

June 17, 2004 04:29 PM

State of New Jersey  
 Government Records Request  
 Receipt

Page: 1 of 1

**Requestor Information**

Daniel E Baldwin  
 Telecom Association, Inc.  
 31500 Grape Street #3-307  
 Lake Elsinore, CA 92532

dan@  
 206-203-6115 ext. 2

Request Date: May 27, 2004  
 Maximum Authorized Cost: \$100.00  
 US Mail

Request Number: W9434

Request Status: Filled Closed

Ready Date: June 17, 2004

**Custodian Contact Information**  
 Division of Consumer Affairs

Records Custodian  
 PO Box 45025  
 124 Halsey Street - 3rd Floor  
 Newark, NJ 07101

dca.records@lps.state.nj.us  
 973-424-8111

By \_\_\_\_\_

**Status of Your Request**

Your request for government records (# W9434) from the Division of Consumer Affairs has been reviewed and has been Filled Closed. Detailed information as to the availability of the documents you requested appear below and on following pages as necessary.

The cost and any balance due for this request is shown to the right. Any balance due must be paid in full prior to the release / mailing of the documents.

If you have any questions related to the disposition of this request please contact the Custodian of Records for the Division of Consumer Affairs. The contact information is in the column to the right. Please reference your request number in any contact or correspondence.

**Cost Information**

Total Cost:	\$17.7
Deposit:	\$0.0
Total Amount Paid:	\$17.7
Balance Due:	\$0.0

**Document Detail**

Div	Doc #	Doc Name	Redaction Req	Pages	Other Cost
CA	01	Copies of complaints and related correspondence	N	34	

Your request for government records (# W9434) is as follows:

Per my conversation today with Jeff Lamb in the "publicity office" in the department of consumer affairs for the NJ Attorney General's office, I respectfully request any and all public information related to complaints about the company "Norvergence, Inc." located at 550 Broad Street, Newark, NJ 07102.



State of New Jersey  
DEPARTMENT OF LAW AND PUBLIC SAFETY  
DIVISION OF CONSUMER AFFAIRS  
P.O. Box 45025  
NEWARK, NEW JERSEY 07101  
(973) 504-6200  
(800)-242-5846

E-MAIL: ASKCONSUMER@NJASKSMTPLPS.STATE.NJ.US

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: <u>B. Bell...</u> ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____ HOME TELEPHONE NUMBER: _____ WORK TELEPHONE NUMBER: <u>(201) 833 4091</u> E-MAIL ADDRESS: _____	BUSINESS: <u>NORVERGENCE INC</u> Norvergence Inc. 1-866-744-6678 550 Broad St 3rd Floor Newark, NJ 07102 
--	--

For statistical and informational purposes only. Your age:  18-29  30-44  45-59  60 or older

1. Nature of complaint (please check the appropriate box(es)):

- |  |   |   |  |
|--|---|---|--|
| <input type="checkbox"/> Automotive            | <input type="checkbox"/> Automotive Repairs         | <input type="checkbox"/> Banking            | <input type="checkbox"/> Credit Card                   |
| <input type="checkbox"/> Charity               | <input type="checkbox"/> Direct Mail/Sweepstakes    | <input type="checkbox"/> Home Repair        | <input type="checkbox"/> Internet/Cyberspace           |
| <input type="checkbox"/> Professional Service  | <input type="checkbox"/> Stocks/Securities          | <input type="checkbox"/> Telemarketing      | <input checked="" type="checkbox"/> Telecommunications |
| <input type="checkbox"/> Bingo/Raffle          | <input type="checkbox"/> Health Club                | <input type="checkbox"/> Warranty           | <input type="checkbox"/> Advertising                   |
| <input type="checkbox"/> Wheelchair Lemon Law  | <input type="checkbox"/> Weighing/Measuring Devices | <input type="checkbox"/> Used Car Lemon Law | <input type="checkbox"/> New Car Lemon Law             |
| <input type="checkbox"/> Other (specify) _____ |   |   |  |

2. If your complaint involves a motor vehicle, please provide the following information:

- a.  New  Used
- b.  Purchased  Leased
- c. Purchase Price \_\_\_\_\_ Current Mileage \_\_\_\_\_
- d. Date of purchase \_\_\_\_\_  With Warranty  With Service Contract  As Is
- e. Make \_\_\_\_\_ Model \_\_\_\_\_ Year \_\_\_\_\_

3. Name of company with which you dealt: Norvergence Inc

4. Name and title of company agents or employees with whom you dealt: \_\_\_\_\_

Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

Notvergence sells, leases rants

A MAGIC Box for \$20 - 30,000

That does nothing

Through deceptive claims & statements

they say this Box will reduce phone

expenses - IT CANNOT! I HAVE

A BOX HERE TAKEN FROM AN UNHAPPY customer -

I AM AN INDEPENDENT CONSULTANT, HAVE SEVERAL CUSTOMERS WHO WILL BE FILING ADDITIONAL COMPLAINTS.

6. The amount of loss involved in this complaint: \$ \_\_\_\_\_ . Please provide a breakdown of these losses:

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

  
Signature\*

2/24/2004  
Date

\* This certification must be signed by the person completing the form.

Internet

## Norvergence a \$150,000,000 Million scam:

### Their Strategy:

Suggest that rates are rising and guarantee you a 20% savings on all your telecom bills valid for five years..

### Their Plan:

Review all your bills and see if you "qualify" and propose a solution.

