



BETTER BUSINESS BUREAU

Serving 21 counties in Central Ohio

CO

Responsible Business in the Public Interest



June 16, 2006

Mr. Jamie Baillie
3-42 Saranac Blvd.
North York, Ontario
Canada, M6A 2G5

Re: Complaint filed and subsequent phone calls to BBB

Dear Mr. Baillie:

I have had the opportunity to review the file and the correspondence that has taken place to date. I am in agreement with the closing of this complaint filed as outside the purview of the BBB.

This means that whatever strong feelings you might have regarding this situation, the BBB is not the proper venue to voice them nor can we assist you in this matter.

I am sorry we could not have been of more assistance.

Sincerely,

Kip Morse
President & General Manager

FACSIMILE COVER PAGE

To : Kip Morris
Sent : 6/16/2006 at 1:12:56 AM
Subject : BBB Case #: 70015408

From :
Pages : 3 (including Cover)

Mr. Morris I need to speak with you immediately in regards to case
70015408

I received via mail today a letter from the Ohio BBB stating that I used foul language
in a response to the BBB. This is not the case at all I never sent the response
in question.

Tom Wilson can not even get his story straight and at first said that response was
sent in via email and then when I asked to see the email with the full headers
so I could analyze the email and determine where it came from Tom then denies
that it was sent via email. I explained all this in my last response to you.

Tom Wilson is biased in this matter and only changed the decision once he
received this false response.

I tried to deal with Christy Ferguson and I called her just to confirm that she received
my fax that was it and she hung up on me. So far I have not had a good experience with
the Ohio BBB.

Again I never sent this response that Tom Wilson read to me on the Telephone and he was
told that the day that this response was posted on the website. But for some reason Tom Wilson
has still sent me this letter via mail stating I used foul language in a response.

That is not the case at all and I expect that this matter be immediately dealt with!

So far I have not had a very good experience with the Ohio BBB. I have been
mistreated since the start. If this matter is not immediately dealt with I will escalate
this issue to the head BBB office and file a complaint about this office.

This matter needs to be escalated and dealt directly by yourself this case needs to be closed
again as Unresolved.

Please call me immediately at 416-781-0627

Thank you,

Jamie Baillie

Jamie Baillie
3-42 Saranac Blvd
North York, Ontario
Canada, M6A 2G5

Phone #: 416-781-0627

June 16 2006,

I just received today a letter from the Ohio Better Business Bureau
In regards to case 70015408 stating that this was outside their purview even though the
file was closed previously as unresolved.

Then a false response was sent in to Tom Wilson and then Tom Wilson reopened the case
again and closed the case as out of purview once he received a response which he
said at first was sent via email and then later denied that even though he told me that in
the email to me as seen in my last correspondence to you.

Then latter Tom Wilson tried to say it wasn't an email at all. I sent the emails from Tom
Wilson in my last complaint to you.

Again this response was not sent by me and at no time have I used any foul language in
my complaints to the BBB. The response he received was false and was NOT from me.

Tom Wilson is biased in this matter and reopened the case only after receiving a response
which he said contained foul language. I never sent such a response and that should NOT
be held against me. The case needs to be closed again as unresolved.

So far I have not had a very good experience dealing with the Ohio BBB your manager
Christy Ferguson hung up on me earlier today when I asked her to simply confirm that
she received my fax. As I stated in my last fax I would like to launch a formal complaint
against Ms. Ferguson for this unacceptable behavior.

Hanging up on some one who is simply asking to confirm if she received my fax is not
making a very good impression on how the Ohio Better Business Bureau is run.

This matter needs to be reversed and the file closed as unresolved again. Please see that
immediate action is taken in this matter.

I can be reached at 416-781-0627 please call me immediately about this issue.

Jamie Baillie



1335 Dublin Rd. Ste. 30A
Columbus, OH 43215
Phone: (614) 486-6336 or
Fax: (614) 486-6631
www.columbus-ohbbb.org

June 12, 2006

Mr. Jamie Baillie
3-42 Saranac Blvd
North York, ON M6A 2G5

Re: 70015408 Glorb Internet Services

Dear Mr. Baillie:

We received your correspondence regarding the above company. We regret to inform you that the Better Business Bureau can no longer pursue your complaint with the company. The case has been reviewed again and was found to contain issues that are out of the BBB's purview.

