

Locksmith Charley

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Monday, February 15, 2016

Senator John McCain
2201 East Camelback Road
Suite 115
Phoenix, AZ 85016

Main: (602) 952-2410
Fax: (855) 952-8702

RE: Request to sponsor legislation - Telecommunications - CDA Modifications - Locksmith
(sub-title) **TRUTH, JUSTICE & THE AMERICAN WAY!**

Dear Senator McCain:

I am enclosing a letter that was personally delivered to Representative Sinema in September 2014. At that time she assured me that she would have her aid get involved in this area of interest and get back to me with results. Since then I have been in contact once or twice, but nothing substantial has been done.

There is a nationwide epidemic of consumer fraud by phony locksmiths as evidenced by the recent NY TIMES article and numerous other publications online. <http://www.nytimes.com/2016/01/31/business/fake-online-locksmiths-may-be-out-to-pick-your-pocket-too.html>

Providing Google, Bing, Yahoo and other internet search websites blanket immunity (re: publication of false information) with no consumer or business recourse provides criminals a fertile breeding ground and is against public policy.

Please consider sponsoring legislation to correct these problems.

I would also ask you to consider being a guest on my radio show on KFNX, Sunday 11:00AM to discuss these issues, either in person, on the phone, or we could pre-tape an interview. www.TheLocksmithShow.com

Thank you very much for your anticipated consideration of these issues and for your long service to our country.

Sincerely,

Charles "Locksmith Charley" Eastwood, CRL
South West Director of ALOA-Security Professionals Assn, Inc.

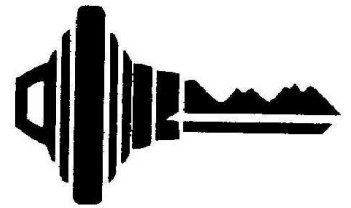
This letter may be accessed at: <http://www.LocksmithCharley.com/KFNX/McCain.pdf>



AR15624

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Tuesday, September 09, 2014 - Friday, September 12, 2014

Congresswoman Kyrsten Sinema (AZ CD-9)
2944 North 44th St., Suite 150
Phoenix, AZ 85018

602-956-2285 Fax: 602-956-2468

Request to sponsor legislation - Telecommunications - CDA Modifications - Locksmith (sub-title) **TRUTH, JUSTICE & THE AMERICAN WAY!**

Dear Congresswoman Sinema:

Thank you for all that you do for our country. I am about to ask you to do a **LOT** more.

Let me preface this by saying that while the documents supporting this letter contain a lot of references to things that have impacted me personally, these are only examples. I am asking you to get involved not for my benefit, but **for the benefit of all consumers and all local legitimate locksmiths and other legitimate businesspeople.**

I, as well as the ***Associated Locksmiths of America*** (<http://www.ALOA.org>) and the **ALOA Locksmith Task Force**, the ***Society of Professional Locksmiths*** (<http://www.SOPL.us>), <http://www.LegalLocksmiths.com>⁴, and others am extremely concerned about several issues that at first glance may seem to be completely unrelated, however, if we can take some time to play "connect the dots" I can demonstrate how they all inter-relate and how the "Communications Decency Act" and the failure to continue to update the Telecommunications ACT to keep up with the current times are **decimating** various (mostly service related) industries including, but not limited to, the locksmith trade¹. Both the BBB⁵ and the FTC⁵ have posted warnings on this subject.

I am attaching to this letter very specific suggestions for legislation that I am asking you to sponsor as well as a detailed study and discussion of the following subjects and the inter-relation among them which will result in an explanation of what this is doing to the locksmith trade, other service related businesses, and consumers.

The Telecommunications Act⁶ was originally intended to regulate a monopoly and the resultant abuses thereof. It has been amended a few times to encompass the Competitive Local Exchange Carriers after the breakup of AT&T but has not entirely kept up with ever changing technology. The companies providing VOIP numbers through the internet are completely unregulated. The Telecommunications Act does not address the issue of phony/bogus "Directory Listings" at all. The Telecommunications Act similarly does nowhere near enough to stop the abuses of "caller-ID spoofing" that is rampantly being used by telemarketers and criminals engaged in various scams.

The Communications Decency Act⁷ (a common name for Title V of the Telecommunications Act of 1996) was enacted with the intention of protecting children from pornography. The entire original intent of that act has been **completely perverted** by a stream of court rulings that have resulted in search engine companies such as GOOGLE, YAHOO, BING, etc and many "consumer review" and blog websites such as YELP, ANGIE'S LIST, etc being conferred with **BLANKET IMMUNITY** that permits them to publish and re-publish factually incorrect and fraudulent ad. infinitum. The notion that any or all of these multi-billion dollar companies may freely promote fraudulent information, even after they have been notified that the information is in fact fraudulent, is repugnant to the sensibilities of any sane person. One of the problems with the CDA is that once anyone publishes anything - no matter how fraudulent - any other internet provider can, and will, re-publish it to their heart's content and be 100% immune. Thus there is a "never-ending-circle" of repetition of fraud.

Domain Name Registration⁸, to the best of my knowledge, is wholly unregulated except by a private organization ICANN and thus the domain name registrars are free to make up all their own rules as they go. One of the (revenue generating) "rules" that these private entities came up with is the permissibility of GoDaddy's "Domains by Proxy" (and similar services by other registrars) where a website's owner(s)'s identity and location can be effectively hidden. My feeling is that if a company is soliciting and doing business with the public through a website their identity, location, and contact information should be just as public as a business license or corporation filing. When someone like me is trying to track down fraudulent listings that point at websites being unable to identify the owners without going to court first is a real problem.

National Locksmith Licensing - There has been some talk within the "ALOA LOCKSMITH TASK FORCE" about amendments to the Code of Federal Regulations to address FBI background checks of people wishing to be in the locksmith trade. No proposed document that I have seen discusses what would be done as a result of such a background check, nor the ability of the FBI to actually veto the issuance of a license in any state or municipality that requires licensing³.

I believe that there should be a national license system for locksmiths. My reasoning for this is very simple. The biggest complaints among "legitimate" locksmiths currently are:

- A. In the states that have licensing there is little to no actual enforcement of the existing laws.
- B. Some states are using licensing solely as a means to generate more revenue for the state.
(license fees for various jurisdictions vary extremely disproportionately)
- C. With the "proxy" domain registration its extremely difficult and expensive to identify these creeps.
- D. While the LANHAM ACT and many identical state laws forbid false advertising and have high penalties for such activity, the saturation of the internet with bogus telephone directory listings goes completely ignored² by the FTC, FCC, FBI and most other law enforcement agencies.

The Locksmith trade is unique among all other professions in that a skilled lockie can effectively bypass literally any locking / security system to obtain entry (sometimes surreptitiously) into buildings safes, and vaults and as such, the issue of **NATIONAL SECURITY** can come into play. For hundreds of years or more, with the possible exception of religious leaders, the locksmith has been the most trusted occupation in the world. Aside from perhaps law enforcement or the military, there is no other occupation or trade where the physical security or safety of people, businesses, and yes, the Government itself, can be effected. This frames the question "If you can't **TRUST** your locksmith, **WHO CAN YOU TRUST?**"

What this criminal sector of "*Locksmith Scammers*" is doing by the acquisition of numerous telephone numbers and the association of those numbers with phony addresses results in the following scenarios:

1. saturation of the internet with listings containing phony addresses which misleads consumers into believing that "this guy is right around the corner and will be able to get here in a very short time period"; and
2. the inability of consumers to locate actual established local legitimate companies among all the trash listings.