### Their solution:

A magic Matrix box that does the savings for you.

### THE CLOSE:

You lease the Matrix for 80% of your phone bill for five years...  
So, if you spend \$1,000 /month then you pay 800/month for five years = \$48,000  
Supposedly saving 200/month or 2400 a year.

### GOTCHA:

You lease the Matrix from a bank with a personal guarantee  
You pay for it regardless of what happens to Norvergence.  
But the market value is only 2% of what you are paying for it.

### WHAT REALLY HAPPENS:

Norvergence gets the \$48,000 up front from the bank when you sign.  
And then they either pay directly or reimburse you for your phone bills  
The Magic box is made by Adtran NYSE:ADTN [www.adtran.com](http://www.adtran.com)  
SOHO costs \$300 and regular Matrix costs about \$1,400.  
In all but one installation that I have seen, the magic Matrix box doesn't do anything.  
I have a SOHO MATRIX here - It's an Adtran 2050, not even programmed.

### CATCH1:

YOU MUST KEEP YOUR REGULAR LINES and PAY FOR THEM because Norvergence is NOT a registered CLEC, they cannot handle inbound calls.

### CATCH22:

Generally with their unlimited calls - they only pay the bill on one line.  
Unless you read carefully and negotiate in advance.

### CATCH33:

Bills for reimbursement have to be mailed, and constantly checked up on. Various clients have different success with their reimbursements. One has brought the bills in person after several months of delay and still wasn't reimbursed.

### REALITY CHECK:

WHEN they discontinue business, you're paying \$20,000-60,000 for a \$300-\$1,200 box that does nothing Or next to nothing. With your personal guarantee.

"If" they stay in business AND rates remain the same or go up - You are AHEAD.  
However Rates have gone down 4-8% a year for the past 20 years, a major flaw in their scare tactic strategy.

They cannot stay in business unless they continue to sell more clients: A classic Ponzi scheme.

**EVEN IF they stay in business AND fail to pay your telephone providers, you are liable for the payment to the bank for the box, as well as to your various telephone and internet providers.**

#### OWNERSHIP HISTORY:

"The Chairman and CEO of NorVergence is Peter Salzano. However, he is just a front man for his brother Thomas N. Salzano (Tom Salzano) who is the true decision maker at NorVergence. Tom Salzano was the former CEO of Minimum Rate Pricing, Inc. which was fined the highest penalty ever by the FCC for Slamming - changing your long distance provider without your authorization. The FCC also barred him from ever running a telecommunications company again. So at NorVergence, he is only a "consultant" and is not in any literature. He is, however, in the same building that NorVergence resides at in Newark, New Jersey.

Go to [www.fcc.gov](http://www.fcc.gov) and look up "Salzano" or "Minimum Rate Pricing". You may also find information on USENET.

#### LAWSUITS:

Over a dozen I know about, only one is listed on their D&B report Linked on their website.

#### Personal Interest:

I am an independent agent: A company like this makes all competing phone companies look bad. Also a bit of an activist: It feels wrong that businesses are being scammed. Companies with IT departments that know what these boxes do, see right through their scam and show them the door. They prey on smaller businesses who can swallow their hype... And yes I have lost one account to them, but only on line of traffic!

#### Their "Proprietary" Technology

Sure the boxes are patented, but not by them, by Adtran. The MATRIX is an Adtran 850 RCU which is a standard T1 integrated internet access device with channel bank and router, retailing for \$2,222. I have sold programmed and installed dozens of these. It does not support voip. Voice is handled by standard channel option cards.

The SOHO is an Adtran 2050, retailing for \$599 which is a firewall, gateway, router, and VPN appliance - it does not access the internet or handle any voice or voip. I have programmed and installed two of them, one in my home office. In all the Norvergence installations I've seen the box is doing nothing - at all. I have one here that I removed from a client - only one end was plugged in!

Welcome Google searcher to broadbandreports.com - where the experts hang out

Google indexes only a fraction of our resources. Quick Search:   : FAQs also  
So try your keywords here: available.



Register or

Forums » Cellphones, providers, and plans » Norvergence Scam....this should explain it

Quick Search:

Forums » Other Broadband » Cellphones, providers, and plans

Find Service

Reviews

Networking

FAQs+Info

Forums

- All forums
- City Forums
- usenet
- Polls

Security

Our Tools

Buy

Join Club

For ISPs

Search

About us

icon key

glossary:



- Cell Phone FAQ
- Cell Phone Reviews
- Test your SMS
- PCS Vision Album to Phone
- Our Phones



By:

See: All, Unreplied - Best topics over last 3 months

[ AT&T] AT&T M2M plans? »  
Norvergence Scam....this should explain it

« Need advice on cell plans/providers

Author

Norvergence Scam....this should explain it ;

orchid

Joined 09-10-2003  
Location: Los Angeles, CA

### Norvergence Scam....this should explain it

Norvergence is truly a scam and this is how it works. The "Screening Manager" (better known as a "Salesperson") collects telecom bills from the company they are meeting with. The company's current costs are added up; Norvergence then reduces that cost by 30%. Once that number is determined, Norvergence then backs out the cost of the T1 and the Unlimited Cellular to determine that company's "Matrix" box price. All current costs, less the 30%, nominal T1, and cellular costs, are then applied to the price of the box. That is why they can't put a price on the box. They have to figure out how much a company is currently spending and squeeze every last dime into the cost of the box. The customer is then bound to the 5 year agreement with the bank, regardless of service level provided by Norvergence.

