from this company again until a bill in December 2011 which is when we saw the bill. We immediately contacted the company and have been doing so till the current date.

Initially after several attempts, we received a response that we had the option to cancel; however we had to pay $594. When further inquiries were made regarding our concerns and requesting a copy of our contract and full cancellation due to the misleading document, we received no response. Finally, we were advised one would be cancelled "out of good faith" as long as we paid our other agreement (by another one of our businesses) in full. We again made several attempts to call/email this company as this was not acceptable to us. No response by email or phone; instead they sent us past due invoices with late fees assessed.

They are now threatening to send this to an external collections agency if we do not pay an amount of $792 within 5days.

Consumer's Desired Resolution:
Cancel agreement without any fees and all payment requests.

Business/Consumer Responses:

Complaint ID #: 9490291

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 4/3/2013

Nature of the Complaint: Service Issues

Consumer's Original Complaint:
My business received a notice from them in the mail asking us to confirm the directory information was correct. We are a new business so we are getting many things like this. This one had "Yellow pages USA" on it. One of my staff members updated that address which was incorrect and faxed it in thinking that is all it would do. He thought they would just update the info on the next yellow page book that went out. Instead we got an invoice in the mail for $1188 saying we signed up for a subscription. When my staff member called to inquire explaining that we were not looking for any services, they told him to send a letter to them explaining the circumstances, they told him it "happens all the time" and they would clear it up. He sent a letter from our agency indicating that we did not want the subsciption. We received a letter back with another invoice (this one has {Open Business Directory LTD) on it that said "Once you signed the order and submitted the details to us you committed your company to a contract for two years duration" "The order cannot be cancelled" I got on the phone several times to try to speak to someone at the 800 they provide but it does not go though to anyone and you eventually have to leave a message which has not gotten returned. The bottom line is the form they sent to us was misleading and we thought we were just updating something, not purchasing anything. Secondly, my employee is certainly not authorized to make a purchase like this on behalf of my corporation.

Consumer's Desired Resolution:
Remove our subscription and clear the invoice to zero.

Business/Consumer Responses:

04/24/2013
Michael Barron

Respond to Complaint

Open Business Directory Ltd. 225 Franklin Street, Floor, Boston, MA 02110BBB of Eastern MA, ME, RI, & VT 290 Donald Lynch Boulevard, Suite 102 Marlborough, MA 01752-4705USA

FEB 27 2013Open Business Directory Ltd.Service Agent USA:225 Franklin Street, 26th Floor Boston, MA 02110Phone +1 (866) 214 5273 Fax +1 (781) 658 2381info@open-business-directory.comEUROPE:ul. Uldastova, d. 52, k.v. 1361 g. Moscow119607RUSSIAN FEDERATIONTel; +7 (495) 580 3043

Date 04/08/2013Complaint 9490291Our Reference : US-OBD-109071Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of Work and inquiries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed We have collated a standard reply so as to deal with all issues that may be raised by the Complainants.We trust this is acceptable.We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst We do not agree with the statement rnade We do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.As the business must appreciate a signed Order form Was received by the Company which undertook the Work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.We would also advise that the Company does not employ any direct sales staff or Contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for thebusiness and the business alone.On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there Was any misrepresentation as to the terms ofthe contract, fees payable or indeed the name of the Company. A11 are clear and concise Within the Order form. All is disclosed.There is also no mention of the form merely being a form to update information orbusiness details or that the service is free.There is also no reference in the Order form or terms to any other Company or association with any other Company Within the same market sector which could mislead or deceive a business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA~com.The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states "authorized signature" and this is the very reason why the Order is in this format, so as to avoid an argument that such signature Was not authorized. Accordingly, the Company Would reject any argument on the grounds that the person signing the Order form was not authorized.For these reasons the Company does not agree that the contract is Void or could be deemed to be Voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant Will be able to confirm that their business details are listed and registered in the directory.It may be that the terms Were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.As to cancellation. We Would advise as Was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.However, the Company will consider a request to cancel a

contract if requested prior to the Work being undertaken. In this Case the Company could not cancel as the Work had been undertaken and the service Was continuing.We do appreciate that the Complainant may not accept that there is a Valid contract but as stated above there is no reason Why the contract would be Void or invalid. The fees are correctly due and payable.We trust that We noW clarified the issues as to the facts and our position. However, if a Customer is not satisñed with the service or if there is an issue With regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances We would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.Would you please forward this reply to the Complainant.Yours sincerely,Michael BarronOpen Business Directory Ltd.Legal Department email legal@open-business-directory.com

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04/24/2013

[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9490291.

The response did nothing to resolve the issue other than to repeat the letter they already sent us. They need to remove the listing immediately because we are not [redacted] The form did not clearly indicate they were Open Directory. The top of the page in big letters says "Yellow Pages USA." In small fine print at the bottom there is one reference to Open Directory. Just because they say my employee is authorized to sign this contract does not make it so. This is a scam and I will not pay for something I did not authorize. There is no point to contact them directly because their barely English speaking call center representatives in Dubai have no interest in making any changes on this matter and clearly neither does their legal department.

Regards,

[redacted]

Complaint ID #: 8934371

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 2/27/2012

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
This company contacted me by fax in January of 2012. The fax asked me to update information about the small business I work for. I updated the information and signed the form, thinking I was dealing with The Real Yellow Pages. The fax was obviously, intentionally misleading me to believe I was dealing with The Real Yellow Pages and it intentionally misled me to think I was merely updating information at no charge for an existing account with The Real Yellow Pages. I received a bill in the mail for $1,188.00. I emailed, faxed and called the company to explain that not only did I not have authorization to make a committment on behalf of the company, but that I hadn't been aware I was entering into a contract at all and that they should immediately cancel any agreement or contract they believe us to be in. I received another bill and a letter stating that cancellation is not an option and that I should pay in full.

Consumer's Desired Resolution:
I wish to receive a zero balance from this company and never again to be contacted by them after receiving the zero balance.

Business/Consumer Responses:

Complaint ID #: 8934373

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 2/27/2012

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
This company contacted me by fax in January of 2012. The fax asked me to update information about the small business I work for. I updated the information and signed the form, thinking I was dealing with The Real Yellow Pages. The fax was obviously, intentionally misleading me to believe I was dealing with The Real Yellow Pages and it intentionally misled me to think I was merely updating information at no charge for an existing account with The Real Yellow Pages. I received a bill in the mail for $1,188.00. I emailed, faxed and called the company to explain that not only did I not have authorization to make a committment on behalf of the company, but that I hadn't been aware I was entering into a contract at all and that they should immediately cancel any agreement or contract they believe us to be in. I received another bill and a letter stating that cancellation is not an option and that I should pay in full.

Consumer's Desired Resolution:
I wish to receive a zero balance from this company and never again to be contacted by them after receiving the zero balance.

Business/Consumer Responses:

Complaint ID #: 8659905

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 7/8/2011

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:
My office received a fax to update our directory information. At the top of the form it said FREE listing with the Yellow Pages Logo at the top. We updated the information, faxed it back. And a few weeks later received a bill for $1,188. We immediately called the number on the bill, explained that we thought this was a free listing and the person in the office that filled out the form was not authorized to sign a contract. We were advised to write a letter stating these facts, which we did. We then recieved a letter back saying that we were committed to the contract for two years and to make payment arrangements for the $1,188.

Consumer's Desired Resolution:
We do not feel we owe this money, the listing was misrepresented as free and has no association with the Yellow Pages. This appears to be a scam. We do not wish to be contacted any further by this company and cancel the "contract" and invoice for $1188.00

Business/Consumer Responses:

02/08/2012
Michael Barron

Respond to Complaint
We are in receipt of the complaint filed in the above matter on December 6th. We apologize for any delay in responding. We note the statement made and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing but trust that we can now resolve.

We are also concerned that the Complainant has sought to imply that the Company is seeking to deceive business's into signing the Order form. With respect, such a statement is derogatory as it is untrue. We understand from the statement that the Complainant is seekIng W , to have the contract rescinded on the grounds that they were apparently misled into signing the Order form and believed that the form was from another Company and that the listing was free. Whilst we acknowledge the argument raised we do not, with respect agree.We cannot understand why a business which would read the terms can be confused or misled taking into account the format of the Order itself and the terms set forth therein. There is nothing within the form to suggest that the form relates to a Company known as Yellow Pages. We accordingly do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. The terms are not ambiguous and all is disclosed within those terms. Nothing is concealed and the terms also clearly state that the details of the business will be registered with Yellow-Page-USA.com. All fees payable are clearly

defined for the service provided by the Company.

We also, and with respect, find the suggestion that the Company is seeking in some way as to pass off as Yellow Pages et al without merit. Whilst this Company may have traded for sometime and may not appreciate competition, the fact that a Competitor enters the market place is not cause for the business to argue that they have been misled or deceived There is no mention of Yellow Pages or any association with that Company within the Order form. We attach a copyof the signed Order form and as can be seen all terms are set out as to the contract term and the fees for the service. Further, and in any event the name "Yellow Pages" although not used in the Order form or otherwise is a generic term and is also used by many business directories Worldwide. It is not a protected trademark as has been confirmed by the case of Bell South Corporatiofl v Data National et al.

As for the format of the order itself. Again, this is not misleading and does not in any way violate the usage of such formats by other Company's in marketing their services. There is also nothing within the form to suggest that the Order form merely related to updating information or that the service provided was free. The fees payable for all the service are clearly shown. It may be that the terms were not read in detail but this is not the fault of the Company or a defence as to the validity of the contract itself or an error which the business can now rely upon. The fact that the terms were not read in detail does not give cause to argue that the Company is deceiving a business.

As the Complainant must appreciate once the signed Order was received the work was undertaken in good faith and in accordance with the terms of

contract and they will be able to confirm that the business details remain registered and listed in the directory pursuant with those terms. In addition sales are also only conducted on a strict business to business basis. As such we do expect a higher standard of due diligence to be exercised and for good business practice procedures to be in place when reviewing documents. It has to be assumed that someone in a professional capacity at the place of business would have had the opportunity to review the form and be in a position to query the details if any points were unclear prior to signing and returning the Order. It is for precisely this reason that the Company or its associates does not deal with Consumers.

As the work has been undertaken we regret that the Company would not now agree to cancel.

We also note that the Complainant is seeking to rescind the contract on the grounds that the Order form was signed by a person who did not have authority to do so. With respect, this does not void the contractual relationship between the parties. The reason in law is that it could not have been reasonably foreseen that when the signed Order was received by the Company to provide the services that this was not the intention of the business. It would be impossible for the Company to check with every Customer that the documents that they have signed represent their intentions or that they have read the form. Further, and importantly the place on the Order form for the signature to confirm the services clearly states "authorized signature". The Company would therefore accept that this was an authorized signature. This is the very reason why the Order is in this format, so as to avoid any argument being

raised after the work was undertaken that such signature was not authorized.

Accordingly, the Company undertook the work so we cannot accept that the contract is void. Notwithstanding the above the business is responsible for the acts of it's employees in cases such as this and cannot rely upon the submission made so as to avoid such obligations.We do appreciate that the Complainant may not accept that there is a valid contract but for the reasons as stated above we do not agree that the contract is void on the grounds submitted and as such the contract is, in our opinion valid. The fees payable are correctly due. However, if a Customer is not satisfied with the service or if there is an issue with regard to the Order as now seems the case then we would prefer, if possible to resolve. In the circumstances, and to avoid further costs being incurred by the parties or recovery action having to be taken, We are, in an effort to bring this to a close prepared to reduce the invoice to a nominal $297.00. This would be for three months of fees payable and be in full and final settlement of all obligations pursuant to the contract. Such payment would cover the costs incurred for the initial registration and creating the webpage from the details as provided. In addition, for all the time that the details have been in the directory. The listing remains and we believe that it

will be beneficial, but we are, as stated prepared to close the file upon an agreement being reached.We

trust that we have now clarified the issues as to the facts and our

position and that the Complainant will upon reflection look to reach

agreement upon those terms. However, we would advise that the Company is

not be prepared to close the file and will seek to continue in the

event that we are unable to settle. We trust that this will not now be

necessary.

Yours sincerely,

Michael Barron

Open Business Directory Ltd.

Legal Department

Complaint ID #: 9173661

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 8/15/2012

Nature of the Complaint: Billing or Collection Issues

Consumer's Original Complaint:
I randomly received a bill saying that I owe $1,238 with a $50 late fee for an outstanding invoce for a product that I never even heard of. They said that I faxed in a purchase for a 2 year contract of advertising for the company that I work for. First of all, I don't own the company I work for and would never purchase advertising on my own and second of all I have no clue what these people are talking about. When I called to inquire about this invoice the later said she was in Canada and that I signed a contract by fax. Then when I went on to tell her that I had no clue what she was talking about she hung up on me.

Consumer's Desired Resolution:
Quit sending me any type of mail and fraudulent bills telling me to pay or be turned over to a collection agency.

Business/Consumer Responses:

08/30/2012
Michael Barron

Respond to Complaint

08/30/2012
[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9173661.

The very first paragraph of their response is indicative of the actions this "company" has made. They are simply saying that since so many people are complaining about us it takes us a long time to respond. It is funny that they now want to communicate with me, but at an earlier time when I called they simply hung up on me when I began to ask questions. This "company" is putting on a front when speaking with BBB and simply trying to con individuals into paying them for absolutely nothing. As soon as I called the lady offered for me to settle with them and just pay them $300 instead of the $1,200 that I supposedly owed them. In my opinion, if there was actually some kind of legal contract that wasn't simply fraud, why in the world would they immediately offer to settle for 1/4 of what is supposedly due. The answer is that they send a bill for a ridiculous amount of money for something that never existed and hope that people are dumb enough to send them a check for much less to cover their supposed costs.

Regards,

[redacted]

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

Date 08/30/2012

Dear Mediator

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states "**authorized signature**" and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron
Open Business Directory Ltd.
Legal Department
e-maillegal@open-business-directory.com:

Complaint ID #: 8890417

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 1/23/2012

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
I am the practice manager for [redacted] has received three invoices all stating that our account is overdue. We did not request this service. when I called and spoke to an agent, she said she would fax me a copy of our contract. I have not received it.

Consumer's Desired Resolution:
I would like the threatening letters of collections to stop and no more contact from this company.

Business/Consumer Responses:

Complaint ID #: 9241516

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 10/1/2012

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:
We are disputing charges of a 2 year subscription with Yellow-Page-USA.com. These charges were never authorized by our company. The request from this company was deceptive and coincided with our annual Yellow Page renewal locally. Our signature was intended for our local sales rep, not for this company.

Consumer's Desired Resolution:
Drop the charges and stop sending statements. There is no contract.

Business/Consumer Responses:

10/25/2012
Michael Barron

Respond to Complaint
Date 10/25/2012

Re: 9241516

Our Reference:USA-OBD-98609

Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be

an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms

of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a business into

Open Business Directory Ltd.

Service Agent USA:

225 Franklin Street, 26th Floor

Boston, MA 02110

Phone: + 1 (866) 214 5273

Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:

ul. Uldastova, d. 52, k.v. 1361

g. Moscow

119607

RUSSIAN FEDERATION

Tel: +7 (495) 580 3043

signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states "authorized signature" and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person

signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to Insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron

Open Business Directory Ltd.

Legal Department emaillegal@

open-business-directory.com:

01/24/2013

[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9241516.

Though I did not understand I was to reply with a rejection to the previous BBB email, I do reject the attempts of the Open Business Directory, LTD, and wish to place this rejection on record.

Thank you,

Regards,

[redacted]

Complaint ID #: 8794489

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110

Business ID: 123204

[redacted]

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 11/1/2011

Nature of the Complaint: Customer Service Issues

Consumer's Original Complaint:
Fax was received and appeared to be The Yellow Page Co. In bold print at the top it said "Without Additional Charges." It does not say that by signing contract that I am agreeing to anything and I am not going to pay them any money.

Consumer's Desired Resolution:
Never call or fax our company again.

Please see attached documentation.