Enforcement - The big problem is that all the laws in the world are useless without some provisions for MANDATORY ENFORCEMENT or the enabling of relatively easy "**private action**". The California Locksmith Licensing law has a provision for such enforcement in the form of Calif. Business and Professions Code 6980.14. (a) which permits, that among others, "any member of the general public" may apply for an injunction and interestingly enough includes the language: "**except that there shall be no requirement to allege facts necessary to show or tending to show lack of adequate remedy at law or irreparable injury.**" I would like to see additional language involving **FREE** or very low cost **FILING FEE** as well such as the Arizona law that permits filing of cases for protection orders without filing fees. When I filed my 2010 case the filing fee was around \$400.00 and represented a sizable chunk of my cash on hand at that time.

I would like to also note that Mark Baldino who operates a chain of shops in the Virginia, Maryland, & DC area **has filed a US District Court Lawsuit⁹** against **GOOGLE** and others charging them with violations of the **RICO ORGANIZED CRIME AND CORRUPTION** act.

People like Mark Baldino and I shouldn't have to file such cases, but unfortunately hardly anyone in the government is doing hardly anything to stop any of this criminal and consumer fraud activity.

Sincerely,



Charles "Locksmith Charley" Eastwood, CRL

Footnotes:

1. I am plaintiff in 2 (essentially identical) actions Eastwood V. Atlas Locksmith Solutions et. al. One day I got a phone call from a guy in Seattle WA about one of my "locksmith Scammer" defendants who was (or is) actively engaging in extensive fraudulent advertising of his unlicensed company. My caller was complaining that you need to be licensed in Washington in order to be a **PLUMBER**.
2. Of the few exceptions that I know about, the case of the **US POSTAL INSPECTORS** going after Dependable Locksmiths and David Peer is notable. Of the many companies of scammers operating in Arizona the Arizona Attorney General's office has only gone after Dependable, despite a vast quantity of evidence delivered to them by myself and likely others.
3. Currently **only 15 states** and the New York City have occupational licensing for locksmiths. Those states are: Alabama, California, Connecticut, Illinois, Louisiana, Maryland, Nebraska, New Jersey, Nevada, North Carolina, Oklahoma, Oregon, Tennessee, Texas, Virginia
4. At <http://www.legallocksmiths.com/news-stories/> it is stated: "... **the people operating the companies in question are not actually locksmiths but they are imposters advertising that they are locksmiths.** " and " **As you will see by viewing a few of the news stories including the recent NBC Today Show report, con men are posing as locksmiths, advertising service as low as \$15 only to hit the customers with bills in excess of 500% higher than their original quote.**"

5. The BBB and FTC warnings are located at:

BBB: <http://www.bbb.org/us/article/bbb-warns-consumers-of-nationwide-locksmith-swindle-you-may-have-been-a-victim-and-not-even-know-it-4966>

FTC: (cached) <http://thelocksmithpolice.com/exhibits/FederalTradeCommissionReports.pdf>
(current) <http://www.consumer.ftc.gov/articles/0089-finding-locksmith>

6. http://en.wikipedia.org/wiki/Telecommunications_Act_of_1996

7. http://en.wikipedia.org/wiki/Communications_Decency_Act

8. http://en.wikipedia.org/wiki/Domain_name#Domain_name_space

9. <http://www.courthousenews.com/2014/06/04/68434.htm> Baldino's Lock & Key Service sued Google, SuperMedia Sales, Yellowbook, Ziplocal LP and the unlicensed locksmiths using their services, alleging false advertising and racketeering.

PROPOSED LEGISLATION INCLUSIONS

TELECOMMUNICATIONS

1. Any telecommunications carrier, including ILEC, CLEC, WIRELESS & VOIP or DID carriers, shall require a subscriber to provide (A) a business license, trade name certificate, or fictitious business name statement for each and every business name the subscriber wishes to publish in a directory listing; and (B) a title deed or verifiable and verified rental or lease agreement for each and every address that the subscriber wishes to publish in a directory listing where the carrier has not physically installed service.
2. Any telecommunications carrier, including ILEC, CLEC, WIRELESS, & VOIP or DID carriers, shall require a subscriber to provide proof of licensing for their trade or profession (in addition to or instead of a business license) in the states that require such licensing prior to publication of any directory listings or advertising.
3. Every telecommunications carrier that delivers telephone calls to a wired or wireless phone shall have in place a Common Channel Interoffice Signaling back-channel verification of the origination of the CALLER-ID information and shall not deliver to any receiving subscriber any call where the verification shows to go to a "not in service" telephone number. This section shall not apply to "private" or "blocked" caller ID calls.

INTERNET / CDA / DOMAINS

1. The Communications Decency Act shall be amended so as to require every search engine company and every consumer reviewing website to publish only business entity name, address, telephone number, and website information that can be verified as accurate.
2. The CDA shall be amended so as to remove immunity, and replace it with strict liability, for any search engine company or consumer review website company so as to motivate them to ensure that "directory style" information such as business names, addresses, telephone numbers are factually correct and to ensure that the rampant consumer fraud that exists today may not continue into the future.
3. Domain Name Registrars shall be prohibited from providing any service to hide or shield the true identity of the person or company owning a website that is designed and/or intended to promote a commercial business that seeks to do business with the public. This section shall not prohibit the proxy registration of a person's personal or private website or the websites of any person or company who provides assistance, counseling, or communications to abuse victims, chemically dependent persons, or people trying to help one another with psychological issues.

PROPOSED LEGISLATION INCLUSIONS (Continued)

MISCELLANEOUS PROVISIONS

1. The US District court or any State court may, upon the application of any person, issue an injunction or other appropriate order restraining conduct prohibited by the above sections. Any person seeking to enforce these laws shall pay no filing fees.
2. Cases filed to enforce these provisions should be handled in an expedited or summary fashion similar to an eviction which can usually be completed in 10-60 days rather than the several years that the cases that I have filed.
3. Copyright notices on web pages should be required to provide the true and correct name, address, telephone number, and e-mail address of the company asserting the copyright claim. [copyright](#)

DISCUSSION, ANALYSIS, AND EXAMPLES

by Charles Eastwood, CRL - a page of definitions follows

THE ROOT EVIL - TELEPHONE COMPANIES

I will first start with the discussion of the "**root evil**" which started this whole problem and several of the other problems that have, and continue to, occur present day: **The Phone Company**(ies).

In the beginning there was AT&T and it was for all intents and purposes the GOD of telecommunications. If you wanted a phone, what AT&T said (directly or through its local operating companies) goes. Any deviation in what you wanted as far as your telephone service went, AT&T or its Local Operating Company(LOC) had the last say. You want another phone then you get a phone from AT&T and they come and install it. This is how it was in the 1960's when I grew up. I did manage to play some "add some 'illegal' extensions games" in my Mother's home when I was very young. I even figured out how to tap in with a tape recorder and such.

Rules were a simple thing then. AT&T made them, the LOC's executed them, and the customers PAID for them, sometimes paying "through the nose" as my late mother would tend to say...

During the 60's and 70's people smarter than I figured out how to do "**Phone Phreaking**" with a "blue box". During those days when you dialed a long distance call or if an operator put a call through for you, the TELCO's "billing equipment" would track the number of the phone placing the call (source#) the # of the person receiving the call (destination#) and would track the number of minutes that the connection was established until one party or the other hung up at which time the equipment would produce a (1600hz?) tone. Anytime their equipment detected this tone, it would turn off the billing equipment, after all they didn't want to charge anyone too much, now did they?

Well Phone PHREAKERS as they were called back then created "**BLUE BOXES**".

{I have never possessed or used a blue box and have never actually seen one - this is all anecdotal}
A PHREAKER would attach a **BLUE BOX** to their telephone line, dial a long distance phone call, then after their party answered the call they would push a button the **BLUE BOX** which would result in the box to simulate the tone to turn off the billing equipment permitting the "PHREAKERS" to continue talking for hours or years with no further billing being done for this call.

