

LAW ENFORCEMENT ACTIONS

FEDERAL ACTIONS

United States Federal Trade Commission – New Actions

Name	Description	Status	Staff Contact:	Press Contact:
<p><i>FTC and the State of Ohio v. Repair All PC, LLC, et. al.</i></p>	<p>A law enforcement action jointly filed by the FTC and the Ohio Attorney General’s Office to halt a tech support scheme that has deceived consumers into buying unnecessary tech support services in violation of Section 5 of the FTC Act, the Oh16 291.6 T1W.3(‘)1.5(s)20</p>		<p>(216) 263-3413</p>	<p>Press Contact: Juliana Gruenwald Henderson, FTC Office of Public Affairs (202) 326-2924</p>

FTC and the State of Alabama v. Trolloc LLC et al.
1037 d. 128 Q. 481 re f 0.486642 /TT 5

FTC and the State of Florida v. Vylah Tec LLC et. al.

A law enforcement action jointly filed by the FTC and the Florida Attorney General's Office to halt a tech support scheme that has deceived consumers into purchasin

	fraud under 18 U.S.C. Section 1349, with a sentencing enhancement under 18 U.S.C. Section 2326 for having ten or more victims over the age of 55.			
<i>U.S. v. Anthony Vincent Ludena</i>	An indictment of an individual in the U.S. government's investigation of tech support scams, <i>First Choice Tech Support, LLC</i> and <i>Client Care Experts</i> which formerly operated in Boynton Beach, FL. The individual was charged with one count of conspiracy to commit wire fraud under 18 U.S.C. Section 1349, with a sentencing enhancement under 18 U.S.C. Section 2326 for having ten or more victims over the age of 55.	Indictment Obtained April 19, 2017	Contact the Press Office	Press Contact: Nathan Wyatt (618) 628-3700
<i>U.S. v. Patrick M. Dougherty</i>	An indictment of an individual in the U.S. government's investigation of tech support scams, <i>First Choice Tech Support, LLC</i> and <i>Client Care Experts</i> which formerly operated in Boynton Beach, FL. The individual was charged with one count of conspiracy to commit wire fraud under 18 U.S.C. Section 1349, with a sentencing enhancement under 18 U.S.C. Section 2326 for having ten or more victims over the age of 55.			

individual was charged with one count of conspiracy to

			Montgomery, AL 36130 (334) 353-9196 nbarnes@ago.state.al.us	
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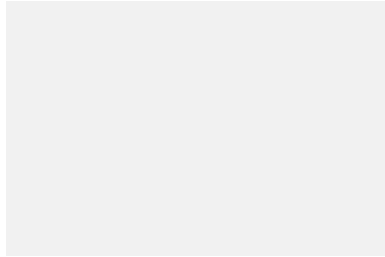
State of Connecticut, Office of the Attorney General

<p><i>FTC, State of Connecticut, Office of the Attorney General, and Commonwealth of Pennsylvania, Office of the Attorney General, Plaintiffs, v. Click4Support, et al., 2:15-cv-05777-SD (E.D. Pa. Nov. 10, 2015).</i></p>	<p>A settlement banning defendants from marketing technical support services and requiring them to pay a total of more than \$554,000 and to forfeit \$1.3 million held by a receiver. This settlement resolves charges brought in November 2015 by the Commission and the states of Connecticut and Pennsylvania alleging that the defendants used deceptive tech support tactics to bilk tens of thousands of consumers out of more than \$27 million.</p>	<p>Five stipulated orders and 1 default judgment entered. The stipulated orders are under court review.</p>	<p>Staff Contact: Sandra Arenas, Assistant Attorney General</p>	
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*Office of the Florida Attorney General,
State of Florida, Department of Legal
Affairs v. FAST FIX 123, LLC, et al.,
2016CA006963 (15th Jud. Cir. of Fl., Feb.
17, 2017)*

A law enforcement action filed by the Florida Attorney General's Office to halt a tech support scheme that deceived consumers into purchasing unnecessary tech su