Business/Consumer Responses:

02/01/2012
Michael Barron

Respond to Complaint
Better Business Bureau 290 Donald Lynch Boulevard

Marlborough U Service Agent USA: MA 01752-4705 ~ 225 Franklin Street; 26"' Floor USABoston. MA 02110 Your Reference: Case 8794489Our Reference: Contract N0: US-OBD-72764

We are in receipt of the complaint filed in the above matter on November 30th. We note the statement made and are disappointed that there remains an issue as to the order' and the service that the Company is providing. The Compliantant has sought to resolve directly but the matter and However, although we do not agree with the statement made by the Complainant we shall seek to resolve by agreement. We understand from the statement that the Complainant is now seeking to have the contract rescinded on a number of grounds but in particular that they were apparently misled into signing the Order form and believed that the form merely related to advertising without additional charges with a Company known as Yellow Page C o. This is untrue and we cannot understand why a business which would read the terms can be confused or misled taking into account the format of the Order itself and the terms set forth therein. There is nothing within the form to suggest that the form relates to free advertising. All fees payable are clearly defined for the service provided by the Company. We accordingly do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. There is no reference to any other Company within the form. The terms are not ambiguous and all is disclosed within those terms. Nothing is concealed and the terms also clearly state that the details of the business will be registered with Yellow-Page-U SA.com.We also, and with respect, find the suggestion that the Company is seeking in some way as to pass off as Yellow Page Co et al without foundation. There is no mention of Yellow Page Co or any association with that Company within the Order form. We attach a copy of the signed Order form and as can be seen all terms are set out as to the contract term and the fees for the service. It may be that the terms were not read in detail but this is not the fault of the Company or a defence as to the validity of the contract itself or an error which the business can now rely upon. The fact that the terms were not read in detail does not give cause to arguethat the Company is deceiving a business.

In addition sales are also only conducted on a strict business to business basis. As such we do expect a higher standard of due diligence to be exercised and for good business practice procedures to be in place when reviewing documents. It has to be assumed that someone in a professional capacity at the place of business and in this case [redacted]himself would have had the opportunity to review the form and be in a position to query the details if any points were unclear prior to signing and returning the Order. It is for precisely this reason that the Company or its associates does not deal with Consumers.

As [redacted] must understand once the signed Order was received the work was undertaken in good faith and in accordance with the terms of contract and he will be able to confirm that the business details remain registered and listed in the directory pursuant with those terms.

We would also again advise, as has been explained that it is not now possible to cancel the contract. There is a period of two weeks from of the signed Order being received and prior to the effective creation of the webpage and listing of the details provided by the business in the directory when a request to cancel will be considered by the Company. This is not a contractual obligation but as a gesture of goodwill by the Company. However, no request was made until after the work was

undertaken at which time the Company could not now consider a cancellation.

We do appreciate that [redacted] may not accept that there is a valid contract but as stated above we do not agree that the contract is void on the grounds submitted and as such the contract is valid. The fees payable are correctly due. However, as there appears to be an issue as to the Order and service provided we prefer, if possible to resolve by agreement. In the circumstances, and so as to avoid further costs being incurred by the parties or recovery action having to be taken, we are, in a final effort to bring this to a close now prepared toreduce the invoice to a nominal $297.00. This would be for three months of fees payable and be in full and final settlement of all obligations pursuant to the contract. Such payment would cover the costs incurred for the initial listing registration and creating the webpage from the details provided by the business. In addition, for all the time that the details have been in the directory.

We trust that we have now clarified the issues as to the facts and our position. Please communicate the above to [redacted] We await hearing and shall now place a short hold on the file to enable-[redacted] to respond but in the event of agreemenit not being reached the Company will seek to continue with the recovery of the full invoice amount. We trust that this will not now be necessary.Yours sincerely,

Michael Barron

Open Business Directory Ltd.

Legal Department

02/28/2012

[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 8794489.

See attachment

Regards,

[redacted]

OPEN BUSINESS DIRECTORY LTD.

YELLOW-PAGE-CANADA.COM
YELLOW-PAGE-USA.COM

Open Business Directory Ltd. - 225 Franklin Street, 26th Floor - Boston, MA 02110
Attn: Accounts Payable

[redacted]

Date: 2012-02-16
Re: OBD-US-72764

Outstanding Balance: $ 1,238.00 including late fees.

Dear Sir/Madam,

Legal Collection Reminder.

Your delinquent account with Open Business Directory Ltd. has been referred to me for collection action. You are currently in arrears with the above referenced account.

I have been instructed to bring legal action against you, which may result in levies against your property or other assets after judgement. The file indicates that you have failed or refused to pay the above amount even though it appears owing and correct.

You are hereby further advised that if payment is not received within 15 days of the date of this letter, proceedings may be commenced against you forthwith and without further notice for the amount indicated above, together with prejudgment interest.

Please pay by check - payable to Open Business Directory Ltd. -indicating the invoice number to: Open Business Directory Ltd. 225 Franklin Street, 26th Floor, Boston, MA 02110.

As I am sure you are aware, if this matter proceeds further, all court costs, process server's fees, attorney fees where permitted, and other post judgement costs will be added to the amount that you already owe.

You can avoid the unnecessary inconvenience and added expenses of a lawsuit by making immediate payment to us within 15 days. To avoid these extreme measures, please contact me on the number below.

Yours sincerely,

Jessica Hayden
Senior Collections Manager
Legal Department
Tel: 866 214 5273
E-mail: jessica.hayden@open-business-directory.com

YELLOW-PAGE-USA.CO

Open Business Directory Ltd. - 225 Franklin Street, 26th Floor - Boston, MA 02110

[redacted]

Past Due

- 3 REMINDER -

Dear Sir / Madam,

Please understand that this is our final notice that your account is now SERIOUSLY OVERDUE by more than 49 days in the amount of $ 1,238. This letter is a final demand for payment. We have, as of yet, received no payment towards this account. If there is any reason why this payment has been withheld we would be obliged if you could contact us directly on tel: 1-866-214-5273 or e-mail at: legal@open-business-directory.com. in order to either explain the reason or come to some form of suitable payment arrangement.

If we do not hear from you we will have no alternative than to commence with further debt collection procedures. This will include instructing our debt collection agents to recover this debt, which will include significant further late fees and may have a negative impact on your credit rating. This action can be avoided by following the instructions above.

Yours sincerely,

Open Business Directory Ltd.
ACCOUNTS RECEIVABLES

Account Statement

Client: [redacted]
Contract No.: US-OBD-72764-TN
Description: Listing @ Business Directory www.yellow-page-usa.com
Contract Dated: 2011-06-23 for one Year

Invoice No.	Date	Currency	Amount
PF-72764_01	2011-07-08	$	1,188
Payment		$	0
Credit		$	0
Reminder Charges		$	50
Total		$	1,238

Open Business Directory Ltd.

Service Agent USA
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: 1-866-214-5273
Fax: 1-781-658-2381

Legal Head Office:
Al Barsha, P.O. Box 450676
Dubai
UAE

Open Business Directory Ltd.
25 Franklin Street, 20th Floor, Boston, MA 02110

YELLOW-PAGE-USA.COM

FAX [redacted]

To:	Attn: Accounts Department
Date:	10/26/11
Business Name:	[redacted]
Fax:	[redacted]
From:	Jessica Hayden
Reference Number:	US-OBD-72764
Company Name:	Open Business Directory Ltd
Fax:	+ 1.781 658 2381
Number of Pages:	4
Action Requested:	We await your prompt response

Advertising

Jessica Hayden
Senior Collections Manager
Tel: + 1 866 214 5273
Open Business Directory Ltd.
Jessica.hayden@open-business-directory.com

Legal Department
Open Business Directory Ltd

CUSTOMER COMPLAINT

For faster service, file online at www.knoxville.bbb.org

Product or Service Involved	Name of Company Contact	Purchase Date	Amount Involved
Advertising		06/23/11	
Contract, Account, Policy or Vin #	Date Incident Occurred	If Advertising involved, where/when	
		INTERNET	
Company Phone Number	Customer Daytime Phone Number	Customer Evening Phone Number	

Company Name: YELLOW PAGE - USA

Company Address: [redacted]

City, State and Zip

Have you contacted another Agency? (YES) NO If yes, name of Agency: FTC

Have you filed a lawsuit? YES (NO) HEARING DATE: RESULT:

What is your complaint? (Include copies of contracts, receipts, cancelled checks, etc...)

FAX WAS Received AND APPEARED TO BE THE YELLOW PAGE Co. IN BOLD PRINT AT THE TOP IT SAID "[redacted] WITHOUT ADDITIONAL CHANGES" IT DOES NOT SAY THAT BY SIGNING CONTRACT THAT I AM AGREEING TO ANYTHING AND I AM NOT GOING TO PAY THEM ANY MONEY.

What would you like the company to do for you? NEVER CALL OR FAX OUR COMPANY AGAIN

Occasionally the BBB contacts the media regarding a complaint. Would you be willing to allow the media to contact you about this case? Yes ✓ No

Your signature: [redacted] Date:

your email address:

Your signature gives the BBB permission to release this information to regulatory authorities as necessary.

Return this form to: Better Business Bureau, P.O. BOX 31377,KNOXVILLE, TN 37930-0377
Phone: (865) 692-1600 Fax: (865) 692-1590



YELLOW-PAGE-USA.CO

Open Business Directory Ltd. • 225 Franklin Street, 26th Floor • Boston, MA 02110

[redacted]

- 3 REMINDER -

Dear Sir / Madam,

Please understand that this is our final notice that your account is now SERIOUSLY OVERDUE by more than 49 days in the amount of $ 1,238. This letter is a final demand for payment. We have, as of yet, received no payment towards this account. If there is any reason why this payment has been withheld we would be obliged if you could contact us directly on tel: 1-866-214-5273 or e-mail at: legal@open-business-directory.com, in order to either explain the reason or come to some form of suitable payment arrangement.

If we do not hear from you we will have no alternative than to commence with further debt collection procedures. This will include instructing our debt collection agents to recover this debt, which will include significant further late fees and may have a negative impact on your credit rating. This action can be avoided by following the instructions above.

Yours sincerely,

Open Business Directory Ltd.
ACCOUNTS RECEIVABLES

Account Statement

Client:	[redacted]
Contract No.:	US-OBD-72764-TN
Description:	Listing @ Business Directory www.yellow-page-usa.com
Contract Dated:	2011-06-23 for one Year

Invoice No.	Date	Currency	Amount
PF-72764_01	2011-07-08	$	1,188
Payment		$	0
Credit		$	0
Reminder Charges		$	50
Total		$	1,238

Open Business Directory Ltd.

Service Agent USA
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: 1-866-214-5273
Fax: 1-781-658-2381

Legal Head Offices
Al Barsha, P.O. Box 450676
Dubai
UAE

YELLOW PAGE *USA*

now with your free page on www.facebook.com

Please send the completed form to our toll-free fax number: 888-641-1679 - before 06/28/2011

Yellow-Page-USA understands the actual importance of social networks and now offers to create your company's page on facebook.com, without additional charges, for all registered customers of its online directory. facebook.com has become the most visited website in the US and plays an increasingly important role in marketing your company's business. This new additional service will enable you to stay in closer touch with your existing customers and to find more people that are looking for the type of product or services that your business sells.

Contact Details:	☑ Please check to confirm or give actual data:
Record Nr: 5-228032620	☐
Company: [redacted]	☐
Street / No.:	☐
City / Zip:	☐
State:	☐
Phone:	☐
Fax:	☐
e-Mail:	☐
Website:	☐

Products & Services:

(Please provide relevant keywords that summarize the range of products and services that your company offers)

[redacted]

In case that you would like to be removed from our fax list - please check here: ☐

Order: We hereby certify that all information and details about our company as given above are correct and we hereby order registration at the business directory Yellow-Page-USA.com managed by Open Business Directory Ltd. (herein referred as "Yellow-Page-USA") for a term of two years, at a price of US$99 per month, payable one year in advance. Payment terms are 10 days from the date of registration. We authorize Yellow-Page-USA to create an official page for our company and its business community at www.facebook.com and to manage its content following our instructions as given herein. We understand that this offer does not indicate an agreement exists between Yellow-Page-USA and Facebook Inc. and that page creation is a professional service offered by Yellow-Page-USA. Referring to Facebook's "Pages Terms" we herewith confirm that Yellow-Page-USA shall be the authorized representative to set up this page at www.facebook.com.

We understand that Facebook has no obligation to distribute this content and may decide to stop publishing the official page at any time. Termination of the agreement with Yellow-Page-USA is required in writing by giving notice to Open Business Directory Ltd. (Email: info@open-business-directory.com - Postal Address: 226 Franklin Street, 26th Floor, Boston MA 02110) at least three months prior to the expiry of the order or the agreement will automatically renew for one year. Any omissions, errors or other incorrect data appearing in the directory are the sole responsibility of the client. Should the client elect to have their records removed from the listing, payment is still required. Yellow-Page-USA reserves the right to assign all contractual rights to a third party. This agreement and all questions of interpretation hereof shall be governed by the applicable state's statutory and common law. The customer can make any changes or amendments to their listing at any time, free of charge.

Print Name:	Authorized Signature:	Date:
[redacted]		06/23/11

YELLOW-PAGE-USA.CO

Open Business Directory Ltd. - 225 Franklin Street, 26th Floor - Boston, MA 02110

[redacted]

-INVOICE-

Date:	2011-07-08
Invoice Number:	PF-72764_01
Customer Id.:	US-OBD-72764-TN

Work performed	Listing @ Business Directory www.yellow-page-usa.com
Date of order	2011-06-23
Delivered since	2011-07-08
Listing fee 12 months	$ 1,188.00
Amount due	**$ 1,188.00**

Important Payment Information:

Payment due: 2011-07-22

Please pay by check - payable to Open Business Directory Ltd. - indicating the invoice number PF-72764_01 on the back. Mail check to:

Open Business Directory Ltd.
225 Franklin Street, 26th Floor
Boston, MA 02110

For any questions relating to this invoice please don't hesitate to contact by email:

info@yellow-page-usa.com

Open Business Directory Ltd.

Service Agent USA
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: 1-800-214-5273
Fax: 1-781-638-2361

Legal Head Office:
Al Barsha, P.O. Box 450676
Dubai
UAE

OPEN BUSINESS DIRECTORY LTD.

YELLOW-PAGE-CANADA.COM
YELLOW-PAGE-USA.COM

Open Business Directory Ltd. - 225 Franklin Street, 26th Floor - Boston, MA 02110
[redacted]

Date: 2011-10-17
Re: OBD-US-72764

Dear Mr Shadden,

We are writing to inform you that, regrettably, your account is still in arrears with regards to the above mentioned invoice.

For your information please find enclosed a copy of the original invoice and a copy of the signed order form dated on 06.23.2011.

We are aware that you may have already received a final reminder regarding your account but wanted to provide you with a last opportunity to resolve the matter amicably. Failure to settle the outstanding amount within 7 days of the receipt of this letter will result in your account being allocated to a member of our legal team who will then contact you personally to discuss the account. This could result in further action and related costs.

We seriously advise you to resolve the matter now and send a cheque, payable to Open Business Directory Ltd., to the address listed above. If you wish to discuss the matter please contact our customer services team, again, using the contact details listed above and remembering to quote the reference number to avoid being passed directly on to the Legal Department.

Yours sincerely,

Open Business Directory Ltd.
Accounts Department

OPEN BUSINESS DIRECTORY LTD.

YELLOW-PAGE[redacted].COM

YELLOW-PAGE-[redacted].COM

Open Business Directory Ltd. - 225 Franklin Street, 26th Floor - Boston, MA 02110
Attn: Accounts Department

[redacted]

Date: 2011-10-26
Re: OBD-US-72764

Outstanding Balance: $ 1,238.00 including late fees,

Dear Sir/Madam,

We are interested in our customers and are always trying to find new ways to improve our service. For these reasons, we are inquiring why there has been a further delay in paying your long overdue account.

If we can help by making your payments smaller or extending our terms -- please let us know.

Please pay by check - payable to Open Business Directory Ltd. -indicating the invoice number to: Open Business Directory Ltd. 225 Franklin Street, 26th Floor, Boston, MA 02110.

We would appreciate talking to you within the next 10 business days in regards to the outstanding balance.

Thank you for your assistance in this matter.

Yours sincerely,

Jessica Hayden
Senior Collections Manager
Legal Department
Tel: 866 214 5273
E-mail: jessica.hayden@open-business-directory.com

Complaint ID #: 8949422

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 3/9/2012

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
My office received a fax to update our directory information. I had just been discussing this with my corporate office and thought it was for them. At the top of the form it said FREE listing so the information was completed and faxed back to the number on the form. Then we received a bill for over a thousand dollars from what looked like just "junk" mail. Then we received another bill (still like junk mail) about a month later stating we had an outstanding invoice in the amount of $1,238.00. Correspondence was sent to this address with the understanding that we did not want this service and to cancel anything that had to do with it when the past due notice was received. They refuse to delete this from their company. This is very deceptive and fraudulent on their part and want anything to do with my office stopped immediately. We do not appreciate this type of business practice.