The executives at AT&T discovered that they were losing a great deal of revenues to the PHREAKERS and instituted corrective action to their switching system. Originally the conversation and billing signals were all done on the one pair of wires. That simplified switching dramatically. When they learned about the losses in revenue, they had their engineers create a "back channel" or second pair of wires that would handle the billing codes for one or more conversations. What this meant was that the PHREAKERS could blast as many tones as they wanted on the line, but since the signalling between the switching offices was being handled on the back channel, the **BLUE BOX** would no longer result in lost billing because the billing system was monitoring the signals from the origin and terminal central office. When an actual "TRUE" disconnect signal was received then, and ONLY then, would the billing for that call be terminated.

I have written 5 paragraphs explaining this history lesson for a very good reason, it dove-tails into current problems being faced by consumers (including myself) and businesses that we would like to see eliminated, specifically the practice of telemarketers, collection agencies, and scammers using the more modern day digital technology to "SPOOF" their caller ID so that it appears that they are calling from a number that they are not calling from.

What this enables them to do is to call everyone in the world displaying a phone number which, if a curious or annoyed consumer calls back, results in the rebound caller hearing an "intercept" message telling them that **"The number you have reached is not in service at this time..."**

This caller-ID spoofing tactic makes it impossible for anyone who doesn't have some high-level telco contacts to actually delve into the memory of the switch to see exactly where the call came from so the identification of the actual callers is very difficult to ascertain. My proposal is that this sort of (already prohibited) abuse can be technologically curbed by very simply requiring the carrier that is about to deliver a call to one of their subscribers to do a "back channel trace" to ascertain the validity of the caller ID information. If the back channel trace back results in an error condition (i.e. disconnected number) then the delivering carrier would simply DUMP the call to never land or cycle it into an intercept message telling the caller (or their robo-dialer) **"You must provide ACCURATE CALLER ID INFORMATION - please hang up and try again..."**

This technological method would result in an immediate extreme reduction in nonsense calls from companies, scammers, and criminals that are trying to hide behind anonymity.

The next problem with the Telephone Companies is best represented by some discovery that I acquired in my *"Eastwood V. Atlas Locksmith Solutions, LLC"* (hereinafter "LAWSUIT") case. Attorney Marhoffer for the defense had Kobi testify and re-iterated in arguments dozens of times that Kobi / ATLAS had "hired a Search Engine Optimization (SEO) company called VERITEL which provided all of the phony business names and phony addresses." when in fact Marhoffer truly KNEW that he was willfully making mis-representations to the court because it was HE that provided my attorney and I with the documents (**contracts for telephone service, not SEO services**) that indicated that VERITEL was the TELEPHONE COMPANY that provided ATLAS with 115 telephone numbers and ultimately 1,150 directory listings that were ultimately populated out into the public domain where they were picked up by "**information brokers**" such as ACXIOM, and subsequently re-sold (as absolutely truthful) to search engines such as GOOGLE, YAHOO, and LOCAL.COM. The CEO of Veritel was **Clay Van Doren** who I understand is now the CEO for BT TELECOM GLOBAL SERVICES and who at this time is not answering my calls or e-mails.

The bottom line is that the ILEC, CLEC, WIRELESS, VOIP, and DID telephone companies will take whatever orders their customers wish to pay for, and execute them. If the orders involve directory listings it makes no difference if the listings contain accurate information or fictitious fraudulent information - the phone companies don't CARE as long as they continue catching their re-occurring revenue.

TRUTH IN ADVERTISING BE DAMNED.

INFORMATION BROKERS, THE INTERNET, AND THE COMMUNICATIONS DECENCY ACT

Once the telephone companies decide "OK, those listings are acceptable for publication..." a combination of laws, rules, and contracts **REQUIRE** the "official" directory company for the ILEC in the geographic area in question to print the listings in their directory(ies) for that area. For instance the "official" directory company for Century Link (formerly Qwest / Northwestern Bell) is DEX MEDIA.

Once the directory listings (fraudulent or otherwise) are published they are acquired by INFORMATION BROKERS such as ACXIOM, INFOUSA, MOJO, and LOCAL CORPORATION. These information brokers typically subsequently sell the acquired information to private companies in various forms such as mailing lists, telemarketing lists, and also provide the information to SEARCH ENGINE companies such as GOOGLE, YAHOO, BING, etc.

The problem here is that the information brokers contend that they have absolutely no responsibility to verify that any of the information that they sell or publish on the internet is factually accurate. We will consider for example the category: **LOCKSMITH**. When I started researching the "Locksmith Scammer" problem in around 2008 I started asking other legitimate locksmiths that I know and wholesale suppliers "**How many legitimate locksmiths do you think there are in the state of Arizona?**" The answers that I got tended to be in the 300-500 range. After I filed the LAWSUIT I served **ACXIOM** with a Subpoena Duces Tecum demanding production of all listings that they had for the category of "Locksmith" in the state of Arizona. Imagine my surprise when I received 196 pages containing some 9,600 listings.

This is **NINE THOUSAND MORE LISTINGS** than the highest estimates that I had heard from all of the professionals in the industry that I had spoken with.

"Why is this a problem?" one might ask. Well quite simply put, the distribution by the information brokers of the fraudulent listings results in the utter saturation of the search engines on the internet with so many bad listings that it is impossible for consumers to locate and contact the actual "legitimate" companies. This is a problem in almost every service related industry including carpet cleaning, garage door repair, and plumbing, among others.

Once these FRAUDULENT listings get into the public domain it is nearly impossible to get rid of them and they are frequently unwittingly promoted by nearly all of the major media outlets. For instance The **Tucson Daily Star newspaper** has a "yellow pages" section on their website. When I did a search on 9/10/2014 I saw:

(2858) Results ▶ Showing Records: 1 to 10

Now anyone can tell you that there are absolutely not almost THREE THOUSAND locksmiths in the Tucson metro market. Further when you start examining the listings there are many with the phone number 520-288-7xxx. This would indicate that whoever is placing all of these directory listings has likely subscribed to a 1000 block of telephone numbers (or at least a few hundred numbers) and have simply assigned various names and addresses to each phone number. Please see the **TUCSON STAR** pages of this document. Out of the first 30 results I viewed there was precisely ONE legitimate listing.

Similarly Phoenix's Channel 3's website - **AZFAMILY.COM** contracts with MOJO to populate their "LinkTown - The People-Powered Business Directory" section that is prominently featured on the left side of their web page. A quick glance at their page in this document will once again demonstrate what I mean. Their #8 Ranked "Automotive locks & keys service Phoenix" is advertising a 4030 W. Lincoln Street, Phoenix AZ address where they have no presence at all. The "REAL" occupant of that address is a company that supplies welding gasses.

I am presently arguing with the UNITED STATES POSTAL SERVICE and MELISSADATA.COM (who I have found to be a usually accurate source of information) about the #3 listing on "**local.yahoo.com**" which displays an address of 504 W. Monroe St. in Phoenix. (See YAHOO.COM pages of this document) When that address is placed into the address check of MelissaData.com the website changes it to "E Monroe St." and says that the address is "VERIFIED" although it also says "**Address does not receive mail at this time**". Well I was not inquiring about mail delivery, I was attempting to verify who or what was at the address so a field investigation ensued.

The physical location where **504 West Monroe St** would be in Phoenix is a parking lot. Just for the heck of it, since it was only 10 blocks away, I also investigated **504 East Monroe St** and discovered that the address, if it existed, would be in the middle of the downtown ASU complex. (Photos on attached "YAHOO.COM" page)

When I confronted MELISSADATA about their website changing the directional indicator of the address that I entered, they told me that they "...were required to by the US Postal Service..." and when I talked with the USPS headquarters about it they didn't want to change the way they, or MelissaData, do things.

My argument with both the USPS and MelissaData.com is that EVERYTHING (business related) on the internet should be factual or truthful.

NOW - TO GET BACK to the point I was making - the listings on **local.yahoo.com, Tucson Daily Star newspaper's** website and countless others around the nation is that they are all being produced by LOCAL.COM Corporation.