Please understand the BBB's dispute resolution services are designed to help consumers and business resolve complaints that may arise regarding a marketplace transaction. In doing so, we request and review written documents like contracts, receipts, checks, warranties, policies, ect., in order to determine whether a firm has met the terms and conditions of a business transaction.

Furthermore, your case has been reviewed and was found to contain inappropriate language or statements. While complaints often express angry sentiments, the Bureau does not accept complaints that contain abusive language or threats of a serious nature. Therefore, at this time, this complaint will not be reflected on the business record with the Better Business Bureau.

Tom Wilson
Tom Wilson
Dispute Resolution Consultant
Better Business Bureau serving Central Ohio
twilson@columbus-ohbbb.org

FACSIMILE COVER PAGE

To : Kip Morris
Sent : 6/15/2006 at 10:59:14 AM
Subject : BBB Case #: 70015408

From :
Pages : 6 (including Cover)

Please find attached this complaint in regards to Tom Wilson and the mishandling of this case. BB Case #: 70015408

This was sent to Christy Fergerson as well on June 14 2006 and I called and left a message to confirm she received my fax. I never got a phone call back from her so I tried to follow up on June 15 2006 at which time I reached Ms. Fergerson and I asked her to confirm that she received my fax. She said that she could not confirm that she received anything over the phone.

I told her at that point all I want to know is if you received my fax and she repeated the same thing again. So I asked her if she received the fax or not and she said the same thing again to me and then proceeded to hang up on me!

I find this kind of behaviour extremely rude to hang up on some one who was just trying to confirm if she received the fax or not.

Ms. Fergerson was extremely rude with me and I would like to launch a formal complaint against her for her actions and ask that you deal directly with my case. Since obviously I am not going to get a fair ruling here in this matter from Ms. Fergerson.

Please call me immediately about this matter at 416-781-0627

Thank you,

Jamie

Jamie Baillie
3-42 Saranac Blvd
North York, Ontario
Canada, M6A 2G5

Phone #: 416-781-0627

June 14 2006,

This letter is in regards to BBB Case #: 70015408 in regards to Glorb Internet Services.

This case was being mishandled by Tom Wilson at the Columbus Ohio BBB Office.

<http://24.123.138.69/complaint/view/70015408/c/johbc1>

On June 2 2006 the case was deemed to be closed as unresolved. This obviously made Mr. Brozny very upset and he never has liked the fact of having this complaint about him.

On June 12 2006 Tom Wilson claims at first when I talked to him on the phone that he received an email that used very foul language. He also sent me this rather rude email as well about this matter.

----- Original Message -----

From: Tom Wilson
To: Jamie
Sent: Tuesday, June 13, 2006 8:21 AM
Subject: RE: Glorb Internet Services

Mr. Baillie,

I understand your frustration, but after further review, your complaint appears to contain other issues that fall beyond the BBB's purview as was explained to you. And, yes, you did use abusive language in your last correspondence. If you feel the company is stalking you, you should call local authorities.

Sincerely,
Tom Wilson
Dispute Resolution Consultant
BBB Central Ohio
614.486.6531, ext. 125
twilson@columbus-ohbbb.org

I called Tom Wilson and he read me part of the email that he claims he received and I informed him that I did not send that reply and that it was a forgery. I tried to educate him on the fact that email addresses can be forged in the headers of an email like that and it is done quite often. I did not send the response back to him once the case was closed as Unresolved. I was happy with the results that the case was closed on June 2 2006 as

unresolved and was going to let the issue be. I believe though that the ones responsible for sending this fake response over is Mr. Brozny or one of his friends. And for the record I have already contacted my local authorities and they can not do anything here because the individual is in Ohio and is outside of their jurisdiction. It seems Mr. Wilson never even considered that I was not the one who sent this complaint in and that it was a forgery he immediately accused me of using foul language and I was not the one responsible for sending the response in.