Consumer's Desired Resolution:
To NEVER be contacted again by this underhanded company. If they cannot get business in an ethical way..they don't deserve it! Have this account CLOSED and the outstanding balanced CANCELED IMMEDIATELY!!

Business/Consumer Responses:

Complaint ID #: 9262350

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 10/16/2012

Nature of the Complaint: Sales Issues

Consumer's Original Complaint:
On 09/20/12 I was contacted via phone by YP (the real yellow pages--aka at&t advertsing) to renew our yellow pages ad. Upon completion of the conversation I was to receive a faxed contract to sign and return for our advertising. Which I did. On this same day, I also received a fax from the company yellow-pages-usa.com. Thinking it was an omitted page to our YP ad, I also signed and faxed this page in. Now I have received a bill from yellow-pages-usa.com for $1188.00 for advertising on their site! This is not only more than double what the true YP ad is, when I called the company to dispute it, I was rudely told "You signed contract" and no further discussion, if I had a problem I would receive a fax copy of my signed contract. I really thought it was just a billing error or a bogus bill until they faxed my signed copy to me, which sent me to look at my real YP contract and there amoungst the pages of the real YP contract was this completed contract to yellow-pages-usa.com. I find it more than a little "coincidental" that this company faxed this to me on the same day I was in discussion with YP. They refuse to let me out of their contract and even stated that in order to cancel the contract I must pay the fee and send a register letter of request of cancellation or the contract will be renewed for another year. Sounds like a scam company to me and if they had faxed me this request to me on any day except when I was expecting a contract from YP, their contract would have ended up in the trash!

Consumer's Desired Resolution:
We want nothing to do with this company. We request they take us off their email, fax and mailing lists and scrap the exisiting contract for ads on their site. Furthermore, any advertising done from our office, other than the already established YP ad must be approved by [redacted] so I was not at liberty to sign a contract with this new company and [redacted] do not feel obligated to pay.

Business/Consumer Responses:

10/30/2012
Michael Barron

Respond to Complaint

10/30/2012
[redacted]

I do not Accept the Response Made by the Business to Resolve this Complaint

Better Business Bureau:

I have reviewed the response submitted by the business and have determined that the response does not satisfy or resolve my issues and/or concerns in reference to complaint # 9262350.

[If you are rejecting the business's response please enter your rejection comments here.] This "company" cannot even take time to personally read the complaint instead opting to use a prepared response for just such situations...seems to me they knew in advance that they were misleading and misrepresenting themselves as YP (the real yellow pages)! This response does nothing to correct the situation at all.

Regards,

[redacted]

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

Date 10/25/2012

Re: 9262350

Our Reference:USA-OBD-103471

Dear Mediator,

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquries on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst we do not agree with the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return. The decision to sign and return the Order form is one for the business and the business alone.

On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association with any other Company within the same market sector which could mislead or deceive a business into

signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.com.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states "**authorized signature**" and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person signing the Order form was not authorized.

For these reasons the Company does not agree that the contract is void or could be deemed to be voidable. As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory.

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.

As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms.

However, the Company will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.

We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close. However, the Company will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.

Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron
Open Business Directory Ltd.
Legal Department
e-maillegal@open-business-directory.com:

Complaint ID #: 9253868

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 10/10/2012

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:
I received a fax misrepresenting the Real Yellow Pages (the finger on the fax is going the opposite direction). Our business information on the fax was incorrect regarding our street address and there was a blank line to give correct information. This is bait and switch advertising as the purpose of the fax was not to update our business information with the Real Yellow Pages (the phone book), but to initiate service with Yellow Page USA. Their service is a scam, a misrepresentation of the Real Yellow Pages. The fax also offers a free page on www.facebook.com which falsely advertises services that is NOT provided by Yellow Page USA.

When I surprisingly got an invoice for $1,188, I called the number on the invoice 24 business days after faxing the single page to them and was then requested (required) to formally write a letter, which I did and explained that I merely was trying to correct our street address on a single page fax and I had no intentions of authorizing a service agreement. On the call I was told I had exceeded the 30 days to cancel the order, however, it was really only 24 business days or 34 days including weekends.

I have tried to resolve this matter and have been rudely hung up on twice and have also written them twice. I noted in one letter that they had breach any service agreement since my company was NOT listed in their database at the time. In their FINAL NOTICE letter, they attached a copy of the order with five (5) clear bullets detailing the order. THIS is what should have been on the fax not the small print disguised to update company information in the REAL YELLOW PAGES book!! If they really want to provide this service they should fax this page instead of the bait and switch single

page with a paragraph of very, very small print.

I still get letters and faxes from them. The most recent fax is a "FINAL LETTER OF DEMAND" from Anna Novak, Senior Collections Manager of Legal Department; anna.novak@open-business-directory.com; Tel 888 536 42 10. The letter is not signed. I hope it is the final letter or fax.

I also submitted a complaint at econsumer.gov since this company's legal head office is in UAE.

Consumer's Desired Resolution:
Take my company off your customer subscription list and stop contacting me.

Business/Consumer Responses:

10/31/2012
Michael Barron

Respond to Complaint

BBB of Eastern MA, ME, RI, VT

290 Donald Lynch Boulevard, Suite 102

Marlborough, MA 01752 - 4705

Open Business Directory Ltd" Suite 102

Service Agent USA

225 Franklin Street, 26"' Floor

Boston, MA 02110

Phone +1 (866) 214 5273

Fax +1 (781) 658 2381

info@open-business-directory.com

Europe:

ul. Uldastova , d 52 , k.v 1361

g. Moscow

119607

RUSSIAN FEDERATION

Tel: +7 (495)580 3043

Date 10/19/2012

Complaint : 9253868

Dear Mediator:

We are in receipt of the complaint filed in the above matter and apologize for any delay in responding. However, the Company is currently handling a high volume of work and inquires on behalf of Customers which has led to a general delay in replying to individual complaints filed. Accordingly, in order to avoid any further delay in answering complaints filed we have collated a standard reply so as to deal with all issues that may be raised by the Complainants. We trust this is acceptable.

We have noted the statement made by the Complainant and are disappointed that there appears to be an issue as to the Order and the service that the Company is providing. Whilst we do not agree With the statement made we do seek to resolve and reach an agreement so as bring this to a satisfactory conclusion.

As the business must appreciate a signed Order form was received by the Company which undertook the work in good faith and in accordance with the terms of contract prior to issuing an invoice for the fees payable and which remain outstanding.

We would also advise that the Company does not employ any direct sales staff or contact business's in respect of new contracts. Any Order form received by the business is for the business to consider and return The decision to sign and return the Order form is one for the business and the business alone.On occasions, as in this case a business may raise a number of issues as to the validity of the contract. As to the contract. We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form. All is disclosed.

There is also no mention of the form merely being a form to update information or business details or that the service is free.

There is also no reference in the Order form or terms to any other Company or association With any other Company within the same market sector which could mislead or deceive a business into signing the Order form. The terms clearly state that the details of the business will be registered with Yellow-Page-USA.corn.

The form is also clear as to the signature of the person signing the Order form and authority to sign. The place on the Order form for the signature clearly states "authorized signature" and this is the very reason why the Order is in this format, so as to avoid an argument that such signature was not authorized. Accordingly, the Company would reject any argument on the grounds that the person signing the Order form was not authorized.For these reasons the Company does not agree that the contract is void or could be deemed to be As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that their business details are listed and registered in the directory:

It may be that the terms were not read in detail prior to signing the Order form but that is not the fault of the Company and is no defence as to the validity of the contract.As to cancellation. We would advise as was explained by Customer Services and the Company that as this is a business to business transaction there is no right to cancel. For this reason there is no requirement to insert a cancellation clause within the Order terms,

However, the Company Will consider a request to cancel a contract if requested prior to the work being undertaken. In this case the Company could not cancel as the work had been undertaken and the service was continuing.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above there is no reason why the contract would be void or invalid. The fees are correctly due and payable.We trust that we now clarified the issues as to the facts and our position. However, if a Customer is not satisfied with the service or if there is an issue with regard to the contract as now appears then we will, if possible seek to resolve. In the circumstances we would now advise the business to make direct contact with the Company so as to seek a resolution and close, However,

the Company Will not cancel the contract and does intend to continue with recovery in the event of an agreement not being reached.Would you please forward this reply to the Complainant.

Yours sincerely,

Michael Barron

Open Business Directory Ltd.

Legal Department

e-mail legal@open-business-directoy.com

Complaint ID #: 9007751

Business Information

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110
(866) 214-5273

Business ID: 123204

Eastern Massachusetts

Consumer Information

[redacted]

Complaint Details

Date Filed: 4/25/2012

Nature of the Complaint: Sales Issues

Consumer's Original Complaint:
Can you help me with these people? They faxed me this form and I thought I was getting free page on www.facebook.com . now they are sending me invoices for $1188. I think this is a con game to trick people.

Consumer's Desired Resolution:
I do not have the money to give them for something I do not want. They will not let me cancel

Business/Consumer Responses:

COMPLAINT ACTIVITY

17-May-11

File No: 11-01112 **Spec:** ND **Subject:** 1 **Type:** 0

Status: C **Amount Involved:** $1,188.00 **Received:** 3/8/2011

Close Code: 04 **Amount Recovered:** $534.00 **Completion Date:** 5/17/2011

Company

Open Business Directory LTD

225 Franklin St.
26th Floor

Boston, MA 02110

e-mail:

web:

Phone: **ext:**

Fax:

Consumer

[redacted]

e-mail: [redacted]

Phone (H):

Phone (W): [redacted]

File No.	Date	Form	Status	Follow Up	Spec.	Comments
11-01112	3/10/2011	N04.3	C	3/31/2011	ND	
11-01112	3/10/2011	IL	C	3/31/2011	ND	
11-01112	3/25/2011	N08.5	C	4/15/2011	ND	
11-01112	3/28/2011	FR-FAX	C	4/18/2011	ND	
11-01112	3/31/2011	N12.3	C	4/21/2011	ND	
11-01112	4/1/2011	FC-FAX	C	4/22/2011	ND	
11-01112	4/26/2011	MEMO	C	5/17/2011	ND	More time
11-01112	5/18/2011	N10.5	O	6/8/2011	ND	
11-01112	5/18/2011	MEMO	O	6/8/2011	ND	Closed as a partial resolution as R offered 534.00

SUMMARY: C claims R used deceptive business practices to get an advertisement contract signed

DETAILS:

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, FIFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

(615) 741-4737

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

COPY

May 19, 2011

[redacted]

RE: Open Business Directory LTD
File Number 11-01112

Dear [redacted]

After reviewing your complaint, we are sorry we cannot be of further assistance because attempts to mediate the dispute were unsuccessful. However, your complaint will become part of our permanent public records.

You have a limited time to sue under the Tennessee Consumer Protection Act of 1977. You may want to consult an attorney regarding your legal rights under this law or any other law that might be applicable to your case.

If the Division of Consumer Affairs can be of assistance in the future, please contact us.

Sincerely,

Nancy Demonbreun
Consumer Protection Specialist I

COPY

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

(615) 741-4737

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, FIFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

April 1, 2011

Open Business Directory LTD
225 Franklin St.
26th Floor
Boston, MA 02110

RE: ***Additional Concerns***
[redacted]

Dear Sir/Madam:

We have received additional information from [redacted] concerning the complaint filed against Open Business Directory LTD.

Please respond in writing to our agency regarding these additional concerns no later than ten (10) business days from the date of this letter. For your convenience, you may mail, email or fax (615-532-4994) your response to our agency. Please reference the consumer's name and file number on all communication. If you need assistance, my direct line and email address are below.

Sincerely,

Nancy Demonbreun
(615) 532-8279
Consumer Protection Specialist I
Nancy.Demonbreun@state.tn.us

Enclosure

12.3

[redacted]

[redacted]

Fax

To:	Ms. Nancy Demonbreun	**From:**	[redacted]
Fax:	615-532-4994	**Pages:**	9
Phone:	800-342-8385	**Date:**	3/30/11
Re:	File #: 11-01112	**ID:**	

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

• **Comments:**

Please find the attached response to your letter.

[redacted]

The information contained in this facsimile is confidential under federal law, and intended only for the use of the individual or entity named above. If the reader or recipient of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this confidential information is prohibited by federal law. If you have received this communication in error, immediately notify the sender, and destroy the related documents. Thank you.

[redacted]

Open Business Directory, Ltd
225 Franklin Street, 26th Floor
Boston, MA 02110

COPY

March 8, 2011

To whom it may concern,

On February 3, 2011, we received an unsolicited fax requesting verification of our contact information for the yellow pages. Our Office Manager received this fax, interpreted as an update to our local yellow page listing and returned with corrections.

On March 3, 2011, we received a request for payment of $1,188.00.

[redacted] has had NO prior established business relationship with Open Business Directory, Ltd and our numbers are on the Do Not Call registry.

Our Office Manager does not have authority to sign any contracts relating to the operations and financial practices of our company. We do NOT advertise and respectfully request the termination of this agreement effective immediately.

We have filed complaint reports with the FTC, FCC, Better Business Bureau, Attorney General of Tennessee, & Attorney General of Massachusetts as well as put our attorney on retainer should you consider this a binding agreement.

Regards,

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

MAR 31 2011

Fax

To: Ms. Nancy DeMonbreun **From:** [redacted]

Fax: 615-532-4994 **Pages:** 9

Phone: 800-342-8385 **Date:** 3/30/11

Re: File #: 11-01112 **ID:**

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• **Comments:**

Please find the attached response to your letter.

[redacted]

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STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

(615) 741-4737

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, FIFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

March 28, 2011

[redacted]

RE: File Number 11-01112

Dear [redacted]

We are enclosing a response from Open Business Directory LTD for your review. Please let us know, in writing, if their proposal/response is acceptable to you, you have additional information to provide, or you would like to make a counter proposal/response.

If the complaint has been settled, please write the terms of the settlement, such as the monetary amount received, as well as any other resolution(s). You may use the space below to respond to our agency. If we do not hear from you within two (2) weeks, we will assume the complaint has been settled.

Thank you for your cooperation.

I received $_____.

✓ I would like to provide additional information for review. Use the back of this letter if additional space is needed.

ATTACHED.
A HARD COPY IS BEING MAILED AS WELL.

Sincerely,

Nancy Demonbreun

Nancy Demonbreun
Consumer Protection Specialist I

Enclosure

8.5

[redacted]

State of Tennessee
Department of Commerce and Insurance
Division of Consumer Affairs
500 James Robertson Parkway
Fifth Floor
Nashville, TN 37243

March 30, 2011

Reference No: 11-01112

Ms, Demontreun,

We received your forwarded letter regarding a good will settlement from Open Business Directory Ltd and respectfully reject the proposal. In addition to the information provided by [redacted] I would like to provide additional information.

1. On February 3, 2011 an unsolicited fax representing the Yellow Pages arrived (as you can see from the "contract" Mr. Barron provided it even utilizes the Yellow Pages 'Walking Fingers' Logo). This mislead [redacted] into believing that this was the legitimate Yellow Pages only looking for updated contact information.

2. On March 3, we received a bill for $1,188.00. Immediately, [redacted] contacted Open Business Directory, Ltd to cancel and was informed there was no cancellation period and in order to not be charged an additional $1,188.00 for a second year, she would need to send a cancellation letter and that it could not be canceled by phone.

3. On March 8, I wrote, mailed and emailed the attached letter to Open Business Directory, Ltd. In addition, I made the same phone call and was informed that there was NO cancellation period and we were responsible for the full amount. I also informed them (I apologize, but I could not pronounce, nor spell, nor fully understand the person I was speaking with) that [redacted] does not have any authority to sign any contract relating to the operations or finances of our business.

4. After continuing research as well as contacting our attorney, we were informed to contact the BBB, FTC, FCC, and respected Attorney General offices.

[redacted]

[redacted]

5. Today, we received your letter and copy from Michael Barron. I have repeatedly tried to contact Michael Barron and no one seems to know who him via the only phone number provided (1-866-214-5273).

6. Our position is that we were misled to sign this "contract" under false pretense. We do recognize this as a legitimate agreement.

7. Please note that the letter from the legal department was faxed from outside of the United States.

8. I can NOT find a business license to operate in the state of Tennessee and I'm still waiting on the Tax ID number.

We appreciate your help in this matter and will assist in any further investigation into practices of Open Business Directory, Ltd.