During my investigation I discovered the following listings:

<http://yp.eastvalleytribune.com/Scottsdale--2C+AZ/Locks+--26+Locksmiths/distance.30.n.T.zq.html>

[Triple-A Emergency Locksmith](#) (602) 772-3104 10614 N 71st Pl, Scottsdale, AZ 85254

[Triple-A Emergency Locksmith](#) (602) 772-3104 7132 E Mercer Ln, Scottsdale, AZ 85254

[Triple-A Emergency Locksmith](#) (602) 772-3104 7000 E Shea Blvd, Scottsdale, AZ 85254

<http://localdirectory.azcentral.com/Locks+--26+Locksmiths.q.html>

[24 7 All Day Locksmith](#) **(602) 772-3104** 5025 N Central Ave, Phoenix, AZ 85012

Google: Ups Store. (602) 248-9300. 5025 N Central Ave Phoenix, AZ 85012

[A Locksmith](#) (602) 633-9263 5025 N Central Ave, Phoenix, AZ 85012

[A Commercial Locksmith](#) (602) 633-9259 5025 N Central Ave, Phoenix, AZ 85012

[007 Locksmith](#) (602) 633-9268 5025 N Central Ave, Phoenix, AZ 85012

[1 Emergency Locksmith](#) (602) 633-9265 5025 N Central Ave, Phoenix, AZ 85012

[7 Locks & Locksmith](#) (602) 633-9257 5025 N Central Ave, Phoenix, AZ 85012

At some point between 2008 and now I'd contacted both the publisher of the **East Valley Tribune** (who got very angry when I threatened him with a lawsuit about this issue and questioned their credibility) and the IT Manager of **AZCENTRAL.COM**.

The guy at AZ Central was quite helpful to me telling me that the "localdirectory" portion of their website was actually served by LOCAL.COM. He informed me that they had provided LOCAL.COM with a template of their website and any time that someone wanted to use the yellow page functionality AZCENTRAL would simply pipe the request over to LOCAL.COM and using the template provided to them, LOCAL.COM would serve the entire web page to the user making the inquiry.

I guess I'm about to break my arm, patting myself on the back. In trying to replicate my research of years past, I've discovered that neither **AZCENTRAL.COM** or **East Valley Tribune** seem to be providing LOCAL.COM's yellow page services so they are no longer facilitating the fraudulent listings - **YAY ME!**


The examples that follow in the various pages of examples are just a snippet that I've put together in a few evenings. Just before I filed the LAWSUIT, I created my "consumer education" web page which is also essentially a documentary on what I discovered and continue to discover as I go.

That web page is <http://www.TheLocksmithPolice.com> and all of my legal documents and exhibits in the case I filed in 2010 are on that page in the /Exhibits folder at: [http:// TheLocksmithPolice /exhibits/](http://TheLocksmithPolice/exhibits/)

Now that I look at that directory it occurs to me that I had sent a letter to the Federal Trade Commission complaining about the locksmith scammer issue and the inter-related telephone company issue and the response that I got back from them was something along the lines of "**The FTC can't do anything about individual complaints and we won't do anything unless we are able to discern a pattern...**"

I don't remember now if I called or sent them another letter but I do recall that I didn't get a satisfying response to my question "**If you published a warning about this subject on your website on May 30, 2008, how is it that you are unable to discern a pattern?**"

FTC Urges Consumers to Use Caution When Seeking a Locksmith <http://www.ftc.gov/opa/2008/05/locksmith.shtml>



Federal Trade Commission
Protecting America's Consumers

Consumer Action: May 30, 2008

FTC Urges Consumers to Use Caution When Seeking a Locksmith

If you've ever locked yourself out of your car or home, you know what a hassle it can be. Your first thought is to get someone to help. And if that someone – a family member, neighbor or friend – can't deliver a spare set of keys, your next call probably is to a local locksmith.

About the same response from the FCC. I sent in a letter that was essentially a copy of a letter I'd sent to MCI and DEX complaining of the more than 200 listings in the yellow page book that listed phony addresses.

MCI copied me on a response that "...Due to Mr. Eastwood's complaint more than 200 phone numbers have been disconnected..."

I sent their response along with a follow-up letter to the FCC indicating that MCI and all of the other telephone companies need to search all of the listings for the "end-user subscribers" of the disconnected numbers and disconnect ALL telephone numbers for those subscribers nationwide that had phony addresses.

No response back from the FCC and it's been nearly 2 years.

To their credit, the next year the number of bogus listings in the DEX yellow pages was substantially decreased and the following year I was not able to identify any.

HOWEVER, in that process DEX put into place a policy that caused them to "filter" every new listing containing the words LOCK, LOCKS, or LOCKSMITH which resulted in the publication of listings for MY company's new phone numbers with COX COMMUNICATIONS being suppressed for at least a year. I am not certain that those listings will come out in this year's book or not.

An excerpt of the letter from COX Communications:

We've performed an extensive investigation into your listing concerns and discovered the following:

On January 16, 2013, you installed telephone numbers (480) 284-6435 (listed under company Locksmith Charley) and (602)237-5313 (also listed under Locksmith Charley) with Cox. We spoke with a representative from Dex regarding these listings and inquired as to why they were not published on their online Dex Pages directory or the white pages. According to Dex, they flag all listings that contain the words "lock" "locksmith" and "locks" as potential fraudulent listings and do not publish them if they are unable to reasonably verify that that they are a valid business. Cox has no input, say-so, or control into their internal policies regarding this matter.

Apparently even after my ongoing several years of correspondence and communications with DEX about the issue of the "*Locksmith Scammers*" it was not enough for them to understand that mine is a "**VALID**" company.

The part that I can't understand is what steps DEX takes to "reasonably verify that they are a valid business" and they are not telling me, despite the fact that I e-mailed their representative a lawfully issued subpoena.

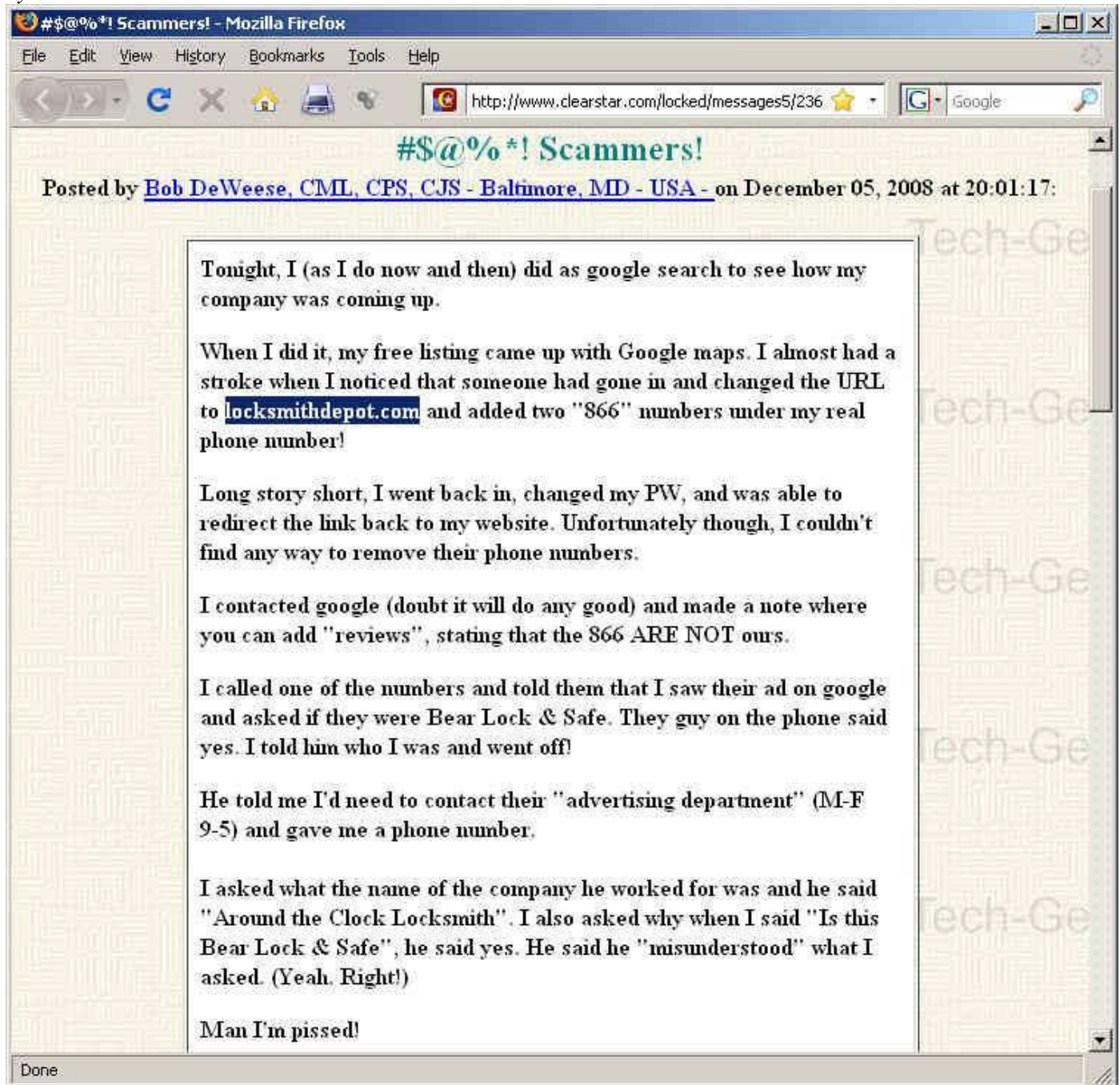
I do know for sure that no one from DEX called ANY of my numbers asking me "are you a valid business?" or asking me to provide them with my TRADE NAME certificate - and I'm not THAT hard to find on the Secretary of State's website.

