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UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF CALIFORNIA

FEDERAL TRADE COMMISSION,

Plaintiff,

vs.

NTS IT CARE, INC., a California corporation, and

JAGMEET SINGH VIRK, individually, and as an owner, officer, and director of NTS IT Care, Inc.,

Defendants.

Case No. 4:20-cv-3388-PJH

FILED UNDER SEAL

DECLARATONS IN SUPPORT OF FTC'S MOTION FOR TEMPORARY RESTRAINING ORDER

VOLUME 5 OF 7

Dandashly Attachment Y

No.	Reference	Complaint Date	Consumer City & State	Comments
1	55960936	8/21/2014	Apex, NC	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at [redacted]. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: I am filing this complaint on behalf of my mother, [redacted] of Las Cruces NM. I believe her computer has been hacked by NTS Global Services. My mother describes the events as follows: "I got a message on my computer that said something I ke 'my computer has been compromised, call (phone number) for service. I tried to get rid of the message, but no matter what I did it wouldn't go away. So I called the number, they shared my computer and told me that my computer has been hacked. They couldn't fix it but they gave me a number that I should call to get it fixed. The number they gave me is: 1-877-490-6709. I called them and again they got on my computer remotely and were on it for about 1 - 1/2 hours. They charged me $495 to 'fix' my computer, $100 for my phone and another $100 for my iPad." When my mom told me the story I became suspicious and told her to turn off her wi-fi. She brought her computer into a local repair shop and they found and deleted some malware on it. They also advised her to download an antivirus app and run it. I helped her run the app and there were 6 items that the antivirus found but were unable to delete. All the items were Trojan.html.Phishbank.tzx. I googled it and found this website explaining what it was: http://www.yac.mx/en/guides/trojan-horse-guides/20131101-how-to-remove-Trojan:HTML/Phishbank.AF-thr ough-yac-virus-removal-tool.html We have been advised by four different individuals that her entire hard drive needs to be wiped and reloaded. My mom contacted the credit card company she used to pay NTS Global Services and fortunately did it in time to stop the payment. What we don't know is exactly what information they mined from her computer. We have taken all her on-line banking off-line, but have no idea what else might happen as a result of their "fishing" I did look up the New Jersey address and found that while the address is a real address, there is no suite #1202 in that building. I spoke with the concierge of the building.
2	56228714	9/16/2014	-	I was working on my laptop on July 26, 2014 when a notice came on the screen saying my computer was in danger and was infected by a virus. It said to call a number and a Microsoft representative would assist me in fixing my computer. Since it said it was Microsoft, I called the number. I got a "computer tech" who showed me all these viruses on the computer and places where it said the computer was hacked. He said he was authorized by Microsoft to fix it but my computer was not protected and would I be interested in a program to protect my information and also a 1 year extended software support warranty. This would cost $299.99 Since he said he was from Microsoft, I felt it was safe to purchase the warranty. He "fixed" my problem showing me on the screen where all viruses were gone. I continued working on my laptop and everything seemed fine. On August 28, 2014, I received another call from NTS Global saying my computer was infected again. This time the man said his name was Danny Parker but he sounded very much like the same person I ta ked to in July. They both had a foreign accent such as Indian, Pakistani, from that area of the world. He again showed me many viruses and hackings on my computer screen. The man told me he could fix my computer but would have to talk to Microsoft for authorization. Would I hold please. He came back in less than 15 seconds saying he had the authorization to fix my problems, "if I would cooperate with him" I asked what that meant. He repeated again, "ma'am, if you cooperate with me I can fix your problems. Now, if you pay $299.99 I can fix all these problems. Your computer is in danger, all your information is in danger. Do you see all this (pointing on the computer screen) we need to delete all this". I asked why I have to pay again when I already paid $299.99 for their services for 1 year'. He said now, ma'am, you can't have all these issues on your computer, don't you see these? (pointing again to the long list of invasions on the screen). You just need to pay $299 and I can fix this for you". I told him I did not feel comfortable paying more money when I already paid to have his services. He started to protest again and I told him again I am not comfortable with paying more and would have to discuss it with my son. He said he would call me back in a half hour and I told him I couldn't talk to my son til the evening. He did call back but I did not answer the phone. My son looked at the computer and, confirmed what I now suspected, that this was a scam. I did not get any warranty and this was most likely fraud. We had our own computer person look at and clean off everything on my computer. I reported the problem to my bank and they issued me a new credit card. I am in the process of changing passwords.and my son has installed virus protection on my laptop. Of course I feel terribly stupid for falling for this scam and fraud. When I saw Microsoft on the screen and they told me they are affiliated with Microsoft, I trusted they were honest. I have not been able to have the charge removed from my account but understand this was my own fault and do not expect my bank to absorb this charge. Thank you.

3	56672171	9/22/2014	Cherry Hill, NJ	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at [redacted]. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: They tried to get me to allow them access my computer remotely claiming that they could fix an error with my web browser. I felt suspicious and so did not give them access and hung up the phone. Later I found out it was a new scam going around. Now they continue to call and harass me.
4	56668002	9/25/2014	Virginia Beach, VA	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at [redacted]. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: On 6 March 2014 I subscr bed to NTS Global Services technical computer services for 1 year for 2 PC's. The firm did get on my computer per my permission and cured some problems. The fee paid was $699.00. In July 2014 a person stating they were from NTS Global called and wanted to gain access to my computer because he said I had been hacked. I allowed access because he had the right company, gave credible information, etc. His name was "James". It turns out that James was the hacker, a prior employee of NTS Global Services. He completely ruined my computer, locked me out by changing the password for access. I have since purchased a new computer, software and had data transferred. Today at, 25 Sept. at 1430 a person named "Jack Lawson" called from NTS Global (CID number was 386-269-1786)and wanted on my computer to fix problems. I did not bite this time, told him I wanted my money back. Jack said he would refund the money if I would send him a voucher for $100 which was company policy. I refused and hung up. I called NTS Global at 877-490-6709 and spoke with a manager named "Dustin" who verified Jack was a scammer. Dustin says he is going to refund my money but I have heard that before.
5	56451173	9/26/2014	Sumner, MI	I received a call saying that they were calling from Microsoft and were calling their XP customers to provide support. They talked me through a process of letting them on our computers. They said they could speed up our computers and make them like new. I can't remember how much they wanted, but they would not take my kind of credit card and were insistent that I must have some other card I could use. The man said his name was Austin Powers. I decided that they probably were not legitimate at this point. I hung up and googled for Microsofts number. I called what I thought was Microsofts number, and bought a package from them because they said that our computers had been hacked by the first callers and were 20 or 30 percent affected. If we didn't do anything the hackers would be able to get our private information and could totally infect our computers. I thought I was talking to Microsoft, so I bought a protection package. After I had already given them my credit card information they said that the bill would say NTS Global Services and that they were Microsoft affiliates of some sort. I am not sure of how they worded it. I called the better business bureau immediately and the lady said the NTS Global was a reputable company, so I didn't file any complaint at this time. The bill for their services was $659.99. The business name read NTS Global Servises Co. 877-490-6709 NJ. I was worried about them possibly billilng us for more stuff so I got new credit cards at this point. I am still confused as to how they made it look like I was calling Microsoft. They man that I talked to for both calls had a very hard to understand accent. I was thinking that it sounded like the same man and it probably was. I did not hear any more from them until September 20, 2014. I got a call on my cell phone saying that they were from NTS Global and that an alert had come up that hackers were hacking into our computers right now. I was still going on the information from the better business bureau that this was a legitimate company. The man gave me his name and number. Shawn Matthews 360-339-5882. I called him when I got home and let him get on my computers remotely again. He had this screen that was all black with tons of red writing which said that hackers from Pakistan were on my computer right now and that 11 people were using our ipaddress right now and that they could committ crimes while pretending to be us. He said that we were lucky because Microsoft had authorized them to offer $5,000 value antihacking software to customers that were being hacked by foreign hackers. They tried really hard to get me to agree to go buy two $500 Greendot money vouchers and one $200 Greendot money voucher. We were to call them back with the seal numbers, but to hold onto the cards because Microsoft was going to write a check to us for $1,500 a few days later. When I did not agree to do this, they locked us out of our computers with a password that we didn't know. Their reasoning for using Greendot cards was that the hackers would get our credit card information. The hint for the password was austin. This really made me know that the first caller was the same caller all along. The first caller was going by Austin Powers. Naturally I feel very silly for falling for all of this deception. Please put a stop to this scam.

6	56889670	10/15/2014	Billings, MT	I recently bought a new computer and was browsing when a number popped up on the screen that said my e-mail a/c had been comprised, that some one in a foreign country was trying to use my a/c. I called the #877-490-6709 and was advised that I was going to get lifetime security and was under the impression that I was speaking to a Microsoft Technician. Evidently this was a scam and I was stupid enough to believe it and gave him my credit card # so he could charge me $199.99 and fix my computer so it would work. He then proceeded to access my lap-top to work on my new pc. I was on the phone most of the day, thinking he was fixing my computer while he was actually stealing my information. I have since spent another day ta king to a Dell Technician who worked to remove all of the damage that NTS had done to my computer. Hopefully, everything is going to be ok and they won't try to charge me anymore. I also called another # for Dell Support 855-955-7722 and was told to ask for Jordan Thomas at Desk Computer Care, he was supposed to be an associate of Dell and told me I needed to give him $199.99 to fix everything. I immediately hung up the phone. The Dell representive told me that anyone who asked for money, I was to hang up. I learned my lesson the hard way and would I ke to help prevent other older folks from making the same mistake.
7	56944408	10/17/2014	Azusa, CA	Consumer states he received a message on his computer stating it was a virus on his computer. Consumer was directed to call MTS Global Services. When consumer contacted the compant they asked him to provide his CC information. Consumer did not comply.
8	56968017	10/21/2014	Goodlettsville, TN	Signed on to Internet(Comcast)and after entering ip address desired I received a Message Window - Warning you may have Adware or Mylware infect your computer. Please contact 877-490-6709 immediately to fix your computer. I made the mistake and called the number. I talked with Victor, Ext 305 and he showed me information to prove he was technical support for Norton(my security thru Comcast). I let him take control of my computer and he showed me files he stated were from my computer showing 293 mylware viruses, which Norton has now told me were fictitious files. He ta ked and showed me numerous files to convince me he could fix my problem for approx 30 minutes and then placed on notepad everything he would do to fix my computer for a price of $199.99. I told him he had just wasted my time and his and that he should have told me from the beginning he was charging for this service. I stated I had Norton Security from Comcast for free and I did not need to pay him. When I questioned why he supported Norton as he told me and was trying to charge me when Norton provides it for free he stated this was an additional upgraded service that Norton offered. I stated I did not need it and he began to get upset and stated if I did not let him fix the problem my computer would be locked up and never be able to use again. When I stated I would contact Norton he stated I was already talking with Norton. I hung up the phone and called Norton Technical Support and they ran scans, deleted numeous pop-ups where info had been downloaded from, and hopefully fixed the problem. Norton stated this was not a security issue but these websites trying to convince you to pay them for issues that do not even exist. I hope you can trace them and put an end to this issue that Norton states they receive numerous times each day. Every time the Warning came up there were different numbers to call - some with AC 877, 855 and 844. But when Victor first started talking with me my computer needed to install updates and he gave me the number above with Ext 305 and his name to call back within 20 minutes and the number actully went through. So I believe the numbers are good for at least that long and then change. So if I, God Forbid, receive this message again I will try to contact the FTC immediately. UPDATE 10/21/2014: Consumer called to add name of company. [redacted]
9	56813362	10/21/2014	Moore, OK	microsoft keeps locking up my computer saying i have a virus and the need to clean out my pc only way in get rid of it is to turn my computer of for five or ten minutes then baco on and i lose everything i was working on. i called the phonr number they list told them i have virus protection and i want them to stop they sain protection did'nt always work told them i had a computer programer out they said i had no virus but microsoft keeps locking me out. UPDATE: 10/21/2014 Consumer wanted to know what the FTC is going to do about his complaint [redacted]
10	57203634	10/30/2014	Castle Rock, CO	My computer had been acting up for several days. I tried to run "scans" with my existing security software but they did not work. On the 4th try I got a pop-up claiming to be from a Microsoft contractor which locked my computer and gave me a toll free number to call. I called the number and they sold me a security program that then allowed my computer to function again. Subsequently, my wife was alarmed that this was not "cricket" and she contacted Microsoft and found out that Microsoft does not use "pop-ups" for repair or security work.

11	57226823	10/31/2014	Colorado Springs, CO	To begin, I was working on my laptop doing my homework when a page popped up displaying that I have an error and intrusion on my laptop. I tried to close it out but nothing worked. I restarted my computer to see if thst would solve it but it didn't work. The error would pop up again. To mention, as I'm typing,I'm receiving a call from the "alleged company". Well I looked at the page and read that iy said either call this "Microsoft" number for assistance or take your computer to the nearest Microsoft location. So I looked online and the nearest location for me was Denver, Co. I live in Colorado Springs. That's almost a two and a half hour drive. So I thought about and called. I had a research paper due and I felt I ke other options I ke the library were not available because I have a newborn at home as well. So I called and hung up with doubt. Then I received a call from a California area code and I didn't answer. A minutes go by andI called again. Someone camed Sid answered and asked what I was having proproblems with. I told him about the intrusion pop up I'm receiving. He told me to press certain keys on my laptop- the Microsoft symbol key and "R". That then gave him access to log into my computer and try to search for problem. I also had to type in an http://support.me to give him access onto my computer. To shorten things up, he "supposedly" showed me what was wrong with my laptop. He said too many anti viruses set up can cause each other to cancel out. And I have a virus and scammers are watcing my activity. So I was surprised and overwhelmed. I said so what can I do to repair my computer. He said if I purchase a 7 day plus warranty plan for 99.99 or a 1 year plan plus warranty for 199.99 or a 299.99 two year warranty plan plus warranty then he could get an online technician to help. Well be being overwhelmed and not thinking...I would never give account info over the phone but i did this time with doubt..I just wanted to fix my computer asap to finish my homework and attend to my child and go on with my life. I thought that since the error info popped up on my computer that it was legit. Well I said ill take the 7 day, 99.99.. he-meaning Jagmeet Virk talked me into a 150.00, one year plan with warranty. I guess a fake deal to seem better. To mention the first representatives name was "supposedly" Sid. I have email to prove both interactions for their "feedback" email confirminations. To sum this up, I gave my name, address, email and accunt number, expiration on my card and the security code to purchase the 99.00 plan.. the tech named rex worked on it for about an hour. He called and it seemed repaired. He wante a feedback email and I agreed. Sent one but being pressured at the same time and the tech had access to my computer so his mouse was initiating everything before I could approve. Ok so about 15 minutes later the same popup error occured. I called back, tech worked on it and it seemed resloved. He wanted a feedback email. Again I have that proof in my email. And also the tech had mouse access to my computer and began typing my feedback for me and pressed send. Alsobto mention that "supervisor" Jagmeet also typed in the 150.00 amount instead of 99.99 while I was thinking about what I should do and pressed send as well. They had access. Well the second time didn't work and my laptop was still having trouble. I called a third time & they hung up on me. Summing it up. My account is frozen-Bank notified They took the 150.00.
12	57394240	11/10/2014	Garner, NC	Consumer states that she received a call from someone claiming to be with Microsoft. Consumer was told that she had an error on her computer and they needed access to her computer. Consumer states that she did not give them access.
13	57394241	11/10/2014	Garner, NC	Consumer states that she received a call from someone claiming to be with Microsoft. Consumer was told that she had an error on her computer and they needed access to her computer. Consumer states that she did not give them access.
14	57441907	11/11/2014	Wynnewood, PA	I recieved a warning message on my laptop alerting me of "suspicious websites" visited. My laptop was the prohitied from internet access and said to call the microsoft certified representative for help at 1-877-490-6709, which I did. The representative named Amid said that they could resolve the problem and install/resotre the appropriate securty firewalls. He took over my 2 laptops remotely and resotred my internet access. I am not sure if this company is in fact a certified MS support group, so thought I should report this occurance in the event they are not.TOPIC:IRS-Referrals Other-Other Update
15	57603932	11/18/2014	Olton, TX	I didn't give them a penny - Once I figured out it was a scam, I went and had my neighbor come handle the situation. He was able to restore my computer software to a earlier date (in safe mode) and delete their malicious software. Please Please shut down the fraudulent group of people. They almost got away with it and I sure the steal millions daily from fo ks that don't have a good neighbor like mine. Thank you in advance for your help. [redacted].

16	57760747	11/24/2014	Anaheim, CA	Beginning on or about 10/20/2014, I would get a box that suddenly appeared in the middle of the screen that windows defender had determined that my computer had been compromised and that my security service would not be able to isolate the invader. That passwords and financial records were possibly compromised, call microsoft trained technical support immediately at 877-490-6709 to isolate the invader. It would lock up my computer and would come from different websites. I could only reboot the computer to get rid of the message and within 15 minutes I would get another exact message. On 10/27/2014, I received a full screen alert that Time Warner Internet has been compromised and trojans had been installed on my computer, that vital information had been compromised poss bly for illegal gain to the invader. Call 877-490-6709 and totally locked up my computer, I could not reboot nor turn it off. Of course I called the number and gave them remote access to my computer to be told there were 12 trojans installed on my computer and 49% of my information had been taken, if I continued to use my computer, it would destroy the hard drive. For $485.99, they could repair my computer, remove the trojans and give me unlimited security for 1 year with monthly tune ups, supply anti hacking tool, trojan eliminator, IP address protection, 7 layer firewall, network security. With proper maintenance computer should last 10-12 years. I asked, you are with microsoft, to which they replied yes they were microsoft certified technicians. I then gave them credit card # with some foreboding but was totally scared (I had been a victim of a bait and switch just 17 days prior by the movers who moved me so I was still in shock)and financially wiped out by all. After verifying credit card transaction, I was transferred to Justin (no last name) with direct phone # of 510-343-7104 who called me and worked on my computer remotely for 1.5 hrs. Justin told me if I had further problems to only call him as he was best acquanited now with my computer and could do any repairs more quickly than another technician. If anyone else called me regarding the situation, hang up and immediately call him. Later that day, the same small box appeared on the screen, so I called Justin and again gave him remote access...later yet, another box appeared telling me my drivers were outdated and my computer would cease to work within 24 hrs and to call 877-490-6709. At this point, I got the sick feeling that I had been scammed and did not call the number nor did I call Justin. The next morning I immediately called Time Warner Internet service and inquired if their WIFI hae been compromised and explained the previous days events to which I was told I had been scammed. To immediately call my credit card company and file a dispute, then call the maker of my computer (Gateway) as they would be able to repair my computer. As it is 5 months out of warranty, they referred me to their 3rd party repair service, they connected me and also gave me the phone #877-526-4466x2, company name "answersby.com" who charged me $299.99 for 2 years of maintenance, I spoke to Dayalan. Gave him remote access which took him a while to break thru whatever the other company had installed. I am still not comfortable with them and feel I have been hit by another scam even though Gateway put me through. I have found out Norton could have done the same thing for $90/yr.
17	57860268	12/2/2014	New York, NY	Consumer got a pop up on his comouter informing him there was fraud being committed to his account. The caller asked for his cc number which he gave. They got into his computer.
18	58175898	12/15/2014	Nottingham, MD	I received an warning on my computer that is had a virous and a number to call, I called the number and was assure that they could fix the computer, they also gave me a number to call each time I had any thing wrong and the would fix it for so much a nomth for as long as I had a comuter. I had to call them at least three times within the next few days, it hit me I had been taken. I canceled the monthly service and demanded my money back but they said I could only get back $150.00 In checking my card statements I found that I had been chargedfor the same service on each card. 10/24/2014 Safecart.com+adv-tech,855-432-0727 WA. [redacted], $349.00, same daySAFECART.COM+ADV TECH 855-432-0727 WA, Call-[redacted],@339.99.
19	58375193	12/30/2014	East Haven, CT	Consumer states that an alert came up on her computer stating that there was a virus consumer called to the number and granted access to them consumer then found out that it was a scam consumer states that she cannot work her computer at all. Consumer states that they were claiming to be NTITS Care operating systems consumer states that she was asked to pay $249 dollars consumer states that she did pay the $249 dollars.
20	60012400	1/12/2015	Lewiston, NY	This company, NTS IT CARES, Inc., is predatory and it preys on the elderly, who often don't have much computer knowledge. This is sinister and deplorable. My elderly father was contacted via computer by NTS IT CARES and convinced he needed 'help' with his computer, which had actually been working fine. We wonder now if this company somehow remotely slowed the computer's response time while communicating with him, in order to make its case, as it did remotely control my father's computer the next day. He was urged to call the provided phone number, which he unfortunately did, without notifying the rest of the family. The company kept him on the phone for more than two hours, frequently switching solicitors and topics, to keep him interested, while showing him that they were remotely controlling his computer. He was coerced into giving this company his credit card info to the tune of $299 in exchange for monitoring the computer to help remedy future problems. This all happened on Nov. 26 and 27 (Thanksgiving). He is in his 80s and we believe he was duped. As soon as he told us (on Thanksgiving evening), we helped him contact his credit card company (Master Card) to stop the transaction (which has not been resolved) and go to his local police department to file a complaint. We also contacted an attorney, who noted that my father was never given any company contract information. We would like to file a complaint with the hopes that any future potential customers would read this first and be given pause before handing over any hard-earned money. NTS IT CARES may or may not be operating illegally, but the way it conducts business is undeniably unethical.Product_Or_Service: computer service --- Additional Comments: DesiredSettlementID: RefundMy sister and I are working with Master Card to have our father's charge dropped.We would like to have a complaint on file with the BBB regarding this company to prevent other elderly people from being take advantage of.