Regards,

[redacted]

[redacted]

[redacted]

Open Business Directory, Ltd
225 Franklin Street, 26th Floor
Boston, MA 02110

COPY

March 8, 2011

To whom it may concern,

On February 3, 2011, we received an unsolicited fax requesting verification of our contact information for the yellow pages. Our Office Manager received this fax, interpreted as an update to our local yellow page listing and returned with corrections.

On March 3, 2011, we received a request for payment of $1,188.00.

[redacted] has had NO prior established business relationship with Open Business Directory, Ltd and our numbers are on the Do Not Call registry.

Our Office Manager does not have authority to sign any contracts relating to the operations and financial practices of our company. We do NOT advertise and respectfully request the termination of this agreement effective immediately.

We have filed complaint reports with the FTC, FCC, Better Business Bureau, Attorney General of Tennessee, & Attorney General of Massachusetts as well as put our attorney on retainer should you consider this a binding agreement.

Regards,

[redacted]

Open Business Directory Ltd
226 Franklin Street, 26th Floor, Boston, MA 02110

YELLOW-PAGE-USA.COM

State of Tennessee
Department of Commerce and Insurance
Division of Consumer Affairs
500 James robertson Parkway
Fifth Floor
Nashville
Tennessee 37243-0600

RECEIVED
MAR 24 2011
Dept. of Commerce and Insurance
Division of Consumer Affairs

Open Business Directory Ltd.

Service Agent USA:
226 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:
ul. Uldasteva, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

03/23/2011 MB

Our Reference: Contract No: US-OBD-54552
Your Reference 11-01112: [redacted]

Dear Ms. Demontreun,

We are in receipt of your letter of March 11th, 2011 together with the form of Complaint in respect of the registration of the above named business with YellowPage-USA .com. We note the statement made and are disappointed to learn that there is an issue as to the Order and the service that the Company is providing. We are a genuine business providing genuine services to Customers but we trust that the matter can be resolved by agreement.

We note from the complaint that there is a suggestion that the Company misled the business. However, we do not agree as all the terms within the Order are clearly shown.

As the Complainant must appreciate once the signed Order was received the work was undertaken in accordance with the terms of contract and the Complainant will be able to confirm that the business details are registered in the directory and were submitted to Facebook.com pursuant with those terms. Further there was no misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order Form. The terms clearly state that the details of the business will be registered with YellowPage-USA.com. They are not ambiguous and all is disclosed.

We also enclose a copy of the screen shot page showing the details in the directory. In addition, sales are also only conducted on a strict business – business basis. As such we do expect a higher standard of due diligence to be exercised and for good practise procedures to be in place when reviewing and authorizing contracts. It has to be assumed that someone in a

professional capacity at the place of business or the Complainant herself as appears to be the case had the opportunity to review the Order and was in a position to query the details if any points were unclear prior to authorizing the Order. It is for precisely this reason that Yellow Page USA. or its associates does not deal with Consumers. Furthermore, the Order is a one page document and does not contain terms that are difficult to find or read.

We cannot understand how the Complainant was misled for those reasons and the name "Yellow Page" is also shown within the Order form, not Yellow Pages. There is no indication that the Company is associated in any way with its' Competitors or any of it's Associates, or indeed any other Competitor business. Further the name "Yellow" and "Pages" is a generic term and is also used by many Business directory's Worldwide.

Accordingly, we cannot understand how the Complainant was under any impression that they were dealing with another Company as there is nothing to suggest that within the Order or terms. In our opinion the contract is valid. There is certainly no intention to mislead and we find such statement derogatory. The fact that the terms of the Order may not have been read in detail is of course not a defense to the validity of the Contract itself.

As to cancellation. As may have been explained to the Complainant, there is a period of two weeks from the date of the signed Order being received and prior to the effective registration of the details in the directory when a request to cancel will be considered by the Company. This is more than enough time to effect a request to cancel. No such request was made until after the invoice had been issued and the work had been undertaken. At this time a request to cancel would not be considered. Also, and in any event as this is a business to business transaction there is no requirement for a cancellation clause to be inserted within the terms of contract.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above we do not agree that the contract is void due to misrepresentation or that the Order is in any breach of Consumer Laws. However, we understand that the Complainant still has an issue and whilst not accepted, we do wish to resolve the matter and reach a settlement so as to save further costs being incurred by all parties. Accordingly, and so as to avoid the lengthy and time consuming process of referral to a collection agency or taking further action which may impact upon the credit rating of the business which we wish to avoid we would advise that we are still at this time prepared to accept, and as a gesture of goodwill, a payment of fees payable of $534.00 being 6 months of fees. This would be in full and final settlement of all contractual obligations in respect of the contract. Such sum would cover the cost of the work undertaken in respect of the initial registration and for the time that the details have been on the directory, instead of the full contractual term of 2 years. We do reserve the right to withdraw such offer in the event of an agreement not being reached.

We trust that we have answered the complaint satisfactory as to the facts and our position. Please communicate the above to the Complainant and we look forward to hearing and that the matter can be resolved upon the above terms.

Yours sincerely,

Michael Barron
Legal Department Open Business Directory Ltd.

YELLOW PAGE *USA*

now with your free page on www.facebook.com

Please send the completed form to our toll-free fax number: 877-731-0957 - before 02/10/2011

Yellow-Page-USA understands the actual importance of social networks and now offers to create your company's page on facebook.com, without additional charges for all registered customers of its online directory. facebook.com has become the most visited website in the US and plays an increasingly important role in marketing your company's business. This new additional service will assist you to stay in closer touch with your existing customers and to find more people that are looking for the type of product or services that your business sells.

Contact Details:	☑ Please check to confirm or give actual data:
Record Nr.:	ÖBD-229340995 ☐
Company	[redacted] ☐
Street / No.	☐
City / Zip	☐
State	☐
Phone	☐
Fax	☐
E-Mail	☐
Website	☐

Products & Services:

(Please provide relevant keywords that summarize the range of products and services that your company offers:)

In case that you would like to be removed from our list - please check here: ☐

Order We hereby certify that all information and details about our company as given above are correct and we hereby order registration at the business directory Yellow-Page-USA.com managed by Open Business Directory Ltd. (herein referred as "Yellow-Page-USA") for a term of two years, at a price of US$00 per month, payable one year in advance. Payment terms are 10 days from the date of registration. We authorize Yellow-Page-USA to create an official page for our company and its business community at www.facebook.com and to manage its content following our instructions as given herein. We understand that this offer does not indicate an agreement exists between Yellow-Page-USA and Facebook Inc. and that page creation is a professional service offered by Yellow-Page-USA. Referring to Facebook's "Pages Terms" we herewith confirm that Yellow-Page-USA shall be the authorized representative to set up this page at www.facebook.com.

We understand that Facebook has no obligation to distribute this content and may decide to stop publishing the official page at any time. Termination of this agreement with Yellow-Page-USA is required in writing by giving notice to Open Business Directory Ltd. (Email: info@open-business-directory.com - Postal Address: One Post Office Square, Suite 3000, Boston MA,02109) at least three months prior to the expiry of the order or the agreement will automatically renew for one year. Any omissions, errors or other incorrect data appearing in the directory are the sole responsibility of the client. Should the client elect to have their records removed from the listing, payment is still required. Yellow-Page-USA reserves the right to assign or delegate our rights to a third party. This agreement and all questions of interpretation hereof shall be governed by the applicable state's statutory and common law. The customer can make any changes or amendments in their listing at any time, free of charge.

Print Name:	Authorized Signature:	Date:
[redacted]		2/3/11

[redacted]

[redacted]



Back to list

©2010 Open Business Directory Ltd., Leonova Dobushkina, 29 - Building 1 - Flat 31, Moscow 129281, Russian Federation

COPY

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

(615) 741-4737

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, FIFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

March 28, 2011

[redacted]

RE: File Number 11-01112

Dear [redacted]

We are enclosing a response from Open Business Directory LTD for your review. Please let us know, in writing, if their proposal/response is acceptable to you, you have additional information to provide, or you would like to make a counter proposal/response.

If the complaint has been settled, please write the terms of the settlement, such as the monetary amount received, as well as any other resolution(s). You may use the space below to respond to our agency. If we do not hear from you within two (2) weeks, we will assume the complaint has been settled.

Thank you for your cooperation.

I received $_____.

____I would like to provide additional information for review. Use the back of this letter if additional space is needed.

_____

_____

_____

Sincerely,

Nancy Demonbreun
Consumer Protection Specialist I

Enclosure

Open Business Directory Ltd
225 Franklin Street, 26th Floor, Boston, MA 02110

YELLOW-PAGE-USA.COM

State of Tennessee
Department of Commerce and Insurance
Division of Consumer Affairs
500 James robertson Parkway
Fifth Floor
Nashville
Tennessee 37243-0600

RECEIVED
MAR 24 2011
Dept. of Commerce and Insurance
Division of Consumer Affairs

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

03/23/2011 MB

Our Reference: Contract No: US-OBD-54552
Your Reference 11-01112: [redacted]

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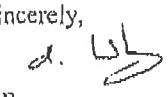
Accordingly, we cannot understand how the Complainant was under any impression that they were dealing with another Company as there is nothing to suggest that within the Order or terms. In our opinion the contract is valid. There is certainly no intention to mislead and we find such statement derogatory. The fact that the terms of the Order may not have been read in detail is of course not a defense to the validity of the Contract itself.

As to cancellation. As may have been explained to the Complainant, there is a period of two weeks from the date of the signed Order being received and prior to the effective registration of the details in the directory when a request to cancel will be considered by the Company. This is more than enough time to effect a request to cancel. No such request was made until after the invoice had been issued and the work had been undertaken. At this time a request to cancel would not be considered. Also, and in any event as this is a business to business transaction there is no requirement for a cancellation clause to be inserted within the terms of contract.

We do appreciate that the Complainant may not accept that there is a valid contract but as stated above we do not agree that the contract is void due to misrepresentation or that the Order is in any breach of Consumer Laws. However, we understand that the Complainant still has an issue and whilst not accepted, we do wish to resolve the matter and reach a settlement so as to save further costs being incurred by all parties. Accordingly, and so as to avoid the lengthy and time consuming process of referral to a collection agency or taking further action which may impact upon the credit rating of the business which we wish to avoid we would advise that we are still at this time prepared to accept, and as a gesture of goodwill, a payment of fees payable of $534.00 being 6 months of fees. This would be in full and final settlement of all contractual obligations in respect of the contract. Such sum would cover the cost of the work undertaken in respect of the initial registration and for the time that the details have been on the directory, instead of the full contractual term of 2 years. We do reserve the right to withdraw such offer in the event of an agreement not being reached.

We trust that we have answered the complaint satisfactory as to the facts and our position. Please communicate the above to the Complainant and we look forward to hearing and that the matter can be resolved upon the above terms.

Yours sincerely,



Michael Barron
Legal Department Open Business Directory Ltd.

[redacted]

YELLOW-PAGE-[redacted].COM

What: Region: > SEARCH

Print Page

[redacted]



Back to list

© 2010 Open Business Directory Ltd , Leninka Ostashkina, 29 - Building 1 - Flat 33, Moscow 129281, Russian Federation

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

(615) 741-4737

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, FIFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

March 11, 2011

COPY

Open Business Directory LTD
225 Franklin St.
26th Floor
Boston, MA 02110

RE: [redacted]
File Number 11-01112

Dear Sir/Madam:

The Tennessee Division of Consumer Affairs has received the enclosed complaint from [redacted] The Tennessee Consumer Protection Act of 1977, Tennessee Code Annotated §47-18-5002, requires us to investigate all complaints filed with our agency.

Please respond in writing to our agency within ten (10) business days from the date of this letter. For your convenience, you may mail, email or fax (615-532-4994) your response to our agency. Please reference the consumer's name and file number on all communication. After I receive your reply, I will send a copy to Ms. Augustine and ask for a written response. If [redacted] has additional concerns, I will forward those to you, at which time, you will be asked to provide a written response to those concerns.

If you need assistance, my direct line and email address are below.

Sincerely,

Nancy Demonbreun
Consumer Protection Specialist I
(615) 532-8279
Nancy.Demonbreun@state.tn.us

Enclosure

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

(615) 741-4737

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, FIFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

March 11, 2011

COPY

[redacted]

RE: Open Business Directory LTD
File Number 11-01112 ND

Dear [redacted]

Thank you for contacting the Tennessee Division of Consumer Affairs in the Department of Commerce and Insurance. I want to acknowledge receipt of your complaint against Open Business Directory LTD and let you know we are happy to intervene on your behalf. We attempt to mediate a solution to the problem which is fair to both the consumer and business whenever possible. Please read the enclosed brochure, The Consumer Complaint Process, which explains what you may expect during our mediation process.

A Consumer Protection Specialist has been assigned to handle your complaint and you will be contacted in writing as soon as we have any information to share. Meanwhile, if you reach a settlement with Open Business Directory LTD, please let us know in writing. If you need to contact us, feel free to do so, preferably in writing, so we may have documentation for your file.

Sincerely,

Consumer Affairs

IL

RECEIVED
MAR 08 2011
Dept. of Commerce and Insurance
Division of Consumer Affairs
11-01112

From: [redacted]
To: <consumer.affairs@tn.gov>
Date: 3/8/2011 11:20 AM
Subject: On-Line Complaint Form

Below is the result of your feedback form. It was submitted by [redacted] on Tuesday, March 08, 2011 at 10:43:12

*Consumer Name: [redacted]

*Consumer Address: [redacted]

*Consumer City: [redacted]

*Consumer State: [redacted]

*Consumer Zip: [redacted]

*Tennessean County: [redacted]

Consumer Home Phone: [redacted]

Consumer Work Phone: [redacted]

Consumer Contact Time: 9-3

*Business Name: Open Business Directory Ltd.

*Business Address: 225 Franklin St 26th Floor

*Business City: Boston

*Business State: MA

*Business Zip: 02110

Business Phone: 866-214-5273

Business E-mail: info@yellow-page-usa.com

Category: Cable TV

*Amount Involved: 1188.00

*Method of Payment: Other

Explain if pay method is other: We haven't made any payments

*Transaction Date: 2/23/2011

*Contacted Business: YES

*When did you contact the business: 3/3/11

*What did you ask the business to do: Other

What did you ask the business to do - Other: Cancel a "contract" they say we made with them.

*Business Resolution: Told us to send it in writing

Agencies Contacted: Better Business Bureau; TN Attorney General

*Lawsuit: NO

Advertised: YES

Advertised Information: They faxed us a sheet asking us to update our business' contact info for what we thought was the Yellow Pages.

*Complaint in Detail: We received a fax asking us to confirm our business contact info for what we thought was the Yellow Pages on February 23, 2011. Most of the information they already had on us was correct, so I made the necessary changes and faxed it back. On March 3, 2011, we received another fax from this company stating they had successfully relocated and they gave us their new contact info so we could "update our records". Then at the bottom of the letter, they told us we owed them $1188.00 for their services. When I called the 866# provided(which sounded like an out-of-country call)to inquire about what "services" they were referring to, they said we had signed a contract for a full page ad and that we owed them $. I told them we had only thought we were updating our listing in The Yellow Pages and didn't need an ad. We had been misguided in what we thought we were signing. They told us the contract was binding and we had to submit a cancelation in writing. As we looked closer, we noticed that, while they had the "walking fingers" logo of the Yellow Pages, the name on their fax was Yellow Page (singular). When we looked them up online, they came up as a company based out of Russia. It all seemed a little suspiscious, so we have contacted you as well as the BBB.

*Is this an auto complaint: No

*Submit Date: 3/9/2011

*Consumer Signature: [redacted]

*Submit: Submit

COMPLAINT ACTIVITY

05-Apr-13

File No: 12-05092 **Spec:** ND **Subject:** 1 **Type:** 0

Status: C **Amount Involved:** $1,238.00 **Received:** 12/4/2012

Close Code: 04 **Amount Recovered:** $990.00 **Completion Date:** 4/5/2013

Company

Open Business Directory Ltd.