General Information

File ID	567130
Description	Trade Name
Status	Active
Name	LOCKSMITH CHARLEY
Address 1	PO BOX 40293
City	MESA

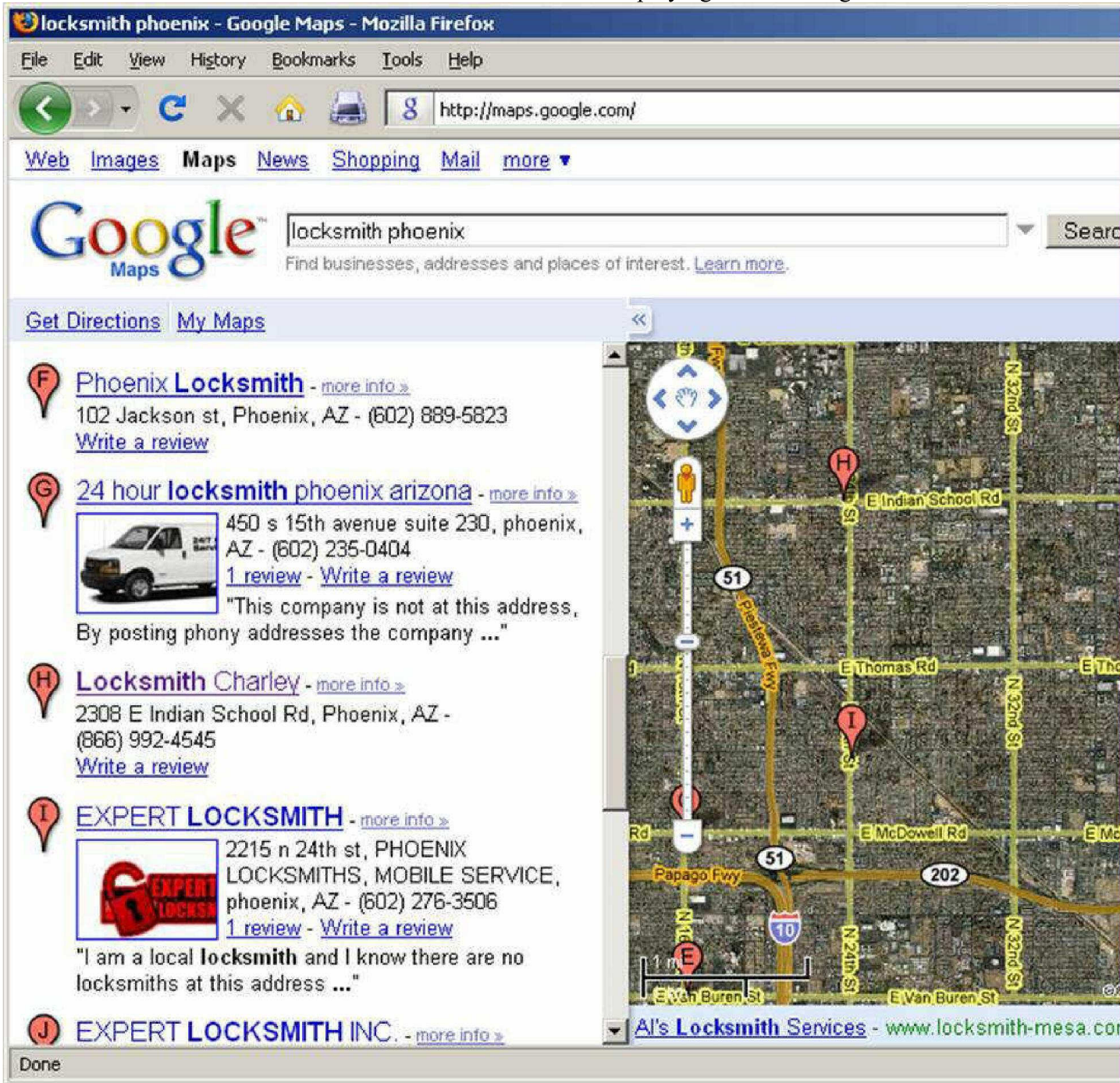
If the telephone companies were simply required to verify addresses for directory listing orders at the time the orders were placed none of this fraud would ever have, or will continue, to occur.

Another problem with the "blanket immunity" provided by the CDA also involves something which happened to a friend of mine in Maryland. And me. It was around my birthday in 2008 when I was reading a *locksmith only* website and discovered this...



Reproduced from <http://locksmithcharley.com/SCAMS/SCAMS.html>

Once I read Mr. Bob's posting, I decided, saying to myself "Self, Why don't you check out Google Maps listings for MY company?" So when I went to maps.google.com and did a search for locksmiths in Phoenix. I was shocked and horrified when I discovered that GOOGLE was displaying the following:



There was my name, my address, and the toll free number for the SCAMMERS CALL CENTER in Florida. I ultimately learned that the number was supposedly owned by someone called RUSSELL KUTSENKO - if anyone by that name actually exists... **** THE EXPERT LOCKSMITH LISTINGS ARE SCAMMERS ****

So I included GOOGLE as a defendant in my lawsuit based on a theory of "strict liability" and "gross negligence" because, I reasoned, they were responsible for the security of their servers. While Judge Mangum may have agreed with my contentions, the court nearly immediately dismissed GOOGLE (and YAHOO) from my suit based on the CDA IMMUNITY case law.