21	58901706	1/23/2015	Fairfax, MN	I was trying to use my computer on 23-1-2015 when i was suddenly blocked on my computer with a message to call on a toll free number of NTS IT Care as it displayed that i have a virus attack on my computer and when i called them up they claimed to be microsoft and asked me to pay $249.99 from my debit card for software assistance. I payed them the amount and then i called Microsoft partnered company to check whether they are legitimate or not and i got to know that they have scammed me by doing mis-branding of microsoft.Then i got in touch of my bank and explained them the situation wherein they were helpful enugh to not to process the payment. I just wanted to register a complaint against this scam company so that no other person can be scammed further by these type of companies who claim to be microsoft.TOPIC:Referrals
22	59145416	2/5/2015	Alexandria, VA	Consumer reports she received a call from someone claiming to be with Itech Line Experts Solutions and NTS Services informing her she has a network issue requesting a fee. Consumer did not comply.
23	59376890	2/17/2015	Virginia Beach, VA	While attempting to download a tv show, a box popped up with a number to call for help. i could t get rid of the box or operate my computer so i called the number. i spoke with Victor whe explained that my programs had been infected. he would remove the programs from my computer, clean them, then reinstall them along with a firewall that would keep the computer safe from hackers. i downloaded a program to let him access my computer. he told me that both of my computers were compromised and he would take care of them. i gave him the passwords he needed and my credit card number so he could receive payment before he began working on my computer. then i was transferred to Sunny in tech who was assigned to my case. i also spoke with Trom when i called back to ask them to stop working on my computer and not to process my payment. i was transferred to billing and no one could help me. i was promised they would call me back within the hour. i called several more times asking to talk to management. they gave me the run around and again promised to have someone call me.
24	60338903	2/18/2015	Cincinnati, OH	Committed fraud. Used a cookie to create a pop-up stating my Mac had been infected with a virus & to call 877 number right away.NTS IT created a pop-up window which locked up my Mac and stated my computer had been infected with a virus and I should call 877-490-6709 immediately. Panicked, I called THINKING this was a pop-up from Apple. It was not. It is a tactic to get the person to call.Called 877-490-6709 & spoke to 'Steve J. Gibson' at x311. I'm sure that is not his real name, judging by the heavy accent. 'Steve' very quickly took control of my Mac & proceeded to tell me my Mac had been infected with numerous Trojan horses. He very quickly 'showed' me all of the corrupt files on my computer. He quickly and deceptively told me I can purchase a two year support program for $299.99 and that NTS IT Care would 'fix' the issue with my Mac.I could hear the same script in the background from other 'Apple Certified Techs'. It felt suspicious, but I went ahead with purchasing this fraudulent service. I am a small business owner & my computer is critical to my operation. I was in a panic.They were very careful in crafting their audit trail to make it appear as if this was a legitimate purchase. I was handed-off to 'Jess' the supervisor who said the tech would take control of my Mac, remove the virus, clean it up and get it back into working order. We hung up. I researched Apple's contact information and called Apple direct.I was informed by Apple that this is a SCAM and I am not the only victim. With Apple on the phone, I immediately shut down my computer, disconnecting access for NTS IT Care. We rebooted, changed the password and Apple took over.NO VIRUS WAS FOUND! What apple did find was the pop-up (cookie) they used to display the fraudulent notice to call their number. NTS IT Care is posing as Apple. They are notWhile on the phone with Apple confirming this is a scam and that my Mac had not been infected, the 'kind folks' at NTS IT Care, proceeded to call my phone number (twice) to tell me the connection to my Mac had been lost.I did not return their call, but instead I called Fifth Third Bank to dispute the charge of $299.99 to my MasterCard and to have a new card issued, as these CROOKS now have my credit card information, my home address, email and cell number.You have no idea how dumb they have made me feel. My husband is a 17 year veteran of law enforcement and I KNEW BETTER! I'm not a senior (middle age) and if they caught me off guard, who else are the scamming money from!They need to be stopped! I am looking into filing fraud charges as well. Please do something so that no one else is taken! --- Additional Comments: Either NTS IT refunds my $299.99 and STOPS this fraudulent practice, or I will file the appropriate charges.I do not want to see anyone else be victimized by these people!

25	59844429	2/27/2015	Columbus, OH	I came into contact with this company when my computer started acting strangely, as if it had contracted a virus. Programs did not start or run correctly. I was contacted via message stating that my system was infected and if left unattended would get worst. Then I was directed to call 1-877-490-6709 and a technician would be glad to assist. The technician ran a scan on my system and reported that my computer had a virus, malware and needed a tuneup. I agreed and then was told that I needed to signup for an annual contract, then I was offered tech support options to cover 2 computers for 3 years for $399.00, then software support for an additional $599.00. But this was only for a limited time, so I had to decide quickly. Then I was told that IO need to pay in full for the service, $999.99. I paid and the support was great for the first couple of times I needed help btu after the 2nd call I noticed that the technicians were not as friendly and getting harder to understand. After the 3rd time, I was feeling that i was not wanted an important client anymore, so I started doing my own support until one day I needed help locally. Last month I contacted NTS via phone and email saying that I wanted to terminate their service, but heard nothing from the company for 3 weeks until I called them. At first, Allen, the Billing Supervisor, did not want to admit that I had purchased the contract with them. Then, after being on hold for 5 or 6 minutes, he came back on the phone and told me that I was indeed a client, but I could not get a refund because I did not request it within the 3 month time period. When I told him that no one ever mentioned a 3 month time line, he said that yes they always tell customers about the 3 month cooling off period. Again I repeated that no one had mentioned this rule, he asked me to hold on and was gone for another 5-6 minutes. When he returned he offered to extend my contract for an addirtional 2 years. I said no thanks and asked to speak with his boss. He said ok, then went off line for 2 or minutes. When he returned this time, he offered to buy me off for $100. I told him no and asked for the company's business address. He gave me the same address as online: 55 Madison Avenue, Suite 400, Morristown, New Jersey. I asked him for a point of contact at that address, but he said he didn't know who would be working there but, rest assured that someone would be there.
26	61003476	3/4/2015	Westerville, OH	NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- The consumer would like to get her money back and to have her computer fixed. --- Topic Description: Consumer was having issues with her Macbook Pro and a popup came up stating that the consumer had a virus on her computer and she should call the number listed in a notification. The consumer called the number and was connected to a company called NTS IT Care. The supplier notified the consumer that for a fee they would be able to assist the consumer and fix the computer. The supplier now has gained access to the consumer's computer and the consumer also provided her debit card information, the $199.99 charge is still currently pending.MONEY LOSTNo atty.
27	60492823	3/6/2015	Oxnard, CA	The tech said he would fix and call back and that alarmed me. I called back to cancel and was hung up on and was charged anywayRevieved message to call them because a virus was detected. The tech claimed I had a Zeus Trojan virus. I had no credit card for payment and called back the next day on 3/5/15 to have the virus removed. While giving my information I started to have doubts about their service. After agreeing to the transaction I was told it would be worked on and I would get a call back. I then wondered why it was not going to be done while I watched the screen the way the scan was done. I searched the company and found out others had been scammed. My card had not been charged yet so I called back to cancel before it went through and after telling the tech that I decided to go through Apple instead he then hung up on me. I checked the card and it was emptied. I now have to wait 8 days for the card company to dispute and get my money back. --- Additional Comments: I just want a full refund of $99.99
28	60135694	3/10/2015	Northbrook, IL	Consumer rec'd a popup on his computer supposedly from Apple. He call the phone number provided and was transferred to NTS Global Services and allowed computer access. He has paid for services with his bankcard. He has called bank and cancelled card.
29	61113582	4/11/2015	Leesville, SC	I accidentally downloaded something that I shouldn't have and started receiving pop-ups for advertisements that I never get. But it wasn't until the next day that the real problem started. The morning of 04/09/15 I was trying access my credit union account when I got what looked like a security alert from Apple stating that my computer was at risk as well as all of my personal information. It stated that I needed to call the number that I listed on the previous page of this form to correct this problem. I called the number and spoke with someone who said his name was Victor and he was going to help me get rid of the virus that had infected my computer. He stated their company handled IT security for Apple. He told me my computer was severely infected and he could fix it if he could take control of my computer and if I would pay $249.99. He claimed it would not only be fixed but the security of my computer would be lifetime, plus I would have 24/7 access for the next 2 years with their IT techs. Then he stated, after asking if I had other computers and I said yes, that they were inter connected and it could be infected as well and for another $100 they could fix that one as well and secure it for its lifetime. I fell for it and gave them my credit card number and email address, mailing address, and phone number. After I got off the phone I didn't feel right and called my credit union that I have the credit card through and he didn't think it sounded right. He suggested we conference call with Apple to verify whether or not this company actually contracted with Apple. It turned out they do not. So I am filing a fraud complaint through my credit union to get my money back but my credit union representative suggested I also file complaints to the local authorities as well as federal. Hence this complaint.

30	61201206	4/14/2015	Rolla, MO	My wife's computer at home was blacked out and there was a number to call referencing Yogi support. She called them and gave all of her computer info to the company and when they asked for a credit card she called me. I told her that we were coverd under Nortonr and I would call them for support. I could not find a phone number on the invoice that I had from Norton so I wend on the Internet and google on Symantec and a number came up. I probably did not pay enough attention here as I assumed that I was calling Symantec for Norton support. I called the number and told them that I had this problem on my computer and that I still had two more years of coverage with them. They did not say that they were not associated with Norton, but went ahead and said no problem we can help you. I did not question it since they already had all of my information and were able to access my computer. I later realized that they were the same company that had blaced out my computer in the first place. I'm only guessing as that is the only way that I can imagine they had all of my info as I still thought I was dealing with Norton. I was at work when I called and they conference my wife in at home where the locked up computer resided. They proceeded to give her instruction on how to unlock the computer including some instructions about taking out the batttery and turning off the computer, hitting some F controls keys at the top of the computer. These instructions took over an hour. Then they proceeded to tell us how badly we had been hacked and described some Network Protection that I should get. These charges totalled ot $699.99. I believe they had my wife put some kind of security code into the computer. They took my Visa card and told us that they had to run a bunch of programs on the computer to recover everything and that they wre going to call us back when they were done. After he hung up, my wife informed me that she thought they sounded suspicious and a lot like the company she talked to that morning. I hung up and started to think about it, and decided to go back out on the internet to see if I could find a Norton Symentec phone number. This time I realized that I had the correct number because they immediately identified themselves as Norton and I had to go through a series of button pushing to finally reach someone. I asked them about the service for $699.99 and they told me that they had no such product. At this time I called my ViSA bankcard to try to cancel the payment. They told me that first I had to try to get the company that I had ta ked to and see if they would cancel the payment. So, I called them back and they gave the royal run around passing me back and forth between about 6 people. I told the last person that I talked to that I was going to file a compaint with the FTC at which point he offered to reimburse me for $350 of the charges. When I told me that wasn't good enough he told me that the $350 offer was no longer available. After some further debate I finally told him that I was done. He tried to call me back twice, but I was in no mood to debate the issue further. My argument was that they misrepresented themselves as Syjmantec from the get go and later when I asked them about the 3 year license I already had and what credit I would get for that, they told that was for virus protection and the additional expense of $699.99 was for Network Protection that would protect everything in my h
31	62464993	4/30/2015	Hanover, MA	Falsely represented there was a virus issue with my daughter's computer and used intimidation to get her to comply with fixing it.My daughter is a college student in the middle of finals. A box popped up on her Mac computer stating it was a virus warning from Apple and she needed to call a phone number immediately. She panicked and called the number and was told her computer had a firewall issue and was unsafe and she was about to lose everything unless she let them fix it at a cost of $299.99. She stated she wanted to speak with me first, but was told that she would lose her information if she hung up and she then paid for the service out of fear of losing all of her work. She was able to finally break the call and let me know what she had done. I googled the number she called and read about the fraudulent claims posted on line. I told her to immediately shut down the computer and bring it to the school's IT desk. They reviewed her computer and confirmed there were no issues and confirmed the call was false. Two different callers continued to contact my daughter repeatedly to the point where she had to block the calls. Her account was charged the $299.999 which we are now disputing and have cancelled her bank card. These callers are very persuasive and persistent using feat tactics to intimidate callers into believing they have computer problems that do not exist. --- Additional Comments: I would l ke the $299.99 returned to my daughter's account.
32	61751870	5/4/2015	San Diego, CA	Consumer complains states while online w/Mapquest his computer froze he then rcv'd Firewall Alert pop up showed offering assistance which he contacted and asked for remote access to computer. Consumer was asked for $400 fee via cc for lifetime security protection plus 3yr tech support help. UPDATE: 05/04/2015 Consumer calling back on back on behalf of her husband to add information. [redacted]
33	61847710	5/8/2015	Bend, OR	I was on my computer on Safari and was blocked by a message that appeared to come from Apple Computer with a phone # to call because my computer was about to crash from a virus/problem. I could not delete the message from screen. I called because I thought it was Apple Co. They said they contracted through Apple and that I had been hacked and they could save my data and computer if I let them remotely work on the problem. This took 45 minutes and cost $149.99 with a one year promise of support. I do not believe now that there was a problem and that it was a scam. They now have my credit card # and my password, which I have since changed.
34	62947598	5/11/2015	A buquerque, NM	The company used pop-up to warn of malware on computer and charged $100.00 to allegedly de-bug my computer. The company opened a system message on my computer advising that the computer was infected and to call them immediately for technical support. I did not recognize this as a phishing scam and called the number. The representative remotely logged into my computer, searched it for bugs, and advised me that I needed a 'one-time fix' to clean out my computer. I was charged $100.00 for this service. I later spoke with an Apple representative who confirmed that this company is fraudulent, and he was able to check my system and ensure that it was not corrupted. --- Additional Comments: $99.99
35	63093522	5/26/2015	Astoria, NY	Malware infected computer. Used fraud to procure credit card number to charge for services5-7-15 --- Additional Comments: 199.99

36	62459047	5/29/2015	Seattle, WA	My laptop received the system warning pop-up window multiple times without being able to close it. It says: It's a warning from your MAC system. Your computer is under sever attacked virus and you need to call 18775052524 immediately. I called the guy who answered the phone is with heavily India accent and he immediately asked to allow him remote access to my computer and he said: If you don't let me fix your computer your computer will crash in 8-10 hours (which is a lie) and if you bring your computer to apple store it will cost you more than $500-600 (which is also a lie) I can only charge you $399.99 for a lifelong warranty and fix it. It's very serious. Your computer will die soon." In the beginning of remote access, he on purposely turn on my face time camera to take a look. (Now I feel he just want to see if I'm a police or if I'm surrounded by other people or alone so he can do the scam.)I was so nervous about my personal information will be stole due to virus infection and situation the guy wrongly misled me so I said yes. Then he asked me to type down all my personal information included: name, number, address, all the credit card information, and made me to log in through my mail account and he used remote access to send email to their company to say that I approve this payment. Then he transferred the call to a tech lady name Nikki and she also remote access my computer. She didn't exactly do anything and the only thing she did was download a free software called ad block. Then it took probably around 40 minutes and she forced me to type a feedback to her said: "It's just for customer review." She forced me to type some words and needed to be "specifically about the computer, for example, if your computer is running or not." After that I am being transferred to her supervisor and the supervisor asked me to rate the services. After few hours, I googled on line and realize the whole thing is a scam. So many other people ran into the same situation and the company didn't really fix anything. Other-Other Update
37	62496216	6/1/2015	Miami Springs, FL	Consumer reports she received pop-up from someone claiming to be from NTS I-Care, wanted access to consumer's computer, consumer gave them access, they got a lot of consumer's information.
38	62535826	6/2/2015	New York, NY	So, the issue first arose when I opened Safari and a long and unremovable notification arose saying that my computer had many Torjan viruses on it and that I should call the number 1-855-789-5898. Losing sight of my judgment in this situation due to my being scared about the viruses, I called the number. A man, at that point unnamed, answered, and it was clear he was in a call room with many others working around him loudly. He had a thick Indian accent, despite his company being located, supposedly, in California. He asked me what my issue was, and I pointed him toward the information on the window showing up on my screen. He immediately asked me to download a software that would allow him to screenshare with me. Naïvely doing this as well, he began to control what was going on on my computer screen. He first opened up Wikipedia to tell me what a Trojan virus was (an obvious scare tactic in retrospect). He proceeded to go to Terminal on my computer and show me all the supposed computer virusesin my software. He also showed me that my Firewall was apparently off. All of these actions, I've now learned, are par for the course when it comes to these organizations. The technician, who by now I knew was named Mukesh, transfered me to the business office. There, a new man with an equally thick Indian accent, charged me a fee of 169.99 for the one time incident and a year of coverage. We went through a long speaking process to confirm that I was consenting to the charge. From there, I was transfered back to my technician but then was weirdly switched to another technician named Rajesh. He told me on the call that he would get to work fixing things up for me and that I didn't have to stay on the call. When I hung up, I began having doubts. I looked the company, NTS IT Care, up online, there was extensive coverage about it being a scam. This made me panic, and I shut down my computer before Rajesh could do anything more to it. I also called my mother to tell her to cancel my card and begin disputing the transaction on my card through Visa. In a prior interaction, I had provided my name, number, phone, address, debit card, computer password, and email to the technicians. Rajesh called me back asking me what was going on. I told him that I was no longer interested in pursuing services. He transfered me back to the billing office, where I told them I wanted a refund and no longer had interest. He was upset and kept asking for reasons. Then, when I would not relent, he said that he would refund 100 dollars and keep 60 for the work already done as well as throwing in a free half year of coverage, and he also said I should let Rajesh continue finishing the job. At first, I said yes. Then, when I was transfered back to Rajesh, I again had doubts and said I didn't want anything to do with the company and needed a full refund. He again planned to transfer me back to the billing office, but no one was available. He said I would get a call later. I did receive a call about a half an hour later. It was the billing office asking me what the matter was. I told the guy I wanted a full refund. He asked why I was demanding this and said he could not do that because of services already rendered. I, rightly, stated that no services had been rendered and that I no longer wanted any association. After a bit of back and forth, he clearly wanted no more of it. He told me I'd get a receipt email for the whole cost. I have yet to get it. Other-Other Update

39	63349908	6/3/2015	Knoxville, TN	A misleading popup window appeared stating my computer may be infected - I needed to call a number immediately. I was coerced under pressure to buy. On May 11, 2105 a safari pop up window appeared on our computer saying something to the effect that 'your computer may have been infected by a virus or malware. Please call this number immediately.' It was late and I had never seen that before so I waited until the next day. I could not get the window to close and since it was a safari window that comes with our mac, I mistakenly thought it was legitimate. So I called the number. A pleasant person with a foreign accent then proceeded to lead me through some questions that made me feel very fearful and frustrated that my computer and all my information was at risk. They were very persuasive in making me think that I was vulnerable to virus attacks and malware. We became disconnected and I was not going to call them back, then they called me back! For some reason,I think this actually made me think even further that they were legitimately connected with Apple. Then the representative walked me thru 'connecting my computer with theirs so they could examine it'. I was under the impression that they represented Apple and for every question I asked them, they had a very smooth answer that continued to make me feel like I should trust them. The time was ticking on and I had a lot to do, so I let them talk me into 'purchasing protection and tech support'. I was under pressure to have my computer operable, which they implied it was under the influence of harmful outside sources, I work at home and because of the pressure to wrap things up, feel 'secure' about my internet, let someone else handle the techy stuff that I don't understand, I feel it was a perfect situation for them to take advantage of me and scare me into agreeing to what they asked. I felt weird that they had me send an email to their company saying my computer was working better, when in fact I knew that it would take time for me to actually know that, but again, the time pressure was on their side and so in retrospect, I see that I was coerced during my need to get off the phone, along with confusion and lack of knowledge of how things work. I asked for a detailed statement of services and never got one. I called the next day and asked again for a statement, because I thought that this was a scam, and they assured they would send one, but never did. In fact, I have never received any mail from them. I told them on the 13th that I was reporting them for fraud and that I wanted to cancel my payment. I disputed the charge on my credit card and closed that account. I contacted my lawyer who advised me to contact the Better Business Bureau and send a letter of complaint to the company, which I mailed on May 15, 2015 certified, return receipt. I would like them to cancel the order and not collect the $399.00 they charged to my credit card account. — Additional Comments: See above. I sent a letter and have not heard from the company. The charge is being disputed by my credit card company. They have informed me that the company has 2 billing cycles to respond.
40	62638552	6/8/2015	Key West, FL	The consumer reports receiving a telephone call from someone claiming to be a tech support representative. The caller claimed that they were notified of viruses and hacking on the consumer's computer and needed access to the pc to remove the issues. The consumer allowed the caller to access the pc. The caller then told the consumer that there would be a fee of $399 to upgrade the pc and fix the issue. The consumer complied with the caller's request.
41	62686123	6/10/2015	UT	I received a malware virus pop up on my mac book computer. it told me to call this number. i was directed to about 3 different people. all were indian. i thought they were tech support. after doing some research i discovered mac apple support never offers malware virus support. They have a website and the numbers never go to a direct person. ill include the number of this guy i spoke to named austin, 5105009942, hes indian as well. i ended up paying them 199.99 for a 2 year subscription and 79$ initiation fee. after my assistant notifed me of the fraud scam i immediately froze all accounts. I am concerned that they have a website running and others might get scammed as well. please look into this and try to see how to shut them down. thanks http://ntsitcare.com/contactus.php
42	62847951	6/16/2015	Northville, MI	NTS IT Care staff logged into my computer and collected my personal information and credit card number to support virus protection software. I found suspicious and hung up on them.
43	63238800	6/19/2015	Madison, WI	NTS IT CARE hacked into my computer on March 16, 2015 and scammed me for $199.99 for an anti virus program. I got scammed, I am not happy about it.On March 16, 2015 NTS IT CARE hacked into my computer and scammed me for $199.99. They made me buy anti virus program for $199.99 via debit card through telephone order. Order ID is NTSIT0316-008. Product is one time fix with 1 year extended software support warranty. — Additional Comments: I want to see this company shut down so they cannot scam anymore innocent people for their hard earn money. They hacked into my computer, scared me to death and scammed me for my money. They made me buy a product that was not real and my computer was never broken or got virus int he first place. These people are smart thieves, using electronics to steal my money. Please help, shut their organization down.
44	63128268	6/24/2015	Newbury, NH	Consumer is calling to report she was on ther computer and received s pop-up message advising her of troubles with her computer and was given a phone number to call. When she did call the number she was given certain instruction to follow on her computer and pay a $699 fee with a CC. She did do all of it.
45	63133971	6/25/2015	Sanford, NC	The consumer got a call from someone posing as Microsoft stating that there were many viruses on the consumer's pc and needed access to the pc to remove the issues. The allowed the caller to access the pc. The caller hung up. UPDATE: 06/25/2015 consumer called to add additional information. Transferred to CIS. [redacted]5000 UPDTE: 6/25/15 Consumer called to give us the name of the person who called [redacted]