The sad thing is that two companies can have the same telecom needs (i.e. number of lines, calling patterns, data requirements and cellular) yet if company A is currently getting a better deal from their providers then company B is, company B will pay more for the "matrix" box. It is all entirely based on what the company is currently spending.

This magical box is nothing more than an Adtran IAD (integrated access device). The really sad thing is that if a customer is just getting DSL or Cable High speed internet, the box does absolutely nothing!!!

As far as shopping for competitive pricing goes...sure, a company can shop prices on a T1, unlimited cellular & unlimited 800 services and if they receive 2 quotes that are less than the pricing with Norvergence, Norvergence will reduce the overall monthly cost. The problem is, I can't believe a company will find a lower price for a T1 or unlimited cellular. As explained above, all of the money goes into the box and that is funded through a bank. The agreement for the box is between the customer and the bank. Norvergence receives all

# NorVergence SOHO Matrix is

Satchel Paige ([dor@writeme.com](mailto:dor@writeme.com))  
28 Sep 2003 17:18:23 -0700



- Review Index Sorted By: [ date ] [ thread ] [ subject ] [ author ]
- Next message: socks: "[Re: Judge's Number Found on List](#)"
- Previous message: Mark J Cuccia: "[To Cord, or Not to Cord](#)"
- Next in thread: John Dearing: "[Re: NorVergence SOHO Matrix is Fraudulent](#)"
- May be reply: John Dearing: "[Re: NorVergence SOHO Matrix is Fraudulent](#)"

If you were sold or have been pitched the Matrix SOHO product from NorVergence, you have been defrauded.

Here is why:

1. You sign a five year Equipment Rental Agreement for a Matrix Box but you do not get a Matrix Box. You get Internet access either via DSL or cable, and, if you had the Internet access before, it is likely the same service provider only taken over by NorVergence (and they can afford it because they get paid for the five years of the deal up front). Then, when installed, NorVergence tells you that your Matrix Box is either the DSL modem or the cable modem they installed. This is something you can buy at Best Buy for about \$70.
2. You only really get a 20% discount.

This is how to calculate how much NorVergence got paid:

Let's say the price of your Matrix Box is \$250 per month. Divide that \$250 by .0218, that totals \$11,467.89. That is how much NorVergence was paid for up front by one of many banks that may have funded the five year deal. Then you pay the bank \$250 for 60 months, or \$15,000. The bank makes \$3,532.11 above the amount they paid to NorVergence.

With the NorVergence SOHO product your telephone lines are simply switched to Qwest for toll (local-long-distance) and long distance. How they offer you the zero cents per minute is that the NorVergence proposal when they sold you was simply a twenty percent discount on the cost of all of your services combined (cellular, toll-free, internet access, toll and long distance) and the costs were built into

the non-existing SOHO "Matrix Box" or hidden costs.

In other words, say you have \$50 of Toll and Long Distance usage on 4 lines, \$100 of usage for one toll-free number, \$300 average for 3 months of cellular usage for 2 cellular phones and DSL for \$50 per month. That totals to \$500 in monthly costs. NorVergence will simply take twenty percent off of that \$500 (they may use 19.1 to 19.6% to throw you off). Twenty percent off of \$500 is \$100. Your new monthly costs are now \$400. Then they subtract from the \$400 the SOHO circuit price of \$9.99. Your Matrix Box cost is now \$390.01. Then they subtract \$24.95 for unlimited toll-free usage. Your Matrix Box cost is now \$365.06. Then they subtract about \$19 for the two cell phones. Your Matrix Box cost is now \$346.06. If there is nothing left to subtract, your SOHO Matrix Box (which does not exist) price is the \$346.06. That is what you pay back to the bank for 60 months which totals to \$20,763.60. Yet, NorVergence gets paid up front from the bank the \$346.06 divided by .0218 or \$15,874.31. Remember, all you got was a twenty percent discount and either a DSL modem or a cable modem, yet over five years you pay \$20,763.60. At \$15,874.31 NorVergence got from the bank, they can afford to pay Qwest the discount bulk rates it gets from them and deceive you into thinking your getting "Voice as Unlimited Data" at zero cents per minute through the non-existent "Matrix Box".

Their Price and Savings Gaurantee is worthless because it has to be compared with other companies for identical services. What other companies are out there that offer the same services and some kind of magic box? None.

Some more NorVergence facts.

The Chairman and CEO of NorVergence is Peter Salzano. However, he is just a front man for his brother Thomas N. Salzano (Tom Salzano) who is the true decision maker at NorVergence. Tom Salzano was the former CEO of Minimum Rate Pricing, Inc. which was fined the highest penalty ever by the FCC for Slamming -which is changing your long distance provider without your authorization. The FCC also barred him from ever running a telecommunications company again. So at NorVergence, he is only a "consultant" and is not in any literature. He is, however, in the same building that NorVergence resides at in Newark, New Jersey.

Feel free to go to [www.fcc.gov](http://www.fcc.gov) and look up "Salzano" or "Minimum Rate Pricing". You may also find information on USENET.

What you should do if you have been sold or have been pitched by NorVergence, especially the SOHO product.

