

# COMPLIANCE BULLETIN

SUPPORTING HIGH QUALITY SERVICES THROUGH HIGH QUALITY STANDARDS

Bulletin #16

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## ***Junk Faxes, E-Mails and Telephone Calls***

In response to public complaints regarding telemarketers, the federal government established a national "Do Not Call" list for consumers and businesses in an attempt to cut down on these unsolicited calls.

Recently, however, there have been reports of a marked increase in the number of unsolicited junk fax messages, cell phone voice and text messages and violations of the "Do Not Call" list, including those sent to County fax machines and telephones.

In order to address these issues, the Federal Communications Commission has created a web page that will allow you to file a complaint about junk faxes, telemarketing, Do-Not-Call violations, pre-recorded telephone messages, automatic telephone dialing systems, and unsolicited commercial e-mail messages to cell phones, pagers, and other wireless telecommunications devices.

Individuals and businesses can file complaints electronically, via web form or email, or by telephone, U.S. mail, or fax. Information on filing a complaint, including the necessary form, can be found by clicking on the following link:

[http://www.fcc.gov/cgb/complaints\\_tcpa.html](http://www.fcc.gov/cgb/complaints_tcpa.html)

Information on other telecommunications related scams and abuse can be found at:

[http://www.fcc.gov/cgb/information\\_directory.html](http://www.fcc.gov/cgb/information_directory.html)

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and your responsibility"***



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