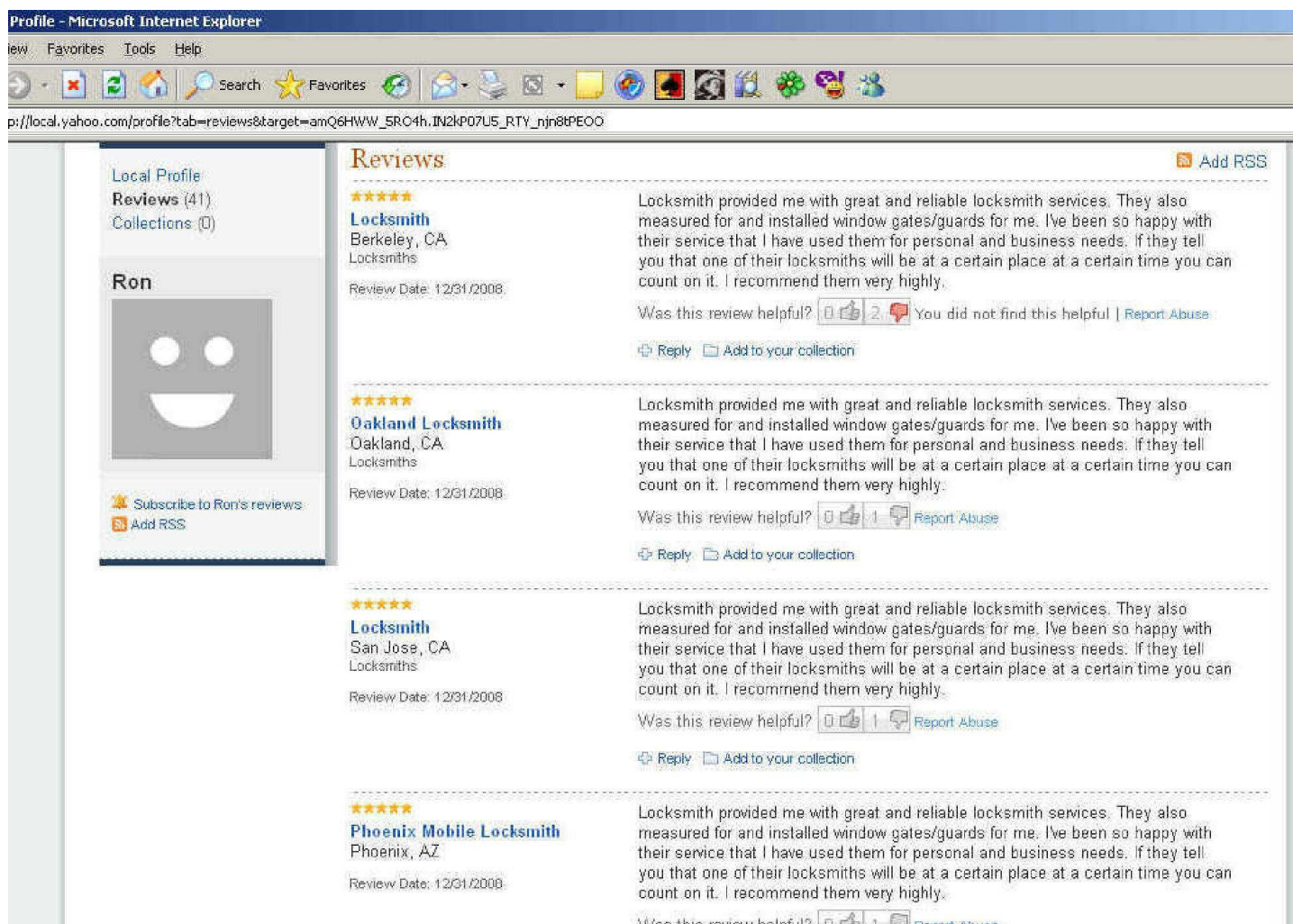
Another concern that I have with the big search engines is their policies and procedures (or lack thereof) as it relates to what I call "THE REVIEWER SCAM"

I more or less ambushed Arizona Attorney General Terry Goddard at a public event in Sun City one early morning. I was able to get my message out to all the senior citizens present, but as far as any help from the AG's office - **FORGET IT!**

Likely a congressional phone call, or a records request to the AZ AG's office will get THEM to provide you with a copy of the 100 page document that I gave Mr. Goddard.

What I can't understand is how such supposedly intelligent multi-billion dollar computer companies can't see that it is absolutely asinine to believe that one person would possibly require the services of several different locksmiths in several different US CITIES on the **SAME DAY!?!?!?!?!?**

Here is info demonstrating the "REVIEWER SCAM"



Yet they keep letting the criminals blatantly self-review...

Oakland, Berkeley, San Jose AND Phoenix all on New Years Eve!?!?!?!?!?

And yet those charged with the responsibility of protecting us do nothing. Well - Almost nothing.

A couple years before that a group of Lockies in Tucson got together and pestered the AG's office enough to get a meeting. Apparently it took a **LOT** of convincing that this was not a case of "sour grapes" and an attempt to simply drive competitors out of business.

The AG's office DID actually file a complaint (11/2009 in a civil case apparently filed in **2008**) against "DEPENDABLE LOCKSMITH". (which moved operations to Florida after being thrown out of Illinois) <http://thelocksmithpolice.com/exhibits/AZ%20and%20Other%20States%20Legal%20Proceedings/AZ-AG-Dependable%20Locks%20Complaint.pdf>

Eventually a couple years later (March 2010) they ended up taking a default judgment ---- **AFTER** the US POSTAL INSPECTORS (of all agencies) arrested **David Peer** and a couple other guys in Florida and Missouri and charged them with (A) Structuring of money order purchases to avoid reporting requirements; (B) Money Laundering; (C) Using ILLEGAL ALIENS (mostly or exclusively ISRAELI NATIONALS) in the conduct of their business. **David Peer** was ultimate released on pre-trial supervision and when they went hunting for him a year or so later they discovered his empty house and learned that he had tripped across the border into Mexico where he caught a flight that ultimately got him back to Israel where he conveniently can't be extradited.

[http://thelocksmithpolice.com/exhibits/AZ%20and%20Other%20States%20Legal%20Proceedings/Dependable/US Dist Court Missouri-DependableIndictment.pdf](http://thelocksmithpolice.com/exhibits/AZ%20and%20Other%20States%20Legal%20Proceedings/Dependable/US%20Dist%20Court%20Missouri-DependableIndictment.pdf)

A lot of good the Arizona AG's default judgment will do about Dependable.

Thing that I can't understand is since the whole locksmith scam thing was **NOW** (back then) on their radar why is it when I provided them with several hundred pages of evidence against approximately 11 different scammer companies, that they simply REFUSED (NEGLECTED) to do anything at all?

COPYRIGHT NOTICES ON WEBSITES

There is a great deal of silliness going on with regard to copyright notices. In the case of "**Run-Local-Locksmith**" (a company that is now either defunct or being run under other pseudonyms - See the ABC dvd) they established more than 630 domains in California alone. The domain names were such as "acampo209locksmith.com" and the copyright notice said "Copyright (year) acampo209locksmith" as if there was actually existing a company named "acampo209locksmith" (which there was not). This is a very common problem even today such as www.247locksmithphoenix.net which displays on the bottom of their webpage

© 2010-2014 24/7 Phoenix Locksmith All rights reserved.

except, when I searched the Arizona Business

File Number	
519453	24-7 LOCKOUT SERVICE
427737	24/7 LOCKSMITHS AZ

Search today I find: - no 24/7 Phoenix Locksmith.

This begs the question of "**How can an entity that doesn't exist claim copyright protection?**"

Conclusion - This is the beginning of the book that I'm going to write. Representative Sinema's public event is today (September 13, 2014) at 1:00PM - it is now 2:45AM and I'm thinking it's a good idea to get some sleep before going.

Obviously I have a great deal more to say and that will end up being a book. My working title is

"GOOGLE, YAHOO! and LIES ON THE INTERNET"

The question is: "When will the B.S. quit?"

The answer is: "When Congress passes some new laws that put some teeth into >>>TRUTH IN ADVERTISING<<< and lets private people inexpensively enforce those laws for the benefit of themselves and others." quite simply because the people (both business and consumer) can't rely upon the government to protect them.