Call the Federal Trade Commission (FTC) and file a report with their Fraud Department. The FTC's toll-free number is 877-382-4357. You will be asked to provide personal information such as your address, telephone numbers and e-mail address, but this organization will do something to stop this fraud. Remember to write down the reference number they give you. Feel free to reference an existing reference number regarding this matter. It is "3377569".

How do I know about all of this?

I went through the NorVergence training program. Do your best to warn others about this fraud.

<b>Post Followup Article</b>	Use your browser's quoting feature to quote article into reply
Go to Next message: socks: "Re: Judge's Number Found on List"	
Go to Previous message: Mark J Cuccia: "To Cord, or Not to Cord"	
Next in thread: John Dearing: "Re: NorVergence SOHO Matrix is Fraudulent"	
May be reply: John Dearing: "Re: NorVergence SOHO Matrix is Fraudulent"	

**BarryB**

**From:** <GrandpaBook@aol.com>  
**To:** <Barryb@simlab.net>  
**Sent:** Monday, November 03, 2003 6:39  
**Subject:** Update...

Barry, since I didn't hear from you I must assume that NorVergence never showed at Gary's store. I did receive your Fax with Gary's sample acceptance. However, I did hear from CITTechnologies. They Faxed me MY DELIVERY and ACCEPTANCE certificate it was from NorVergence. It was dated February 5th which said that the BOX WAS DELIVERED and in. They defrauded me since there is no box and they explained that this was "merely to have the system turned on." On the Delivery certificate the Matrix Soho has NO SERIAL NUMBER listed. This is probably due because there is NO MATRIX BOX CIT told me they put in a request for the number. Anyway, tonight I have written (E-Mailed) the NJ Division of Consumer Affairs asking for their help in this apparent SCAM. There is an outside chance I may be able to get some of my own money back, probably the same %age that camel dung grows hair. But I will try to get this resolved. Thanks for your input

11/3/03

Nortel Response"

To: <barry@telcomaven.com>  
Sent: Friday, November 21, 2003 4:49 PM  
Subject: Norvergence issue (Nortel Networks)  
Hi Barry,

Thank you for bringing this incident to our attention.  
Nortel Networks has no affiliation with Norvergence, and does not endorse the products or services being offered. Any decision to purchase from [or be employed by] Norvergence should be made independently and should not be based on any alleged or implied relationship between Nortel Networks and Norvergence. Nortel Networks has requested that Norvergence cease and desist from using the Nortel Networks name in any of it's marketing or telemarketing campaigns.

Steve Dunlop  
Nortel Networks Customer Support  
1 800 4NORTEL (466-7835)

11/21/03

Scott!

DIRT!

To: "Bryan Bruder"  
 "Barry" <Barry@TelcoMaven.com>  
 Cc: "Keith Fallon" <kfallon@monmouth.com>  
 Sent: Wednesday, October 22, 2003 4:46 PM  
 Subject: Fw: norvergence

Barry,

Below are just a few links I found on Norvergence. The first one outlines their plan pretty well. The third link also has some interesting information about the background of the founder of the company.

"The Chairman and CEO of NorVergence is Peter Salzano. However, he is just a front man for his brother Thomas N. Salzano (Tom Salzano) who is the true decision maker at NorVergence. Tom Salzano was the former CEO of Minimum Rate Pricing, Inc. which was fined the highest penalty ever by the FCC for Slamming -which is changing your long distance provider without your authorization. The FCC also barred him from ever running a telecommunications company again. So at NorVergence, he is only a "consultant" and is not in any literature. He is, however, in the same building that NorVergence resides at in Newark, New Jersey.

Feel free to go to [www.fcc.gov](http://www.fcc.gov) and look up "Salzano" or "Minimum Rate Pricing". You may also find information on USENET."

Let me know your thoughts.

Regards,

Bryan Bruder  
 Advantage Voicc & Data, LLC.  
[bruder@advantagetel.com](mailto:bruder@advantagetel.com)  
 Phone: 732-438-8888  
 Fax: 732-438-8889

Best one: <http://www.dsireports.com/forum/remark.8152060~root=cellphones~mode=flat>

<http://www.dsireports.com/forum/remark.7980719~root=cellphones~mode=flat>

<http://www.dsireports.com/forum/remark.8286264~root=cellphones~mode=flat>

<http://groups.google.com/groups?hl=en&lr=&ie=UTF-8&oe=UTF-8&threadm=telecom22.675.8%40telecom-digest.org&num=1&prev=/groups%3Fhl%3Don%26lr%3D%26ie%3DUTF-8%26q%3Dnorvergence%2B>

[http://massis.lcs.mit.edu/telecom-archives/telecom-archives/TELECOM\\_Digest\\_Online/1343.html](http://massis.lcs.mit.edu/telecom-archives/telecom-archives/TELECOM_Digest_Online/1343.html)

<http://mailgate.supereva.it/comp/comp.dcom.voice-over-ip/msg05736.html>

<http://groups.google.com/groups?q=norvergence&hl=en&lr=&ie=UTF-8&oe=UTF-8&selm=telecom22.690.5%40telecom-digest.org&num=3>

Advantage Voice & Data, LLC - Technical Support  
 Andrew Stein  
 email: [astein@advantagetel.com](mailto:astein@advantagetel.com)

10/22/03



State of New Jersey

DEPARTMENT OF LAW AND PUBLIC SAFETY  
DIVISION OF CONSUMER AFFAIRS  
CONSUMER SERVICE & INTAKE CENTER  
124 HALSEY STREET, 3RD FLOOR, NEWARK NJ

JAMES E. MCGREEVEY  
Governor

PETER C HARVEY  
Attorney General  
RENI ERDOS  
Director

June 26, 2003

Kenneth Greenslet  
9 Gilland Court  
Baltimore, MD 21236

Mailing Address:  
P.O. Box 45025  
Newark, NJ 07101  
(973) 504-6200

RE:Norvergence

Dear Consumer:

In order to handle the large volume of complaints received by this Office in an expeditious fashion, the following format is being used to respond to your complaint. Please refer to only those paragraphs marked with an x.