46	63302935	7/1/2015	Chicago Heights, IL	Window opened on my computer with Safari Logo and message that my computer had been attacked by a Trojan program and I needed to call a number to have it removed and my security upheld. "Steve" directed me to a page, then showed me how my security was being compromised. He then showed me a chart and tried to sell me a security program. I told him I could not afford it, and he asked me what I could afford. I was suspicious before then, but that convinced me. I lied and said that I had to confer with my husband, and he wasn't at home. He gave me the number to call and his extension. I hung up and called my provider. Comcast took down all my information. While I was talking to different associates, they were able to confirm that the company was bogus and that it was a scam. They suggested I reset my passwords and contact this address as well as another and report the incident. I believe ComCast has more specific information about the company, their address, etc. Other-Other Update
47	64045331	7/20/2015	-	On 7/15/2015 while using my computer, don't remember if Ihad just logged on for sure, but pretty sure, my screen was covered with a message that said my Windows 7 was expired and I needed to call this toll free # for assistance. I tried to close that screen but the computer was locked on that page. In my desperation, I stupidly did. I do have a paid Avast security system on my computer so figured this would block any hacking. I did not have a phone# to contact Avast so I called the # on the screen. I do beleive that it said it was a Microsoft afilliate. I told them the problem, as stated on the message screen on my computer and that I was unable to activate any action on my computer as everything was 'locked' to my input. Jason Stamford, the technician said 'not to worry...that he would fix everything and my computer would be like new. And I asked 'and for how much', he said there was the one time fix for $49.99 or for $199 he could fix this computer and then transfer it to a new onewhen I told him I wasn't sure that I wanted to put any money into repairing this one because I hated it and planned on getting a new one anyway. Once again he infusized that the fix could be extended/transfered to an other computer if I got a new one. I said the one time fix was the way I wanted to go. When it came time to pay for it he once again tried to push the extended service. He said that he was authorized by his supervisor to drop the price from $199 to $149. I said I really didn't have that much on my credit card and he finally dropped trying to sell me the more expensive plan. Before all this, and initially after making contact, I stupidly had given him remote access by clickin the windows key, R key and something else,.all the time thinking I'm being protected by Avast security program. I'm thinking he needs to access my computer to fix the problem since it is locked up and his # was given to call to fix the probem. Now this website says it is going to time out because of inactivity! Is this legit or another scam? There was red flags everywhere. While waiting I asked him where he got his education. He said University of CA...Milpitas when I asked what campus. Wasn't aware of this location but things do change. 1 1/2 hrs later supposedly all was fixed. I did observe almost the entir time what was done. Various free programs downloaded. No reference to the initial problem of an expired Windows7. Several other suspicious things happened. Once aga bn he asked for my credit cad info which I'd already given,wanted me to open up my email and compose an email to him saying that the work had been done satisfactorly and that he had to have this email "feedback" to be able to close the account. I said I'd already given my credit card info, he'd said it was approved, and didn't see need to give it again. That I wasn't going to give feedback that everything was fine and I was happy when I hadn't even tried computer. We had several other conversations that didn't seem l ke things he should be asking and it was very obvious I was quite suspicious. Said he would call me in 24 hrs, noonish, for my feedback. The next morning early I received calls from 2 other people from his co. one very rude remale, and a pushy demanding male both insisting that I call. Since then I have received about 11 calls with the last this a.m., 5 days since initial even when I had received an email saying they considered I was satisfied since they had tried to reach me to confirm. SCAM!
48	64585898	8/3/2015	Burtonsville, MD	While on line the consumer got a security alert telling her that she had security vilations and they needed access to her computer. Consumer gave access to her computer. The consumer was told it would cost $499 for repairs. Consumer would not pay.
49	64648892	8/4/2015	Edinburg, TX	I was having problems with my laptop. I couldn't access my internet because I received a pop-up that stated I had a security issue. It gave me a number to call which said was Apple customer care. I called and they were able to access my computer and claimed to have fixed it. They charged me $99.99 and even had me create an email stating I was allowing a one-time charge. They copy pasted everything and send the email from my computer since they were able to control it. I didn't feel too comfortable with it because they were transferring me from one person to another so I decided to contact apple customer care and they told me it was not them who I had spoken to. They said they had multiple complaints about this company who didn't need to access my computer to fix the problem. It was a simple solution that I could've done myself. They advised me to contact my bank and report the fraudulent activity.
50	65193246	8/14/2015	Burtonsville, MD	company h jacked my computer and would not remove dropbox, blue screen or verbal security alert warning til I gave them access to my computer and pa 7/26 co hijacked my computer with a security alert dropbox stating my comp hd been hacked and had a malworm.The hackers had acces to my personal info incl on-line banking. Call them imm at 1 866 763-1760. They would fix it for me if I gave them access to my computer and paid them 499.00 for cleaning the files and bld a firewall.$299.00 for on-go services. I spk w/Stephanie at 1 877 490-6709x322. I ref to pa & tld her to gt out of my computer --- Additional Comments: I think BBB shld confront this companies about there deceptive sales/money scam and there process of hijacking computers and holding people ransom until they pay for questionable unverified services. BBB should continue to keep a log of the complaints lodged against them for public viewing. There should be some leverage to make them desist this practice.

51	65002812	8/14/2015	New York, NY	I was in a private browsing session on Safari when I got a pop-up message saying my computer had been hacked and this company, NTS, was authorized to service Macintosh computers, implying that they were connected with Apple. They asked for a sharing session in my computer which I let them do, having been hacked several years ago (for real) which was a bad experience. When they were in my computer, they showed me activity that was supposed to indicated that there were hackers taking over my computer (I had no way of knowing what they were showing me, I am not a programmer) and they told me it was really bad and I needed to let them get rid of the hackers. They offered me two payments plans, both including extended protection, one for $369.99 and one for $269.99. I told them that was ridiculously expensive, at which point they put me on hold and came back with an offer of $69.99 for a one-time fix. I gave them my debit card information and they sent me an email receipt for the payment. They told me it would take 30-45 minutes and instructed me not to touch my computer. While they were working in my computer (I watched them, there were no hackers and they were not fixing any hacking) I called Apple Tech Support and they explained that these fo ks from India were scamming me, and Apple could have done the same thing they were doing - which was essentially installing protection software on my computer - at no charge. I then ended the sharing session with them and they began calling me from a California number, 510 344-6459. They harrassed me about ending the session before they were through. I told them they were scamming me and I would contest the debit card charge as they were practicing false and misleading marketing and fixing something in my computer that did not need attention. Incidentally, when I told Apple what software they were installing on my computer, Apple said it was legitimate software that Apple sometimes uses in tech support matters. In any case, NTS said they had already charge my debit card (which they did not, as of this date) and they were nasty, calling me back several times. I did not answer their subsequent calls. I went to my bank, my bank said that my debit card had not been charged and they could do nothing until a charge came in. I reported the case to the FCC which gave me a ticket number and then informed me that I needed to contact you instead. Prior to contacting you I sent a return email to NTS telling them that I was reporting them and that they had better not charge my debit card as it would make things more complicated for them. While I have reported the incident as occuring on 8/13 it actually happened on 8/12 at around 12:00 p.m. Thank you for your attention to this matter. Other-Other Update
52	65537008	8/26/2015	Inkster, MI	The consumer got a popup saying needed to call Microsoft, because it claimed the consumer PC was hacked. The consumer called the ph# on the pop up, and they got into PC. They wanted money from the consumer, but didn't pay any money.
53	65658704	8/31/2015	Santa Rosa, CA	I got a message on my Mac cliaming that "Apple Network Securety" fount a virus and that I needed to call the 1-8 number to get it removed. I later learned that it was a scam and that none of it was from Apple or a legitamet company. After giving them permission to use my computer remotely, they then chargeed my credit card for $399.99 and my bank (Bank of America) is claiming that they cannot reverse the charges unless I prove the fake tech support people did nothing and are fake. But it is impossible to prove they did nothing since they did noting but put on a show making me think they did something to remove a dagerouse virus I never had. Please inform banks and credit card companies that this is a real problem effecting regular people. Please shut down the fake copanie swindleing people out of their money ASAP.
54	65673646	9/1/2015	Carol Stream, IL	I was browsing on the internet when an ad popped up that told me that my computer had been infected with either a virus or malware. I was told that I need to call a number to have the issue resolved. When I called the number, the person told me that they were a certified apple computer technician and they could resolve my problem. They charged me 149.99 to fix my computer (this fee included a one-year warranty on any future issues I had in the future with viruses or malware). The technician asked to get onto my computer remotely to resolve the issue. They worked on my computer for about an hour in all. Through the entire experience with this company I was suspicious of whether or not this was a scam or a legitimate company. Because of my suspicion, I made an appointment at the Apple Genius Bar. During my appointment I was told my the Apple Genius Bar associate that I had essentially been scammed. What appears to have happened is that the company (NTS IT care inc.) had figured out a way to cause the ad to pop up when I went to a certain website (the website that I was trying to go to was the website for my graduate university. I was told my the Apple Genius Bar associate that these companies seem to prey on college students.). Even though my computer froze when this ad popped up, the Apple Genius Bar associate told me that if I had just called Apple they would have resolved the issue at no charge. I would request that you look into the company NTS IT Care Inc. and try to bring them to justice. I would imagine that they are scamming many others in addition to me. The NTS IT care associate I spoke with on the phone had an Indian accent and told me that their company had locations in India and California.
55	65768185	9/4/2015	Phoenix, AZ	I reconnected to the internet after 1 year offline, now broadband via CenturyLink. I was using Chrome browser the first day. An alert showed up. My screen froze. I was told to call Apple Corp re my iMac. The number 1-877-490-3709 was not Apple. It was NTS Global Services which claimed to be a contracted tech service with Apple. I can find no evidence they are. They spent hours "fixing" my problems. Today, 9/3/15, I learned on Mac Forums, 800notes.com, forums.mozzillazine.org, scamaudit.com, and other websites that I've been scammed out of $399.99 for a 3 year contract. It turns out that NTS through an affiliate froze my screen in the first place and sent the phony alert to call Apple! I want my money back. So do a lot of other people. NTS claims to HQ in New Jersey. The Indian subcontinent individuals I spoke with claimed to be in California. They claim to have a refund policy. I have requested a refund. I'm entitled to 35 months refund if not the full 36 months. I've learned from the forums to not hold my breath. I've initiated a fraud report with my debit card bank.
56	65833926	9/8/2015	Hackettstown, NJ	Consumer reports his wife received call from someone claiming to be from NTS IT Care, wanted access to consumer's computer, she gave them access.

57	65931775	9/11/2015	-	While surfing the Internet my computer "locked" and a pop up appeared that read "Your PC is now locked as a safety precaution. Your personal information maybe in jeopardy. Please call Microsoft directly for assistance at 1800-...." I called the number. The rep presented himself as a Microsoft IT professional to gain remote access to my laptop and "diagnose" the issues. He then told me it would cost $99.99 to repair. After giving payment via credit card I was immediately sent a fraud alert from my bank. At which point I blocked the payment. I received a call from this companies "billing" department that if I didn't have the transaction approved they would stop work on my laptop rendering it completely useless because it would crash. I begrudgingly provided payment to prevent them from crashing my laptop essentially. I have no way of knowing if they extracted personal data from my laptop. And I understand that is my own fault is using poor judgement. But these people are spewing fear-mongering popup's online, falsely representing themselves as Microsoft HelpDesk, and gaining remote access to people's lives essentially. Then threatening to destroy personal property when questioned. If that isn't crime I don't know what is.
58	65932318	9/12/2015	NJ	On 9th september 2015, wednesday in the morining at around 10:45 my wife was downloading some songs from www.mp3skull.com and suddenly one popup appeared with audio message. It was saying that your computer is in danger, it is being hacked and all your personal details from your computer is at risk. There was a number provided there in the pop up and the audio message in female voice was also reffering the same number which was 1(844)438-9404. My wife called on that number assuming that the security alert was from our antivirus software. She called on this number 1(844)438-9404 at exact 11:05 AM EST on the same day 9th september 2015. There was no company introduction and the ring directly rang then a lady picked up the phone and my wife expained her what exactly happened and she directly transffered the call to the so called technician named "EDWARD" who was saying that he is from microsoft tech support. He asked my wife to read the pop up message on the screen and then he asked to follow him as he guide to come up with this problem. He asked to follow some step and my wife performed it by thinking that he is helping in trouble shooting but he got our laptop access by entering a URL. He started accesing our laptop and said that we need 3 different technicians to resolve this problem which will cost us around $400-500. But my wife got scared as he got the access of our computer and he was doing nothing for resolving the problem but literally he was accessing whole computer. She called me immediately and told me everything. The guy again called her back with this number 520-344-6471 which showed it was from fremont, CA. my wife asked him to call me and gave him my number and he called me from the same number 520-344-6471. i warned him that i am going to call to FBI regarding the call and access of our laptop and everything so he gave the real company name NTS IT CARE and he admitted that he is not calling from microsoft and all. Now we are scared that he accesed whole laptop and might be personal informations too so if there will be any identity theft scam or something like this with our personal informations. So we are complainting at FTC complaint assistance.
59	65942845	9/14/2015	Oceanside, CA	I got hit with the fake virus alert 9-07-2015, basically I was researching for a school project online, and a alert suddenly flashed saying that my computer has been compromise, hack and that my personal data is being breached. At that point, my computer was frozen, and I could not do nothing on my computer, so I turned off my computer. But when I turned my computer back on my computer was still frozen and the another alert this time from supposedly Mircrosoft, which my computer is the new Surface Pro, sent me information along with a number (1-844-438-9404) how to prevent the attackers basically from compromising my computer. I was skeptical, but I called quizzing them the whole time. They said they work with Microsoft work with Microsoft and the Government for cyber-attacks. In my stupid head I thought since my computer was somewhat new and since Microsoft recently gave me the new Windows 10 and they send me information and updates all the time, I thought it was just some kind of embedded code that alerted Microsoft or their subsidies when something weird is going on in your computer. Anways, after quizzing them for about 15 min or so of who their company was, getting all the information I could from them such as their website all their numbers which showed on my phone that they were from the states. I allowed them to control my computer remotely so that they could place a firewall perimeter around my network. They told me the work would cost $249 for two years and that I would be able to call them 24hrs if I had any problems. Once they were in my system to ensure my doubts, they asked me do I know some name/ that was log in my computer. I told him know. They work on my computer for about computer only placing Adblock Plus onto my computer in which I later found was free. When they were done doing whatever to my computer they called me up to say they were done and to check out the computer to make sure it is running right. Then they ask me too confirm in a email if I was happy with the service. I told them well I have to check it out they said they would be pleased to call me back in which they did maybe 20 min later. I told them as of now I am not experiencing any problems. They had me type that into their email portal. Moreover, the next day they tried calling me to see if I was still happy with the service. How I knew I was scammed was that someone in my information system security class said that there was a new scam that freezes up your computer and alerts you to call a number to fix the problem claiming they work for the computer you're on and the government. I called them to tell them what they are doing is wrong which they said that they are a legit business. They said they take screenshots to prove they do the work. I believe the scammers are trying to cover their selves in the event if they get caught by having you type that you like the service. Here is the information they pinned in a notepad on my opening screen:NTS IT Care==========24/7 Toll free number - 1-877-490-6709 1-866-763-1760They also contacted me from 1-510-931-6994 on 9-07-15 at 1:37, they also contacted me 1-510-500-9941, --the two numbers up above was someone direct line.Email ID - support@ntsitcare.com billing@ntsitcare.comSERVICES OFFERED:1. Printer/Scanner Support2. Router Support3. Firewall Support4. Browser Support5. Complete Security Services6. Email Assistance7. Operating Other-Other Update

60	65985126	9/17/2015	Dearborn, MI	My PC suddenly locked, with a black screen & a large Microsoft logo appearing. Urgent sounding speaker messages indicated that I must contact the phone number provided, which appeared to Microsoft. Unfortunately, I was in a panic & called. The rep, Dave 307, first said that I had reached Microsoft but when questioned further, said it was actually NTS Global, representing Microsoft. In order to unlock the PC, I foolishly allowed remote access and ended up paying a fee of $199.99 for one year protection via my MasterCard. While NTS was adding things to my computer, I spoke to my nephew who is IT at one of the auto companies. He told me Microsoft does not operate in this manner, it was a scam, and to shut down the computer and promptly contact my credit card company, all of which I did. Later he checked out my computer & removed anything that NTS had added. NTS totally misrepresented the issue, the remedy and that they were affiliated with Microsoft, Other-Other Update
61	66149600	9/24/2015	West Des Moines, IA	I had viewed a site from Facebook. My computer internet froze immediately afterwards and there was a message I had a Horse virus on my computer and I was to call this number. I did a scan on my computer and found no viruses. But I still could not unfreeze to use the internet. I called the number and they asked permission to log into my computer to clear the problem. They stated Apple Tech would not be able to help me and that they were representatives of Apple. They asked various questions, some of which made me suspicious. Also the representative had a foreign accent, maybe Asian. I let them log in and they showed me a supposedly problem and stated they could offer me a year of security for $169. I was suspicious and told the rep I needed to check with my husband. I was not about to give a credit card number. I then contacted Apple Tech and told them what had happened. They stated this phone number is not an authorized Apple tech support. They asked me if they had seen any sensitive material and I said no. Apple said I should be fine. Today I made an appointment with Apple Genius Bar. They did a malware check and removed one item. (I do not know if this was from them or a previous incidence.) They suggested I change my log in password which I just did. Also they said I was being scammed and gave me advice what to do if this happens in the future. I asked how to report the incidence and they gave me this website.
62	67278641	10/5/2015	Pittsburgh, PA	Charged 199.99 for something I could have done.My Apple computer received a pop-up saying that my computer had been infected and to call them on a phone number they provided. I was led to believe that this virus was so bad, a professional would have to remove it. After calling the number and being charged 199.99, they proceeded to remove the virus using a spamware removal program that I could have used. I had used it in the past. I am very unhappy to be charged 199.99 for something I could have done. They led me to believe I couldn't, but I could. They told me to go away from the computer for 1 hour. Probably so I couldn't see what they were doing. Don't let them do this to anyone else. --- Additional Comments: I'd like a refund, but I know you can't do that. Put a stop to them so they don't do it to anyone else.
63	66572360	10/9/2015	Hillman, MN	I turned on computer and a screen popped up..."do not do anything but call 1-855-640-3308"-- which I did and got into a lengthy conversation of the computer problems with Dave Williams...who said he was with NTS IT Care...later talked about NTS Global Service. I really did not know what was ongoing but in retrospect it was a great sales pitch or a scam?? Dave said he could solve the computer problems...which would take 45-55 minutes...and before I knew it, he took control of the computer which contains our tax and bank info!! Vitika apparently did something to the computer...therefore anticipate a possible indentity theft? He required $149.99 to do this effort which I gave him my Discover card! At the end, they sent a 1-877-490-6709 and 1866-763-1760 with an email support@ntsitcare.com. Since they had the computer for about 3 hours, I do not know what they may have taken off the computer, therefore anticipate it was a computer scam! So far have not noted anything strange on our credit cards, etc and have put a security freeze with Equifax. I have not had any experience with NTS IT Care and afterwards in contacting our computer provider...their technical staff said that what I received was a scam! It is unfortunate that I was that stupid to fall for this sales pitch, as apparently there was nothing wrong with the computer...I did notice that NTS IT Care did use a Mslawearebytes program to clean out some of the objects while waiting for their efforts to be done. Not sure what they really accomplished for the $149.99...later on my DIscover card. there was a courtesy adjustment of $0.99! or only $149 balance! Help...what is there to do now? Other-Other Update