225 Franklin Street 26th Floor

Boston, MA 02110

e-mail:

web:

Phone: **ext:**

Fax: 781-658-2381

Consumer

[redacted]

[redacted]

e-mail: [redacted]

Phone (H):

Phone (W): [redacted]

File No.	Date	Form	Status	Follow Up	Spec.	Comments
12-05092	12/6/2012	IL	C	12/27/2012	ND	
12-05092	12/6/2012	N04.3	C	12/27/2012	ND	
12-05092	1/2/2013	N07.3	C	1/23/2013	ND	
12-05092	1/23/2013	MEMO	C	2/13/2013	ND	More time
12-05092	1/25/2013	FR-LTR	C	2/15/2013	ND	
12-05092	1/25/2013	N08.5	C	2/15/2013	ND	
12-05092	2/15/2013	FC-FAX	C	3/8/2013	ND	
12-05092	2/15/2013	N12.3	C	3/8/2013	ND	
12-05092	2/18/2013	FR-LTR	O	3/11/2013	ND	
12-05092	2/21/2013	N08.5	C	3/14/2013	ND	
12-05092	3/15/2013	MEMO	C	4/5/2013	ND	More time
12-05092	4/8/2013	MEMO	O	4/29/2013	ND	No response to 8.5
12-05092	4/8/2013	N10.5	O	4/29/2013	ND	

SUMMARY: C claims R is using harassing/threatening tactics to collect for advertising C's business.

DETAILS:

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

(615) 741-4737

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, TWELFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

April 16, 2013

[redacted]

RE: File Number 12-05092

Dear [redacted]

We are enclosing a response from Open Business Directory Ltd. for your review. Please let us know, in writing, 1) if its proposal/response is acceptable to you, 2) you have additional information to provide, or 3) you would like to make a counter proposal/response.

If the complaint has been resolved, please explain the terms of the resolution, such as the monetary amount received, as well as any other resolution(s) in the space below. If we do not hear from you within 21 calendar days, we will assume the complaint has been concluded and your file will be closed.

Thank you for your cooperation.

I received $_____.

____I would like to provide additional information for review. Use the back of this letter if additional space is needed.

_____

_____

_____

Sincerely,

Nancy Demonbreun

Nancy Demonbreun
Consumer Protection Specialist II
(615) 532-8279
FAX: 615-532-4994
Nancy.Demonbreun@tn.gov

Enclosure

8.5

Open Business Directory Ltd.
225 Franklin Street, 26th Floor, Boston, MA 02110

YELLOW-PAGE-USA.COM

State of Tennessee
Dept of Commerce & Insurance
Division of ConsumerAffairs
500 James Robertson Parkway
Twelfth Floor
Nashville, Tennessee 37243-0600
USA

RECEIVED
APR 10 2013
Dept of Commerce and Insurance
Division of Consumer Affairs

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

March 25th, 2013 MB

Your Reference: [redacted] **File#12-05092-ND**
Our Reference: US-OBD-91899

Dear Ms. Demonbreun,

We are in receipt of your letter of February 18th, 2013 with additional information and apologize for any delay in responding.

We note that [redacted] is now raising an issue as to the name of the Company and implies that this misled the business into signing the Order form. With respect, the name of the Company providing the service is clearly shown within the Order form and terms. [redacted] states that the Company is seeking to pass off as a Competitor Company known as "Yellow Pages" This is not the case. There is no mention of or any association or affilitation with any other competitor Company known as "Yellow Pages" or anything within the Order form that could mislead a business as to the name of the Company providing the service.

Accordingly, we cannot understand or accept the argument that the Company was seeking to mislead. Further, there is no, real Yellow Pages. The name "Yellow Pages" although not used in the Order form or otherwise is a generic term and is also used by many business directories Worldwide. It is not a protected trademark as has been confirmed by the court in the case of Bell SouthCorporation v Data National et al. Accordingly, there are a number of Companies that utilize that name within the USA and Worldwide within this market sector.

In addition, the logo used in the Order form although similar to other Companies is not that of any other Competitor and again such well known logo is also not a protected trademark and is used by a number of Companies such as Yellowpagesunited and Yellow Book to name but a few.

We also note the statement as to the Company being a scam and that the Company merely provides a Facebook page. Again, this is not correct and we are concerned that there is a suggestion that the Company was in some way seeking to mislead the business into signing the Order form. Such a statement is untrue and derogatory. It is unacceptable. The Company is genuine and provides a genuine service to Customers Worldwide and we regret that [redacted] has sought to suggest otherwise.

The Face book page is an additional free service provided to all Customers registered with the Company as is clearly shown in the terms. The listing registration of the business details is in the online business directory and is a stand alone online directory. The webpage is created

from the details provided by the business. Any details can also be changed free of charge during the contract period. It has nothing to do with Facebook as advised above.

As for the address of the Company. The Head office is not stated on the letterhead as it is the address of the registered office only. It has no bearing on the issue and the fact that the Company has it's Head office in Dubai is merely because there are benefits to this particularly as the Company has operations in a number of Countries. As an online internet based business the fact that the Company also has offices overseas is irrelevant to the credibilty of the Company. Many Companies as you are no doubt aware have overseas offices. [redacted] may also be unfamiliar with the legal requirements in opening a business in Dubai. The regulations are strict.

We regret that there remains an issue but the Company is not a scam, all terms were clearly shown and all other issues were dealt with in our original response to the complaint. Although we do not accept the statement and comments we do wish to resolve and the proposal remains open on the same terms to [redacted]

We trust that we have clarifed the position and we now await hearing from you and that we can bring this to a satisfactory conclusion through your mediation.

Yours sincerely,

Michael Barron
Open Business Directory Ltd. Legal Department
e-mail: legal@open-business-directory.com

COPY

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, TWELFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

(615) 741-4737

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

April 9, 2013

[redacted]

RE: Open Business Directory Ltd.
File Number 12-05092

Dear [redacted]

We are sorry we cannot be of further assistance because attempts to mediate your complaint were unsuccessful. However, your complaint will become part of our records.

You have a limited time to sue under the Tennessee Consumer Protection Act of 1977. You may want to consult an attorney regarding your legal rights under this law or any other law that might be applicable to your situation.

Please contact us if the Division of Consumer Affairs can be of assistance in the future.

Sincerely,

Nancy Demonbreun
Consumer Protection Specialist II
(615) 532-8279
FAX: 615-532-4994
Nancy.Demonbreun@tn.gov

COPY

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

(615) 741-4737

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, TWELFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

February 22, 2013

[redacted]

RE: File Number 12-05092

Dear [redacted]

We are enclosing a response from Open Business Directory Ltd. for your review. Please let us know, in writing, if their proposal/response is acceptable to you, you have additional information to provide, or you would like to make a counter proposal/response.

If the complaint has been settled, please write the terms of the settlement, such as the monetary amount received, as well as any other resolution(s). You may use the space below to respond to our agency. If we do not hear from you within two (2) weeks, we will assume the complaint has been settled.

Thank you for your cooperation.

I received $_____.

____I would like to provide additional information for review. Use the back of this letter if additional space is needed.

_____

_____

_____

Sincerely,

Nancy Demonbreun
Consumer Protection Specialist II

Enclosure

8.5

Open Business Directory Ltd.
225 Franklin Street, 26th Floor, Boston, MA 02110

YELLOW-PAGE-USA.COM

State of Tennessee
Dept of Commerce & Insurance
Division of ConsumerAffairs
500 James Robertson Parkway
Twelfth Floor
Nashville, Tennessee 37243-0600
USA

RECEIVED
FEB 19 2013
Dept of Commerce and Insurance
Division of Consumer Affairs

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com
EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

February 4th, 2013 MB

Your Reference: [redacted] **File#12-05092 – ND**
Our Reference: US-OBD-91899

Dear Ms. Demonbreun,

We refer to the above complaint and our response of January 3rd, 2013. We note that we have not received any reply to that response from the business and the file has now been returned to the writer for attention.

Although the Company did not accept the arguments put forward by [redacted] we did seek to resolve and a proposal was made as to settlement. It may be that the response was not received at your offices. Accordingly, we are enclosing a further copy for your information.

We have now placed a further short hold on the legal file so as to enable [redacted] to reply.

We now look forward to hearing from your office or from [redacted] directly and that we can progress to reaching an agreement through your mediation.

Yours sincerely,

M. Barron

Michael Barron
Open Business Directory Ltd. Legal Department
e-mail: legal@open-business-directory.com

Open Business Directory Ltd.
225 Franklin Street, 26th Floor, Boston, MA 02110

YELLOW-PAGE-USA.COM

State of Tennessee
Dept of Commerce & Insurance
Division of ConsumerAffairs
500 James Robertson Parkway
Twelfth Floor
Nashville, Tennessee 37243-0600
USA

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com
EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

January 3rd, 2013 MB

Your Reference: [redacted] **File#12-05092**
Our Reference: US-OBD-91899

Dear Ms. Demonbreun,

We are in receipt of your letter of December 7th, 2012 together with complaint form in relation to the registration listing of [redacted] with Yellow-Page-USA.com. This matter has now been passed to the writer for attention. We regret that a complaint has been filed as the Company has sought to settle directly but no agreement was reached. However, we now look to resolve through your mediation.

We understand from the statement of [redacted] is seeking to argue that the business was misled as to the nature of the service and that the business believed that the Order form merely related to an update of contract information. Further, that the person signing lacked authority and as such the contract is void. Whilst we acknowledge the argument we do not, with respect agree.

Firstly, we would advise that the Company does not employ any direct sales staff or contact business's by telephone for new contracts. Accordingly, we find the statement that the business was contacted by a so called Representative as surprising. However, it is clear that an Order form was received by the business. As [redacted] will appreciate any Order form or indeed document received by a business is for the business to review and sign if appropriate or should they so desire the services. The Company cannot and does not coerce or deceive any business into signing any Order form. The decision to sign any document is one for the business and the business alone. With respect, the Company cannot trick any business into signing a document.We enclose a copy of the signed Order form.

We also do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form received by the business. The terms also clearly state that the details of the business will be registered with Yellow-Page-USA.com. They are not ambiguous and all is disclosed within the terms. Nothing is concealed. If the Order form merely related to an update of an existing contract the fees payable and contract period would not be inserted within the terms or at all.

We would also advise that sales are only conducted on a strict business to business basis. As such we do expect a higher standard of due diligence to be exercised and for good business practice procedures to be in place particularly in view of the nature of the business when reviewing and signing documents It has to be assumed that someone in a professional

capacity at the place of business would have had the opportunity to review the Order form and was in a position to query the details if any points were unclear prior to authorizing the Order. It is for precisely this reason that the Company or its associates does not deal with Consumers.

As [redacted] must understand once the authorized signed Order form was received the work was undertaken in good faith and in accordance with the terms of contract and she will be able to confirm that the business details remain registered and listed in the directory pursuant with those terms. As for the service itself. The listing is created prior to any invoice being issued and all details can be changed on the webpage free of charge during the contract period. As for the Facebook page. We also fail to understand the statement that this is misleading and that the advertising only relates to a Facebook page. This is not correct and as stated above the fees payable for the listing directory service and the terms of contract are clearly stated. The Facebook Page is also shown as being an additional service provided free to all Customers who are registered with the Company. The fees for such registration are shown as advised above. There is nothing within the terms to suggest otherwise. Accordingly, the Facebook page is created upon payment of the fees for registration listing.

As to authority to sign and lack of authority within the contract itself. As stated we do not accept that the contract could be deemed to be void on the grounds submitted.The reason in law is that it could not have been reasonably foreseen that when the signed Order form was received by the Company to provide the service that this was not the intention of the business. It would be impossible to check with every Customer that the documents that they have signed represent their intentions or that they have read the form.

Further, and importantly the place on the Order form for the signature to confirm the services clearly states "authorized signature". The Company would therefore accept that this was an authorized signature. This is the very reason why the Order is in this format, so as to avoid any argument being raised after the work was undertaken that such signature was not so authorized by the business. Accordingly, the Company undertook the work. Notwithstanding the above even if there was doubt and in this matter there is none, the business is responsible for the acts of it's employees in cases such as this and cannot now rely upon the submission made so as to avoid such obligations. Finally, as the Order form was signed in the business offices, sent by the office fax and signed by a person who would be deemed to have authority by reason of the fact that the form provides only for an authorized signature does and in any event create a valid contractual relationship.

As the work had been undertaken and the service continues the Company advised that a cancellation would not now be possible. We do appreciate that [redacted] may not accept that there is a valid contract but as stated above we do not agree that the contract was misleading or could be deemed void on lack of authority. The contract is valid. The fees payable are correctly due. However, as there appears to be an issue as to the Order and service provided we do prefer, if possible to resolve. Despite the facts, we are in the circumstances, so as to avoid further costs being incurred by the parties or recovery action having to be taken, and in a final effort to bring this to a close prepared to reduce the invoice to a nominal $297.00. This would be for three months only of fees payable and be in full and final settlement of all obligations pursuant to the contract. Such payment would cover certain costs incurred for the initial listing registration and creating the webpage from the details provided by the business. In addition, for all the time that the details have been in the directory.

We trust that we have now clarified the facts and that [redacted] will upon reflection look to reach agreement upon such terms. We can then issue a revised invoice to show this amount, if so required. However, we would advise that the Company will not cancel and would look to continue with such steps as may be necessary in the event of agreement not being reached.

We now look forward to hearing from you or directly from [redacted] directly and that we can progress to a satisfactory closure.I

Yours sincerely,

M. Barron

Michael Barron
Open Business Directory Ltd. Legal Department
e-mail: legal@open-business-directory.com

YELLOW PAGE *USA*

now with your free page on www.facebook.com

67623

Please send the completed form to our toll-free fax number: 888-641-1879 - before 05/11/2012

Yellow-Page-USA understands the actual importance of social networks and now offers to create your company's page on facebook.com, without additional charges, for all registered customers of its online directory. facebook.com has become the most visited website in the US and plays an increasingly important role in marketing your company's business. This new additional service will enable you to stay in closer touch with your existing customers and to find more people that are looking for the type of product or services that your business sells.

Contact Details:	☑ Please check to confirm or give actual data:
Record Nr: 5-229339870	☐
Company: [redacted]	☐
Street / No.:	☐
City / Zip:	☐
State:	☐
Phone:	☐
Fax:	☐
e-Mail:	☐
Website:	☐

Products & Services:

(Please provide relevant keywords that summarize the range of products and services that your company offers:)

[redacted]

In case that you would like to be removed from our fax list - please check here: ☐

Order: We hereby certify that all information and details about our company as given above are correct and we hereby order registration at the business directory Yellow-Page-USA.com managed by Open Business Directory Ltd. (herein referred as "Yellow-Page-USA") for a term of two years, at a price of US$99 per month, payable one year in advance. Payment terms are 10 days from the date of registration. We authorize Yellow-Page-USA to create an official page for our company and its business community at www.facebook.com and to manage its content following our instructions as given herein. We understand that this offer does not indicate an agreement exists between Yellow-Page-USA and Facebook Inc. and that page creation is a professional service offered by Yellow-Page-USA. Referring to Facebook's "Pages Terms" we herewith confirm that Yellow-Page-USA shall be the authorized representative to set up this page at www.facebook.com.

We understand that Facebook has no obligation to distribute this content and may decide to stop publishing the official page at any time. Termination of this agreement with Yellow-Page-USA is required in writing by giving notice to Open Business Directory Ltd. (Email: info@open-business-directory.com - Postal Address: 225 Franklin Street, 26th Floor, Boston MA 02110) at least three months prior to the expiry of the order or this agreement will automatically renew for one year. Any omissions, errors or other incorrect data appearing in the directory are the sole responsibility of the client. Should the client elect to have their records removed from the listing, payment is still required. Yellow-Page-USA reserves the right to assign all contractual rights to a third party. This agreement and all questions of interpretation hereof shall be governed by the applicable state's statutory and common law. The customer can make any changes or amendments to their listing at any time, free of charge.

Print Name:	Authorized Signature:	Date:
[redacted]		05/04/2012

67623

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

COPY

(615) 741-4737

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, TWELFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

February 18, 2013

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110

RE: ***Additional Concerns***
[redacted]
File Number 12-05092

Dear Sir/Madam:

We have received additional information from [redacted] concerning the complaint filed against Open Business Directory Ltd..

Please respond in writing to our agency regarding these additional concerns no later than ten (10) business days from the date of this letter. For your convenience, you may mail, email or fax (615-532-4994) your response to our agency. Please reference the consumer's name and file number on all communication. If you need assistance, my direct line and email address are below.

