

Schock, Victor F.

From: Karen Feickert <kfeickert@yahoo.com>
Sent: Sunday, October 23, 2022 11:15 AM
To: Schock, Victor F.
Subject: Bright Sound Communications fraudulent mis-representation
Attachments: Consumer complaint Pg One.pdf; Consumer complaint Pg Two.pdf; Bright Sound PSC letter.docx; Bright Sound Sept Page One.pdf; Bright Sound Sept Page Two.pdf

***** CAUTION: This email originated from an outside source. Do not click links or open attachments unless you know they are safe. *****

Good Morning Victor I have attached my notes and a copy of my last invoice 9-7-2022 paid to Bright Sound Communications It was paid with Feickert Well Drilling Check #10844 September 28,2022 and cleared our bank 10-06-2022. I am also attaching my consumer complaint filed with the Office of Attorney General, Consumer Protection for your reference. If you have any questions or need any other documentation please let me know. Thanks

2 **PU-22-393** Filed: 10/24/2022 Pages: 6
Informal Complaint against Bright Sound Communications, Inc.

Feickert Drilling Co.
Karen K. Feickert

October 24th 2022

PSC

Attn: Victor Schock

Early spring 2022, our business Feickert Drilling Co. received a phone call regarding our long distance service with West River Communications I took the call. They explained to me that our carrier, West River Communications was not going to offer long distance service to us any longer. I questioned them and they said they would send out information through the mail about their company. I received it, then googled them to find out if they were definitely an actual active business, and they were. We started receiving billings June 7, 2022 and they have continued July, August and September. It was at that point that I called West River Communications and asked them could we reinstate our long distance service and why they had discontinued the service. They informed me that we never were disconnected from them for any reason. They said that we were getting charged for a fraudulent charge for service never rendered from Bright Sound Communications. I was also told that there were other businesses with West River communications that were also misled.

Respectfully submitted,

Karen K. Feickert 701-799-7118



CONSUMER COMPLAINT
OFFICE OF ATTORNEY GENERAL
CONSUMER PROTECTION
 SFN 7418 (02-2022)

1. Please attempt to contact the company or individual before filing this complaint.
2. Complete entire form and type or print clearly in blue or black ink. We cannot process incomplete forms.
3. Attach copies (not originals) of the documents relating to your complaint.
4. Mail the completed form to the address shown at the bottom of the form. Keep a copy for your files.

CONSUMER INFORMATION/OR YOUR INFORMATION

WHO IS THE COMPLAINT AGAINST

| | | | | | | | |
|---|---|-------------|-------------------|---|--|-----------------------|------------------------|
| Salutation <input type="checkbox"/> Mr. <input checked="" type="checkbox"/> Ms. | Your Name (First, Last) Karen Feickert/Feickert Drilling Co. | | | Business/Organization Your Complaint is Against Bright Sound Communications Inc. | | | |
| Address 315 Dakota Ave | | | | Address PO Box 1358 (Billing Address) | | | |
| City Goodrich | | State ND | ZIP Code 58444 | City Goldenrod | | State FL | ZIP Code 32733-1358 |
| Daytime Telephone Number (work, cell, home, other) 7017997118 | | | | Business Telephone Number 1888416376 | | Cell Telephone Number | |
| Email Address kfeickert@yahoo.com | | | | Contact Person | | Fax Number | |
| Age (optional) <input type="checkbox"/> 18-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65+ | | | | Email or Website Address support@brightsound.net | | | |

When filling out this form, please keep in mind that a copy of this complaint form may be forwarded to the party or firm complained against.

INFORMATION ABOUT THE TRANSACTION OR EVENT

| | | |
|--|--|--|
| Transaction or Event Date Spring 2020 | Product or Service Involved Long distance service | Amount of Money Already Paid \$146.33 |
| Paid By <input type="checkbox"/> Cash <input checked="" type="checkbox"/> Check <input type="checkbox"/> Debit Card <input type="checkbox"/> Credit Card <input type="checkbox"/> Money Order <input type="checkbox"/> PayPal <input type="checkbox"/> Wire Transfer <input type="checkbox"/> Cashier's Check <input type="checkbox"/> Loan | | |
| Amount of Money Still Owed According to Person or Firm \$36.32 for October Statement | | |
| What Would You Consider a Satisfactory Resolution to This Matter <input checked="" type="checkbox"/> Refund <input type="checkbox"/> Product Delivery <input type="checkbox"/> Service Performed <input checked="" type="checkbox"/> Other (explain) Bright Sound be held accountable for fraudulent representative | | |
| Seeking Resolution <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> Filing Complaint for Reporting Purposes Only | Amount of Refund Requested \$146.33 monies paid | |