64	66583045	10/9/2015	Longport, NJ	I placed an order with a european dollhouse company called Miniio.Then I went on google to look for dollhouse furniture and some Porn popped up on the top of my window when I was looking at images. A window showed up with a toll free number telling me my computer had been hacked & to call that number with a 4 digit error code. I got on the phone with someone who used Rescueme login site. He told me my computer had been hacked. I agree to let him use Rescue me Login and he told me he would try to fix the problem. After a while he said my firewall was off & I was out of warranty for my protection.He told me that Apple forwards all the hacking problems to them and told me that all this could be fixed and suggested that I purchase anti-virus hacking protection. I could by it for $199.99/year,$299.99/for 2 years or 399 for 3 years. I said that apple usually has that built in & he said that this would carry on to any new machines I buy. I gave him my Master Card info and I became suspicious when he asked if my middle initial was S because the credit card I was using didn't have my middle initial on it. I had him get on the phone with my husband while I called Apple who assured me they did not authorize this company to respond. He became beligerent with my husband and said I already had purchased it, but I did not check the authorization box to authorize the transaction. My husband hung up the phone. Apple made a notation of the case. I called the credit card company and cancelled my card. I called the credit card company that has my middle initial listed and cancelled it because I do use it a great deal to purchase things on the internet. I filed a Police report. I called Lifelock. I alerted Rescue me, and reported a 90 fraud alert to Transunion Credit company for myself and my husband. The number he gave me 866-763-1760 he said was a toll free number, but I noticed when he called back, his number was listed as being in Freemont, Ca. and it was 510-344-6470. Earlier that day I received a phone call from someone who didn't answer and that number was 469-757-8869 from Rockwall, Texas. When he was telling me that I have a virus on my computer, he had to go to on safari to see "Koobface"on Wildkepdia and told me that that was the virus I had. When he was on the phone with my husband he became very angry and yelled that he had spent long time on the phone with me. My local Police filed a case number for the fraud and I will finish it and submit it in the next few days. I'm afraid he may have gotten my contacts on my phone which has vital information about my husband, like his social security number and I'm also fearfull that he may have gotten my passwords off my computer. Along with my home phone number, he also has my cell phone and my husband's first name. Could you please advise me if I should contact anyone else? Thank you. With appreciation, [redacted]
65	66632365	10/13/2015	Flushing, NY	Consumer is calling stating that she has received a pop on her computer stating to be from NTS IT Incorporated. Consumer states that they told her that her computer is infected. Consumer states that she registered with them and has paid $200 with her CC.
66	66757647	10/17/2015	Columbia, MD	a pop window appeared on my screen while I was downloading a manual for scott spreader from Spring files. the window said my computer was infected and it would damage the computer if i turned it off. Pls call this numbe to repair it. I called 1 877 490 6709. They said they did microsoft tech support for 15 years. I let them gain access and control of my computer. They loaded Hitman Pro 64 and ran it for maleware. They deleted most of my temporary files. Hitman Pro found infected file and multiple maleware fies at risk. They eliminated them all. They asked for $99.00 to fix an IP problem which was considered major problem and asked for $99.99 I told them I had a friend that could fix it. They sent me the instructions o fix the IP firewall problem. I did not send them any money. I am concerned how much info they stole from my computer. I have ran microsoft scan software and found one trojan:win32/dynmer!ac file and removed it. Is NTS a scam???
67	66896464	10/24/2015	Midlothian, VA	after several days of a computer freeze an ad was shown advising a phone number(510-695-2506) to call if a computer had a problem. I .bit and called.After a discusion re my problem a solution was offered for $299 for 2 years of follow up assistance and immediate help. I accepted and gave a Visa card for payment.Later I gave them complete access to my computer and they rumaged around a lot as I watched the screen.They claimed I had numerous viruses and cleared them. lastly,like magic my computer worked just fine. My son, a real nerd, claimed I had been hacked. The people at Life Lock claimed the same, as did several banks I deal with. I hope a real safe solution can be resolved.
68	66906591	10/26/2015	-	I was using my computer when suddenly a popup box appeared interrupting me stating there could be a virus, a hacker, or a number of other occurances of which I should not continue and provided me the number 1-877-490-6709 to call immediately for resolution. Then I also received a vocal message from same screen advising of same. I called that number and a person proceeded to inform me of serious issues with my computer that needed to be resolved and that he could help me with that. I asked who he was and he responded NTS Global; I asked for his physical address of company and he provided 55 Madison Avenue,Morristown, NJ Suite 400. He then requested control of my computer, which I allowed by clicking on a box he sent to me. He began what looked l ke a scan of my programs and told me my McAfee security program was conflicting with my computer's own security source, and he was showing me a virus in many programs and several different dates of viruses from back to 2014. He then asked what I used computer for and typed all the uses for which i use it. He then advised me to have him fix the viruses for a one time fee of $99.99 or up to $499 for a 3-year plan. I declined this service and did not provide him any form of payment or payment information, and as soon as I declined after his persistence, he said good luck and goodbye, and was gone in a flash,and all that he typed disappeared from the screen. The entire time spent with him was about 10 minutes. At one point during the call, we were disconnected, and he called me back. The number he called me from was 510-344-6495.
69	67027271	10/29/2015	West Palm Beach, FL	recieved a phone call from 1844 538 5579 the represenitive proceed to tell me they have a missed called from my number then proceeded to berate me for not knowing why he was calling the company was never diclosed and upon requesting a supervisor my call was promtly diconnected

70	67107472	10/30/2015	Portland, OR	I was logging into Facebook and a big message came on the screen in a box from Microsoft that my computer was in big trouble by Trojan virus and call 18669631760 or 18774906709 Immediately. I called the latter # and he told me it was Microsoft and had the logo on the screen. went on about Trojan and before I knew it he had gotten into remote Ended up telling me all things that cou;d happen if I didn't get rid of Trojan (geek squad couldn't remove it etc etc He could if I paid $300 for 3 yrs, $200 for 2 yrs or $100. I said NO and he acted mad a nd I hung up. He got off remote in a few minutes
71	68024107	11/5/2015	San Diego, CA	COMPANY DIDN'T PROVIDE VIRUS SERVICES TO MY COMPUTER, CALLED ME TO OFFERED ME A REFUND AND INSTEAD THEY TOOK MONEY FROM MY CHECKING ACCOUNT On Thursday 10/29/2015 I received a call from (609) 473-0081 telling me that the company was closing and that they were refunding customers with the money we have paid them for the services they offered to us and never did it. They told me to go ahead and check my account by opening my online banking so I could verify that they have just deposited $1850. Dlls into my checking account; he told to send the difference to SHAN TAYLOR in Wisconsin via MoneyGram to. I sent $1550. Back to them and I paid $31. dlls for the service fee. Minutes after I sent the money to them I checked my account and saw that this company have transferred the 1850. dls from my savings account into my checking account, that was my own money the one they told me they were depositing to me and when I opened my online banking while ta king with this men I just saw the $1850. In the Deposit column, when I opened my online banking and checked that they indeed have deposited the amount they were telling me I didn't see my savings account at all, I was only following what they were saying about that I needed to return the difference to them via Money Gram, I wanted to take all the information needed. When we hang up the phone I went to the Walmart close to my house and send the money gram for $1850. To the person they told me. On this same day they also used my checking account to transfer $395.00 via Western Union, as soon as I saw this charge I called the company and the same men I had been spoken with answered the phone, I asked him why have taken $395. from my checking account and he just told me that they were going to put it back in 6 hours but they never did. On 6/11/2015 this service called NTS Technology Services charged me $299. For the first year of service for my computer.THIS IS THE INFORMATION I HAVE ABOUT THE COMPANY: COMPANY NAME: NTS IT CARE INC., STEVE GIBSON, Title: IT CARE TECHNICIAN. PHONE NUMBER: (877) 490-6709, Ext. 311 --- Additional Comments: TO REIMBURSE ME WITH THE MONEY THEY TOOK FROM MY CHECKING ACCOUNT (TOTAL OF $4331.00) I WORK RELALY HARD AND THAT WAS ALL THE MONEY I BEING ABLE TO PUT ASIDE FOR EMERGENCY SAVINGS
72	67384180	11/12/2015	Bellevue, WA	Consumer was on his computer and saw a message from NTS Global Service indicating his computer was hacked and to call so they can fix. Consumer called the number and was told it would cost $800 to fix. Consumer paid with a credit card. Consumer later learned that they were not legit.
73	67397679	11/13/2015	Chickamauga, GA	Consumer reported that someone attempted to take money out her bank account without her consent. She received a call from a business going out of business so they were going to refund everyone who paid for a computer security system last year.
74	77385603	11/16/2015	Palmetto, FL	I received a phone call from NTS Global (866-763-1760) who told me there were problems with my computer and they would fix it. They proceeded to take control of my computer and deducted $170 from my Debit acct. I heard from them again after several months of no contact, and caller said they were being shut down & had to refund the $170. This, they said, was through the BBB! They again asked me for my debit acct# and this time took $396 from me, never refunding the original $170. Callers are foreign and once again are in control of my computer. IsVictim:true --- Initial Means of Contact: Do Not Wish to be Contacted
75	67407635	11/17/2015	Apple Valley, CA	I had a warning on my screen saying my computer was comprimised. I was unable to remove this message from the screen or use my computer at that time. I had to call 18774906709 ext.323 I talked to a Kimm Spencer who represented herself as a microsoft engineer. she connected me to a man named tim who proceeded to fix the problem at a cost of 199.99. My neice told me that i had been scamed and gave me the real micreosoft contact information.
76	67917581	12/7/2015	Chehalis, WA	On 12/4/15 when logging into my computer there was a large pop-up saying my computer has been infected with a virus and to call the Microsoft IT dept at an 855 number which I don't remember the full number. Thinking I was indeed calling the Microsoft IT department I made contact. The person named Steve Gibson told me my computer was infected with the Koobface virus and hackers are trying to access my personal information in order to get into my bank accounts and etc. I allowed him to access my computer to remotely fix the problem and install a security program for $299. He then transferred me to the billing department to handle the payment transaction. Still, thinking this was Microsoft I gave credit card information and they said the payment would appear on my bill as made to Support Loft.Com. I printed out the receipt, then ended the call and immediately called the Microsoft contact number and found out I was just scammed. I reported the charge on my credit card to my bank as a fraud and I am working with my bank to get the charge reversed. Other-Other Update
77	68210710	12/19/2015	Troy, PA	While on a webpage with FrontierYahoo the screen froze up and a notice said to call the number from Microsoft to get it corrected. When I called they got access to the computer to access the damage to see if it was repairable. The quote was for 149 dollars to repair it. . They also downloaded information and installed a program..TOPIC:Referrals
78	68222623	12/21/2015	Vineland, NJ	Consumer received a pop up on her computer asking her to call a phone number that was provided. Consumer was informed that this was Microsoft. Consumer called phone number. Consumer was asked to purchase spyware for her computer. The most she could pay was 399 dollars. Consumer did not comply. Consumer is on the NDNC List.

79	68359967	12/29/2015	A buquerque, NM	On 12/23/2015 I received a pop-up claiming my computer had been hacked and directed me to call (866) 603-3980. The technician took over my computer and installed several programs. They typed emails for me.When I reported this to my daughter, she advised me this was not necessary and she and my son-in-law checked my computer. The technician had installed NTS support, Adblock Plus for IE (32-bit and 64-bit), McAfee WebAdvisor, and McAfee Internet Security. I previously had McAfee free through my Internet provider (Comcast). It appears they uninstalled my free one and installed their versions. I called Capitol One Visa to dispute the charge and spoke to [redacted] in Tampa, FL who facilitated the call to NTS. I spoke to Austin and he verified my information. I was charged $399.99 for a 3 year service. He was asking for information on why the refund was requested and I handed the phone to my daughter [redacted] and my son-in-law [redacted] got on the line as well. They asked about the services that were provided, disputed the need for the service as they handled any computer issues for me, and requested the charge be refunded. He claimed all the work was needed as they had screen shots of the problems, but [redacted] advised there were no issues as the computer was checked a few days ago. They claimed to have Austin advised he had sent a request to billing@ntsitcare.com but that $99.99 would not be refunded for the service already provided. [redacted] started filling out the FTC complaint form and Austin provided the company information after be prompted several times as he claimed the information was not in front of him. [redacted] requested to speak to a supervisor and were transferred to Kumar. Note: [redacted] was still on the line and advised the call was being recorded by Capital One. Kumar advised she was the floor supervisor. She confirmed the previous tech had sent a request to the billing department and she would put notes on the account as well. She provided the account #: acc2372 and ticket #: TT34607. Kumar claimed their phone number was generated by the OS. [redacted] questioned why Microsoft would provide NTS's number for support and she backed off the claim. Kumar claimed they were contacted 4 times and provided dates that [redacted] called in. The first was 12/15/2015, which was prior to the service charge date and I deny calling them. The next was for no Internet connection on 12/24/2015. She claimed the technician installed programs to allow me to connect. She changed the connection issue to Wifi when [redacted] questioned how the tech was able to access the computer if there was no Internet connection. The only contacts made by me was on 12/23/2015 because of the pop-up and 12/29/2015 because of disputing the charge. Kumar again advised that the pop-up was made by the computer and not anything they did for advertisement. She claimed they were in the OS and legit because they were Microsoft certified. [redacted] explained that he had certifications from Microsoft as well, but that did not mean that Microsoft would put his number into the OS for support. Kumar advised that the billing department would contact me within 24 hours as they were on leave for the holidays. [redacted] verified that she was going to request the full amount of $399.99. She confirmed that would be correct. No further information was needed, so Kumar hung up. I spoke to [redacted] and she advised that hopefully the charges would be reversed as a dispute would depend on TOPIC:Referrals
80	68372968	12/29/2015	Corsica, SD	The consumer was on computer and message came up saying she had firewall damage. The consumer called them and they said they were Independent Service Provider. They showed the consumer information on her computer the consumer gave her cc to them but was able to cancel it out.
81	68679111	1/13/2016	-	I was using my computer when suddenly a sign appeared that my computer was blocked by microsoft for safety reasons and i had to call 855 3392910. Perrson answered said he was from microsoft and asked me to make some entries in the computer. He then had acces to it as he even made entries.He then said i had to pay $149 to fix the problem. I said i would call him back and he said to call him at 877 4906709. And to not unplug the computer.I called Microsoft to report this. case 1321945456
82	77396753	1/14/2016	Westport, IN	On Dec 4, 2015 a message came across my computer freezing the screen saying Microsoft security and that someone was hacking my computer and to call the 800 number listed. I was connected to a company know as NTS IT CARE INC. They informed me that my computer has been hacked with some sort of worm. Long story short they told me for 150.00 that they could put Mcafee Antivirus and a 1 year tech support deal on my computer. One month later people from another company are calling me saying that they need access to my computer because my email is now some how spreading spam from states I have never been to or have contact with. I called Mcafee to check and see how they could help and they informed me I have no account with their security and that I have been hacked by the NTS IT CARE INC. IsVictim:true
83	68832293	1/19/2016	Yakima, WA	Consumer report she received a pop-up window claiming to be Microsoft requesting her to call in regarding computer troubles. Consumer called and granted them remote access to her computer. Consumer did supply credit card for payment for their services. Consumer did call card holder to dispute.
84	70051585	1/25/2016	Nashville, TN	Sales practice is to install malware on a computer which then locks the computer. Service and software were misrepresented with high pressure urgentl succumbed to their sales pitch thinking they were a contracted Windows agent. Computer was locked up. I agreed to purchase a technical scan to unlock the computer and purchased technical services into the future. This was 18 hours ago. After research, I find they are unethical and unreliable, if not a total fraud. I have cancelled my credit card and asked them to cancel the contract immediately. I would not trust them with further access to my computer after reading their reviews, at BBB, and elsewhere. They have refused verbally to credit my account claiming services already rendered. However, they appear to have only removed software that they placed on my computer and installed an antivirus software which was available for under $20.I seek full restoration of charges $199.99 which was supposedly for two years of technical support. I have requested this by phone and by e mail. --- Additional Comments: I requested full refund of $199.99, which was charged to a Discover Credit Card. I am 73 years old and know little about technical aspects of the computer. I was overwhelmed by high pressure sales, and my computer was locked up. This scam is discussed on several websites.

85	69050216	1/26/2016	Milford, NJ	Consumer was on her laptop looking for movie viewings when her screen locked up and a message to call a number for NTS which she did. She is told that they can clear this message for $80 from her screen. She hung up on the caller. Then she called the number back and was told "free movie" sites often have scams.
86	69070964	1/29/2016	Pomona, CA	Consumer stated that he was on computer and a popup came up, to not restart computer, shut it down and call Microsoft. Consumer called thinking it was Microsoft, gave them access to computer and paid $100 to fix computer. Consumer stated that his and his wife's personal information is on the computer. Consumer stated that he did not have access to internet. UPDATE: 01/29/2016 Consumer called and added the same information. [redacted]
87	69425545	2/4/2016	Fremont, CA	Consumer reports that he called the number that showed up on a pop up. They claimed that someone was wrong with his CPU, and he gave them access to his CPU. They claimed to be with Microsoft.
88	69472431	2/6/2016	Battle Creek, MI	Receiving numerous calls each day from people who claim to work for Microsoft stating my computer was hacked and their "world web server" had been receiving error messages with my computer id linked to it. Eventually this company/person remotely accessed my computer by coaxing me into it and did who knows what. nts global or world web server is the other names they have given me regarding who they are. These people have strong Indian accents and have American names that change while talking to them. I have demanded they stop contacting me and they persist and call using unknown/blocked phone numbers. Some threats have been made to me as far as saying they will send police to my home if I do not pay. And trying to con we into sending money orders to a :Steve Anderson".
89	69548581	2/9/2016	Beaumont, CA	i was on my computer and a voice came on repeating that my computer has a virus and a number with the word microsoft came on so ot kept saying to call so that they can help take carebof the virus. it wouldnt let me click on anything on the computer sobi called and they said they are tech support it sounded like an indian accent they said they can give me a 6 month support for $99.00 or i can do a one time payment of 49.99 for a one time fix so i payed the 49.99 with my debit card but my husband tole me its a scam because it wsnt the microsoft real phone number. so i went an closed my card but they had already taken out my money 49$. i turned of the internet and the computer when it was at 30% at what they were doing on the computer. they called me a little bit later to have me do something on the computer ao that they can finish but i told them no because it wasnt the right microsoft number but they said they were a third party and tried to convince me. they also called me with a blocked number.TOPIC:Referrals
90	69457429	2/9/2016	La Quinta, CA	Consumer received a call from Unknown Tech Support stating she had a virus and they needed access to their computer. Consumer has not given access.
91	66027473	2/18/2016	Winslow, AZ	Consumer reports that she called the number from a pop up on her CPU, and when she called the number that was listen they told her that they were Microsoft. She was information that her CPU was at risk, and that someone has gotten into her CPU. She was also told that people were watching her. HE asked for $199.00, so that he could fix it. She did not pay him the money. 02/18/16 UPDATE They are still calling her. She is reporting a different number. [redacted].
92	69841414	2/20/2016	Katy, TX	I clicked on an advertisement and my computer locked up. A recorded message with a warning not to turn off the computer and to call the number imediately to fix your computer. It had information that says it was approved by Microsoft (which is a lie). I need my computer to be unlocked, so I called. I gave them access to my computer and they did a hard sell on me. I paid the $99.99 by Master Card credit card. After about 45 minutes, I could use my computer again. I later check the internet to find out this is probably a scam. Can I call my bank and reverse the charges? Should I bring my computer to Best Buy to make sure it does not have any malware? Is my personal information at risk? They have also attempted to call me back to see how my computer is working, but I did not and will not answer their calls. What should I do?
93	69839585	2/23/2016	Oroville, WA	I have all this information typed put that I had to fax to my credit card company and would I ke to just fax that to you. Otherwise I have limited time to send this from my phone via text as I am at work. Is there a fax #? Thanks, [redacted] ...by the way I think I hit the wrong number for the organization's address I was given the zipcode should be [redacted] Other-Other Update
94	74749895	2/29/2016	La Crosse, WI	Entered in Complaint Wizard. See paper complaint for description details. --- Nature of Complaint: Untrue/Deceptive/Misleading Representation --- Consumer Age Range: 62 or Older
95	70346562	3/6/2016	Newton, NJ	On 2/15/16 I was browsing on my computer when all of a sudden a "blue page" popped up saying that I should call a number immediately in order to prevent any damage to the computer. In a state of panic I called the number and immediately got someone who seemed very helpful and said that for $50 I could get Mcafee Anti-Virus Security, for another $50 I could get Anti-Virus Software Installation, Computer Optimization and Tune Up and for an additional $69.99 get Extended Technical Support for 1 computer and peripherals for 1 year. I okayed the charges and put it on my credit card. My son was very suspicious of the whole thing so when he went into Mcafee, he found that I was sharing my subscription with various other people. Is this even legal?? In the mean time, I called the company and cancelled, called my credit card company (they should be giving me a full refund), and am having them issue me a new credit card with a new number. I have googled this company and found that they have had many complaints and, in fact, have an F rating with the BBB. I am usually very careful with anything like this, but in this case have acted very stupidly. People should be aware of how smart these people are (all with heavy Indian accents), and should not deal with them. I am now afraid that they have gotten some personal information from me. Other-Other Update