Sincerely,

Nancy Demonbreun
(615) 532-8279
Consumer Protection Specialist II
Nancy.Demonbreun@tn.gov

Enclosure

12.3

[redacted]

RECEIVED
FEB 13 2013
Dept of Commerce and Insurance
Division of Consumer Affairs

February 11, 2013

Attn: Ms. Nancy Demonbreun
Consumer Protection Specialist II
Fax: 615-532-4994

of pages in this fax (including this cover page): 3

[redacted]

RECEIVED
FEB 2 3 2013
Dept of Commerce and Insurance
Division of Consumer Affairs

February 11, 2013

State of Tennessee
Division of Consumer Affairs
Attn: Ms. Nancy Demonbreun
500 James Robertson Parkway, Twelfth Floor
Nashville, TN 37243-0600

Re: File Number 12-05092

Dear Ms. Demonbreun:

I received the response from Open Business Directory, Ltd., and reviewed it. Since I never ordered their services, and since they have made no concessions or admissions regarding the deceptive nature of their business, I will say that their proposal is absolutely unacceptable to me.

No one from my office ever contacted this company to enlist their services. Their own fax that they provided clearly shows that they used the common graphic of a respectable well-known advertising company to misrepresent their company as part of the Yellow Pages, which they are not. I have never sought out Open Business Directory and never signed any contract with them. They have provided me with nothing. A quick internet check shows that Open Business Directory is in the business of scamming businesses and using threats and scare tactics to pay for "advertising" in the form of a lame Facebook page. I would never pay for that; there is no charge to set up a Facebook page.

I noticed that on the letter sent to the State of Tennessee, they list the Boston address as well as an address in Moscow. They failed to list the other address on their letterhead, which is a P.O. Box in Dubai, UAE. (I will include a copy of that page with this letter.

Please do a quick internet search for Open Business Directory and you will see how many other business owners are being harassed by these people. They should be prosecuted.

Thank you in advance. I appreciate your time.

Sincerely,

[redacted]

Open Business Directory Ltd. - 225 Franklin Street, 26th Floor - Boston, MA 02110

[redacted]

- FINAL NOTICE -

Date: 2012-06-29
Dear [redacted]
Reference: 91899
Overdue Amount: $ 1,238 including $ 50 late payment fee.

I refer to our previous correspondence regarding your account.

I am disappointed to learn that despite our earnest efforts and a number of reminders and requests for payment of the outstanding invoice being sent to you, payment on this account has still not been made. You are therefore in serious breach of the contract terms that you accepted when signing the Order for our services.

Regrettably, I am informing you that this is your Final Notice and last opportunity to make payment without legal intervention. Unless a check for $ 1,238 (including $ 50 late payment fee) is received within the next 10 days, or an acceptable proposal for payment within this period, the matter will be referred to our Legal Team who will contact you directly to discuss the matter. As you must appreciate if legal action is taken you will also become liable for all attorney fees and court costs. Such action may also adversely affect the credit rating of your business and be listed as a bad debt.

In addition, if you fail to respond to this demand Customer Services will no longer be able to assist you with this matter and the opportunity to discuss payment terms or future services of your listing will only be available through a designated member of the Legal Team.

If you have settled your account with our Client within the last few days, please disregard this Final Notice or if your non payment is a result of an oversight, you should advise this office and forward your payment of this account directly to the address above.

If you have any questions, you are advised to please contact Customer Services without delay at 866-214-5273 or email at accounting@yellow-page-usa.com to discuss your account, failing which the matter will proceed as outlined above.

Yours sincerely,

Luke Chambers
Operations Manager
Open Business Directory Ltd.

Open Business Directory Ltd.

Service Agent USA
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: 866-214-5273
Fax: 781-658-2381

Legal Head Office:
Al Barsha, P.O. Box 450676
Dubai
UAE

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

(615) 741-4737

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, TWELFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

January 28, 2013

[redacted]

COPY

RE: File Number 12-05092

[redacted]

We are enclosing a response from Open Business Directory Ltd. for your review. Please let us know, in writing, if their proposal/response is acceptable to you, you have additional information to provide, or you would like to make a counter proposal/response.

If the complaint has been settled, please write the terms of the settlement, such as the monetary amount received, as well as any other resolution(s). You may use the space below to respond to our agency. If we do not hear from you within two (2) weeks, we will assume the complaint has been settled.

Thank you for your cooperation.

I received $_____.

____I would like to provide additional information for review. Use the back of this letter if additional space is needed.

_____

_____

_____

Sincerely,

Nancy Demonbreun
Consumer Protection Specialist II

Enclosure

8.5

Open Business Directory Ltd.
225 Franklin Street, 26th Floor, Boston, MA 02110

YELLOW-PAGE-USA.COM

State of Tennessee
Dept of Commerce & Insurance
Division of ConsumerAffairs
500 James Robertson Parkway
Twelfth Floor
Nashville, Tennessee 37243-0600
USA

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com
EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

January 3rd, 2013 MB

Your Reference: [redacted] **File#12-05092**
Our Reference: US-OBD-91899

Dear Ms. Demonbreun,

We are in receipt of your letter of December 7th, 2012 together with complaint form in relation to the registration listing of [redacted] with Yellow-Page-USA.com. This matter has now been passed to the writer for attention. We regret that a complaint has been filed as the Company has sought to settle directly but no agreement was reached. However, we now look to resolve through your mediation.

We understand from the statement of [redacted] is seeking to argue that the business was misled as to the nature of the service and that the business believed that the Order form merely related to an update of contract information. Further, that the person signing lacked authority and as such the contract is void. Whilst we acknowledge the argument we do not, with respect agree.

Firstly, we would advise that the Company does not employ any direct sales staff or contact business's by telephone for new contracts. Accordingly, we find the statement that the business was contacted by a so called Representative as surprising. However, it is clear that an Order form was received by the business. As [redacted] will appreciate any Order form or indeed document received by a business is for the business to review and sign if appropriate or should they so desire the services. The Company cannot and does not coerce or deceive any business into signing any Order form. The decision to sign any document is one for the business and the business alone. With respect, the Company cannot trick any business into signing a document.We enclose a copy of the signed Order form.

We also do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form received by the business. The terms also clearly state that the details of the business will be registered with Yellow-Page-USA.com. They are not ambiguous and all is disclosed within the terms. Nothing is concealed. If the Order form merely related to an update of an existing contract the fees payable and contract period would not be inserted within the terms or at all.

We would also advise that sales are only conducted on a strict business to business basis. As such we do expect a higher standard of due diligence to be exercised and for good business practice procedures to be in place particularly in view of the nature of the business when reviewing and signing documents It has to be assumed that someone in a professional

capacity at the place of business would have had the opportunity to review the Order form and was in a position to query the details if any points were unclear prior to authorizing the Order. It is for precisely this reason that the Company or its associates does not deal with Consumers.

As [redacted] must understand once the authorized signed Order form was received the work was undertaken in good faith and in accordance with the terms of contract and she will be able to confirm that the business details remain registered and listed in the directory pursuant with those terms. As for the service itself. The listing is created prior to any invoice being issued and all details can be changed on the webpage free of charge during the contract period. As for the Facebook page. We also fail to understand the statement that this is misleading and that the advertising only relates to a Facebook page. This is not correct and as stated above the fees payable for the listing directory service and the terms of contract are clearly stated. The Facebook Page is also shown as being an additional service provided free to all Customers who are registered with the Company. The fees for such registration are shown as advised above. There is nothing within the terms to suggest otherwise. Accordingly, the Facebook page is created upon payment of the fees for registration listing.

As to authority to sign and lack of authority within the contract itself. As stated we do not accept that the contract could be deemed to be void on the grounds submitted.The reason in law is that it could not have been reasonably foreseen that when the signed Order form was received by the Company to provide the service that this was not the intention of the business. It would be impossible to check with every Customer that the documents that they have signed represent their intentions or that they have read the form.

Further, and importantly the place on the Order form for the signature to confirm the services clearly states "authorized signature". The Company would therefore accept that this was an authorized signature. This is the very reason why the Order is in this format, so as to avoid any argument being raised after the work was undertaken that such signature was not so authorized by the business. Accordingly, the Company undertook the work. Notwithstanding the above even if there was doubt and in this matter there is none, the business is responsible for the acts of it's employees in cases such as this and cannot now rely upon the submission made so as to avoid such obligations. Finally, as the Order form was signed in the business offices, sent by the office fax and signed by a person who would be deemed to have authority by reason of the fact that the form provides only for an authorized signature does and in any event create a valid contractual relationship.

As the work had been undertaken and the service continues the Company advised that a cancellation would not now be possible. We do appreciate that [redacted] may not accept that there is a valid contract but as stated above we do not agree that the contract was misleading or could be deemed void on lack of authority. The contract is valid. The fees payable are correctly due. However, as there appears to be an issue as to the Order and service provided we do prefer, if possible to resolve. Despite the facts, we are in the circumstances, so as to avoid further costs being incurred by the parties or recovery action having to be taken, and in a final effort to bring this to a close prepared to reduce the invoice to a nominal $297.00. This would be for three months only of fees payable and be in full and final settlement of all obligations pursuant to the contract. Such payment would cover certain costs incurred for the initial listing registration and creating the webpage from the details provided by the business. In addition, for all the time that the details have been in the directory.

We trust that we have now clarified the facts and that [redacted] will upon reflection look to reach agreement upon such terms. We can then issue a revised invoice to show this amount, if so required. However, we would advise that the Company will not cancel and would look to continue with such steps as may be necessary in the event of agreement not being reached.

We now look forward to hearing from you or directly from [redacted] directly and that we can progress to a satisfactory closure.I

Yours sincerely,

Michael Barron
Open Business Directory Ltd. Legal Department
e-mail: legal@open-business-directory.com

YELLOW PAGE *USA*

now with your free page on www.facebook.com

67623

Please send the completed form to our **toll-free fax number: 855-641-1870 - before 05/11/2012**

Yellow-Page-USA understands the actual importance of social networks and now offers to create your company's page on facebook.com, without additional charges, for all registered customers of its online directory. facebook.com has become the most visited website in the US and plays an increasingly important role in marketing your company's business. This new additional service will enable you to stay in closer touch with your existing customers and to find more people that are looking for the type of product or services that your business sells:

Contact Details:	☑ Please check to confirm or give actual data:
Record Nr.: 5-229339870	☐
Company: [redacted]	☐
Street / No.:	☐
City / Zip:	☐
State:	☐
Phone:	☐
Fax:	☐
e-Mail:	☐
Website:	☐

Products & Services:

[redacted]

In case that you would like to be removed from our fax list - please check here: ☐

Order: We hereby certify that all information and details about our company as given above are correct and we hereby order registration at the business directory Yellow-Page-USA.com managed by Open Business Directory Ltd. (herein referred as "Yellow-Page-USA") for a term of two years, at a price of US$99 per month, payable one year in advance. Payment terms are 10 days from the date of registration. We authorize Yellow-Page-USA to create an official page for our company and its business community at www.facebook.com and to manage its content following our instructions as given herein. We understand that this offer does not indicate an agreement exists between Yellow-Page-USA and Facebook Inc. and that page creation is a professional service offered by Yellow-Page-USA. Referring to Facebook's "Pages Terms" we herewith confirm that Yellow-Page-USA shall be the authorized representative to set up this page at www.facebook.com.

We understand that Facebook has no obligation to distribute this content and may decide to stop publishing the official page at any time. Termination of this agreement with Yellow-Page-USA is required in writing by giving notice to Open Business Directory Ltd. (Email: info@open-business-directory.com - Postal Address: 225 Franklin Street, 26th Floor, Boston MA 02110) at least three months prior to the expiry of the order or the agreement will automatically renew for one year. Any omissions, errors or other incorrect data appearing in the directory are the sole responsibility of the client. Should the client elect to have their records removed from the listing, payment is still required. Yellow-Page-USA reserves the right to assign all contractual rights to a third party. This agreement and all questions of interpretation hereof shall be governed by the applicable state's statutory and common law. The customer can make any changes or amendments to their listing at any time, free of charge.

Print Name: [redacted] Authorized Signature: Date: 05/04/2012

67623

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

(615) 741-4737

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, TWELFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

January 3, 2013

IMMEDIATE ATTENTION - FINAL NOTICE

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110

RE: [redacted]
File Number 12-05092

Dear Sir/Madam:

This is the second attempt to obtain a response regarding [redacted] complaint. As stated previously, the Tennessee Consumer Protection Act of 1977, Tennessee Code Annotated §47-18-5002, requires us to investigate all complaints filed with our agency.

Failure to respond will result in your name and address being placed on our Buyer Beware List. This list is made public and posted on our web page at www.state.tn.us/consumer. In some cases, the nature of the complaint requires our agency to exercise our discretion and refer it to other agencies through the consumer protection enforcement process pursuant to Tennessee Code Annotated §47-18-106(h).

Please respond in writing to our agency within ten (10) business days from the date of this letter. For your convenience, you may mail, email or fax (615) 532-4994 your response to our agency. Please reference the consumer's name and file number on all communication.

If you need assistance, my direct line and email address are below.

Sincerely,

Nancy Demonbreun
Consumer Protection Specialist II
(615) 532-8279
Nancy.Demonbreun@tn.gov

COPY

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

(615) 741-4737

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, TWELFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

December 7, 2012

Open Business Directory Ltd.
225 Franklin Street 26th Floor
Boston, MA 02110

RE: [redacted]
File Number 12-05092

Dear Sir/Madam:

The Tennessee Division of Consumer Affairs has received the enclosed complaint from [redacted] The Tennessee Consumer Protection Act of 1977, Tennessee Code Annotated §47-18-5002, requires us to investigate all complaints filed with our agency.

Please respond in writing to our agency within ten (10) business days from the date of this letter. For your convenience, you may mail, email or fax (615-532-4994) your response to our agency. Please reference the consumer's name and file number on all communication. After I receive your reply, I will send a copy to [redacted] and ask for a written response. If [redacted] has additional concerns, I will forward those to you, at which time, you will be asked to provide a written response to those concerns.

If you need assistance, my direct line and email address are below.

Sincerely,

Nancy Demonbreun
Consumer Protection Specialist II
(615) 532-8279
Nancy.Demonbreun@tn.gov

Enclosure

COPY

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

(615) 741-4737

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, TWELFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

December 7, 2012

[redacted]

RE: Open Business Directory Ltd.
File Number 12-05092 ND

Dear [redacted]

Thank you for contacting the Tennessee Division of Consumer Affairs in the Department of Commerce and Insurance. I want to acknowledge receipt of your complaint against Open Business Directory Ltd. and let you know we are happy to intervene on your behalf. We attempt to mediate a solution to the problem which is fair to both the consumer and business whenever possible. Please read the enclosed brochure, The Consumer Complaint Process, which explains what you may expect during our mediation process.

A Consumer Protection Specialist has been assigned to handle your complaint and you will be contacted in writing as soon as we have any information to share. Meanwhile, if you reach a settlement with Open Business Directory Ltd., please let us know in writing. If you need to contact us, feel free to do so, preferably in writing, so we may have documentation for your file.

Sincerely,

Consumer Affairs

IL

Consumer Complaint
Commerce & Insurance
Division of Consumer Affairs
500 James Robertson Parkway
Nashville, TN 37243-0600
(615) 532-4994 Fax

Received in office.
RECEIVED
DEC 04 2012
Dept. of Commerce and Insurance
Division of Consumer Affairs

For official use only:
subject code: 001
assigned to: IVD
File #: 1205052

Section I: How Do We Reach You? Your Contact Information

Please provide as much information as possible. All fields marked with an asterisk (*) are required.

*Name: [redacted]
*Address: [redacted]
*City: [redacted] *State: [redacted] *Zip: [redacted]
*(Tennessee Residents only) County: [redacted]
Phone: Home: [redacted] Work: [redacted] E-mail address: [redacted]
Best Contact Time: any

Section II: Who Is Your Complaint Against? Business Contact Information

*Business Name: Open Business Directory Ltd.
Contact Person: Lisa Gabrilo, Sonia - refused to give last name
*Address: 225 Franklin St 26th Floor
*City: Boston *State: MA *Zip: 02110
Phone: (866) 214-5273 Fax: (781) 658-2381
E-mail address: _____ Website address: _____
Type of Product or Service: advertising - internet

Section III: What Happened? Details of Incident

*Amount Involved: $ 1238 How did you pay? We did not pay *Date of transaction: 5/4/12
*Have you contacted the business about this complaint? yes If YES, to whom and when: _____
*What are you asking the business to do? We have asked them to stop sending threatening letters and faxes to our business.
*What did the business do? They insisted that we are responsible for charges and late fees
List all agencies you have contacted about this complaint: this is our first complaint
*Have you or the business filed a lawsuit regarding this complaint? ☐ YES ☒ NO
Was this product or service advertised? _____ If YES, when and where? _____
(Please send a copy of the advertisement, if it is available.)