| | |
|---|--|
| First Contact Between You and Person/Company Complained Against (Check all applicable boxes) <ul style="list-style-type: none"> <input type="checkbox"/> I went to the company's place of business. <input checked="" type="checkbox"/> I received a telephone call from the company. <input type="checkbox"/> I contacted or went to the firm's temporary place of business. <input type="checkbox"/> The company came in person to my home or place of work. <input type="checkbox"/> I responded to a radio/TV, or written advertisement <input checked="" type="checkbox"/> I received written information in the mail from the firm. <input type="checkbox"/> I found information on the Internet. | Where did the transaction take place? (Check all applicable boxes) <ul style="list-style-type: none"> <input checked="" type="checkbox"/> At the firm's place of business. <input type="checkbox"/> At my home. <input type="checkbox"/> Away from the firm's place of business (i.e. at your work). <input type="checkbox"/> Over the telephone. <input type="checkbox"/> By mail. <input type="checkbox"/> On the Internet. <input type="checkbox"/> There was no transaction. |
| What Type of Sale Was This Transaction <input type="checkbox"/> Door to Door <input type="checkbox"/> Retail <input checked="" type="checkbox"/> Telephone <input type="checkbox"/> Mail Order <input type="checkbox"/> Internet <input type="checkbox"/> Seminar <input type="checkbox"/> Mailer | |
| Have You Complained to the Business or Person <input checked="" type="checkbox"/> Yes | If Yes, How <input type="checkbox"/> By Mail <input checked="" type="checkbox"/> By Telephone <input type="checkbox"/> In Person |
| Date of Contact 10-22-2022 | Contact Person |
| Nature of Response Left a message - no answer | Response Date (provide copy of the response) |

| | |
|---|---|
| Did You Sign a Contract or Written Agreement <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes, If yes, attach a copy | Did You Receive a Contract or Receipt <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes, If yes, attach a copy |
| Have You Retained an Attorney Regarding This Complaint <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes | Attorney's Name/Law firm if Retaining an Attorney |
| Have You Filed a Lawsuit Against the Business or its Owner/Employees <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes | Where and What was the Result |
| Have You Filed a Complaint With Any Other Agencies <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes | List the Agencies Sec of State ND/Public Utilities/PSC Telecommunications Dept |

EXPLANATION OF TRANSACTION OR EVENT


Please describe the transaction or event and your complaint. You may use additional sheets if necessary. Be sure to tell WHAT happened, WHEN it happened, and WHERE it happened. Include information regarding any representations you feel to be deceptive, misleading, or false. Be specific about any statements the business made to you, especially those that influenced you to deal with the company. Attach COPIES of all contracts, letters, receipts, canceled checks (front & back), advertisements, or any other papers that relate to your complaint.

See attached sheet

READ THE FOLLOWING BEFORE SIGNING BELOW

In filing the complaint, I understand the following:

1. The Attorney General is not my private attorney but represents the public interest in enforcing consumer protection laws.
2. The Attorney General cannot provide legal advice to me. If I have any questions concerning my legal rights or responsibilities, including the time limits within which I must file any private action, I should contact a private attorney.
3. I understand that by submitting this complaint to the Attorney General's office my complaint and any response from the business will become public record, subject to disclosure in accordance with state law.
4. I authorize the Attorney General's office to send this complaint to the business or organization named in this complaint, or to other appropriate agencies.
5. I certify that the statements and information in this complaint are true and correct to the best of my knowledge.

| | |
|--|--------------------|
| Signature  | Date 10-24,2022 |
|--|--------------------|

ATTACH THE FOLLOWING TO THE COMPLAINT (if applicable)

1. Copy of any contract, written agreement.
2. Copy of any receipt.
3. Copy of any canceled check or other proof of payment.
4. Copy of any written advertisement.
5. Copy of any correspondence or other related documents.

SEND TO

CONSUMER PROTECTION DIVISION
OFFICE OF ATTORNEY GENERAL
1720 BURLINGTON DRIVE STE C
BISMARCK ND 58504-7736

Thank you for taking the time to complete this Consumer Complaint form.
The information you provided will help us in our effort to resolve your consumer problem.

Drew H. Wrigley
ATTORNEY GENERAL

Bright Sound Communications, Inc
PO Box 1358
Goldenrod, FL 32733-1358



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NNNN



Feickert Well Drilling Co
315 Dakota Ave
Goodrich, ND 58444-4801

Account Information

Account Number: 7018842426
Invoice Number: 214573
Invoice Date: 9/7/2022
Page Number: 1

Important Messages

If you have any questions regarding your invoice the second page of the invoice is an overview of how to read the invoice. If after reviewing that document you still require assistance, please contact customer care. Thanks for your business!