96	70416441	3/8/2016	-	this is getting extremely out of hand and is interfering with my school work and i am afraid of being used for identity fraud they keep asking to remotely take over my computer.
97	70476829	3/10/2016	Pearland, TX	Consumer received a pop up message on her computer from NTS given consumer a number to call to help with the virus. Consumer did call the number provided and provide her bank account information that was asked for but no charges were made.
98	70764223	3/17/2016	Mansfield, OH	Monday evening, March 14, 2016 I received a message on my computer claiming to be Javascript that I had dangerous viruses that would cause my computer to crash and needed to contact Microsoft at the 800 number provided. Was told they could clean viruses but I need to subscribe to a contract for 2 yr 24/7 support at $269. Was never informed a third party, (lead to believe they were Microsoft) until they had my credit card number and had sent an e-mail pre-typed for me to give authorization to charge my credit card. That is when I found out was NTS IT Care (independent service provider). I immediately typed by my name "authorization denied your not authorized Microsoft tech @5:55 pm Mon. 3/14/16 and sent to support @ntsitcare.com which was provided in the pre-typed e-mail. (Have hard copy to document, also still in my sent mail). I ended all contact with them and located a legitimate Microsoft phone number and contacted them for service. I immediately started receiving numerous phone calls from 877-490-6709 and 1-800-876-9119. Microsoft advised that they receive numerous calls regarding same issue. After Microsoft cleaned computer and made sure protected I contacted my credit card to report the issue. Was advised to close the card (which I did) and dispute the charges they had already submitted. A 99 cent charge, as well as, a $269.00 charge.
99	70652751	3/18/2016	Milwaukee, WI	Consumer is calling to report that she was using her computer and she received a pop up on her computer and that her computer was compromised and that she needed to call a certain number. Consumer states that she called and they claimed to be with NTS IT Care. Consumer states they she needed to gain access to her computer. Consumer states that she allowed access. Consumer states that they started to offer her a protection from gram. Consumer states that they offered different prices. Consumer states that she agreed for the 199$ protection. Consumer states that she paid with her CC.Consumer called Apple and they informed her it was a scam. UPDATE 03.18.2016: The consumer provided 2 new e-mails address and invoice #s. nonreply@mail.authorizat.net Invoice:NTSIT0315-019. [redacted]
100	71073880	3/22/2016	Sun City West, AZ	I tried to order from ebay. Computer blocked.Got a 877 number to call for help.I tried to get out of my computer which was blocked after I wanted to get on ebay. The only way I knew how to get my computer going again was to call the 877 number provided for a help line. They held me online for over 3 hours and then disclosed that they are a private company. And also after they charged me 79.99 for a one-time fix. Showed me all kinds of computer notes that I had 12 other people on my line (I only have 1 computer and I live alone) and that there are number of issues wrong with my computer. I panicked and authorized the 79.99 one time fix but they tried to sell me a one-year, two year or three year deal (3 years = 349.99). They told me that with my one time fix I wont have security on my computer.I know I should know better. I don't need you to contact me, but I wanted to inform you that this is going on and targeting Senior Citizens. --- Additional Comments: I know I was dumb to buy into this scam.So no further action is required by you.I just wanted to let you know.
101	70785649	3/22/2016	Savoy, MA	The consumer got a message on their computer from someone posing as NTS IT Care stating that there were many viruses on the consumer's pc and needed access to the pc to remove the issues. The consumer allowed the caller to access the pc. The caller then told the consumer that there would be a fee of $149 to upgrade the pc and fix the issue. The consumer paid the money. 03/21/2016-Consumer called to provide a phone number on the tech support company. By [redacted]
102	72125894	3/29/2016	Murrysville, PA	Scammed by a popup on my computer to call the number on the popup to get help. On March 25th, 2016 I had a popup come on my computer that said something to order that my computer was hacked. I tried to exit it, but it would not let me. Without thinking, I called the number. I asked if it was Microsoft and they lead me to believe it was a contractor for Microsoft. I fell hook, line and sinker for it. I gave them access to control my computer and helped them put a charge on my credit card for $249.00. They tied me up for 5 hours. When it was done I went to a friends house and we found on the internet that the company had a BBB rating of 'F'. There was all kinds information on the internet about people who had been scammed. So I called my credit card company and put a hold on the card. I don't know what they did while I was on the phone. I bought a new computer, changed a bunch of passwords and I am thinking about getting LifeLock. --- Additional Comments: I want them to not contact me. To drop any payments they think I owe them. And to not ruin my credit by going to a collection agency. And to not use any information the stole off my computer to harm me in anyway.
103	70993761	3/29/2016	East Amherst, NY	MAIL: The consumer's letter was forwarded by State of New York Office of the Attorney General. Consumer reported her computer was hacked with an offer for a 3 year protection from hacking. Consumer paid $799.99 via credit card and they wanted to refund her money and needed her account number so they could send part of it back. As a result consumer lost a total of $18,800 when she learned they were taking funds from her checking account and transferring it to another account.
104	71169312	3/30/2016	Columbia, TN	Locked up my computer then had me type a link so they would be in control of it.Said I needed to call them immediately or I would or could lose my computer. Then told me I was at high risk of hackers getting into all of my bank, social networks, etc. Then conned me out of my credit card number for charges to repair my computer virtually.
105	71120189	3/31/2016	Memphis, TN	Consumer states that he was on her computer and got a pop up on her computer telling him that there was a warning and they had to call a phone # that was provided. He called them and was told that his computer was hacked by someone in Mexico and he had a virus on his computer and they needed to clean it out. He gave them access to his computer, but they did ask him for different packages. He never paid them any money.

106	70670549	4/13/2016	Tucson, AZ	A man by the name Daniel Walker posing to be an employee of nts global services contacted me 2 days ago and stated that I was getting a refund for a tech support policy I had purchased a from the company while back for 300$. He basically claimed that the minimum amount of money he could send me through a wire transfer was 1800$ so somehow he convinced me to buy itunes gift cards to send him money first and then he would send me the difference. I honestly don't know what I was thinking here there were so many red flags with this; big mastake. Anyways he convinced me to buy more cards then I actually needed to because he claimed that one of them had already been redeemed. I blindly followed through with it being fixated on getting the refund I was promised. I contacted nts global services directly about this and they told me that this was a scam and was happening to other people as well. At this point I contacted apple, and my bank for advice and immediately changed all of my information and canceled my checking account. When I talked to the police they referred me hereTOPIC:Referrals 04/13/2016: Consumer is calling to get more information on report. [redacted]
107	71654277	4/15/2016	Lexington, SC	Consumer has rec'd a popup on her computer. Consumer called the phone number listed. She was told that her computer had been hacked. Consumer allowed access to her computer. She has paid for services through Money Gram.
108	72750696	4/18/2016	Glendale, AZ	on my computer. a pop up. nts came on screen, said they were Microsoft and that I had a vires and they could fix it. they did,charged 199.on card. jan 14 2016 --- Additional Comments: refund
109	71976025	4/19/2016	Watsonville, CA	Internet ScamMy wife is on computer and she receives a message to not touch her computer and to call phone number. At that time were thinking it is Microsoft because the software we are using is Windows 10. Turns out it is NTS. NTS tells my wife that our present virus protection (Trend Micro) does not work with Windows 10. NTS says will fix problem and supply McAfee Virus Protection Software for different fees depending on the length of time. I see she is paying NTS and that NTS is online and working on her computer. So, I look up NTS on my computer and I see other complaints about NTS. So, bottom line I feel like we have been scammed but I don't know. --- Additional Comments: I want to know if their business is legitimate or if they purposefully created problem so that they could profit by offering solution. If it was a scam I would l ke restitution for any charges we incur.
110	71555365	4/19/2016	Murrysville, PA	On March 25, 2016 I had a popup come on my computer that said something to the order that my computer was hacked. I tried to exit, but it would not let me. Without thinking, I called the number. I asked if it was Microsoft and they lead me to believe that they were a contractor for Microsoft. I feel hook, line and sinker for it. I gave them access to control my computer. And helped them put a charge on my credit card for $249.00. The money was to fix the problem on the computer, install Macafee, and a two year service agreement. They tied me up for 5 hours. When it was all done, I went to a freinds house. We found on the internet that the company had a BBB rating of "F". There was all kinds of information on the internet about people who had been scammed, buy this company.I called my credit card company and put a hold on the card. I bought a new computer, froze my credit reports, changed passwords, checked my credit report, replaced the credit card I used, got a new bank account, and keep a closer eye on my accounts. (They have not been paid the $249.00 by the credit card company as of today, but I am having trouble in the despute process with the credit card company proving that I was scammed.) Other-Other Update
111	71893528	4/25/2016	Deer Park, TX	Consumer states that some company named NTS Global, called him stating that they would offer him external protection on his computer. They wanted the consumer to pay 289 dollars in order to protect his computer. Consumer states that they hacked his computer.
112	73172861	5/2/2016	Rockport, TX	Deceptive advertising and service On or about Nov 18 an NTS IT Care, Inc. popup on my computer stated that a serious virus had been found on my computer and I should call a 1-800 number. I did this and the person answering stated that NTS was a Microsoft approved repair agency. (Contacted Microsoft later and was told that this was not true). NTE IT took charge of my computer and advised me that there was many virus's on my computer ant they would remove them. Instead they put malware on my computer and it cost me $140.00 to get the computer repaired. They charged me $199.99 via my credit card and despite disputing the charge in Nov 2015 they still have not refunded the money. --- Additional Comments: Refund of money

113	72341433	5/8/2016	Wahiawa, HI	On 5/6/16, I received an email from a very close friend. Subject line read: Open ASAP Body of email read: Unable to display full message. You can view by clicking here (in blue, a link). I clicked on the link to read my friend's full message. Immediately a large pop up supposedly from Microsoft appeared saying something about my personal info had been compromised and advised me to call a number given to get tech help. If I do not do this, Microsoft was going to lock down my computer. I was unnerved so I called the number given and was connected to a gal named Shreya. She had very, very strong command of English and was far more articulate than me! She said she is Indian and was recruited from India to work in California, but that she and her husband, also a tech person, same company were leaving in months to return to India. She proceeded to help me. Said I do NOT have a tech support contract with Best Buys where I bought my computer in 4/2014, altho I was 90% sure that I just renewed that contract until 4/2017. She said I do not, and anyway, Best Buys techs make mistakes and installed unnecessary things, such as a Trend Micro security program when they should have known my computer came with MacAfee security program. I paid for that Trend Micro program. Cannot have 2 security programs. Since Trend Micro was to expire in 4/2017, she/they were going to install 3 yrs of MacAfee at that time as part of a 3 year tech support service contract I can buy from them for $349.99. I was impressed by her and gave her my mastercard info to charge the $349.99. Since she was only a diagnostician, she tranferred me to a tech person. Jason, also Indian, who worked with me. I had of course given them access to my computer. Next day, I found 105 undeliverable mail in my NEW mail email box and 58 of the same in my SPAM mail box, which grew by 40 more later on. I clicked only one and saw the host was [redacted], which meant nothing to me. Then I began getting emails and calls from friends indicating they received an incomplete email from me with that same link mentioned above, to show the rest of my email message. A very old friend and a cousin then called to say they were duped like me. Their computer froze too when they clicked the link. My friend went on like me to talk to who she thought was a Microsoft tech, also Indian, and bought a 3 year tech support contract for about $300+. But the tech company name was different from mine. We are therefore very afraid that we got caught in fraud to get all our personal info and $300+, which may or may not be for legitimate tech services. We've definitely been hacked so we've been warning our friends. PLEASE ADVISE. WHAT ELSE CAN WE DO? HOW BIG A PROBLEM HAVE WE CREATED FOR OURSELVES AND HOW CAN WE SAFELY ELIMINATE THEM? WE FEEL TERRIBLE THAT OTHERS IN OUR ADDRESS BOOK ARE BEING SUBJECTED TO THE SAME SCAM WITH EMAILS SUPPOSEDLY FROM US! HAVE OTHERS REPORTED THE SAME? THANKS FOR ANY HELP YOU CAN GIVE US. [redacted]
114	72516813	5/9/2016	Jeffersonville, IN	This company hacked my computer and downloaded images onto my computer. They also tried force me to purchase additional software that cost $399.99 to clean my home network. I called my network provider and was told that this was a scam. I paid this company $229.99 for service to monitor my computer and they took advantage of me when I could have purchased software for less to do the same thing. They also will try to steal your information. They never gave me a contract just sent me the following email to look like I typed the message: Tosupport@ntsitcare.com Mar 17 at 6:52 PM<br /&[redacted] would I ke to place an order to NTS IT care for the below mentioned product and services. I authorize NTS IT care (Independent Service Provider) to charge my Master Card ending with<br /&[redacted] for an amount of USD $229.99. I understand: 1.A 1 time amount of $100.00 will be charged towards the Software Installation, Computer Optimization and Tune Up. 3.An amount of $129.99 will be charged towards 2 years support for item No 1 and Extended Technical Support for 1 WINDOW computers and peripherals for 2 years. I understand that it?s a one-time charge and a non- renewable agreement and it will appear in my card statement under the name of NTS IT care . Regards,<br /&[redacted] --- Additional Comments: DesiredSettlementID: Other (requires explanation)This company needs to be investigated.
115	72263384	5/9/2016	Tahlequah, OK	Consumer states that they rcv'd a pop-up on their computer that told them that their computer was infected. They called the number on the notice that claimed to be NTS Support. Consumer allowed the group access to their computer and was told there was no coverage on their computer and that their device had many viruses. Consumer was asked to pay a fee of $299
116	72626064	5/18/2016	Yorktown Heights, NY	On March 21, my computer locked up and a pop-up appeared stating that my computer security has been breached and to call 1-877-490-6709 immediately, which I did. I believe that this was Apple security. A person named Steve answered and asked what the problem was and I explained. I failed to ask him if he was an Apple's representative. He asked for control of the computer to determine the problem and said the fire wall was down he would hand me over to NTS IT, a private company to "repair" the problem. At that time I saw my life savings disappearing. The link Steve gave me is: https://secure.logmeinrescue.com/R?i=2&Code=999451. The problem was "repaired" and additional security installed at the cost of 399.00. A few days later, I went to an Apple store in Danbury,CT and explained what has happen. He said I've been "had"d, Apple doesn't worked that way. Apple removed what NTS IT installed and the computer was normal.

117	72782056	5/22/2016	Missouri City, TX	Contacted by cell phone # displayed as unknown, identified themselves as company representing Iverra Computers, a company I had done business with in the past. I was told they were no longer be able to service their customers and they were refunding the customers money paid for program services to customers on their server. They claimed to be able to refund $ only online using Chase Banking site because thaf was the credit/debit card I used in purchasing the program on Sept. 2013. They accessed my computer by remote and asked for my account information. They said that an error occured in refund amount and I needed to purchase pre-paid ITunes cards to refund the overage. They also asked to send a money-gram to India to a name given me to complete the return of their money, and my account would be closed, my name.removed from their server. After checking my accounts, I finally realized they were transfering money from my savings accounts to my checking accounts to have me make the so called "refund overage error" on thier part. I immediately contacted my bank to report fraudulent activity.
118	98476571	5/26/2016	Lima, OH	Technology company not providing security that was paid for. Company has been hacked which in turn has hacked my computer.NTS does not appear to be a reliable service. They are trying to charge me additional amount for security that I all ready paid for.I want my computer cleared of viruses, worms etc. at not additional cost. If they can't do that I want my money returned so I can contact a reliable company. --- Additional Comments: I want computer cleaned up as indicated when I purchased the security program or money refunded.
119	72998612	5/27/2016	San Diego, CA	For over the past year I had an arrangement with NTS IT Care to periodically scan my computer for virus and other defects using an on-line capability during which I (stupidly) allowed access to my computer. On or about 17 May 2016 a John Taylor called to say that NTS IT Care was was going out of business and I had a remaining credit of $299. Taylor said the money could only be transferred via on-line to to my bank account. I (stupidly) agreed. I then checked by statement of account and found that the account had been credited with$2299. I called John Taylor to report this. He said I could only return the overpayment of $2000 using I-Tunes gift cards. I (stupidly) agreed to this and gave him the numbers of four gift cards in the amount $500 each.
120	72966243	5/31/2016	Temecula, CA	Consumer reports he received call from someone claiming to be from NTS IT Care, also called her last year, wanted access to consumer's computer, she gave them access last year, paid $150.00 via debit card last year, this year did not comply; not on DNC.
121	78387780	6/20/2016	North Bend, WA	They will lead you to believe that your computer has a virus and offer you there services for an exorbitant amount for a service they DO NOT Provide. IsVictim:false --- Initial Means of Contact: Unknown
122	98476568	6/21/2016	North Bend, WA	I was misled to believe that my computer has a lot of viruses offered services that I do not need and was charged a fee that I would l ke refunded. On May 17, 2016 at approximately 9:00AM I got a pop-up on my computer stating that my computer has been hacked. I needed to call a toll free number: 1-866-763-1760 / 1-877-490-6709. The pop-up also had the Microsoft format and logo misleading me that my computer required software service in order for me to use it without compromising sensitive information, that I send through the internet. After calling there office I was told that they are a software security outfit down in Milpitas, CA and that they work on such problems all the time. Interestingly, I was told that my computer had a virus called the 'ZIKA' virus - upon researching this said computer 'virus' it's a virus for humans NOT computers. Also a technician named Edward mentioned that not only did I have the 'Zika' virus but also other viruses. Basically he was throwing words that were jargon to me. He then proceeded to tell me that he required remote access to my computer and was told that it would take several hours to 'clear' all of the viruses. I was offered a service charge of $99.00 and an additional charge of $230 to extend my service for an additional three years. After all was said and done. I spoke to my son in-law and discovered that I was not coordinating business with Microsoft but a total separate company posing as a company that works for Microsoft. They did not do anything to my computer to resolve my issue other than ensuring me a false sense of security only to expose all my transactions online. They also installed a link that I was concerned being that it might be a bug. After all this my son in-law told me that they are a SCAM and that certain hackers would pose as companies associated with Microsoft. He then proceeded to contact Microsoft and was offered a virus and beacon sweep on my computer for a fee and have an official Microsoft service technician swept my computer and tuned it. --- Additional Comments: I Want a FULL-REFUND!! I was misled to believe I had a viruses that I did not have and even possibly infecting my computer with a real threat!!
123	73875723	6/26/2016	Chicago, IL	My elderly dad got phone call on the landline on Friday 6/24/2016 around 10am from someone by the name of Sharma from microsoft support. The guy told him that he may have a virus on the computer and attempted to get remote access and he may have gotten it thru Logmein Rescue program because he asked my dad to "run" a program and the log on screen was present when I got home to check the computer a few hours later. Sharma was trying to sell him an antivirus program for $179.99 because he said there might be a infection on the computer. Sharma said his number to call him back is 1-866-763-1760 ext 543. I googled the number and it brought up a website for NTS IT Care based out in califotnia. The phone number in the caller ID said toll free (no company name) 1-877-490-6709 and that number appears to be a scammer number. I also reported the incident to Microsoft and Norton Symantec.TOPIC:Referrals

124	74238567	7/8/2016	Tiffin, OH	On 7/6/16 my wife was using the computer and a loud voice alert along with a bright popup overtook the web page advising of a virus on our computer. The alert also said to not turn off the computer. She called the number given and was led to let the person have access to our computer by taking control of the computer in order to fix the problem. She was also led to give our credit card number over the phone to pay for the service. The person had an obvious Middle Eastern accent but called themselves Robert Cloud and Harry with no last name. My wife thought she had to do what they said to save our computer. We have McAfee protection but the people at this company said McAfee failed to portect us. I [redacted], husband) was not home but found out later about the incident. I called McAfee later who told us this was a scam.
125	74238753	7/9/2016	Chatsworth, CA	Home computer stopped working and warning message popped up to call 877-490-6709 or 866-763-1760 to have cumputer fixed and restored to working condition. Very urgent message implying the problem was caught just in time and could be fixed with no damage. Not untill various "problems" were remotely displayed and fix suggested was minimum charge of $199.99 mentioned. I felt I had no choice but to comply. I have since learned it may have been a "h jack" scam. I will ask for my money back and hope for no more problems.
126	78969321	7/9/2016	Chester, MA	Note: C is for consumer and R is for merchant. --- I was working on my computer, when suddenly I was interrupted by an urgent screen message coupled with a verbal one stating I needed to call an 800 # . The message lookedto be from Microsoft. When I called, it had all the 'trappings' of a busy call center. When I questioned where I called, the rep, who had an Indian accent, said the company name and that they were contracted with Microsoft to do the work of fixing my computer. It would cost $49.99. I authorized the charge, because essentially my computer wasn't working. The 'diagnosis' was that it was infected with the Zeus malware. I spoke with 4 people, all of whom were very polite & seemed legit. My suspicions that I'd been had rose when I received emails saying to call only them, mult. follow-up phone calls, could not find any info on the web about this co., no info on 'reverse phone #' look-up, two charges to my credit card, etc. --- Complaint Status: Closed
127	75074513	7/13/2016	Jeffersonville, IN	5-Misrep Repairs Needed --- Source Agency Contact Method: Online --- Indiana Consumer Age: 55-59
128	74289930	7/23/2016	San Francisco, CA	On July 1st, I was on Twitter web site and this whole screen Alert came on warning that my computer was being attacked and if I turned off the computer that I would lose everything and to call the 800 number immediately to fix the problem. So I did call right away, and Suri answered and told me to follow her instruction. Hindsight is 20/20. I should never have called. She was already got into my computer remotely and trying to scare me showing viruses attacking my computer including Trojan. I had to register and pay them $149.99 for removing the all the viruses and 1 year maintenance. I agreed. Then another tech, Alex came on and went ahead with removing viruses(?). I question that now. It was a scam from get go. Next day I called back asked to cancel my subscription and demanded for full refund otherwise I would call FTC or other authority. The manager came on and offered to refund $99.99 but $50.00 was already spent on tuning the computer. I received the $99.99 credit back to my Discover Card a week later. My complain is that this was a total scam and I feel I was threaten to buy their service. I do not wish other people will fall into this scam. I have 8 yr. old Apple MacBook and it has outdated Browser and Apple does not update this OX any more. So it was rather risky but I was still using to use websites which was not bank related. Banks will not use the this outdated browser for security reason. Looking back, it was so obvious that is was a scam using typical scare tactics. I still would like to get $50.00 back. Most importantly this company should be investigated for fraudulent practices. Please respond for the complaint I am filing today.
129	74634794	7/26/2016	Somerset, NJ	Consumer is calling to report she received a pop-up from someone claiming to be Microsoft and said her computer needed to be fixed. She did give access to her computer. Gave number to CRA's.