IN-0980 (Rev. 11-04)

Section III: What Happened? (Continued)

*Briefly describe your complaint and include all important facts. Use chronological order, by dates. Include copies of any contracts, sales slips, canceled checks, correspondence or supporting documents. DO NOT mail original documents; these will NOT be returned.

On 5/4/12 someone from Open Business Directory called our office and asked [redacted] a former employee, to verify the information for our advertising contract and return the fax immediately. She was led to believe that this contract was already in effect and only required verification. She was not authorized to sign any contracts.

Since 5/4/12, we have received many letters, and faxes demanding payment for this "contract." They have threatened us with collections and legal action. The advertising they sell is nothing more than a facebook page (which is free to set up) that they have never set up.

We have called and told them that these services were never ordered, or authorized. They refer back to our "signed contract" and demand payment. Usually they refuse to give a name when we call. Today 11/29/12 when we called, they hung up repeatedly when I asked to whom I was speaking. One person gave the name 'Lisa Gabrilo', another gave the first name 'Sonia', no last name.

We just want them to go away.

Section IV: Automobile Complaints
Required Information for Automobile Complaints Only

*Year: _____ *Make: _____ *Model: _____

*Vin Number: _____

Section V: Final Step

If you hire an attorney and/or file a private lawsuit, you have a limited time to sue under the Consumer Protection Act. You have one (1) year from the time you found out about the deceptive act or practice, and no more than five (5) years from the time the deceptive act or practice occurred. Consult a private attorney regarding your legal rights.

By my signature below, I hereby attest to the accuracy and truthfulness of the content, I authorize the Tennessee Division of Consumer Affairs to sen[redacted]s and I understand this complaint may be used in legal proceedings brought under the Tenne[redacted]

[redacted] 11-28-12

*Signature *Date

All complaints submitted to the Tennessee Division of Consumer Affairs are subject to the Public Records Act, T.C.A. Title 10, Chapter 7.

OPTIONAL: We would appreciate having the appropriate boxes checked

Age: ☐ 18-29 ☐ 30-39 ☒ 40-49 ☐ 50-59 ☐ 60 or older

Is your home telephone number registered on the Tennessee Do Not Call List? ☐ Yes ☐ No

Is your home telephone number registered on the National Do Not Call List? ☐ Yes ☐ No

Have you previously filed complaints with this Division against this or any other business in the last 2 years? ☐ Yes ☒ No

If yes, please state which business(s) _____

OPEN BUSINESS DIRECTORY LTD.

YELLOW PAGE .COM

YELLOW PAGE .COM

Open Business Directory Ltd - 225 Franklin Street, 26th Floor - Boston, MA 02110

ACCOUNTS PAYABLE

[redacted]

Date: 2012-11-21
Re: OBD-US-91899

Dear Sir/Madam,

Legal Collection Reminder.

Outstanding Balance: $ 1,238.00 including late fees.

Your delinquent account with Open Business Directory Ltd. has been referred to me for collection action. You are currently in arrears with the above referenced account.

I have been instructed to bring legal action against you, which may result in levies against your property or other assets after judgement.

The file indicates that you have failed or refused to pay the above amount even though it appears owing and correct.

You are hereby further advised that if payment is not received within 15 days of the date of this letter, proceedings may be commenced against you forthwith and without further notice for the amount indicated above, together with prejudgment interest.

As I am sure you are aware, if this matter proceeds further, all court costs, process server's fees, attorney fees where permitted, and other post judgement costs will be added to the amount that you already owe.

You can avoid the unnecessary inconvenience and added expenses of a lawsuit by making immediate payment to us within 15 days. To avoid these extreme measures, please contact me on the number below.

Yours faithfully,

Sandra Harper
Senior Collections Manager
Tel: + 1 866 662 0022
Open Business Directory Ltd.
Sandra.harper@open-business-d

Sonia - refused to give last name.

~~Sonia~~
Lisa Gabrilo

info@open-business-directory.com

Legal Head Office:
Open Business Directory Ltd.
Al Barsha, P.O. Box 450676
Dubai
UAE

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: 1-866-214-5273
Fax: 1-781-658-2381

OPEN BUSINESS DIRECTORY LTD.

YELLOW-PAGE-[redacted].COM

YELLOW-PAGE-[redacted].COM

Open Business Directory Ltd. - 225 Franklin Street, 26th Floor - Boston, MA 02110
ACCOUNTS PAYABLE
[redacted]

Date: 2012-11-06
Re: OBD-US-91899

Dear Sir / Madam,

All our efforts to reach a settlement with you regarding the outstanding balance quoted above have been unsuccessful.

As you are aware Open Business Directory Ltd. have repeatedly written and contacted your office seeking payment. As a business client you must understand that non-payment of any outstanding invoice is extremely serious and prompt payment is expected.

An immediate payment of $1,238.00 including late fees is now required on or before 11/16/2012.

I look forward to receiving your outstanding payment and ensuring that we will be able to bring this matter to a satisfactory conclusion. If we fail to resolve the matter the next stage will involve my recommendation to commence legal action and referral to external recovery agencies in your area. Such action can then lead to the debt being registered as a bad debt, which I wish to avoid.

Please make payment by check made payable to Open Business Directory Ltd., writing the invoice number on the back of the check and send it to:

Open Business Directory Ltd
225 Franklin Street, 26th Floor,
Boston, MA 02110

Please be advised that in the event of non-payment Open Business Directory will use all legal means at our disposal to recover this outstanding debt together with all legal costs incurred.

Thank you in anticipation of your co-operation in this matter.

Yours faithfully,

Sandra Harper
Senior Collections Manager
Tel: + 1 866 662 0022
Open Business Directory Ltd.
Sandra.harper@open-business-d

info@open-business-directory.com

Legal Head Office:
Open Business Directory Ltd.
Al Barsha, P.O. Box 450676
Dubai
UAE

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: 1-866-214-5273
Fax: 1-781-658-2381

YELLOW-PAGE-USA.COM

Open Business Directory Ltd. - 225 Franklin Street, 26th Floor - Boston, MA 02110

[redacted]

- Third REMINDER - 2012-06-15

Dear Sir / Madam,

Please understand that this is our final notice that your account is now SERIOUSLY OVERDUE by more than 35 days in the amount of $ 1,238. This letter is a final demand for payment. We have, as of yet, received no payment towards this account. If there is any reason why this payment has been withheld we would be obliged if you could contact us directly on tel: 866-214-5273 or e-mail at: legal@open-business-directory.com. in order to either explain the reason or come to some form of suitable payment arrangement.

If we do not hear from you we will have no alternative than to commence with further debt collection procedures. This will include instructing our debt collection agents to recover this debt, which will include significant further late fees and may have a negative impact on your credit rating. This action can be avoided by following the instructions above.

Yours sincerely,

Open Business Directory Ltd.
ACCOUNTS RECEIVABLES

Account Statement

Client:	[redacted]
Contract No.:	US-OBD-91899-TN
Description:	Listing @ Business Directory www.yellow-page-usa.com
Contract Dated:	2012-05-04 for one Year

Invoice No.	Date	Currency	Amount
PF-91899_01	2012-05-11	$	1,188
Payment		$	0
Credit		$	0
Reminder Charges		$	50
Total		**$**	**1,238**

Open Business Directory Ltd.

Service Agent USA
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: 866-214-5273
Fax: 781-658-2381

Legal Head Office:
Al Barsha, P.O. Box 450676
Dubai
UAE

YELLOW PAGE *USA*

now with your free page on www.facebook.com

67623

Please send the completed form to our toll-free fax number: 888-641-1879 - before 05/11/2012

Yellow-Page-USA understands the actual importance of social networks and now offers to create your company's page on facebook.com, without additional charges, for all registered customers of its online directory. facebook.com has become the most visited website in the US and plays an increasingly important role in marketing your company's business. This new additional service will enable you to stay in closer touch with your existing customers and to find more people that are looking for the type of product or services that your business sells.

Contact Details:	☑ Please check to confirm or give actual data:
Record Nr: 5-229339870	☐
Company: [redacted]	☐
Street / No.:	☐
City / Zip:	☐
State:	☐
Phone:	☐
Fax:	☐
e-Mail:	☐
Website:	☐

Products & Services:

[redacted]

In case that you would like to be removed from our fax list - please check here: ☐

Order: We hereby certify that all information and details about our company as given above are correct and we hereby order registration at the business directory Yellow-Page-USA.com managed by Open Business Directory Ltd. (herein referred as "Yellow-Page-USA") for a term of two years, at a price of US$99 per month, payable one year in advance. Payment terms are 10 days from the date of registration. We authorize Yellow-Page-USA to create an official page for our company and its business community at www.facebook.com and to manage its content following our instructions as given herein. We understand that this offer does not indicate an agreement exists between Yellow-Page-USA and Facebook Inc, and that page creation is a professional service offered by Yellow-Page-USA. Referring to Facebook's "Pages Terms" we herewith confirm that Yellow-Page-USA shall be the authorized representative to set up this page at www.facebook.com.

We understand that Facebook has no obligation to distribute this content and may decide to stop publishing the official page at any time. Termination of this agreement with Yellow-Page-USA is required in writing by giving notice to Open Business Directory Ltd. (Email: info@open-business-directory.com - Postal Address: 225 Franklin Street, 26th Floor, Boston MA 02110) at least three months prior to the expiry of the order or the agreement will automatically renew for one year. Any omissions, errors or other incorrect data appearing in the directory are the sole responsibility of the client. Should the client elect to have their records removed from the listing, payment is still required. Yellow-Page-USA reserves the right to assign all contractual rights to a third party. This agreement and all questions of interpretation hereof shall be governed by the applicable state's statutory and common law. The customer can make any changes or amendments to their listing at any time, free of charge.

Print Name:	Authorized Signature:	Date:
[redacted]		05/04/2012

67623

COMPLAINT ACTIVITY

26-Mar-12

File No: 12-00348 **Spec:** ND **Subject:** 1 **Type:** 0

Status: C **Amount Involved:** $2,376.00 **Received:** 1/18/2012

Close Code: 05 **Amount Recovered:** $2,376.00 **Completion Date:** 3/26/2012

Company
Open Business Directory

225 Franklin Street
26th Floor

Boston, MA 02110

e-mail:

web:

Phone: **ext:**

Fax: 781-658-2381

Consumer
[redacted]

[redacted]

e-mail: [redacted]

Phone (H): [redacted]

Phone (W):

File No.	Date	Form	Status	Follow Up	Spec.	Comments
12-00348	1/26/2012	N04.3	C	2/16/2012	ND	
12-00348	1/26/2012	IL	C	2/16/2012	ND	
12-00348	2/21/2012	N07.3	C	3/13/2012	ND	
12-00348	2/29/2012	N08.5	C	3/21/2012	ND	
12-00348	2/29/2012	FR-LTR	C	3/21/2012	ND	
12-00348	3/27/2012	FC-LTR	O	4/17/2012	ND	C states issue was resolved

SUMMARY: C claims R uses deceptive faxes to solicite advertising which is overpriced and not needed.

DETAILS:

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, TWELFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

(615) 741-4737

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

RECEIVED
MAR 23 2012
Dept. of Commerce and Insurance
Division of Consumer Affairs

March 1, 2012

[redacted]

RE: File Number 12-00348 - ND

Dear Mr. Eades:

We are enclosing a response from Open Business Directory for your review. Please let us know, in writing, if their proposal/response is acceptable to you, you have additional information to provide, or you would like to make a counter proposal/response.

If the complaint has been settled, please write the terms of the settlement, such as the monetary amount received, as well as any other resolution(s). You may use the space below to respond to our agency. If we do not hear from you within two (2) weeks, we will assume the complaint has been settled.

Thank you for your cooperation.

I received $_____.

____I would like to provide additional information for review. Use the back of this letter if additional space is needed.

This proposal is acceptable to me
I have made contact with [redacted]
Yellow-Page-USA and am awaiting
a final, resolving invoice of
$297.00 as outlined in
their reply. Thank
You!
Sincerely,
Nancy Demonbreun

Nancy Demonbreun
Consumer Protection Specialist I

Enclosure

8.5

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, TWELFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

(615) 741-4737

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

March 1, 2012

[redacted]

COPY

RE: File Number 12-00348

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____I would like to provide additional information for review. Use the back of this letter if additional space is needed.

_____

_____

_____

Sincerely,

Nancy Demonbreun
Consumer Protection Specialist I

Enclosure

8.5

Open Business Directory Ltd.
225 Franklin Street, 26th Floor, Boston, MA 02110

YELLOW-PAGE-USA.COM

State of Tennessee
Division of Consumer Affairs
500 James Robertson Parkway
Twelfth Floor
Nashville
Tennessee 37243-0600
USA

RECEIVED
FEB 27 2012

Open Business Directory Ltd.

Service Agent USA:
225 Franklin Street, 26th Floor
Boston, MA 02110
Phone: + 1 (866) 214 5273
Fax: +1 (781) 658 2381

info@open-business-directory.com

EUROPE:
ul. Uldastova, d. 52, k.v. 1361
g. Moscow
119607
RUSSIAN FEDERATION
Tel: +7 (495) 580 3043

February 22nd, 2012 MB

Your Reference: [redacted] 12-00348 ~ ND
Our Reference: US-OBD-72641

Dear Ms. Demonbreun,

We are in receipt of your letter of January 27th together with the form of complaint in respect of the registration of the Complainant's business with Yellow-Page-USA.com. We are disappointed that a complaint has been filed in relation to the Order and the service that the Company is providing. However, whilst we do not agree with the Complainant's statements as to the facts we trust that we can resolve through your mediation.

However, we are concerned that there is a suggestion that the Company was in some way acting in a manner to deceive and did not undertake the work within the terms of contract. Such a statement is unacceptable and derogatory as it is untrue. The Company is genuine and provides a genuine service to many Customers Worldwide. We enclose a copy of the signed Order from and the webpage entry listed in the directory and taken from all the details provided by the business. We would advise that any details can be changed free of charge during the contract term if so required.

We do not accept that there was any misrepresentation as to the terms of the contract, fees payable or indeed the name of the Company. All are clear and concise within the Order form received by the business. We cannot understand how there could be any confusion as to the actual Order itself or it's format as there is no reference to the form relating to any other Company and certainly not with a Competitor Company within the same market sector.

[redacted] states that he was misled into signing the Order form and believed it related to a different Company, but with respect the decision to sign the Order form is one that only the business can make and there is no inducement on the part of the Company to have the business sign the Order. There is no mention of Yellow Pages or any association with that Company within the Order form. Further, and to clarify the name "Yellow Pages" although not used in the Order form or otherwise is a generic term and is also used by many business directories Worldwide. It is not a protected trademark as has been confirmed by the court in the case of Bell South Corporation v Data National et al. As for the format of the Order itself. Again, this is not misleading and does not in any way violate the usage of such formats by other Company's in marketing their services. There is also nothing within the Order form to confuse as to the nature of the service being provided or the fees for such listing.

The terms also clearly state that the details of the business will be registered with Yellow-Page-USA.com. They are not ambiguous and all is disclosed within the terms. Nothing is concealed. It may be that the terms were not read in detail but this is not the fault of the Company or a defence as to the validity of the contract itself or an error in which the business can now rely upon.

In addition sales are also only conducted on a strict business to business basis. As such we do expect a higher standard of due diligence to be exercised and for good business practice procedures to be in place when reviewing documents. It has to be assumed that someone in a professional capacity at the place of business and in this case Mr. Eades would have had the opportunity to review the form and was in a position to query the details if any points were unclear prior to authorizing the Order. It is for precisely this reason that the Company. or its associates does not deal with Consumers.

As to a request to cancel. As was explained by the Company previously, there is a period of two weeks from the date of the signed Order being received and prior to the effective creation of the webpage and registration listing of the details in the directory when a request to cancel will be considered by the Company. This is more than enough time to effect a request to cancel. We regret that as the request was made after the invoice had been issued and the work had been undertaken it was not possible to cancel.

We do appreciate that [redacted] may still not accept that there is a valid contract but for the reasons as stated above we do not agree that the Order form was misleading and as such the contract is valid. The fees payable are correctly due.