<p><i>FTC and the Office of the Florida Attorney General, State of Florida, Department of Legal Affairs v. Inbound Call Experts, LLC, et al., 9:14—CV—81395 (Southern District of Florida, November 10, 2014)</i></p>	<p>A law enforcement action filed jointly by the Florida Attorney General's Office and FTC to halt a tech support scheme that deceived consumers into purchasing unnecessary tech support services in violation of the Florida Deceptive and Unfair Trade Practices Act.</p>	<p>Final Orders of Judgment against Defendants entered on July 13, 2016 and December 19, 2016.</p>	<p>Staff Contact: AAG Diane Oates</p>	<p>Press Contact: Whitney Ray</p>
<p><i>FTC and the Office of the Florida Attorney General, State of Florida, Department of Legal Affairs v. Vast Tech Support, LLC, et al., 9:14 – CV– 81397 (Southern District of Florida, November 10, 2014)</i></p>	<p>A law enforcement action filed jointly by the Florida Attorney General's Office and FTC to halt a tech support scheme that deceived consumers into purchasing unnecessary tech support services in violation of the Florida Deceptive and Unfair Trade Practices Act.</p>	<p>Final Orders of Judgment against Defendants entered on February 3, 2016 and June 20, 2016.</p>	<p>Staff Contact: AAG Diane Oates</p>	



Attorney General, and Commonwealth of Pennsylvania, Office of the Attorney General, Plaintiffs, v. Click4Support, et al., 2:15-cv-05777-SD (E.D. Pa. Nov. 10, 2015).

technical support services and requiring them to pay a total of more than \$554,000 and to forfeit \$1.3 million

	customers-providing-fake-technical-support.html .		Force, Lucknow	
West Bengal Criminal Investigation Department and the German Police	A criminal law enforcement action resulting in the arrest of tech support scammers and the filing of a complaint with the cyber crime department of the Bidhannagar City Police, under several sections of Information Technology (IT) Act, against the company and its officials. See http://indiablooms.com/ibns_new/news			

	<p>found on its website: https://www.stopfraudcolorado.gov/fraud - center/digital-fraud/tech-support-scams, and issued a special press release last year on February 1, 2016: https://www.stopfraudcolorado.gov/about -consumer-protection/press-releases/2016-02-01-000000/colorado-attorney-general-cynthia-h.</p> <p>Links to its all of its social media channels are available here: https://www.stopfraudcolorado.gov/about - us/find-us-your-favorite-social-media-sites.</p>	information is available online.	<p>Holly M. Miller Consumer Fraud Outreach Coordinator Colorado Department of Law (720) 508-6225</p>	
State of Hawaii	<p>The State of Hawaii launched updated consumer education materials that were disseminated during its Consumer Affairs week in 2017.</p>		<p>Staff Contact: Melina D. Sanchez Enforcement Attorney State of Hawaii Department of Commerce and Consumer Affairs Office of Consumer Protection 235 S. Beretania Street #801 Honolulu, Hawaii 96813 (808) 586-2630</p>	
Commonwealth of Massachusetts	<p>The Commonwealth of Massachusetts has updated its consumer education materials and their Community Engagement Division is using the materials to alert residents of Tech Support Scams.</p>		<p>Jared Rinehimer</p>	

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International Initiatives				
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Australian Competition and Consumer Commission	<p>The Australian Competition and Consumer Commission has issued tips for consumers to combat remote access scams. A link to the consumer tips is available here: https://www.scamwatch.gov.au/types-of-scams/buying-or-selling/remote-access-scams</p>			<p>ACCC Media, 61 408 995 408 or media@acc.gov.au</p>
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Canadian Competition Bureau	<p>The Canadian Competition Bureau plans to issue a consumer educational alert to provide the public with information on fake tech expert calls and pop-up messages. The consumer educational alert also provides tips to protect information and computers. Links are available here:</p> <p>ENGLISH: https://www.canada.ca/en/competition-bureau/news/275.5L1_scn-9_cs.8(B)-17(B)-1/9_cs.5.4(c)1h]TJ21.7(/)-1..5L1g.6(r)-_cs.1.6(e)p.6()0_cs.o3.5()0.8(e)_cs.t.2(t90.8(s)-6(2)0.88(e)_</p>			
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