130	75794235	7/27/2016	Lebanon, OH	NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- I hope the Attorney General will help. This needs to be a class action suit to help all the people that have been scammed by this company. I would love to bring a suit against this company for harassment and fraud but I am disabled and on SSD and she is --- Topic Description: We have a problem that NEEDS to be addressed. My girl friend was on the computer and all of a sudden a message popped up stating there was a problem with our computer and it would crash right now if we didn't contact them right now.they clamed to be from Microsoft and would fix the problem. She didn't think and contacted them thinking the computer was going down. Theytold her they could fix the computer and she had to let them take control and it would cost her $199 or she could set up a payment plan. She has no income other than $25 a month. They talked her into paying $10 a month plus servicefees. We found out later this company is a scam company out of CAL. We then contacted Norton and got a new system for protection. She contacted the scam company right away and canceled the contract. Since then this company has been calling almost every day demanding they have to take control of the computer. We have told them the contract was canceled and not call here again. They also have called with different numbers but its the same company. I have told them personly the phone is in my name and do not call. I am disabled and have had two heart attacks and I don't need the crap they are doing. We have all of the emails to back up what I am telling you.Also I have all of the calls to back up what I am saying also. This NEEDS to stop before I have another heart attack. They will not listen to anything we say. Now they are trying to say she owes the money each month and the contract wasn't canceled. We need the help now. I just got into a argument with this guy from the company on the phone. He demanded I listen to him and he was going to tell me what to do. I am not from that mold. You do not tell me what to do. THIS IS Thug intimidation and I wonder how many other people they have done this to. I do know this this needs to stop and the OhioAttorney General is the way to get it done. I am going to give you the company information. Its NTS IT Care The phone number is 1-877-490-6709 and 1-866-763-1760 We also have the web address's support@ntsitcare.com and billing @ntsitcare.com Please help thanks $MONEY LOST$
131	74998215	8/3/2016	Hana, HI	I was on an email and went to a wenbsite where I have previously shopped. My order would not process. It was at night and too late to call toll free. A few days later I went back and got a verbal message saying that my computer was compromised my that website. I believed it because of what had happened a few days prior. I paid $200 for 1 year. Two weeks later...my email was hacked. I spoke with them then also. Then yestetday I got a call ar 8:45 am and they said thete was somrthing wrong with the computer.Then they said I had no antivirus software and they were going to report it to microsoft if I didn't pay a minimum of 200 and when I said I couldn't fo that... they said my computer would die evtually and that witbput the software, Microsoft eould closr out my computer. They had conyrol of my computer ...I called Microsoft ...waited 2 hours plus and they said to contact you. I have reported it to my bank and they made me cut my credit card.
132	75359133	8/15/2016	Lebanon, OH	I was on my computer and a pop up saying my computer was going to shut down. It said the company was from microsoft and would fix my computer and I needed to call them immediately. I called and they told me they could fix my computer for $25 down and $10 bucks a month and I had to let them take control of my computer to do it. And not thinking I did it. Later I found out this company was doing this and claiming to be from microsoft and it was a scam. I then contacted Norton and purchased a security package from them. I also contacted NTS IT CARE and canceled my contract with them. After I did that I started getting phone calls telling me to shut down my computer and let them take it over. I refused and told them I had another company protecting my computer. They were told time after time not to call my boy friends number and they have called 41 times since May 2016. I also have contacted the Ohio ATTORNEY GENERAL OFFICE and filed a complaint. The complaint # 871031 and the man we are working with is [redacted] at the Attorney generals office. Even after we contacted [redacted] and they told Nts it care to stop the calls continued. We got a call from Nts Care and a man named George claiming to be a manager. He said the calls weren't coming from his company. We told him everyone that called said they were from Nts It care. We even gave him one of the numbers that called and he said it was one of there old numbers not in use. He had no explanation how all of the calls knew the account information. They even called once and told my boy friend he had to let them talk to me and he had to listen to them. That did not go over very well He is not one to try that on. They have even lied to the Attorney General's office. They sent a email to [redacted] stating I was very satisfied with thier service but one problem with it it was sent at 1:58 am on march 23. I was in bed at that time. Now we have also went to the local police and showed them the information and they told use to block the number. The Lebanon Police Case # 2016-15062. Now we can only block the one number but they are using somehow a few numbers that have only 9 numbers showing or 10 or more numbers. The police said there is a way they can do this with tect system that is out there now. Now we can only block the number untill november according to our verizon provider. And we will have to do everything over again. My boyfriend has had two heart attact's and doesn't need this phone harassment. This company has been told time after time not to call and they don't care period. We need the government to help. I under stand you can fine them up to $1500 per call according to the local tv station. I feel that is the only way to stop this. Not only this they commited fraud claiming to be from Microsoft. I wonder how many other people are going thrue this harassment also because this company doesn't take no for a answer. As I said we have had 41 calls and counting that should show they don't care. They need the FTC come down on them Like a ton of bricks. Also we have the e/mails to prove what has been going on and also the phone calls to prove that also. Hope you can help [redacted] thanks for your timeTOPIC:Referrals

133	75542242	8/19/2016	North Massapequa, NY	I want to inform you of a computer scheme to defraud. I was scammed or hacked (I'm not sure what is the correct computer term) by person or persons unknown. On July 4, 2016 I received a pop-up notice on my screen in what appeared to be Microsoft informing me that they detected a threat and to call a phone number.I called and was told by the representative that his company, NTS IT CARE, was subcontracted by Microsoft and they would correct the problem. They took over my computer and downloaded software. They charged me over $250.00 for the software and a maintenance agreement. All went well until August 7, 2016 when they called me to do a "routine servicing" at which time they said many of the files in my Microsoft driver were corrupted and I had to update and replace the driver. They told me it would cost me at least $250.00 to purchase the driver.I suspected this was a fraud scheme so I told them I wanted to think about it. I instead called a local computer service and the representative checked my computer. He found no problem with the driver and uninstalled NTS software. However, we discovered NTS installed an administrative password into my computer blocking anyone from running the computer.As a result I had to buy a new computer and am now in the process of trying to restore my files. I have notified the credit card company, changed the card number, and filed a dispute to retrieve my money. If I had not become suspicious I believe they would have continued this on-going scheme. I suspect they are doing this to many other people. NTS IT CARE has several other phone numbers: 877-490-6709 and 315-636-4354.TOPIC:Referrals
134	98476705	8/29/2016	Durham, NC	I was scammed into paying for computer services that I was not in need of. I was attempting to send an email through my AOL account, when a pop up appeared that stated that my computer was under a virus attack and would crash if I did not call a phone number that was listed on the screen. Upon calling, I was told to give over control of my computer to one of their 'technicians' so that they could fix the non existent problem that it had. They told us to not touch the keyboard or mouse while he was working, during this time, he typed up an email under my account that gave permission to the company to charge my credit card. This was done without my permission. I realized this was a scam and called the support number in order to request a full refund, where I was told after an hour long near argument that only half of my payment could be able to be refunded. I was passed through several levels of 'management' with no change in results. Along with being completely rude and unprofessional, they would not provide the name of their boss or the owner of their company. After almost two hours, our total amount of $88.99 was still unable to be refunded back to my account. --- Additional Comments: I expect a full refund of our $88.99. There is no other resolution I would be willing to accept.
135	75874859	8/29/2016	-	A window on my laptop opens saying i have a virus that may leak my important information while i was searching for books. The prompt told me to call microsoft at 884-809-1492 or 844-809-1492. Then the representative who answered claimed to be a microsoft agent and asked me to allow remote access, i then allowed it. The person's name was along the lines of Limryn or something. Then he showd me that my laptop had many warning events that need to be fixed. He says that i can pay for service and a 2 year warrenty with the company. So i end up paying the service of 249.99 with my debit card on Rightsignature.com that required my name, address, number, signature, and last four digits of my SSN. Afterwards, i am told a technician will clean my laptop and install antivirus on it. I let the technician do the service and am contacted by the technician when it was done. However, the technician claims to be part of NTSITCARE that is independent of microsoft and windows. He then goes through explaining how to reach NTS if any further problems occur. Then i was told id be contacted by a NTS representative within 48 hrs for a survey on service provided. Then on August 29, i am called by a company called ITechSolutions claiming the similar problems on my laptop which prompted me to look up microsoft's website and call them at 800-642-7676. The result was that i was told both were scams.
136	75865742	8/31/2016	Easton, PA	Consumer received a popup stating a virus was detected on his computer. He called number given on screen and allowed access to his computer and paid $274.99 to NTS IT Care Inc. for security software. Consumer not sure this is a fraud but did cancel his credit card. UPDATE: 8/31/2016: The consumer called back in to finish filing initial complaint [redacted]
137	76052069	9/2/2016	Green Bay, WI	I was on the computer and the screen froze with a message both written and audible of that the computer had a malicious virus and that they have isolated the computer from the internet. They asked for the computer serial number and program, they asked for 99.99 dollars for them to fix the problem. They asked questions as to what type of Windows I had, 7.0, 10.0 etc. I called the number and I was charged 99.99 for them to allegedly fix the problem and they had access to the computer remotely for over an hour. On line we found information by others who were scammed by this company who also were charged 99.99.

138	76089344	9/3/2016	-	The company created a pop up on my PC saying "MacAfee alert. Do not shut down computer or you may lose files. Call 1-844-592-4205.". I called the number and NTS told me how to exit the message, which failed. I was passed to a technician. They had me shutdown the PC to clear the screen and then they asked for control of my PC using "support.me". They said there was no security on my gateway and I needed McAfee installed even though we already had MacKeeper. They said MacKeeper would only show the problems and not fix them. They said they would install McAfee and the malware software. I asked how my call was routed to them and they claimed that McAfee routed the original call to them. Later they claimed it routed to them from a Google map site that I tried to use. I asked where they were located and their support staff, and they said they were all in CA. They told me that I needed to install the software to protect it. They said it would cost $299.99 for McAfee. They then tried to download McAfee to the PC and it would not work, so they installed Norton and claimed to have solved the problem. After my husband came home and investigated, he found that they had bad Better Business reviews and that this was likely a scam based on comments found online. We immediately called them nd told them to remove Norton and terminate their service - they refused. Therefore, we tried to remove it and learned that the license was in NTS IT Care's name. We had to contact Norton to get it removed. I then installed the latest version of MacKeeper and it found a file with the word "trojan" in it. We suspect that they installed the trojan while they had access to the computer. I then notified my credit card company, told them about the scam and blocked payment. NTS then called and offered to lower their fee to $75 if I agreed to pay. My husband told them to send the proposal to us in an email and we would think about it, but they never followed through. Since then they have called several times a day from a 7 digit phone number that appears on our caller ID. The number is 151-2390. On Sept 3 at 2:01 pm CST my husband answered the phone and they said they were calling about our $349 service policy. He told them that we told them to terminate the agreement the day it was created and that we advised our credit card company to deny payment. The caller from NTS became irate and started calling me obscene names so my husband advised the caller that he would report them to the FTC if they continued to harass us. Your help in stopping the harassment would be appreciated.
139	76644958	9/20/2016	Smyrna, DE	Consumer received a pop-up on his computer from someone imposing as Microsoft telling him to call a ph#. Consumer complied and he was told his computer had been blocked, they could diagnose his computer for him. Consumer did not comply and hung up. Consumer received another call, he said he was not interested and hung up on them again. Consumer stated that he is now having problems with dialing the 8 & 9 #'s on his phone.
140	76779571	9/22/2016	West Babylon, NY	Hello,I have some information about a possible virus that was put on Windows8.My friend had some popup saying that her computer had been infected and needed to call a number to resolve the issue...Unfortunately she called the number and they asked for money, downloaded McAfee along with 2 programs from "NTS IT CARE". One was a PDF, the other was an application. The guys went through her computer for about an hour, and afterwards it ran slowly. After the incident, "McAfee" along with "Avira" did not find any virus'. However, she received information from her credit card of possible fraudulent activity. I'm afraid there in something not being detected.She also clicked on the application again by accident and she said it started "updating again. Perhaps you could find out what exactly is going on with it.When I got to the computer I instinctively tried to perform a system restore, which I couldn't because the last date was when NTS IT CARE performed the stunt...So I took a look at the code for the application. The code is jumbled in IBM i OS code along with some readable items. One name is in the file, "Trombyak Ghosh" which is defined as the author of the Microsoft office file. <</Author(Trombyak Ghosh) /Creator(þÿ M i c r o s o f t ® W o r d 2 0 1 0) /CreationDate(D:20151009142627+05'30') /ModDate(D:20151009142627+05'30') /Producer(þÿ M i c r o s o f t ® W o r d 2 0 1 0) >>I can attach the whole text file if you'd like.I did some research...He seems to be out of India and host an IP address in the US "162-144-120-87" from "unifiedlayer.com"...Apparently there are people complaining about massive backlinks from the domain.Feel free to contact me via emai [redacted] if you would like the text file or have any questions for me. I hope this information helps you and gets to the right people.Thanks [redacted]
141	98476706	9/26/2016	Lakewood, WA	NTs It Care hacked into our PC telling us that our computer was infected by a virus, and would shutdown shortly, they charged us to do a check.On Wednesday Sept. 14, 2016, NTS It Care hacked into our computer sending a scrolling message and a voice message, that our computer was infected with a Zeus virus that was currently destroying our computer. The message gave a phone number to call. I called the number, the person said they would remotely run a test to detect a virus. None was found. They then signed me up for IT support and care for two years and set them selves up as an administrator on our computer. I did not want this product. I asked for a full refund. The customer number is NTSIT0914-006. The amount paid with a Visa card is $299.99. --- Additional Comments: Full refund of the $299.99 and no further contact with the business. I would like to see this shady business practice stopped.

142	98476707	9/28/2016	Red Bud, IL	In my opinion this company is a criminal operation targeting senior citizens who use the Internet. The last time they did it to my Mother I ca the FBILast week my mother's PC locked up hard with screen saying you have a virus and to get it fixed call 8774906709. The PC would not do any but display this msg. The only way to turn it off was to unplug it. When you plugged it back in it went right back to the msg saying call 8774906709. This company did the same thing to her earlier this year. They convinced her to pay 2-3 hundred $ (maybe more, she was embarrassed that she got robbed and didn't wa k to talk about it) to fix her problem. Right after she was robbed she told her internet provider what happened and they told to cancel the credit card she used to pay this outfit. They go by several different names.When my mother told me what happened the first time she got robbed I was very mad. About the only thing she uses her PC for is to play online euchre, bridge, and pinochle. I called the phone # she used the first time she was swindled. I told everyone I spoke to what I thought about their business and taking advantage of the elderly. My mother's almost 80. Everyone I spoke to at this phone # had an Indian accent (could be Pakistan?) and was hard to understand. They did not learn English here. That seemed strange to me so I sent an email to the FBI about what happened to my mother. The FBI is going to get another email or phone call as soon as I finish this msg. This company is a corrupt criminal operation. They prey on the elderly that play cards online. The more I think about it the madder I get. In the morning I'll call the police in Milpitas, CA and ask some questions. But first I'm going to cancel this credit card charge. --- Additional Comments: Criminal prosecution and restitution of all money illegally acquired plus a punitive fine to discourage others from doing the same.
143	98476766	9/29/2016	Inver Grove Heights, MN	The d---- pop-up that held my computer captive. The lack of understanding what I was trying to tell them. Problem date 09/27,purchase date: same. Total purchase was $249.00 for two years of stuff. Their techs BARELY understand English and I could not get points across to them! --- Additional Comments: Cease and desist snagging unsuspecting people with those pop ups that hold the computer hostage. I'm not even sure that the data that was 'from my computer' shown to me on my computer was real.
144	78464988	9/29/2016	Lewisville, TX	I was panicked into believing my computer being under immediate threat, and persuaded that NTS IT Care was an authorized agent for Microsoft. I was told my computer was infected with numerous viruses, and offered recovery services that I did not need. I was charged an outrageous services fee which I demand be refunded. IsVictim:true --- Initial Means of Contact: Unknown
145	98476769	10/3/2016	Burleson, TX	Unsolicited hack of computer for gaining customerComplaintOn September 28, 2016 my computer was attacked or hacked by NTS IT Care. The hack locked up my computer to where I could not delete or close the memo that had appeared on the screen. This was also accompanied by very loud claxon type beeps on the speakers. The only action available was to call the number shown in the body of the memo in order to get everything unlocked. The memo appeared to be from or in the format of a Microsoft memo, so I was not thinking of it as dangerous. After calling the number, I was misled to believe that my computer contained many viruses. The person on the phone provided screens supposedly showing these viruses. He offered to get them cleared from my computer and took control of my computer to do so. I was then connected with another person who convinced me to agree to charges of $399.99 for a three agreement for services that I later found out was a scam . I do not appreciate being scammed and hacked to gain a customer by this company and have demanded a refund of my money. I say that this was a hack of my computer, because the computer was just idling while I was involved in another task off the computer when it occurred.I later that day, after I regained the control of my computer, I called the Microsoft support and advised them of what had occurred and was told that it was a scam. Microsoft personnel checked my computer and cleared all items they found relating to NTS IT Care. It cost me a fee for a one year service agreement to get this done. I also called the credit card company to ask them to cancel the charge by NTS IT CARE, but was told that the charge had already been made and that they could not do anything with it until it had been posted . I assume they meant posted for billing.NTS IT CARE personnel contacted me by phone on September 29, 2016 as a follow up to their performing the actions with my computer. At that time I asked the person on the phone to cancel all services and agreements made the previous day and refund my money. That person then connected me with a supervisor who tried again to convince me to retain their services, which I refused and demanded my money be refunded. He told me that they had done work on my computer and would retain a service fee for that work. He ad vised that this fee would be $149.99 and they would refund $250.00 to my charge card by Wednesday of next week. They then sent me an email to that effect, asking me to acknowledge receipt of the email, which I did.I will wait to see if it is posted to my card as promised. Otherwise I will ask for BBB assistance. --- Additional Comments: Cancelation of any services and refund .