I sent an email to Mr. Wilson asking for the email with the full headers so I could track as to where it came from. I emailed Mr. Wilson with that request and here was the response I got back.

----- Original Message -----

From: Tom Wilson
To: 'Jamie Baillie'
Sent: Tuesday, June 13, 2006 1:39 PM
Subject: RE: Glorb Internet Services

Mr. Baillie, I mis-spoke when I said the response with abusive language was an e-mail ... It was sent through the system as additional information ... which I copied and pasted into case file notes I will remove the part in the letter about the abusive language, but even taking that out, the fact of the matter is, it's still unpursuable and out of our purview, which was the case from the beginning ... again, forget the abusive language thing ... you are not their customer ... if you can provide some kind of documentation, stating otherwise, I would pursue the matter further ... as it stands, the case is out of our purview.

Sincerely,
Tom Wilson
Dispute Resolution Consultant
BBB Central Ohio
614.486.6531, ext. 125
twilson@columbus-ohbbb.org

So now he is trying to say it wasn't an email at all even though he emailed me clearly stating it was and told me the same thing on the phone again. He also said that he would remove the part of the letter stating about the abusive language which was never done. I just checked the file again.

So what one was it Tom was it an email or not? You have flip flopped your answer around so many times one minute you claim I am sending you a response via email and when I ask to see that response then you claim that it wasn't sent though email. I don't think Tom can get his story straight. Obviously something is very wrong here and obviously Tom Wilson can't be impartial in this matter.

The case never should have been reopened again after June 2 2006 and it should have remained closed as unresolved. Please see that this letter dated June 12 2006 is removed and that the case is closed again as unresolved. Tom Wilson made a decision on June 2 2006 and closed the file as unresolved and the file never should have been reopened

again after that. I believe that Mr. Brozny or one of his friends is the one responsible for sending in the false complaint on June 12 2006 in order to get Mr. Wilson to reverse his decision like he did. Again I did not send in the response where there was foul language and that should not be held against me. This case was closed and the decision should stand as the case being unresolved. The case was only reopened again on June 12 2006 after he received that false response and then he decided to change the outcome as "out of our purview" This whole matter has been totally mishandled by Tom Wilson and ask that this matter be put back to the original status again which was to be closed off as unresolved.

If Tom Wilson thought that the case was out of the BBB Purview then why was the case not closed off on May 12 when you originally received the response? Mr. Wilson is upset about the response he received with foul language in it which was NOT sent by me. Again I believe it is Geoff Brozny or one of his friends who is responsible for sending that false response and I believe that is affecting his judgment on this matter.

Obviously Tom Wilson did not think that it was originally beyond purview because the case was originally closed as unresolved. It was only after he received a communication which he believed was from me that he changed the status. If he really believed that the case was beyond purview then the case would have immediately been closed as such. But it wasn't the business made several responses and in fact still have refused to remove the offending information. The citizens of Ohio have the right to know the character of a business and the ethics of that business which is why it is important that this case be closed off as unresolved and to make sure that the company is held responsible for their actions.

I would also challenge you to show me where it says that I have to be a direct customer of Glorb Internet Services. I could not find any such rule. It is still a customer service issue because Glorb Internet Services was contracted and asked to remove the offending websites and all I get are rude and responses full of swearing. That is still a customer service Issue. The issue here is that I originally had a problem with one of the customers of Glorb Internet services Geoff Brozny and because of their responses has turned into an issue with Glorb Internet Services itself.

This is well with in the purview of the BBB and can be put under many different categories. Tom is obviously just upset about the response he received and now is quite biased in this matter. Again I did not send that response and that should not be held against me. I ask that the letter dated June 12 2006 be removed and that the case be closed again as unresolved I am not simply going to drop this issue and will pursue this matter further.

Again the response was a fake and was not sent by me. Tom made a decision to close the file as unresolved and the case should stay like that. The fake communication he received should not affect his decision.