Account Summary

| | |
|-------------------------|---------------|
| Amount of Last Bill: | \$36.86 |
| Payments: | (\$36.86) |
| Adjustments: | \$0.00 |
| Balance Forward: | \$0.00 |

Summary of Current Charges

| | |
|-----------------------|----------------|
| Service Charges: | \$19.90 |
| Usage: | \$0.00 |
| Taxes and Surcharges: | \$16.96 |
| Total Current: | \$36.86 |

Invoice Total

| | |
|---------------------|----------------|
| Grand Total: | \$36.86 |
|---------------------|----------------|

1.5% late fee applies after 30 days

Pay your bill securely via phone or on-line

Bright Sound Communications, Inc Contact Information
Phone: 1.888.416.3763
Hours: 9am - 6pm EST
Email: support@brightsound.net
Visit Us: www.brightsound.net

Please detach and return bottom portion with your payment



FEICKERT WELL DRILLING CO
315 DAKOTA AVE
GOODRICH, ND 58444

Remittance Section

| | |
|--------------------------|------------------|
| Account Number: | 7018842426 |
| Invoice Number: | 214573 |
| Invoice Date: | 9/7/2022 |
| Payment Due Date: | Due Upon Receipt |
| Amount Due: | \$36.86 |
| Amount Enclosed: | \$ _____ |

Make checks payable to:

Bright Sound Communications, Inc
PO Box 1358
Goldenrod, FL 32733-1358

OBSC 7018842426 0000214573 20220907 0000003686 5



Explanation of charges that may appear on your bill

LD - a long distance phone call
 CCRF (Carrier Cost Recovery Fee) - assessed to help recover our costs to comply with various federal programs
 USF (Federal and/or State Universal Service Fund - Assessed to recover our contribution to Federal and/or State Universal Service Fund programs
 PICC (Presubscribed Interstate Carrier Charge) - Collected by us to reimburse costs paid to local telephone companies for connection to their networks
 MAF - a monthly account fee, a fee charged monthly for an open account or service
 MMF - a monthly maintenance fee, a fee charged monthly to maintain an open account or service
 MRC - a monthly recurring charge, a fee charged monthly as part of an account or service
 early termination fee - this fee is not a penalty, but rather is an alternative means for you to perform your obligations under the Agreement that partially compensates us for the fact that the Service Commitment on which your rate plan is based was not completed.

For more detailed information, please visit our web site (listed on the first page of your bill).

Account Information

Account Number: 7018842426
Invoice Number: 214573
Invoice Date: 9/7/2022
Page Number: 3

| Transactions Report | | |
|---------------------|---------------|------------------|
| Date | Description | Amount |
| 8/19/2022 | Payment | -36.86 |
| | Total: | (\$36.86) |

| Taxes and Surcharges Summary Report | | |
|-------------------------------------|--|----------------|
| Level | Description | Amount |
| Federal | FCC Cost Recovery Fee | 0.07 |
| Federal | Federal Telecommunications Relay Services Ft | 0.24 |
| Federal | Federal Telecommunications Relay Services Ft | 0.19 |
| Federal | Federal Universal Service Fund | 4.22 |
| State | Gross Receipts Telecom Tax | 0.77 |
| State | State Sales Tax | 0.95 |
| Surcharge | (2) PICC | 6.20 |
| Surcharge | Carrier Cost Recovery Fee | 4.32 |
| | Total Taxes and Surcharges: | \$16.96 |

| Location Charges Summary Report | | | | | | | |
|---------------------------------|----------------|---------------|---------------|---------------|---------------|---------------|----------------|
| Description: | Voice | Wireless | Internet | Cable | Dedicated | Fixed | Total |
| Main Location | 19.90 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 19.90 |
| Totals: | \$19.90 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$19.90 |

| Location ProductID Summary Report | | | | |
|-----------------------------------|---------------------------|-------|--------------------|----------------|
| ProductID | Charges | Usage | Taxes & Surcharges | Total |
| Location: Main Location | | | | |
| 7018842426 | | 9.95 | 0.00 | 5.86 |
| 7018849569 | | 9.95 | 0.00 | 5.86 |
| Account Charges | | 0.00 | 0.00 | 5.24 |
| | Location Subtotal: | | | \$36.86 |

Location Summary Total: \$36.86

| Service Category Summary Report | |
|--|----------------|
| Monthly Service Charges | 19.90 |
| Service Category Summary Total: | \$19.90 |

| Service Category Report | | |
|---|---|----------------|
| Service Category: Monthly Service Charges | | |
| 09/07/22 | (2) Bright Sound Monthly Maintenance Fe | 19.90 |
| | Service Category Summary Total: | \$19.90 |