DEFINITIONS

BLUE BOX: A blue box is an electronic device that generates the same tones employed by a telephone operator's dialing console to switch long-distance calls. A blue box is a tool that emerged in the 1960s and '70s; it allowed users to route their own calls by emulating the in-band signaling mechanism that then controlled switching in long distance dialing systems. The most typical use of a blue box was to place free telephone calls. A related device, the black box enabled one to receive calls which were free to the caller. The blue box no longer works in most Western nations, as modern switching systems are now digital and do not use in-band signaling. Instead, signaling occurs on an out-of-band channel which cannot be accessed from the line the caller is using, a system called Common Channel Interoffice Signaling or CCIS.

http://en.wikipedia.org/wiki/Blue_box

CCIS: Common Channel Interoffice Signaling - the method of communication between telephone company central offices that handles switching and billing of telephone calls.

CLEC: Competitive Local Exchange Carrier (telco) After the breakup of the AT&T monopoly it was established that other companies were entitled to compete with the ILECs created by the breakup. These companies entering the market have been termed CLECs.

DID: Direct Inward Dialing telephone number. A DID number is similar to a "market expansion number" or "remote call forwarding" number in that it can be pointed at any telephone number for incoming calls but has no capability for outgoing calls.

ILEC: Incumbent Local Exchange Carrier (telco) After the breakup of AT&T there were several "Baby Bell" companies as they were called. These Baby Bell companies were the ILEC's for their geographical areas.

INFORMATION BROKER: a company that acquires information from public and/or private sources and then aggregates and sells, trades, or gives away the information that it has acquired. Examples of information brokers would be ACXIOM, INFOUSA, and LOCAL CORPORATION.

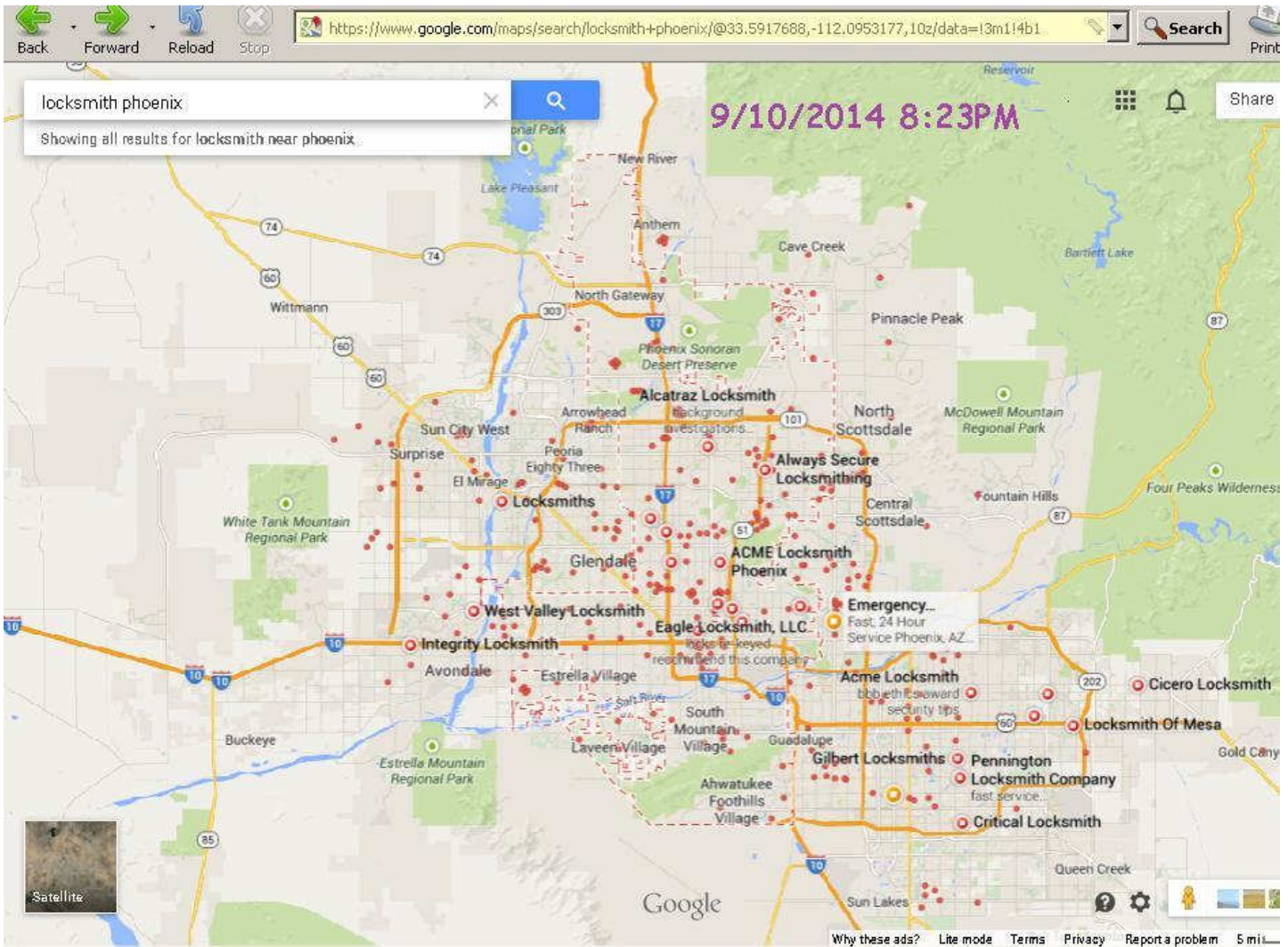
LOCKSMITH SCAMMER: an individual, company, or organization that purports themselves to be a "legitimate" locksmith company that engages in tactics including but not limited to: (A) advertising multiple telephone numbers to addresses that they have no connection with or no location at; (B) bait and switch; (C) failing to give an accurate quote to consumers inquiring on the phone; (D) unprofessional techniques such as the unnecessary destruction of consumers' locks to gain entry when picking or other bypass techniques may readily be used.

PHREAKING: the utilization of so-called blue-boxes or black-boxes to turn off telephone companies' billing equipment by generating tones of certain frequencies on the phone line during a (typically long-distance) call.

SEO: Search Engine Optimization

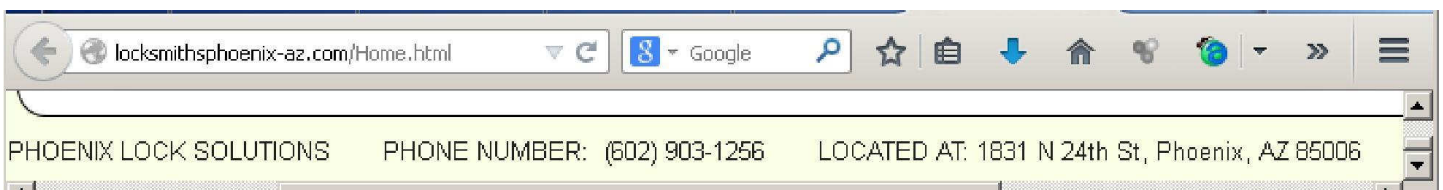
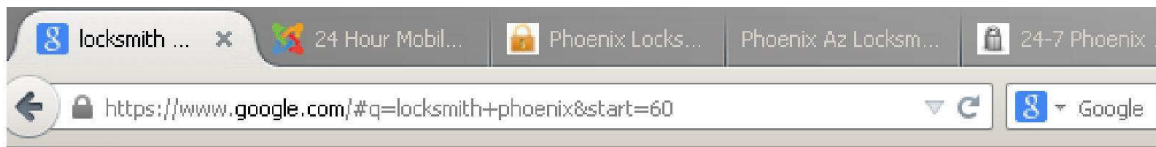
GOOGLE.COM

A Google search of "Locksmith Phoenix" reveals a map that looks as if it has a case of the measles.



GOOGLE.COM - Continued (2)

It doesn't get much simpler than this. Google permits placement of a "pay per click" ad leading to this website. The website says "We're located at..." and MelissaData says "**This address doesn't exist!**" Simple as 1,2,3.