However, if a Customer is not satisfied with the service or if there is an issue with regard to the Order as now implied, then we would pefer, if possible to resolve. Accordingly and in a final effort to resolve and to avoid further costs being incurred by the parties or recovery action having to be taken, we are, in the circumstances now prepared to reduce the invoice to a nominal $297.00. This would be for three months of fees payable and be in full and final settlement of all obligations pursuant to the contract. Such payment would cover the costs incurred for the initial registration and creating the webpage from the details as provided by the business. In addition, for all the time that the details have been in the directory. The listing remains and we believe that it will be beneficial, but we are, as stated prepared to close the file upon an agreement being reached.

We trust that we have now clarified the issues as to the facts and our position and that [redacted] will upon reflection accept our new proposal. We shall place a short hold on the legal file so as to enable the business to respond. Provided agreement is reached we will also issue a new invoice for the above amount for the business's tax returns but the Company will proceed in the event of agreement not being reached. We trust that this will not be necessary.

Yours sincerely,

M Barron

Michael Barron
Open Business Directory Ltd.
Legal Department
e-mail: legal@open-business-directory.com

YELLOW PAGE *USA*

now with your free page on www.facebook.com

Please send the completed form to our **toll-free fax number: 866-641-1879 - before 11/10/2011**

Yellow-Page-USA understands the actual importance of social networks and now offers to create your company's page on facebook.com, **without additional charges**, for all registered customers of its online directory. facebook.com has become the most visited website in the US and plays an increasingly important role in marketing your company's business. This new additional service will enable you to stay in closer touch with your existing customers and to find more people that are looking for the type of product or services that your business sells:

Contact Details:	☑ Please check to confirm or give actual data:
Record Nr: 5-228684280	☑
Company: [redacted]	☑
Street / No.:	☑
City / Zip:	☑
State:	☑
Phone:	☑
Fax:	☑
e-Mail:	☑
Website: [redacted]	

Products & Services:

(Please provide relevant keywords that summarize the range of products and services that your company offers.)

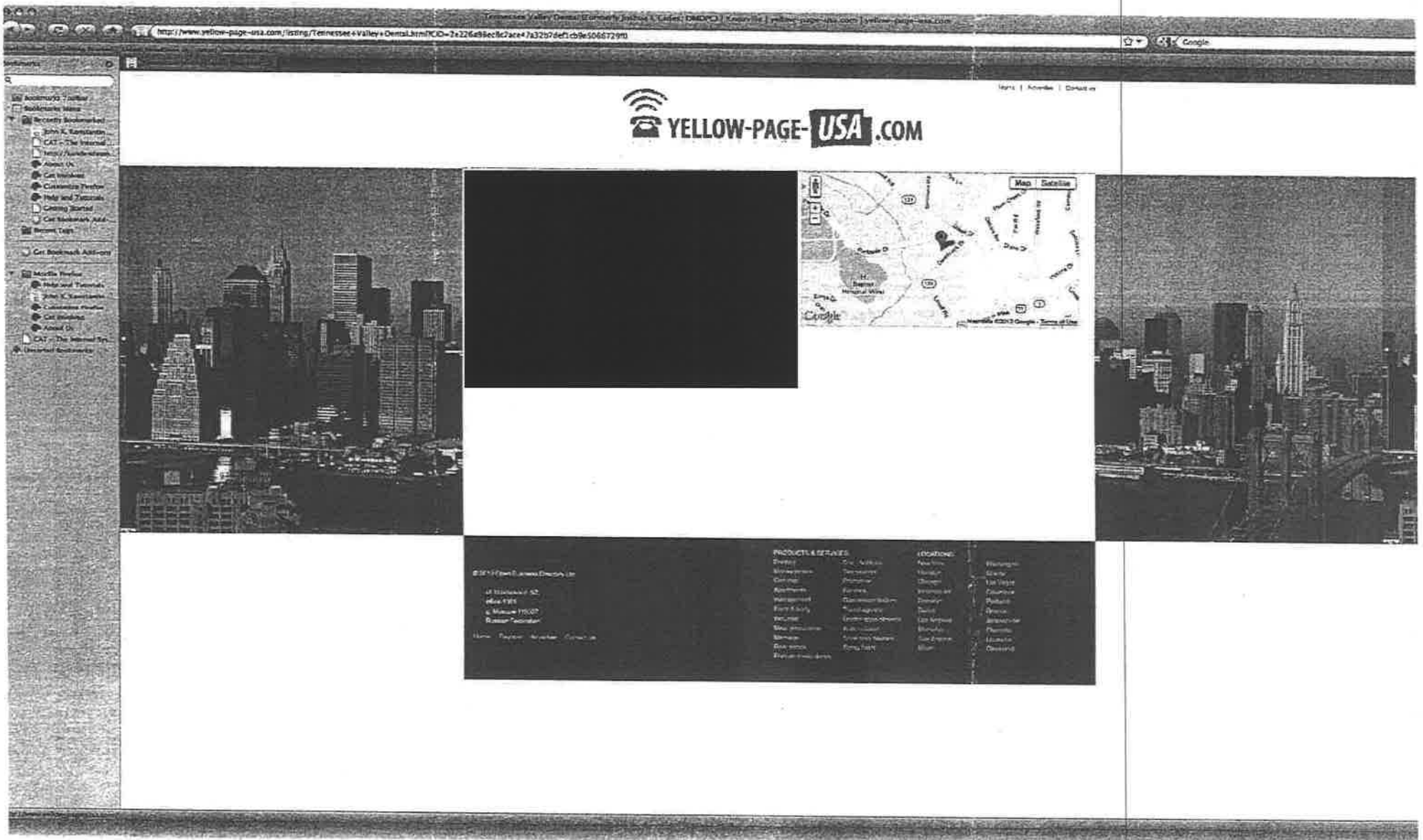
[redacted]

In case that you would like to be removed from our fax list - please check here. ☐

Order: We hereby certify that all information and details about our company as given above are correct and we hereby order registration at the business directory Yellow-Page-USA.com managed by Open Business Directory Ltd. (herein referred as "Yellow-Page-USA") for a term of two years, at a price of US$99 per month, payable one year in advance. Payment terms are 10 days from the date of registration. We authorize Yellow-Page-USA to create an official page for our company and its business community at www.facebook.com and to manage its content following our instructions as given herein. We understand that this offer does not indicate an agreement exists between Yellow-Page-USA and Facebook Inc. and that page creation is a professional service offered by Yellow-Page-USA. Referring to Facebook's "Pages Terms" we herewith confirm that Yellow-Page-USA shall be the authorized representative to set up this page at www.facebook.com.

We understand that Facebook has no obligation to distribute this content and may decide to stop publishing the official page at any time. Termination of this agreement with Yellow-Page-USA is required in writing by giving notice to Open Business Directory Ltd. (Email: info@open-business-directory.com - Postal Address: 225 Franklin Street, 26th Floor, Boston MA 02110) at least three months prior to the expiry of the order or the agreement will automatically renew for one year. Any omissions, errors or other incorrect data appearing in the directory are the sole responsibility of the client. Should the client elect to have their records removed from the listing, payment is still required. Yellow-Page-USA reserves the right to assign all contractual rights to a third party. This agreement and all questions of interpretation hereof shall be governed by the applicable state's statutory and common law. The customer can make any changes or amendments to their listing at any time, free of charge.

Print Name:	Authorized Signature:	Date:
[redacted]		11-22-11


YELLOW-PAGE-USA.COM
Map
Satellite

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

(615) 741-4737

DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, TWELFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

February 22, 2012

IMMEDIATE ATTENTION - FINAL NOTICE

Open Business Directory
225 Franklin Street
26th Floor
Boston, MA 02110

COPY

RE: [redacted]
File Number 12-00348

Dear Sir/Madam:

This is the second attempt to obtain a response regarding [redacted] complaint. As stated previously, the Tennessee Consumer Protection Act of 1977, Tennessee Code Annotated §47-18-5002, requires us to investigate all complaints filed with our agency.

Failure to respond will result in your name and address being placed on our Buyer Beware List. This list is made public and posted on our web page at www.state.tn.us/consumer. In some cases, the nature of the complaint requires our agency to exercise our discretion and refer it to other agencies through the consumer protection enforcement process pursuant to Tennessee Code Annotated §47-18-106(h).

Please respond in writing to our agency within ten (10) business days from the date of this letter. For your convenience, you may mail, email or fax (615) 532-4994 your response to our agency. Please reference the consumer's name and file number on all communication.

If you need assistance, my direct line and email address are below.

Sincerely,

Nancy Demonbreun
Consumer Protection Specialist I
(615) 532-8279
Nancy.Demonbreun@tn.gov

12-0034
RECEIVED
JAN 18 2012
Dept. of Commerce and Insurance
Division of Consumer Affairs

On-Line Complaint Form

[redacted]

Sent: Tuesday, January 17, 2012 7:38 PM
To: Consumer Affairs

Below is the result of your feedback form. It was submitted by [redacted] on Tuesday, January 17, 2012 at 19:38:07

---

*Consumer Name: [redacted]

*Consumer Address: [redacted]

*Consumer City: [redacted]

*Consumer State: [redacted]

*Consumer Zip: [redacted]

*Tennessean County: [redacted]

Consumer Work Phone: [redacted]

*Business Name: Open Business Directory Ltd

*Business Address: 225 Franklin Street, 26th Floor

*Business City: Boston

*Business State: MA

*Business Zip: 02110

Business Phone: 866-214-5273

Business Fax: 781-658-2381

Category: Advertising

*Amount Involved: 2376.00

*Method of Payment: Please Choose

*Transaction Date: 6-21-11

*Contacted Business: YES

*When did you contact the business: 11-16-11

*What did you ask the business to do: Other

What did you ask the business to do - Other: nullify and void misrepresented business agreement

*Business Resolution: misleading representation

Agencies Contacted: BBB, FTC

*Lawsuit: None Selected

Advertised: None Selected

*Complaint in Detail: I received a contract-type fax from Yellow Page USA on or around June of 2011. Their logoing and business name were copycatted enough that I assumed they were the legitamate Yellow Pages (I assume this to be their intent and business model) whom I had already arranged advertising with. I signed the faxed contract and return faxed, believing that I was fulfilling my prior obligation to an arrangement with the real Yellow Pages. The following November, I received a letter soliciting payment for advertising services rendered, whereupon I contacted the service number listed to find out that they were in no way affiliated with the legitimate Yellow Pages in spite of their specious marketing / solicitation pieces which are misleading representations of the former. Upon discovering this, I immediately asked that my business be removed from their directory and any business relationship with them be nullified and severed. I sent the requisite paperwork requesting the correction, entertained some back-and-forth, and am now in what I can only assume to be the "attrition phase" of their business model (i.e. threats of collection action, further solicitation of payment). During this time, I've had the pleasure of reviewing multiple other complaints against this company regarding their misleading, misrepresentative business practices and can only assume that it is more of a ruse given form rather than a legitimate business entity, guising as a universally-known advertising medium and preying on unsuspecting consumers.

Their illegitimacy is further supported by their lack of advertising reach and visibility and their inability to follow through with the terms of their own "ruse paperwork" which they loosely refer to as a "contract" (the set-up of a Facebook page on my business's behalf outlined on their own initial faxed document was never undertaken).

The business practices outlined above I have found to be typical of Yellow Page USA, constituting false advertising, misrepresentation, and, breach of contract. Steer clear of these guys.

*Is this an auto complaint: No

*Submit Date: 1-17-12

*Consumer Signature: [redacted]

*Submit: Submit

EXHIBIT B

BBB BUSINESS REVIEW

THIS BUSINESS IS NOT BBB ACCREDITED

Open Business Directory Ltd.

Phone: (866) 214-5273
View Additional Phone Numbers
225 Franklin Street 26th Floor, Boston, MA 02110
http://yellow-page-usa.com

F **On a scale of A+ to F**
Reason for Rating
BBB Ratings System Overview

BBB Business Reviews may not be reproduced for sales or promotional purposes.

View Business Review Inquiries
Open Business Directory Ltd. has had their Business Review viewed 821 time(s) over the last 30 days. Click to view where these inquiries originated.

BBB Accreditation
This business is not BBB accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

Reason for Rating
BBB rating is based on 16 factors. Get the details about the factors considered.

Factors that *lowered* the rating for Open Business Directory Ltd. include:

- 1409 complaints filed against business
- Failure to respond to 391 complaints filed against business
- 13 complaints filed against business that were not resolved
- 875 serious complaints filed against business

QUICK LINKS
What is a BBB Business Review?
About Enhanced Services
File a Complaint against Open Business Directory Ltd.
Industry Tips
Accredited Business Directory

CUSTOMER REVIEWS
Read Customer Reviews
Submit a Customer Review
See trends in Customer Reviews for Open Business Directory Ltd.

COMPARE
Compare Open Business Directory Ltd. to Other Businesses

ASSOCIATED SEARCHES
Find BBB Accredited Businesses offering similar services.
Find more b... services.
with BBB

FEEDBACK
RECOMMEND
Would you recommend this review to others?
Please Select: Yes No

SHARE WITH US
To better assist you, please take our brief survey about the format / readability of this review so that we may continually improve your experience.

CONTACT US

- Overall complaint history with BBB
- BBB does not have a clear understanding of this business
- Business has failed to resolve underlying cause(s) of a pattern of complaints

Send us your questions, suggestions, and concerns.

Industry Ratings Comparison | Chart

Customer Complaints Summary

Read complaint details

1409 complaints closed with BBB in last 3 years | 600 closed in last 12

Complaint Type	Total Closed Complaints
Advertising/Sales Issues	822
Billing/Collection Issues	168
Delivery Issues	7
Guarantee/Warranty Issues	1
Problems with Product/Service	411
Total Closed Complaints	1409

Additional Complaint Information

We have received a number of complaints regarding advertising and sales practice issues. We have received many reports that consumers are receiving advertisements via fax which they are to sign and send back to the company. Yellow-Page-USA.com uses a name and logo so close to the actual Yellow Page Group consumers believe they are dealing with their current advertiser. They are then enrolled into an agreement and told they have to pay a fee to cancel.

Based on BBB files, this company has a high volume and pattern of complaints. This company was notified of our concerns on December 14, 2011. The complaints concerned advertising and sales practice issues. The company has failed to respond to our correspondence and have failed to correct the underlying reason for the complaints.

Based on BBB Files this business has a pattern of complaint concerning sales issues and billing and collection issues. Consumers state that they are sent an overdue bill from this company demanding payment. However, consumers state that they never signed up for any service with the company. Consumers state when they call to inquire about the bill they are told they agreed to the service when they actually only confirmed their address when the business called or sent a fax. Consumer's state that at some point the business called or faxes over a sheet with their business information asking if their address was correct and when they verify the information the company signs them up for service.

Read Complaints | Definitions | BBB Complaint Process | File a Complaint against Open Business Directory Ltd.
See Trends in Complaints on Open Business Directory Ltd. | View Complaints Summary by Type Pie Chart on Open Business Directory Ltd.

Customer Reviews Summary

Read customer reviews

62 Customer Reviews on

Customer Experience	Total Customer Reviews
Positive Experience	0
Neutral Experience	0
Negative Experience	62
Total Customer Reviews	**62**

Read Customer Reviews | Submit a Customer Review | See Trends in Customer Reviews on Open Business Directory Ltd.

Government Actions

BBB knows of no significant government actions involving Open Business Directory Ltd..

What government actions does BBB report on?

Advertising Review

On 07/18/2012 BBB wrote to Open Business Directory Ltd. and asked the business to substantiate the following advertising claims:

Coverage of 310 million potentional customers

BBB found that these claims were in violation of the BBB Code of Advertising. As of the business has failed to voluntarily substantiate these claims.

What is BBB Advertising Review?

Additional Information

Top

BBB file opened: March 07, 2011
Business started: 01/01/1984

Type of Entity
Partnership

Business Management
Mr. Petrenko Vladimir Sergeyevich, Principal
Mr. Marshall Carter, Chairman of the Board

Contact Information
Principal: Mr. Petrenko Vladimir Sergeyevich, Principal

Number of Employees
1

Business Category
ADVERTISING-DIRECTORY & GUIDE

Alternate Business Names
Yellow-page-usa.com

Additional Tradenames, Addresses & Phone Numbers
According to the Yellow Page USA (managed by Open Business Directory Ltd.) contract, the business has a location ay One Post Office Square, Suite 3600, Boston MA 02109. It does not appear that the business has a location or is located at this address.

Industry Tips
Business Directory Scam
Protecting Your Organization Against Office Supply Scams



Directions | Enlarge

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BBB Reporting Policy | Trademarks | Terms of Use | Privacy Policy | BBB Directory
BBB serving Eastern Massachusetts, Maine, Rhode Island and Vermont