146	98476767	10/3/2016	Lewisville, TX	I was led to believe my computer was under immediate threat, and persuaded that NTS IT Care was an authorized agent for Microsoft. On May 27, 2016 at approximately 2:00PM I got a pop-up on my computer screen stating that my system had been hacked. The message said I needed to call a toll free number: 1-866-763-1760. The pop-up had Microsoft format and logo misleading me to think my computer required urgent software servicing lest my sensitive data be compromised. After calling NTS IT Care I was told that they were a Microsoft-certified tech support firm located in Milpitas, CA, and that they were assigned by Microsoft to solve hacking problems. A technician named Sanil Kumar explained that my computer was seriously infected with malware and viruses and at immediate risk of being hacked from Indonesia. Against my better judgement, I was strong-armed into believing my data was not secure. He then proceeded to tell me remote access to my computers was required. I was then transferred to a technician called Dustin, who advised me it would take several hours to 'clear' all of the viruses. I now fear my computer hard-drive may have been copied during this process and my system possibly bugged for remote access. They offered a service charge of $554.00 to extend my coverage for three years, plus an additional $253.99 to license Norton Security Software. I was told the Kasperski protection which I had was deficient and sold a Norton Anti-Virus protection for 3 of my computers, one Mac and two laptops. Since July 2016, I have been constantly harassed with phone calls, as often as 4 times a week, from people (always Indian) claiming to be from NTS IT Care. They appear to know details of my service contract. Some of these calls have turned abusive once the caller is challenged. Despite reporting this problem to NTS IT Care, no action has been taken. The calls persist. I suspect my contact details have been leaked or sold to other scam artists in India. Or possibly stolen from NTS IT Care by former contractors. NTS IT Care engages in fraudulent practices to acquire customers. It is a scam operation that misrepresents itself as a Microsoft agent, but in reality remotely hi-jacks peoples' computers to scare unsuspecting customers into buying support services. They should be shut down. --- Additional Comments: I want a FULL-REFUND. I was deliberately misled to believe NTS IT Care is an authorized agent for Microsoft. They are not. I was deceived into believing I had viruses when in fact I believe NTS IT Care planted such viruses. My fear is I may have unknowingly allowed NTS IT Care to have compromised my computer systems security and/or copied data which it may use for fraudulent, malicious purposes.
147	77195229	10/8/2016	Burleson, TX	On 9/28/2016 I was on the internet when my computer apparently was hacked and locked up to where I could do nothing to close the notice that appeared on my screen along with loud claxon beeps on the speakers. The notice advised that my computer had a bad virus and to call the number provided to get assistance to clean up my computer. I called the number and the tech advised me to give him access to my computer to perform the clearing. I thought it was possibly Microsoft doing this but was told that they were in no way connected with Microsoft, but provided support for them and other companies. I was transferred to a supervisor who tld me how much the charge would be to clear the computer. In order to get my computer unlocked and freed up I agreed to the charge. After it was cleared and released, I called Microsoft and asked if they did this and was informed that it was scam apparently to gain customer accounts for security services by that company. I allowed Microsoft tech to clear all items that the other company placed on my computer. I then called my credit card company to challenge the charge made by NTS IT CARE. The company called me on 9/29/2016 to check if my computer was working ok. At that time I asked that they cancel all services and to refund my money. They agreed to cancel all service and to only refund part of the money, retaining a one time charge for the work they supposedly dd to my computer. The credit card company was informed of this action and they would review te ACCT. in 16 days and make any necessary challenges then. I assume they will continue to challenge the one time charge for service by the company. I have notified my banks of the hack and change my passwords accordingly. My only concern now is whether the company kept information from my computer that someone could use fraudulantly. I say I was hacked by the company because the computer was sitting idle while I was otherwise occupied when the alert appeared. I accused them of hacking me, which they of course denied.
148	77264699	10/12/2016	Lynchburg, VA	This is [redacted] filing on behalf of [redacted] who is the manager/owner of PIMS Inc. I am the IT person for PIMS Inc. A message appeared on his computer stating he had a problem and should click a button on the form to fix it. Since it was Columbus day I was not immediately available so he clicked the button. This connected him to NTS IT Care who then had him give them remote access to his computer. They "scanned" his computer and then said they found 70 viruses. They then required immediate payment of $189 for services rendered and a 1 year contract. [redacted] thought he couldn't proceed to use his computer until he paid them. So, he paid them via his business Discover card. He and I jointly talked to Discover, and they are willing to contest the charge but want us to take certain actions first. In particular they wanted to be sure the company would not reverse charges upon request. They initially refused to do anything and started giving us the runaround to different departments. I specifically told them I would file complaints with Discover, the FTC, and contact the FBI if they did not. I then called the FBI Richmond branch due to the possible network intrusion. They'd prefer that we start with the online division. As I was talking to the Richmond office, they call [redacted] and offer to refund $89 of the $189 with $100 retained for one week of service and a "cancellation charge." After I got off the phone, they called back again and offered a refund of $139. We said no both times and requested a full refund as the entire charge can be disputed with Discover.
149	77350639	10/16/2016	Brentwood, TN	website popped up right after I had been online checking my bank account saying that my computer was comprised with a virus and to not shut off my computer but to call the # on the screen. It said that they were Apple support. I called the # and assuming they told me they were Apple support I gave them access to my computer. They did not ask me for payment until they already had access to my computer. Then asked me if I had a printer. I said yes but it wasn't working. They told me that it was too far away from the router and asked me to move it closer which I did. They had access to my computer and router for about 3 hours. Other-Other Update

150	98476770	10/17/2016	Andersonville, TN	I have already paid them $299.99 for letting them install McAfee software I could have purchased myself for $44.99 per year and Adblock Plus that is FREE.When I visited the McAfee website and proceeded like I was going to buy this, low and behold, here is the account that popped up for 'me': Account & Billing Info, Welcome Authorization@ntsitcare.com. This explains why they 'appeared' to be charging my credit card twice. Once for $0.99 and then again for $299.99. They apparently used my credit card to buy the software and that charge won't show up on my statement because they will be billed the $44.99 per year.So they will just tell me I am paying NTS $210 for two years of computer support.What it boils down to is they hack your computer with something that holds your internet hostage by making it appear your hard drive will crash if you turn off your computer, and then feed you a bunch of BS to get you to buy 'Computer Protection' when in fact you are buying a $44.99 per year software, a FREE software and two years of support from NTS.If I didn't live an hour away from an authorized Microsoft store, I might not have purchased from them. At one point I told them 'let me discuss this with my husband and call them back'; but, they are smooth by keeping you on the phone. So unfortunately, I got scammed in to buying overpriced computer support for 2 years!They are misrepresenting themselves and hack you by placing malware/ virus on your computer that directs you to call them to resolve you 'Frozen Internet'. They introduce themselves as being Microsoft technicians. Then they BS you in to buying their services which 'include' installing McAfee software that costs $44.99 per year and Adblock Plus which is FREE, on your computer as a way of 'cleaning up your computer and removing the virus'. So what it boils down to is they install the software on your computer, with your permission and payment, and are then going to provide you with two years of overpriced computer support.What makes me angry is they hacked my computer! I am the perfect target because I am over 60, have no computer smarts when it comes to programing, and I live an hour away from a Microsoft store. I must admit, if they are guilty of anything, it is being crafty in selling you a service you could have gotten for less money if you had installed a good protection software on your own.You can bet I am going to put this on Facebook in hopes none of my friends gets this type of Hack/ Scam! --- Additional Comments: I would like to get the cost for two years of McAfee Total Protection software at $89.98 ($44.99 per year), refunded to me on my credit card. I will then continue to use them, for the next two years, as my contact for helping me solve computer problems.
151	77434415	10/18/2016	Naples, FL	Consumer states she called a number from a pop-up on her computer. Consumer states when she called the number she was told she did not have anti-virus. Consumer gave them her cc number and the password for her computer. Then he son informed her she had been the victim of a fraud.
152	98476771	10/21/2016	Canton, GA	NTS IT Care contacted me re: 3 years of computer support for a new laptop and an existing computer. I told them I already had a service/return policy.On 10/10/16, I was contacted by this company, NTS IT CARE, and they wanted to talk about the 3-yr IT service plan for my new laptop and desktop. I was confused and told them I already had that service, and we had decided the laptop needed to just be sent back for a hardware issue. (I bought that laptop on QVC and have a 2 year Square Trade return policy.) In the course of the conversation, I was transferred to different people multiple times, and they were over the top friendly and all over the place with the reason they needed information from me. When one of them asked me how old I was, I started getting suspicious. At this point, I thought I was still talking about my original service agreement, and by the time it was said and done, I'd been on the phone for a long time, wasn't sure who said what or why I was being billed. I was told a charge of $499.99 was being taken directly from my checking account the next day. I got off the phone and was more confused by the maneuverings and why my original service agreement wasn't already taken care of. After the call, I began to be concerned that I had been taken advantage of, and I sent an email to the company explaining that I didn't want or need additional IT support, and I expected to cancel and receive a refund. All I got was an email telling me to call the billing department. I was not going to get on that merry-go-round again. On 10/19, I got my MasterCard bill with 2 more charges dated 10/12. One was 299.99 and the other was 400.00. So I am now out over $1000.00. I could have purchased new computers for that. It's not a question of buyer's remorse. I feel that I have been the victim of elder abuse I may never get my money but I'd like to know how these people get into your information, talk you into remote sharing your computer, and bill you without ever producing a document that explained the charges. This is not acceptable, and I'm not even sure this company really exists in California. --- Additional Comments: A full refund and no further contact from the company.
153	98476772	10/31/2016	Clermont, GA	I believe I was misled by deceptive sales practices.10/13/16,10/13/16,N/A,N/A,N/A, do not remember,289.99 , VISA . --- Additional Comments: Refund of charge'
154	78006581	11/4/2016	Sunnyside, WA	Consumer got a call claiming to be NTS IT Care wanting access to consumer's computer. Consumer did let suspect into her computer. Suspect sent $3200 to her bank account and consumer closed her account.
155	78044159	11/7/2016	Danville, VA	They have pop-up on your pc with siren going off. they then tell you your computer has been hacked and they take it over to fix. They charged 189.00. Now they call saying they are from the Goverment and they need to give me a refund saying company went out of business. They initially said they were from Windows They call every other day with the refund scam!TOPIC:Referrals

156	78114328	11/10/2016	Philadelphia, PA	My mother, [redacted], was contacted by NTS IT Care online. My mother is 77-years-old. They accessed her computer remotely to supposedly fix her computer issues. They asked for $400, which she paid. Several days ago they contacted her stating that they wanted to refund her money. They supposedly transferred money to her account and then claimed they transferred $100 too much. They then claimed they transferred $7,000 too much and asked her to wire the money back to them. They had her running to the bank to make this transfer. They apparently needed a copy of the receipt. I found out and told her not to send the receipt. I told her it was a scam. However, they threatened her and she sent the receipt. They also took approximately $2,100 from her credit card. I am heartbroken that someone did this to my mother. Please advise as to what can be done. She has already changed her account information. They were accessing her information in her computer and have her Social Security number. They left a message telling her that when they are through with her she will commit suicide. Please help us. My name is [redacted]. I am her only living child. My number is [redacted].
157	78114601	11/10/2016	San Antonio, TX	pop virus warning. wanted cc data.
158	98476666	11/14/2016	Niagara, WI	Falsely implying connection to microsoft, and that my computer had a fatal virus. Seeking full refund of $249.99.On 11-11-2016 at approximately 1:00p.m. my computer had a popup alert stating that my computer had a virus and needed immediate service. It stated to call the number on the screen which was preceded by a micrsoft logo. I called the number and was a litlyle taken back when it was answered NTS,but was assured by the woman on the other end that they were certified microsoft support and had been for the last 15 years. Her name was Elina, she asked to remotly access my computer to diagnose which virus I had. I let her do thay and aftef a few minuts she informed me that I had the Zuse virus and over 2,000 other breaches on my computer, and that my current girus protection from McAfee was not compatable with wondows 10. She said she would have to send me to one of the seinor tech to fix it,and informed me of the cost to get the proper microsoft firewall protection from them. $199 For one year or $249.99 For 2 years. I originally accepted the one I year but when I was transfered to the other tech (His name wad Samuel) Ivwas talked into the 2 year. He preceded to tell me how badly my computer was infected, and after my Mastercard payment of 249.99 went through he said I could hang up and he would call me when my computer was fixed in approximately an hour. I was told not to touch my computer durring this time. I went about my business and received a call at approximately 4:30 p.m. saying my computer was fixed and now safe to use. He asked me to try accessing the web and my email to make sure it was working properly. Anr when ai said it looked good he generated an email to himself with my electronic signature stating the service was satisfactory. I then went about my business thinking we had narrowly escaped a disaster. The next day my husband was telling his mom about it and she told him it had happened to someone she worked with and that it is a scam. Thats when I started looking at Microsoft forum's and found out that it is infact a scam and that there was really nothing wrong with my computer. And after reading the other complaints on the BBB sight I feel I was taken in by the scam. I am requesting a full refund of 249.99 to my madtercard. We don't make alot of money and live paycheck to paycheck, the only reason I agreed to the service is that I was led to believe our personal information and banking information was at risk. --- Additional Comments: I would like a full refund of $249.99 to my mastercard. I would also l ke this company to be prevented from doing this to anyone else.
159	78289580	11/18/2016	Alexandria, VA	Today @ 10:45 I got an error message saying I had a virus & shouldn't use the computer until that was found & fixed. It came, I believe, from phone #1-844-609-3192, said by the guy I spoke with, Robert Cloud @ ext. 504 on phone 877-490-6709, to be the "global #" & NOT the local #. Then followed the # to call " " " for help fixing the problem, a "browser hijacking" per Cloud. When I asked who he worked for, he answered "NTS - IT Care" & claimed he was a "Microsoft Certified Technician." I asked if there's a fee involved; he said it depends on how much work is involved in fixing it.Then he moved into discussing plans (all before any work was actually accomplished -- but by then we knew my mouse too was evidently affected because while it had been charged up recently it had no effect at all on the screen. Robert asked me to turn off the computer, then on again, but to no effect (the warning of virus continued on-screen). I was to agree to payment plans before the real problem was diagnosed. The minimum charge for a 1-time he said was $129.99 which he reduced to $99.99 with a 1-mo. warranty. For $149.99 I could get a 1-yr support agreement (any time of day/night, to include printer, router & modem) or $229.99 for 2-yr support agreement. I agreed to the 1-yr support, figuring I needed the fix & might as well get $50 worth of annual insurance. So quickly I gave Victor (new guy also with NTS IT Care) my VISA card data & "they" fixed the computer. They emailed me a receipt that says at top Reply To: Jagmeet Virk (jims@ntsitcare.com); it's from "NTS ITCARE INC. (WWW.NTSITCARE.COM) TOLL FREE NO 1-877-490-6709/1-866 763 1760."Under payment information: my Transaction ID: 20248025640; Auth Code: 018617Merchant Contact Information: NTS IT Care Inc., Milpitas, CA 95035 US.

160	98476671	11/21/2016	Lubbock, TX	A malicious ad popped up on my mothers computer advising her to contact them to have it resolved via their 'Tech Support'.On 11-18-2016, a malicious ad popped up on my mothers computer that would not go away. The ad stated that my mother would need to contact the phone number 1-877-490-6709 to have the issue resolved. When she did, she spoke to both a Mac and a Jordan who stated she would need to pay $299 to have the issue resolved which she immediately declined. They then offered to fix it as a one time charge of $99.99 which she paid reluctantly because the computer was otherwise nonfunctional, or so it seemed. He then told her to put her phone on speakerphone and step away from the computer while he remote accessed her computer and worked on 'Resolving' said issue. She did not. She remained at the computer long enough to see him going into her browser and downloading a FREE software 'Antivirus' program to 'Fix' an issue that did not exist. He THEN proceeded to send an email from her account stating she authorized him to charge her for this specialized software which would fix her issue, then he sent another to himself stating the customer service experience was 'The Best' and how 'Helpful' he was. When She told me about this, I immediately contacted our bank and put a stop on the payment for the $99.99, then called their tech support number which I remained on hold for a good 30 minutes before hanging up. 20 minutes later, 'Mac' called back to speak with my mother, but I advised him that we would not be paying for his services, and he went on some long explanation about why he had to do what he did. I work and have worked in Technical Support for AT&T for YEARS so I know better. I asked him what kind of virus would then provide a phone number to call to get said virus OFF of the computer and he got rude with me. I told him we would be contacting our banking institution to stop payment and report them as fraudulent, and he got even more rude with his responses, saying I didn't need to do that and that I would need to speak with his billing department. I told him I didn't need to speak with ANYone because I'd already contacted the bank and stopped the payment AND reported them for Fraud, at which point he got upset and hung up on me. I blocked their phone number right then and there, and am now filing this complaint. --- Additional Comments: I already contacted the bank to put a stop payment on the $99.99 charge, as well as canceling the debit card information they got from my mother, and issuing a new card. I will be monitoring the account for the next few days and if I do see that charge still pull from her checking account, I will be demanding that $99.99 back immediately.
161	98476674	11/23/2016	Kalamazoo, MI	They used malware to lock my computer and then charged me $289.00 to fix it.On Mon., Nov. 21, 2016, my computer received malware which locked my computer and which looked I ke it came from Microsoft. It said that my computer had a virus gave a number to call (1-877-490-6709) to get it fixed. They gained access to my computer and then said It would take 80-90 minutes and a fee of $289 to fix it. --- Additional Comments: I want a full refund, and I would like to see them investigated for fraud.
162	79589455	12/5/2016	Weld, ME	Initial complaint description: Approx. 1 yr. ago, cns. recâ€™s a call offering to sell IT Support, doesnâ€™t remember the amount of the charge. They called back yesterday offering to refund $200.00 as they could no longer offer the support. Cns. gave name, address, remote access, cns. granted. They asked for bank info, cns. refused. Scammer stated they were working for Microsoft which would not cut a check for less thany $1,000.00, so they would send a check for $1,000.00, and cns. would send back $800.00. Cns. refused, and hung up. Cns. called the number from last year, 866-763-1760, Ext. 504, and was told she had been scammed, and could not fix the PC. --- Practice code: Info Given/Taken/Sent
163	78418999	12/6/2016	Havre, MT	While online I received an alert that my security had poss bly been breeched. The screen froze up and I was instructed to not turn off my internet but to stay online until I reached them by phone.. They convinced me to accept their help cleaning up my computer virus and purchase their External Firewall Program, which I did and I paid them with my credit card. By the time I figured out the were computer scam artists, the damaged had beeen done. I contacted the support technician department requesting a refund but of course they argued with me that they had provided a service which was $100 and the Firewall software was $139.00 They said I would get a credit in a few days and them we were cut off! From there I contacted Life lock and you and the credit card company. 12/01/2016 Consumer states she is trying to change her email to new email. Consumer was transferred to supervisor. ACORRAL UPDATE:12/01/2016 Consumer was transferred to a supervisor. Consumer provided new email address, info was updated. [redacted] UPDATE: Consumer called to add some add'l information. 12/06/2016 [redacted]

164	98476744	12/9/2016	Kingston, IL	Recieved message on computer saying it had been hacked,to call the number on screen.On 8/8/2016 I turned on my computer which had been working perfectly and a message popped up that My computer was hacked and that I should call the number on screen, It said that all my valuable info such as banking etc was compromised.Not being a computer wizard I called the number.At that point I got a difficult to understand 'technician' that told me he was a Microsoft certified technician and that my computer was indeed compromised.I insisted that it was working perfectly and was told that could not be that, I could not know what I was talking about as he was an expert at computers and that if I would allow him to have remote access to my computer he would show me when the hacking occurred,after much more discussion and browbeating,high pressure sales pitch,I played the idiot and granted him access,at which point he showed me dates of intrusion.(which as I found out later from my nephew who is a genuine IT tech) were not intrusions at all but rather other devices of mine requesting access to my wireless net work).Not being the wiser I continued the conversation and was informed that for a fee of like $99.00 he would fix it up good as new and that even further for 3 years he could offer me complete coverage for $319.99 and that was just a super deal as that service for that price was not available anywhere else. I told him no and the badgering continued to the point he got his manager on the line and it continued to the point I said ok and authorized payment.So the 'tech' went to work on my computer and fixed it all up.As a matter of fact he removed protection software completely from computer.Shortly after supposedly fixing computer I received a call saying their machine would not work to accept my payment by card and they wanted me to do an online check at which point I insisted that we could stop the whole process.More conversation and again referred to a manager who said that I needed to dispute the charge with my bank and then could just send a check and all would be well.I said ok and like a dumbie responded to their message asking if computer was working.I made the big mistake of saying it seemed to be in working order,when I later refused to send check,they used that against me and my bank made payment for $319.99.Bank said it was not fraud and that I would need to take it up with law enforcement which is my option if they continue to refuse to respond to email That I sent.After I disputed the payment with my bank I googled nts it care at Malpitas Ca and read the complaints previously made about them,which if I had done first none of this would have taken place! After not sending check I was receiving calls 3 times a day at all hours.At this point I Want a complete refund as the whole deal was based on a LIE!!!! --- Additional Comments: I want a full refund of $319.99.
165	78952927	12/14/2016	Vicksburg, MI	My name is [redacted] and can be reached at [redacted]. I am filing this on behalf of my mother, [redacted]. She is a 71 year old woman who is not computer savvy. She gave me permission to file this complaint. She gave me the details over the phone, so I will do my best to relay what she described. Feel free to contact her with any questions. On 12/13/16 she received a pop-up on her computer that said she may have a virus and she should call 866-763-1760 for help. It was this company. They told her they would help her fix her computer and got her to give them her credit card. They supposedly "fixed" her computer and then convinced her to sign up for a $149 service. I don't know what they actually did to her computer, but when she called me later to tell me about it, I told her she should never have done any of that. We conferenced the credit card company fraud department to see if they could reverse the charge, but since it had not yet posted, they suggested calling their billing dispute department in a day or two, once it posted. While on hold with the fraud department (for 80 minutes), I decided to have her hang up and call NTS IT again to tell them she did not want the service and she wanted them to reverse the charges. They told her they would reverse $100, but would keep the $49 as a cancellation fee. A cancellation fee for a service she had just signed up for an hour or two before! We waited until this day to call her credit card company, but the charges still had not yet posted. The agent with the credit card company suggested that I should call NTS IT myself and let them know if they didn't reverse it that I would dispute the charge. I did this and along with that also threatened to file a complaint with the Federal Trade Commission and the Better Business Bureau. They transferred me to another agent who gave me the run around and tried to convince me that my mom wanted the service and needed it and that they shouldn't have to refund her money. He said they sent her an email which she replied to agreeing to sign up. He would not take no for an answer and kept telling me that the $49 was for service for the next few weeks (yesterday he told my mom it was a cancellation fee). He seemed familiar with my mom, and indicated he had spoken to her yesterday. This made me think it is a small operation. I got her on the phone and had her state directly to him that she did not want the service. He kept trying to convince us that we needed it and had agreed to it. I told him that it was predatory and the only reason she called them was because of the threatening sounding popup on her computer and that she didn't understand what she was doing. He kept talking and talking. I finally cut him off and said that I wanted an answer, was he going to reverse the charge or not. I told him he was wasting my time and we didn't want or trust their services. He tried to tell me that he needed to talk to his managers but they were in a meeting for a half hour. He kept putting us on hold and coming back. At times I could hear him speaking to someone in another language. Then he told me he would call me back. He did call me back and finally after a lot of heated discussion, he finally said he would reverse the charges. I am still waiting to see if that actually happens, but I am angry that a company like this is even in business and preying on innocent people.