- 1. ( ) We have not received a response from the business.
- 2. (X) The enclosed letter is a response to your complaint from the business involved. If you have further comments, please send them to us in writing.
- 3. ( ) To date, we have been unable to locate the business. Please notify us if you receive any additional information that will enable this office to contact the company.
- 4. ( ) We have not received a response from the business, therefore we suggest that you file in small claims court. Enclosed you will find the information on how to proceed.
- 5. ( ) we have attempted to mediate your problem. The best possible solution may be to have the problem adjudicated in a court of law and we recommended that you take the appropriate steps to initiate action.

Very truly yours,

Joyce Forbes  
Consumer Service Representative  
(973)504-6200



550 Broad St., 3<sup>rd</sup> Floor, Newark, NJ 07102

# FAX

TO: Joyce Forbes, Consumer Service Representative, Division of Consumer Affairs

FAX: 973-273-8035      PHONE: 973-504-6200

FROM: Jim Gattuso, Director of Corporate Affairs

FAX: 973-242-8807      PHONE: 973-242-7500 ext. 7076


RE: 0311368, Kenneth Greenslet      PAGES: 4      DATE: 6/23/03

CONFIDENTIAL    URGENT    FOR REVIEW    PLEASE COMMENT    PLEASE REPLY

Dear Ms. Forbes,

Included is a copy of Norvergence Inc.'s response to the above referenced complaint placed by Mr. Kenneth Greenslet. Please contact me once you've had an opportunity to review this material.

Thank you,

  
Jim Gattuso  
[Jim.gattuso@norvergence.com](mailto:Jim.gattuso@norvergence.com)



# NorVergence™

*Drastically Reducing Telecommunications Costs*

*National Headquarters:*

NorVergence Inc.  
550 Broad Street  
3rd floor  
Newark, N.J. 07102

voice 956.740.6678  
fax 956.742.6679

www.NorVergence.com

*Field Offices:*

Philadelphia

New York

Chicago

Washington D.C.

Baltimore

Atlanta

Boston

Albany

Pittsburgh

Miami

Columbus

Raleigh

Hartford

June 23, 2003

State of New Jersey  
Department of Law and Public Safety  
Division of Consumer Affairs  
124 Halsey St., 3<sup>rd</sup> Floor  
Newark NJ 07102

RE: 0311368  
Kenneth Greenslet

Dear Ms. Forbes:

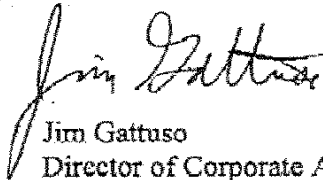
Norvergence, Inc. is in receipt of the above referenced complaint placed by Mr. Kenneth Greenslet. Norvergence, Inc. has thoroughly researched this matter and concludes with the following:

- Norvergence, Inc. is a Telecommunications PBX Hardware provider. Norvergence, Inc. products are only available to commercial/business customers. Norvergence, Inc. *Does Not* sell anything over the telephone. Telephone calls are made during normal business hours to schedule face to face, in person appointments with Commercial Enterprise Customers. Only after a written contract is signed by BOTH parties are goods provided.
- Mr. Greenslet's personal information is listed as a commercial business enterprise with Dunn & Bradstreet (duns# 837788140 & 933771628) as "Direct Material Handling." Dunn & Bradstreet and Experian provide all business listings to Norvergence, Inc. for calling. A copy of Mr. Greenslet's D & B listing is provided for your review. As a result, Norvergence, Inc. had no knowledge of Mr. Greenslet's information existing on any "Do-Not-Call List" as a consumer. He apparently uses the line for commercial purposes.

**It is Norvergence, Inc.'s understanding that commercial customers are exempt from Do-Not-Call lists. We have since put Mr. Greenslet on a Do-Not-Call list of our own, out of an abundance of caution.**

Notwithstanding, Norvergence, Inc. intends to fully cooperate with your office in resolving this matter in any further way necessary. If you have any questions or recommendations as to which further steps should be taken, please contact me at 973-242-7500 x7076, or at the email address below.

Sincerely,



Jim Gattuso  
Director of Corporate Affairs  
[jim.gattuso@norvergence.com](mailto:jim.gattuso@norvergence.com)

contact	company	address	city	state	zip	phone	title	duns_num
Kenneth Greenslet	Direct Material Handling	P O Box 43328	Baltimore	MD	21236-0328	410-256-2711	Owner/Co-Owner	837788140
Kenneth Greenslet	Direct Material Handling	P O Box 43328	Baltimore	MD	21236-0328	410-256-2711	Owner/Co-Owner	933771628



State of New Jersey

DEPARTMENT OF LAW AND PUBLIC SAFETY  
DIVISION OF CONSUMER AFFAIRS  
CONSUMER SERVICE & INTAKE CENTER  
124 HALSEY STREET, 3RD FLOOR, NEWARK NJ

JAMES E. MCGREEVEY  
*Governor*

PETER C. HARVEY  
*ACTING Attorney General*  
RENI ERDOS  
*Director*

June 9, 2003

*Mailing Address:*  
P.O. Box 45025  
Newark, NJ 07101  
(973) 504-6200

Norvergence  
550 Broad Street  
Newark, NJ 07102

RE:0311368

Dear Sir/Madam:

Attached you will find a complaint received by our office. Please be aware we are not contacting you at this time regarding the legality of the problem, but rather as supporters of a good consumer/business climate in our state.