If you want you can change it sales practices issues or advertising issues for the complaint type because I have had my mail box spammed by Glorb Internet Services several times as well as I stated before this can fall under so many different categories. Glorb Internet Services is an extremely abusive Internet Service provider. They send out spam they are hosted by Level3 Communications who is known to support spammers.

Return-Path: <admin@xost.noweb.es>
Received: from toip4.bellnexxia.net ([209.226.175.87])
by tomtsl-srv.bellnexxia.net
(InterMail vM.5.01.06.13 201-253-122-130-113-20050324) with ESMTP
id <20060603212051.GDQY1664.tomts1-
srv.bellnexxia.net@toip4.bellnexxia.net>
for <darkshad@sympatico.ca>; Sat, 3 Jun 2006 17:20:51 -0400
Received: from clt-84-32-252-204.dtltas.lt (HELO xost.noweb.es) ([84.32.252.204])
by toip4.bellnexxia.net with SMTP; 03 Jun 2006 17:20:37 -0400
Message-Id: <4v8h3p\$hk3blq@toip4.bellnexxia.net>
Received: from k-39a5580cc3da4 ([127.0.0.1])
by xost.noweb.es (Merak 8.0.3) with SMTP id VFG84726
for <darkshad@sympatico.ca>; Sun, 04 Jun 2006 00:17:14 +0300
Date: Sun, 04 Jun 2006 00:17:14 ,0200
Subject: Signup Today
To: darkshad@sympatico.ca
From: Glorb Internet Services<sysop@glorb.com>

Sign up today at Glorb Internet Services

We offer outstanding service, with fanatical support, at a reasonable price.

What more do you need?

<http://www.glorb.com/>

They also send this junk though open proxies and virus infected machines on the internet. Dishonest companies like Glorb Internet services use these machines to spam people and then later try and claim they are not responsible and try and get off the hook.

Infact if you don't believe me I invite you to go take a look for yourself go to this website at <http://www.spamhaus.org>

<http://www.spamhaus.org/sbl/listings.lasso?isp=level3.net>

At the time of writing this letter to you Level3 Communications has 29 different spammers residing on their network. The IPs surrounding Glorb Internet Services is full of spammers and other outlaws.

The people of Ohio have the right to know about an abusive ISP like Glorb Internet Services before they decide to use any of their service and provide any kind of private information to them.

Isn't it more important to allow the consumer to be properly educated and let them know as to what they are going to get into before dealing with a company like Glorb Internet Services. I don't want to see what has happened to me happen to anyone else which is why it is very important that this case be properly closed off.

Obviously this individual is quite abusive and abuses personal information which is why it is important that case be closed off as Unresolved and that this complaint does stand against Glorb Internet Services.

Please call me immediately in regards to this matter. I can be reached at 416-781-0627

Thank you,

Jamie Baillie

FACSIMILE COVER PAGE

To : Christy Fergerson

From :

Sent : 6/14/2006 at 12:38:42 PM

Pages : 6 (including Cover)

Subject : BBB Case #: 70015408

Please find attached this complaint in regards to Tom Wilson and the mishandling of this case. BB Case #: 70015408

Please call me immediately about this matter at 416-781-0627

Thank you,

Jamie

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3-42 Saranac Blvd
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for <darkshad@sympatico.ca>; Sat, 3 Jun 2006 17:20:51 -0400
Received: from clt-84-32-252-204.dtltas.lt (HELO xost.noweb.es) ([84.32.252.204])
by toip4.bellnexxia.net with SMTP; 03 Jun 2006 17:20:37 -0400
Message-Id: <4v8h3p\$hk3blq@toip4.bellnexxia.net>
Received: from k-39a5580cc3da4 ([127.0.0.1])
by xost.noweb.es (Merak 8.0.3) with SMTP id VFG84726
for <darkshad@sympatico.ca>; Sun, 04 Jun 2006 00:17:14 +0300
Date: Sun, 04 Jun 2006 00:17:14 ,0200
Subject: Signup Today
To: darkshad@sympatico.ca
From: Glorb Internet Services<sysop@glorb.com>

Sign up today at Glorb Internet Services

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What more do you need?

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Thank you,

Jamie Baillie