Address NOT Verified

(AC01,AE10)

The house or building number 1831 is not valid

Parse Results

200

Address	1831 n 24th st
City	Phoenix
State	AZ

Yet we **STILL** can't find out who is behind the website - or the company - because of the hidden "**private domain**" so-called "**service**" of the domain name registrar.

Domain Name: LOCKSMITHSPHOENIX-AZ.COM
Registry Domain ID:
Registrar WHOIS Server: whois.lund1.info
Registrar URL: http://1and1.com
Updated Date: 2014-02-27 00:00:00
Creation Date: 2013-02-27 00:00:00
Registrar Registration Expiration Date: 2015-02-27 00:00:00
Registrar: 1&1 Internet AG
Registrar IANA ID: 83
Registrar Abuse Contact Email: abuse@1and1.com
Registrar Abuse Contact Phone:
Reseller:
Domain Status: clientTransferProhibited
Registry Registrant ID:
Registrant Name: Oneandone Private Registration

The screenshot shows a web browser window with the address bar containing 'http://www.locksmithnearlyou.com/ml2/results'. The page title is '24/7 Locksmith Services' and the phone number 'Call 602-492-4856' is prominently displayed in a yellow box. Below this, the hours are listed as 'Hours: M-Su 24hr'. A 'Services' section lists various locksmith services including 24-hour services, auto locksmiths, commercial locksmiths, emergency locksmiths, residential locksmiths, lock installation, lock repair, master key services, re-key services, biometric locks, combination locks, digital locks, magnetic locks, alarm systems, CCTV systems, intercom systems, key copies, and key cuts. A 'Description' section follows, stating that the service team is committed to providing fast, professional security services to every customer. It also mentions that a free estimate and quick response are provided. The address '18 E Jefferson St, Phoenix, AZ 85004' is listed at the bottom of the description section. A final call to action box says 'Call 602-492-4856 To Contact A Technician Now'.

<p>Address NOT Verified (AC01,AE10) The house or building number 18 is not valid</p> <hr/> <p>Parse Results 200</p> <table border="1"> <tr> <td>Address</td> <td>18 e. jefferson st</td> </tr> <tr> <td>City</td> <td>Phoenix</td> </tr> <tr> <td>State</td> <td>AZ</td> </tr> </table>	Address	18 e. jefferson st	City	Phoenix	State	AZ	<p>Domain Name: LOCKSMITHNEARYOU.COM Registry Domain ID: 1586669972_DOMAIN_COM-VRSN Registrar WHOIS Server: whois.godaddy.com Registrar URL: http://www.godaddy.com Update Date: 2014-02-12 15:41:18 Creation Date: 2010-02-25 11:35:39 Registrar Registration Expiration Date: 2016-02-25 11:35:39 Registrar: GoDaddy.com, LLC Registrant Name: Registration Private Registrant Organization: Domains By Proxy, LLC snip LOCKSMITHNEARYOU.COM@domainsbyproxy.com</p>
Address	18 e. jefferson st						
City	Phoenix						
State	AZ						

TUCSON'S ARIZONA DAILY STAR

tucson.com
Arizona Daily Star

85°
Clear
Weekly Forecast

Jack F...
TIRE & AU...
14 A
LOCAT

Advanced Search | Privacy | About Our Ads

News

Home News Sports Photos Videos Nation Life Fun Opinion Outdoors Comics Classifieds Shop Obituaries

Search Businesses

Tucson

Drexel

Tucson Mountain Park

Tucson, AZ Business Directory & Yellow Pages.


Your guide to the best businesses in Tucson

Browse All Categories

Results for "locksmith" Near Tucson, AZ

Within: 25 mi. of zip: 85714 Sort by: Distance Update Results

(2858) Results Showing Records: 1 to 10

	Roadrunner Lock And Safe	5001 E Speedway Blvd Tucson, AZ 85712 520-326-5111
#&locskmith	5650 S 12th Ave, Tucson, AZ 85706	520-288-7375
#&locskmith	2412 S 6th Ave, Tucson, AZ 85713	520-288-7428
#&locskmith 24 Hour	5010 S Campbell Ave, Tucson, AZ 85706	520-288-7471
#&locskmith	1813 S 4th Ave, Tucson, AZ 85713	520-288-7413
#&locskmith	972 E University Blvd, Tucson, AZ 85719	520-288-7357

AZFAMILY.COM / CHANNEL 3

linktown.azfamily.com/locksmith/phoenix/az

8 Automotive locks & keys service Phoenix

We are a professional locksmith firm and we offer the widest range of key and lock solutions anywhere in Phoenix. Locksmith Phoenix only work on approved q
4030 West Lincoln Street, Phoenix, AZ 85098

[phone](#) | [website](#) | [coupons](#) | [map](#)

#8
out of 2647
Locksmith
Phoenix, AZ

VOTE FOR US

What is REALLY here?

Stop

http://www.melissadata.com/lookups/business.asp?zip=85009530830


Company Lookup

Company Name	Praxair Inc
Address	4030 W Lincoln St Phoenix AZ 85009-5308
AddressKey	85009530830
Phone	602-269-2151
Number of Employees	25
Estimated Sales Volume	\$56,705,000
SIC Description (Code)	GAS-INDSTRL/MED-CYLINDER & BULK (WHLS) (517205)
NAICS Description (Code)	OTHER PETROLEUM MERCHANT WHOLESALE (424720)

YAHOO.COM



504 W. Monroe St. is a parking lot. 504 E. Monroe St. would be inside the ASU CAMPUS.

It's very "reassuring" that Yahoo! has placed a lovely green check mark saying  Merchant verified but what in the world does that actually mean?

5th Ave / Monroe looking NW



502 E. Monroe St. - ASU!




phoenixlocksmiths.org is their domain name... once again....

Domain Name: PHOENIXLOCKSMITHS.ORG
Registrant Email: PHOENIXLOCKSMITHS.ORG@domainsbyproxy.com
Registry Admin ID: CR45244673
Admin Name: Registration Private
Admin Organization: Domains By Proxy, LLC

YAHOO.COM - Continued

 <p>Locksmiths in Phoenix, AZ on ... x</p> <p>https://local.yahoo.com/AZ/Phoenix/Home+Garden/Locksmiths</p> <p>Millenium Locksmith Merchant verified (480) 299-1802 3400 E University Dr, Phoenix, AZ</p>	<p>Address NOT Verified (AC01,AE10) The house or building number 3400 is not valid</p> <hr/> <p>Parse Results 200</p> <table border="1"><tr><td>Address</td><td>3400 e university dr</td></tr><tr><td>City</td><td>Phoenix</td></tr><tr><td>State</td><td>AZ</td></tr></table>	Address	3400 e university dr	City	Phoenix	State	AZ
Address	3400 e university dr						
City	Phoenix						
State	AZ						

It's very "reassuring" that Yahoo! has placed a lovely green check mark saying  Merchant verified but what in the world does that actually mean?

 <p>Locksmiths in Phoenix, AZ on ... x</p> <p>https://local.yahoo.com/AZ/Phoenix/Home+Garden/L</p> <p>Local Locksmith Merchant verified (602) 357-8866 3320 N 7th Ave, Phoenix, AZ</p>	<p>Bashas' Grocery Stores – Store Locator www.bashas.com/Locations.aspx?city=Phoenix ▾ Bashas' ▾ Location, Store Information. Bashas' Supermarket 7th Ave. & W. Osborn 3320 Avenue Phoenix, AZ 85013, Hours: Mon - Fri 6 AM - 11 PM Sat 6 AM - 11 ...</p> <p>CVS in Phoenix, AZ 3320 N 7th Ave, Phoenix, AZ www.superpages.com/bp/Phoenix-AZ/CVS-L0501773087.htm ▾</p>
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Well aside from being "verified" its comforting to know they can get their drugs at CVS and their food and beverages at Bashas' without leaving their store!



I think that these addresses pretty much speak for themselves.