The best source of business growth, as you know, is a satisfied customer base. We hope that you will take the time to resolve the problems with the consumer in a quick and amicable manner.

If you have already resolved this matter please advise me of that fact. Your response within (14) days of the above date is requested. Thank you for your anticipated cooperation.

Sincerely,

A handwritten signature in cursive script that reads "Joyce Forbes".

Joyce Forbes  
Consumer Service Representative  
(973) 504-6200

From: <whwpm@aol.com>  
To: <ocpcompl@lps.state.nj.us>  
Date: 4/21/03 10:02AM  
Subject: OCP Complaint Form

Below is the result of your feedback form. It was submitted by  
(whwpm@aol.com) on Monday, April 21, 2003 at 10:05:41

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ConsumerLastName: Greenslet

ConsumerFirstName: Kenneth

Consumer Street: 9 Gilland Ct

Consumer City: Baltimore

Consumer State: MD

Consumer ZIP: 21236

Consumer Home phone: 410-256-2711

Consumerdaytimephone: 410-256-2711

Business Name: Norvergence

Business Street: 550 Broad Street

Business City: Newark

Business State: NJ

Business ZIP: 07102

Business phone 1: 973-242-7500

Consumer Age Group: 30 - 44

nature of complaint: telemarketing

2a New or Used?: No  
answer provided

2b. Leased or purchased?: No answer provided

2c. purchase price: \$

2e. warranty, service contractor as is: No  
answer provided

5. Complaint related docs: Yes

6. Complaint Description: Good Morning,

For the past year, I have been trying to get a company located in NJ to stop calling my phone. They go by

Nortel and their number is 973-242-7500. I have called and asked for a manager twice and was told no one is available. There should be some way of stopping them from calling. I am a single person company and my phones are important to me should be able to get off this list they are using.

Location of company:

Norvergence  
550 Broad Street  
Newark NJ 07102

I am typing this while waiting on the phone for once again to get my name off their call lists. 5 minutes so far. No body is available to help.

I am sending this letter to the Maryland Consumer affairs as well. Please advise me to some way of helping me with this matter.

Ken Greenslet  
410-256-2711

Loss amount: \$

submit: Submit the Form

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REMOTE\_HOST: 152.163.188.34  
HTTP\_USER\_AGENT: Mozilla/4.0 (compatible; MSIE 5.5; AOL 6.0; Windows 98)  
REMOTE\_ADDR: 152.163.188.34

State of New Jersey  
 DEPARTMENT OF LAW AND PUBLIC SAFETY  
 DIVISION OF CONSUMER AFFAIRS  
 OFFICE OF CONSUMER PROTECTION  
 CONSUMER SERVICE CENTER  
 P.O. Box 45025  
 Newark, NJ 07101



Thank you for your recent correspondence with the Division of Consumer Affairs.

We will review your concerns and you will hear from a member of our staff with an appropriate response as soon as possible.

Sincerely,

*Joyce Forbes*  
 Consumer Service Representative

*June 9, 2003*  
 Reference number *0311368*  
 Phone: *973-504-6200*

Kenneth GREEN  
9 Gilland Court  
BALTIMORE, MD 21236



State of New Jersey

OFFICE OF THE ATTORNEY GENERAL  
DEPARTMENT OF LAW AND PUBLIC SAFETY  
DIVISION OF CONSUMER AFFAIRS  
CONSUMER SERVICE & INTAKE CENTER  
124 HALSEY STREET, 3RD FLOOR, NEWARK NJ

JAMES E. MCGREEVEY  
Governor

PETER C HARVEY  
Attorney General  
RENI ERDOS  
Director

August 6, 2003

Charles Ventura, Jr  
551 Cranbury Road Apt. 260  
East Brunswick, NJ 08816

Mailing Address:  
P.O. Box 45025  
Newark, NJ 07101  
(973) 504-6200

RE: NorVergence, Inc

Dear Consumer:

In order to handle the large volume of complaints received by this Office in an expeditious fashion, the following format is being used to respond to your complaint. Please refer to only those paragraphs marked with an x.

- 1. ( ) We have not received a response from the business.
- 2. (X) The enclosed letter is a response to your complaint from the business involved. If you have further comments, please send them to us in writing.
- 3. ( ) To date, we have been unable to locate the business. Please notify us if you receive any additional information that will enable this office to contact the company.
- 4. ( ) We have not received a response from the business, therefore we suggest that you file in small claims court. Enclosed you will find the information on how to proceed.
- 5. ( ) we have attempted to mediate your problem. The best possible solution may be to have the problem adjudicated in a court of law and we recommended that you take the appropriate steps to initiate action.

Very truly yours,

Joyce Forbes  
Consumer Service Representative  
(973)504-6200



550 Broad St., 3<sup>rd</sup> Floor, Newark, NJ 07102

# FAX

TO: Joyce Forbes, NJ Division of Consumer Affairs

FAX: 973-273-8035      PHONE: 973-504-6200

FROM: Jim Gattuso, Director of Corporate Affairs

FAX: 973-242-8807      PHONE: 973-242-7500 ext. 7076

RE: File# 0314537, Charles Ventura Jr.    PAGES: 4      DATE: 8/4/03

CONFIDENTIAL    URGENT    FOR REVIEW    PLEASE COMMENT    PLEASE REPLY

Dear Ms. Forbes,

Included is a copy of Norvergençe, Inc.'s response to Mr. Ventura's complaint. Please call me if you have any questions.

Thank you,

Jim Gattuso

[Jim.gattuso@norvergence.com](mailto:Jim.gattuso@norvergence.com)



# NorVergence™

Drastically Reducing Telecommunications Costs

National Headquarters:

NorVergence Inc.  
550 Broad Street  
3rd floor  
Newark, N.J. 07102

voice 866.740.6678  
fax 866.742.6678

www.NorVergence.com

Field Offices:

Philadelphia

New York

Chicago

Washington D.C.

Baltimore

Atlanta

Boston

Albany

Pittsburgh

Miami

Columbus

Raleigh

Hartford

August 4, 2003

NJ Department of Law & Public Safety  
Division of Consumer Affairs  
Consumer Service Center  
PO BOX 45025  
Newark NJ 07101

RE: 0314537, Charles Ventura Jr.

Dear Ms. Forbes:

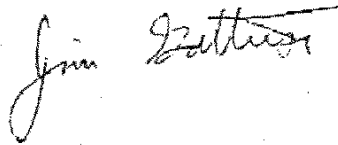
Norvergence, Inc. is in receipt of the above referenced complaint placed by Mr. Charles Ventura Jr. Norvergence, Inc. has thoroughly researched this matter and concludes with the following:

- Norvergence, Inc. is a Telecommunications PBX Hardware provider. Norvergence, Inc. products are only available to commercial/business customers. Norvergence, Inc. *Does Not* sell anything over the telephone. Telephone calls are made during normal business hours to schedule face to face, in person appointments with Commercial Enterprise Customers. Only after a written contract is signed by BOTH parties are goods provided.
- Mr. Ventura information is listed as a business enterprise with Dunn & Bradstreet (duns# 945458198) as "Mansfield Advertising." Dunn & Bradstreet and Experian provide all business listings to Norvergence, Inc. for calling. A copy of Mr. Ventura's D & B listing is provided for your review. As a result, Norvergence, Inc. had no knowledge of Mr. Ventura's information existing on any "Do Not Call" list as a consumer. He apparently uses the line for commercial purposes.

**It is Norvergence, Inc.'s understanding that commercial customers are exempt from "Do Not Call" lists. We have since placed Mr. Ventura on a "Do-Not-Call" list of our own, out of an abundance of caution.**

Notwithstanding, Norvergence, Inc. intends to fully cooperate with your office in resolving this matter in any further way necessary. If you have any questions or recommendations as to which further steps should be taken, please contact me at 973-242-7500 x7076, or at the email address below.

Sincerely,



Jim Gattuso  
Director of Corporate Affairs  
[jim.gattuso@norvergence.com](mailto:jim.gattuso@norvergence.com)

D&B #	contact	company	address	city	state	zip	phone	title	industry
945458198	Charles Ventura	Manfield Advertising Age	P O Box 837	Milltown	NJ	08850-0837	732-390-6595	Owner/co-	Advertising Agencies

551 Cranbury Rd., Apt. 260  
E. Brunswick, NJ 08816-4064  
(732) 390-6595

ATTN.: JOYCE FORBES  
STATE OF NEW JERSEY  
OFFICE OF CONSUMER PROTECTION  
PO BOX 45025  
NEWARK, NJ 07101

RE: Unlawful Calls & Telephone  
Harrassment Complaint Against  
Norvergence, Inc. (973-242-7500)

(Your Reference # 0314537)

Dear Miss Forbes:

THANK YOU for your Acknowledgement Post Card dated 7/17/03.

In reference to my complaint against the above company concerning NUMEROUS phone calls, this is to inform you that I received yet another phone call from them on 7/25/03 at 4:50pm.

I activated a CALL TRACE on this call with Verizon to verify that this call was placed by them to me and is on record with the phone company.

This is in spite of the fact that I told them to place me on their "Do Not Call" list on 6/24/03 and told them to not call me again.

I've also been registered on the Federal "Do Not Call" List long before this 7/25/03 phone call.


Please add this unlawful call to my Complaint dated 6/26/03.

Finally, I understand that the State Of NJ also has a "Do Not Call" List but I don't know how to get listed.

If you could register my phone number (732-390-6595) on this list or send me the information as to how I can do this, I'd be most grateful.

THANK YOU for your valuable time & assistance.

Sincerely,

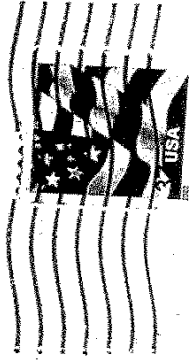


Charles A. Ventura, Jr.

JULY 28, 2003

cc: Lt. Ed Mitchell  
E. Brunswick Police Dept.

Mr. Charles Ventura  
551 Cranbury Rd Apt 260  
East Brunswick, NJ 08816-4064



OFFICE OF  
CONSUMER PROTECTION  
004698 JUL 30 03

ATTN.: JOYCE FORBES  
STATE OF NEW JERSEY  
OFFICE OF CONSUMER PROTECTION  
PO BOX 45025  
NEWARK, NJ 07101

07101+2002



State of New Jersey

DEPARTMENT OF LAW AND PUBLIC SAFETY  
DIVISION OF CONSUMER AFFAIRS  
CONSUMER SERVICE CENTER  
124 HALSEY STREET, 3RD FLOOR, NEWARK NJ

JAMES E. MCGREEVEY  
*Governor*

PETER C HARVEY  
*Attorney General*  
RENI ERDOS  
*Director*

*Mailing Address:*

P.O. Box 45025  
Newark, NJ 07101  
(973) 504-6200

July 17, 2003

NorVergence, Inc  
Att: Jim Gattuso, Director of Corporate Affairs  
550 Broad Street 3<sup>rd</sup> Fl  
Newark, NJ 07102

RE: 0314537

Dear Sir/Madam:

Attached you will find a complaint received by our office. Please be aware we are not contacting you at this time regarding the legality of the problem, but rather as supporters of a good consumer/business climate in our state.

The best source of business growth, as you know, is a satisfied customer base. We hope that you will take the time to resolve the problems with the consumer in a quick and amicable manner.

If you have already resolved this matter please advise me of that fact. Your response within (14) days of the above date is requested. Thank you for your anticipated cooperation.

Sincerely,

A handwritten signature in cursive script that reads "Joyce Forbes".

Joyce Forbes  
Consumer Service Representative  
(973) 504-6200



State of New Jersey  
DEPARTMENT OF LAW AND PUBLIC SAFETY  
DIVISION OF CONSUMER AFFAIRS  
P.O. Box 45025  
NEWARK, NEW JERSEY 07101  
(973) 504-6200  
(800)-242-5846

E-MAIL: ASKCONSUMERAFFAIRS@SMTP.LPS.STATE.NJ.US

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: <u>Charles Ventura, Jr.</u> ADDRESS: <u>551 Cranbury Rd. Apt. 260</u> <u>East Brunswick, NJ 08816</u> CITY: _____ STATE: _____ ZIP: _____ HOME TELEPHONE NUMBER: <u>732-390-6595</u> WORK TELEPHONE NUMBER: _____ E-MAIL ADDRESS: _____	BUSINESS: <u>Norvergence, Inc.</u> ADDRESS: _____ CITY: <u>(Not on Caller ID)</u> STATE: _____ ZIP: _____ TELEPHONE NUMBER (1): <u>973-242-7500</u> TELEPHONE NUMBER (2): _____
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For statistical and informational purposes only. Your age:  18-29  30-44  45-59  60 or older

1. Nature of complaint (please check the appropriate box(es)):

- Automotive  Automotive Repairs  Banking  Credit Card
- Charity  Direct Mail/Sweepstakes  Home Repair  Internet/Cyberspace
- Professional Service  Stocks/Securities  Telemarketing  Telecommunications
- Bingo/Raffle  Health Club  Warranty  Advertising
- Wheelchair Lemon Law  Weighing/Measuring Devices  Used Car Lemon Law  New Car Lemon Law
- Other (specify) \_\_\_\_\_

2. If your complaint involves a motor vehicle, please provide the following information:

- a.  New  Used
- b.  Purchased  Leased
- c. Purchase Price \_\_\_\_\_ Current Mileage \_\_\_\_\_
- d. Date of purchase \_\_\_\_\_  With Warranty  With Service Contract  As Is
- e. Make \_\_\_\_\_ Model \_\_\_\_\_ Year \_\_\_\_\_

3. Name of company with which you dealt: Norvergence, Inc.

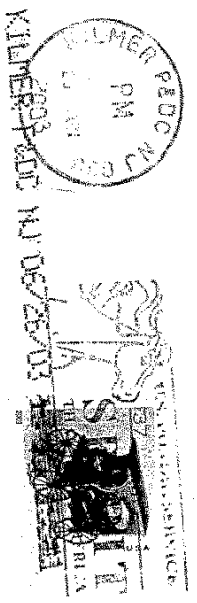
4. Name and title of company agents or employees with whom you dealt: (unknown identities)

Charles A. Ventura, Jr.  
551 Cranbury Rd., Apt. 260  
E. Brunswick, NJ 08816-4064

**State of New Jersey**  
DEPARTMENT OF LAW AND PUBLIC SAFETY  
DIVISION OF CONSUMER AFFAIRS  
CONSUMER SERVICE CENTER  
PO BOX 45025  
NEWARK, NJ 07101

0710148002

POB 45025  
NEWARK NJ 07101





State of New Jersey  
DEPARTMENT OF LAW AND PUBLIC SAFETY  
DIVISION OF CONSUMER AFFAIRS  
OFFICE OF CONSUMER PROTECTION  
CONSUMER SERVICE CENTER  
P.O. Box 45025  
NEWARK, NJ 07101

Thank you for your recent correspondence with the Division of Consumer Affairs.  
We will review your concerns and you will hear from a member of our staff with an appropriate response as soon as possible.

Sincerely,

*Judy 17, 2003*

*Joyce Forbes*  
Consumer Service Representative

Reference number 0314537  
Phone: 973-504-6200

Charles Ventura, JR  
551 Cranbury Rd Apt 260  
East Brunswick, NJ 08816