166	79087743	12/20/2016	Cleveland, OH	NTS IT Care warns that they will not call you specifically to update your computer you call them each month and yet I have somebody claiming to be a representative of them calling from this number 1877 232 4162. I already called the main company line yesturday and they told me that they are not the ones calling because they don't call us.I eas the second person calling to complain. I knew something was wrong when the person was too eager for me to turn on my computer after I repeatedly said that my computer is down right now and I needed to buy some RAM for it and the guy said 'turn on your computer I can help you with that', which was stupid becausr you have to buy RAM from a store. I was at work and felt like I was being hassled so I hung up and called back the main companies number later and that's when they told me that is when i was told it wasn't NTS It Care. I have received 5 calls since December 16th. the person knew that I purchased a two-year plan on July 29thTOPIC:Referrals
167	79246321	12/28/2016	-	I recieved a phone call about purchasing additional computer security through the NTS Company. After several phone calls they initiated, I agreed to purchase their computer protection program. I gave them my credit card and agreed to pay $350 for what I thought was a three year plan. I have a link on my desktop for when I need their support. I was called a few months later to explain that my computer could have been susceptible to rhe Russian hacking experienced by the DNC during the convention. Now, last week, approximately 7 months into this process, they contacted me. I called them back, went to the website they told me that there were several alerts on my "browser history" and reported that becasue of so many issues I needed more security. They explained that they would have me buy prepaid cards and would reimburse my credit card (with the number they already had) as they needed the money immediately to catch the hackers and not also have their systems comprimised. I purchased 5 $100 Itunes cards (at NTS' request as "Apple security is the best"). I gave them the cards but I checked today (when i closed my visa account) and they had not credited my account. I currently am waiting to "finish" the transaction with them, where they tell me what they will do with the hacked information they've found, and to reimburse me...
168	79292896	12/30/2016	Cortez, CO	Consumer states she received a "pop up" from NTS IT Care offering computer assistance, claiming her computer had blocked and needed to call the number provided. The consumer complied called the number and allowed the rep to have access to her computer. The consumer paid $228 for them to fix her computer.
169	98476676	1/2/2017	Manning, IA	Had window pop up on pc that said to call NTS right away or my system would be compromised. More than 1 debit from my credit card. On 12-19-2016 had window pop up on pc that said I need to call NTS asap, otherwise my pc would be infected. As an inexperienced pc user, I didn't know what to do. Customer service was very persistent on charging my credit card $149 and another charge of $.99...not sure what the $.99 charge was for. They had my pc control for approximately 12 hours. This service was not warranted. I demand a full refund of these charges. --- Additional Comments: Full refund of $149.99 that was charged.
170	79591118	1/12/2017	Riverside, CA	When I turned on my computer and accessed the Yahoo opening page, a message with a voice recording appeared saying that my computer had been compromised and that I needed to call the number right away. The voice message could not been turned off. The background appeared as a Microsoft page so I assumed that Microsoft had sent the message. Supposedly I needed to install a Network firewall to protect my computers. I have an anti virus on my computers but this was described as a Network firewall to protect the information from my modem to my computers. I allowed them to access my 2 computers to do the installation. The following day my PC crashed -- a black screen. When I called the number I got a completely different company with no knowledge of my issues. I called my bank and cancelled the charge to my credit card. Then I did what I should have done in the first place. I called the legitimate support service for my Apple computer and took my PC to a local PC service store that I knew. Fortunately, they resurrected my PC, removing a virus that had been installed to force the shutdown. Neither Apple nor the PC repair store found the network fire wall that was to have been installed.
171	98476678	1/27/2017	Columbus, OH	ScamThis is a scam to make you think you have s virus on your computer and they ask for personal information --- Additional Comments: A full refund for scamming people
172	80093365	1/27/2017	Adams, MA	Consumer received a pop-up on his computer from someone posing as a Tech Support Business, NTSITCARE. They are stating there is a problem with their computer and wanting access. Access was given, and money was paid to repair his computer and a 2 year contract. This was disputed with the bank. He received a fraudulent email and he called their number and they asked for his SS#, this was not provided. This was to be from his 401k benefit center.

173	81486889	1/30/2017	Minneapolis, MN	I wasted a bunch of time and money on 'services' already covered on my computer. I ended up going to Best Buy and having my computer reset to factory standards. The company continued to call me to 'complete the service' which was originally supposed to take 30-45 mins - and after 3 hours of them having remote access to my computer I powered it down. They kept calling and calling and eventually halved my bill. I should've reported it at the time, but felt stupid that I was played. I told them I didn't want their service and keep the ~$150 that I already paid them and STOP Calling me. Well, a year later and they started calling me regularly again. Now their rouse is that due to technical difficulties with their servers, they cannot fulfill their 3 year service agreement and want to issue me a refund. I have asked repeatedly to be taken off their call list, I don't want my money back and pls make note. As soon as I start saying to make a note for future, they hang up on me. I have now received 2 calls already from them today with the exact same result. I went to their website, and it says they don't issue refunds and doesn't mention anything about a server issue, and instead is still offering subscription packages. I'm not sure who's writing all the positive reviews for this company (as I had looked it up before giving them access to my computer too thinking it was legit) - but I can't keep quiet any longer. Sorry for taking so long to review - I hope I can prevent someone else from going through this mess. Also - their calls come from all over. Initially it was Dallas I think? Today both calls were from United Kingdom. IsVictim:true --- Initial Means of Contact: Unknown
174	80196402	2/1/2017	Grandview, WA	Consumer reports she received call from someone claiming to be from NTS IT Care, wanted access to consumer's computer, she gave them access, also paid around $600.00 via credit card; on DNC. UPDATE: 2/1/17: Consumer has rec'd another call. [redacted]
175	80270390	2/2/2017	Concord, CA	Consumer states a pop up from someone claiming to be with NTSI-Care showed up on her computer prompting her to call the number provided about an issue with her computer. Consumer called the number and was asked to let them access her computer and pay $349 to fix the issue. Consumer did comply.
176	80431875	2/7/2017	Lawrenceville, GA	Consumer states that she got a new SSC today, and she got online with them to set up an account with them. She got a pop up on her computer telling her that her firewall had been breached and she had to call a number that came up. She called them and was told that they could put a mini firewall for $127.89. She also gave them access to her computer as well. She paid them via CC. They also e-mailed her an authorization for a one time payment.
177	80448265	2/8/2017	Pembroke, NC	Consumer states he received a pop up on his computer from someone claiming to be associated with Windows asking him to call a number, consumer states he called the number. Consumer states the caller told him there was a problem with his computer, consumer states he did allow remote access to his computer. Consumer states the caller then requested he pay $250, consumer states he gave his cc information. Consumer states he has cancelled his cc and the transaction did not go through.
178	81981057	2/22/2017	Cherokee, OK	Contacted me on pop up while logging onto Facebook on computer. Then called my cell phone. Received bogus charge on my credit card from this company for $149.99. IsVictim:true --- Initial Means of Contact: Unknown
179	81011357	2/24/2017	Angola, IN	MAIL: Consumer's letter was forwarded by the State of Indiana Office of Attorney General. Consumer received a pop-up on her computer from someone representing Hewlett-Packard, she called the ph# provided and let the technician take control of her computer. Consumer was then asked to pay $219, she complied and paid via CC. Consumer later found out that the company was actually called NTSITCARE.
180	81017168	2/27/2017	Jackson Heights, NY	I received an adware warning that my computer was in danger of crashing. The Microsoft logo was used. There was a number to call, I call and I was transfered to a third party. They claimed that they were an independent company that worked for Microsoft and that my firewall was down. They said they could install it for me and took my credit card information, but the company denied the charge and then I realized this was a scam and I hung up with them.
181	81124265	3/2/2017	DE	When accessing the internet a pop up appeared on our computer that locked the computer. We were given a number to call, 1-866-763-1760. The individual who answered the phone told my husband we did not have a fire wall and asked if we did our banking on the computer. He answered yes. We then realized this was a scam and we hung up the phone. We rec'd a call back from 1-844-760-5096.
182	81204808	3/4/2017	Brooklyn, NY	This company infect computers with fake virus, which would you give you a phone number to call for technical support or all your data will be wiped out. I am an elderly woman so I panicked and caledl the phone number from where a guy told me to give access to the computer and then he installed a free software that supposably was supposed to clean my computer from this fraudulent virus. After that, he said this would be $80 or you can subscribe for a year of technical support for $129 when I called my credit card they also charge $0.99 which is very suspicious. When my daughter came home she yelled at me that this is all fraud we contacted our IT family friend who entered our computer and saw that there was a virus still in the computer to give out this phone number to call the compamy to clean out a virus. It took my IT friendl two hours to clean up the mess that NTS support supposedly caimed to do. I quickly contacted my credit card and the charges were still pending so I told them it was fraud and they stopped the transactions. When I called the NTS direct company they're very rude and disrespectful, transferring me from One Department to another department saying they still clean the virus and lied to me. When we googled nts fraud, million complains of this fraudulent company that sends out fake viruses and then claims to clean the virus that was never there. I'm in the elderly woman and these people committed a crime of taking advantage of an elderly person.

183	98476688	3/6/2017	Davenport, IA	Taking over my computer with a message that said I had a virus and to call the number on the screen. On Feb. 27,2017 I had a error box appear on my computer screen about having a virus and to call the number on the screen. I rebooted the computer several times before calling. Message would always come back. I allowed them access to computer to which they installed malwarebytes anti-malware program to which I did not agree to. After this had run it showed that there were no attacks on my computer. I don't believe they realized I saw this. Then proceeded to want to charge me 149.99 to fix and one year service. I initially agreed to this but when they told me I had to call and tell my credit card company to allow the charge I got suspicious. I told them I would call them after the work was done and working again. they would not do anything until I called the credit card company. I once again told them I was not doing it. I told them they were trying to scam me which got them very upset. I talked to three different people all trying to get me to call my credit card to okay funds. I eventually just disconnected with them and then called the credit card company and found out it was pinged as fraudulent charge and then was told they first charged .99 then when that went through the did the rest of the 149.00 to which I had to okay. I was dealing with a gentleman named Robert Cloud who stated he was a level 3 tech with Microsoft. The phone number was 1-844-208-2608 ext. 504. Ever since I disconnected from them my computer has never had an issue. They were telling me I had no firewall up and showed me a box. I found that same box that stated I do have a firewall up and running. They also tried to tell me I had malware from Amazon on my computer. So they are putting fake information up on computer screens to get people to pay them. So deceptive sales practices is their main problem. If I were to call them for issues it may have been different but they basically stole my computer with their program and were scamming me for money to fix something that wasn't there. --- Additional Comments: No resolution required as I gave them no money just wanted to let people and the BBB know that they are not an honest and trustworthy company.
184	98476691	3/13/2017	Milford, OH	repeat phone calls, leaving no messagesThe company is saying there is an Internet Breach on my home computer --- Additional Comments: No more phone calls
185	81632053	3/13/2017	Millbrook, AL	I pay most of my bills online and I was doing so this afternoon on 21 Feb 2017 when the next thing I new a voice was talking to me and a message came up on my computer screen that said "DO NOT TURN OFF YOUR COMPUTER AS IT HAS BEEN COMPROMIZED BY SPYWARE AND SEVERAL VIRUSES IF YOU TURN IT OFF WE WILL HAVE TO DISCONNECT YOU FROM THE INTERNET AND YOU WILL NOT BE ABLE TO GET BACK ON IT" I use Verizon MIFI Mobile 4510L 4GLTE to connect to the WEB so I just hit my disconnect button and shut down my online activity. I than screen copied the infomation that Robert Cloud had placed on my computer screen. I waited about 10 minutes and than a ran a Norton program to check my computer for any spyware or viruses that took about 45 minutes to run but I found none. I have been on my computer several times since this happen with no problems to date. I think some how NTS IT CARE is getting into our computers by our IP address. I do not know how but they must run some type of program that shows them our IP addresses. Then they log onto our computer thru a MICROSOFT Remote Connect. I hope this gives you enough info to stop them and find Robert Cloud and their gang.
186	82042219	3/24/2017	Cairo, GA	Consumer has received a message to his computer from someone telling the consumer they are NTSIT Care. Consumer was told the computer was compromised. . Consumer was asked to call back another number. Consumer did call. Consumer was being offered services to fix his computer. Consumer was asked for access of computer and consumer did allow access. The consumer must provide $200. Consumer did send money. UPDATE: 03/24/2017 Consumer called to report that they are located in California. [redacted]
187	82042299	3/24/2017	Columbus, MS	Consumer reports they received a pop up on their PC stating there is a virus on the PC. Consumer called the number and the rep with TNTS IT Care said there would be a fee to remove the virus. Consumer gave remote access to her PC.
188	83178743	4/3/2017	Saint Paul, MN	I got a red screen and a voice telling me that my computer was locked and to call a certain number to get help with the virus that was infecting my computer. The guy who answered was 'Ron', with a heavy Indian accent. The message indicated it was on behalf of windows. My computer is an iMac. I told this guy this and he ignored me and wanted to go through procedures with me. I then said I think not and hung up on him. IsVictim:true --- Initial Means of Contact: Unknown
189	98382387	4/5/2017	Hendersonville, TN	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] a [redacted] or Senior Investigator [redacted] a [redacted]. It will help if you provide the Microsoft reference number 3FC74CC6-1C14-4AE9-A905-56FB83FF412F. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- Called and talked with Ryan who ran a status check on my computer showing it had multiple red flags and foreign users. Tried to sell me the fix and protection plan for two years for $229.99 but we declined the fix upon suspicion of it being a scam. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: LogMeInOrLogMeInRescue --- Consumer Age Range: 18-25

190	82464950	4/5/2017	Hendersonville, TN	Pop-up appeared on oud homd computer desktop. Only option was to call the number which said it was a Microsoft IT number. Company claimed to be Microsoft the entire phone call up to the point that they had our credit card information. Once they got that information to "solve the virus issue and rebuild our firewall" they then stated they were NTS IT Care. We declined services and immediately called our credit card provider to cancel our card and receive a new one. However we do not know the extent to which our computer was breeched by the company.
191	98204129	4/10/2017	Statesboro, GA	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number FAC7D138-AB5A-4AF8-9B42-CBA1F81501F2. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- He remotely had access to my computer. he spoke about firewall and me purchasing that software also I did not give out any financial information or credit card information. also said something about change your password etc.... --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: true --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: LogMeInOrLogMeInRescue --- Consumer Age Range: 26-49
192	98476690	4/13/2017	Pleasanton, CA	My elderly mother received a pop up notice on her computer regarding a virus. She was charged $235.99 for them to 'fix' her computerMy elderly mother received a notice 'voice' on her computer telling her she needed fix April 5,2017. When I asked about it she told me they were very forceful and would not take no for an answer. She has memory problems and ended up paying $235.99 to NTS Software for them to fix her computer. When I called them to ask how they can get into her computer I ke that, they blew me off by saying her computer needed fixing and she signed off on waivers and agreements. Also that the company has a great rating with the BBB. I really don't know what happened because she really doesn't remember enough to walk me through it, but looking at the BBB website it sounds like the same issues have happened to others. They claim they have fixed her issues for two more years. I am concerned that this company just goes into peoples private computers and gets peoples money. --- Additional Comments: Want others to be aware of this practice and have them not allowed to use this practice.
193	98209895	4/14/2017	Bradenton, FL	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] a [redacted] or Senior Investigator [redacted] a [redacted]. It will help if you provide the Microsoft reference number 2CE34230-3FD3-4B9D-95CB-0159B25FCEA5. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- I was on a Martha Stewart recipe site when an auditory popup appeared and said: I had a Zeus virus Microsoft freezes the computer when there is a virus do not shut down your computer and call this number 844 - and give them the code number. My computer was frozen. I called the number and got Ryan. I asked if he was going to try to sell me something. He said no. More but cant type more :(--- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: Over65
194	98381691	4/19/2017	Dallas, TX	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 80111C0A-E1AE-43C1-A33A-9B142B5454EB. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- My PC suddenly malfunctioned and popup screen with contact MS tech support and phone number to call --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: true --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: Over65
195	98381735	4/20/2017	Placentia,	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 7D5D5BF7-DDBF-451D-A1B2-87839DEC2AFA. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- They sent a pop-up warning of suspicious Activity that compromised the security of our computer thentold me that our Firewall had expired and was not operating since 3/3/2017. They said they were a support service for microsoft products and could stop the downloading (appering on my screen) if I let them link into the computer. Then they said I needed to buy a new firewall (from them) to s --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: 50-65

196	83581154	4/23/2017	Hager City, WI	I was on the internet and had just typed www.facebook.com and hit enter when an alarm started shrieking on my computer and these messages about a 'Windows Security Server report from OX 800 70224 Warning:This server shopservices.x42 Internet security damaged! User access suspended.' The other message that was on the screen was, 'Windows detected potential threat on computer', and also, 'Windows security essential wasnt able to block virus.Windows detected potential threats that might compromise privacy or damage computer. ERROR CODE:OX8024402C Windows couldnt install the definition updates'Then when I tried to exit out of the internet a voice started reading this phone number and telling me to call this number immediately,so I called the number; the number was 844-208-2608 ext.506. I reached someone named Jack who when I started asking questions like whats your federal tax ID number, became very angry and kept on insisting that i needed to pay a one time fee of $49.99 and he could take care of virus 268D3. I told him the computer belonged to a friend and I had to wait for him to get home, he says to me well you were the one using it! I again tried to get the tax ID number and he refused to give it so I hung up the phone and proceeded to unplug the computer. When the computer was plugged back in no sign of the supposed virus was there. IsVictim:true --- Initial Means of Contact: Unknown
197	83528318	4/24/2017	Bradford, PA	Ransom ware - about two years ago. -Instructed to call Apple Support at 877-490-6709 to restore my computer - answered phone as Apple support. Then stated they were actually a subcontractor for Apple-NTS Global Services. Seemed to be knowledgeable - through e-mail restored computer added AdBlocker etc. Charged $99.99 offered 5 year unlimited access total 399.00 - Sent check. No major problems except last two weeks menacing phone calls from 212-548-1245 "Stone Harbor" --stating NTS Global Services was shutting down and finally listening to their story on 4/20/2017 9:00 PM & it was critical that they reimburse all people contracted with NTS. Advised them to mail me a check. Refused-stated bank would only permit online transfer. Sucker as I am I permitted a transfer to PNC bank. Instead of the 300.00 they "transferred" 3,300.00. I noted the "error" -panic, crying, begging- claiming job loss if they didn't get 3000.00 back that night to reconcile the account. They then DEMANDED that I go IMMEDIATELY to Walmart and purchase 2900.00 of I Tune gift cards and give them the numbers off of cards. I refused- realized a scam. and hung up. They called 44 times in next 24 hours(per Whitepages ID). Did more investigation and realized that they transferred 3,300 from our home equity account to our checking-thus if I had actually purchased the cards I would be the one out. A supervisor called yesterday demanding that I return "their money". I clearly laid out the scam and he called me a "liar". I hung up. He attempted to call several times. PLAYERS- alias Mike Allen, Peter Williams (both with eastern Asia accents) phone numbers 212-548-1245--"Stone Harbor", 878-205-1021-unknown, 908-537-9905--Hampton NJ, 732-837-9166-- Holmdel, NJ, 484-254-6992- "Peter William's cell phone number-did not try.
198	98304631	5/1/2017	Washington, DC	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] a [redacted]. It will help if you provide the Microsoft reference number F7C08799-1754-49CD-90DB-CC5B96A20363. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- My elderly mom signed up for this service. When she has a problem she calls the number. They fix your computer and then ask you to send an email to them while they have access. Once you hit send on the email it infects your computer again. I think they bill for the service even though it is promoted as a lifetime service. They get annoyed when you wont send that feedback email. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: ShowMyPC
199	98222394	5/2/2017	Corning, NY	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number B5CB266B-4F4E-4B4E-8899-1DA44EBAB093. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- Had a popup warning that looked official from Microsoft and said that the computer had a virus and had a phone number to call. My wife called the number (1-844-208-2608) extn x323 and spoke with a Ricky who claimed to be a technician trying to help her with a Zeus Malware. He gained remote access. My wife ended up being suspicious disonnected and turned off the computer. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: 26-49
200	83413066	5/2/2017	Painted Post, NY	My wife had a pop up on the screen that looked official, said it was from Microsoft and the computer was infected with a virus and had a phone number to call. Called 1-844-208-2608 extension 323. Spoke with a Ricky who claimed to be through Cisco and contracting with Microsoft. Gained remote access to the computer. He then showed a wikipedia page that had info on the Zeus virus on it. He typed some things into the notepad on the computer. He then wanted to download some anti-virus programs. At that point my wife wanted him to stop and wait to talk to me. He became very disagreeable. After my wife disconnected from the phone, he began to delete things on the desktop. My wife called back and spoke with a woman, "Kumar", who was apologetic and told her to turn her computer off. This was not an official Microsoft tech support and was a scam.TOPIC:Referrals

201	98284655	5/2/2017	San Francisco	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 843BCA41-E76B-41E5-A52B-85168A319AE5. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- A dialogue message appeared on the computer. The message said there was a virus on the computer. They said the virus started with As. They asked us to provide them with access to our computer. When we told him no he told us to press a Microsoft button on the computer. They then told us to enter hh.h. A NTS icon was installed on the computer and we are unable to uninstall it. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: Other --- Other Software Name: hh.h
202	98224240	5/4/2017	Roseburg, OR	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number F46208B3-6372-4A1F-8D6E-3161187DF0A2. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- A pop-up appeared on microsoft page saying my computer was infected with a Zeus virus. they asked for the computer password and credit card number and address information and represented themselves as NTS IT Care Inc. They took control of the computer. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: LogMeInOrLogMeInRescue --- Consumer Age Range: Over65
203	83529245	5/4/2017	Gilford, NH	My computer became locked with a scary message (robotic) which said that Microsoft had been terminally compromised and I could not unlock my computer until I called a 'security' number which was provided. A 'technician' took my information to 'unlock' the computer and actually could see my desktop. He then said he needed to pass me to a senior technician because the problem was so urgent. This person informed me that I didn't have a firewall in place and would need to purchase a security system for my computer for $49.99. At that point I started questioning them and they bacame defensive saying I had called them! I then humg up. But I am now concerned that they can access information which is private from my computer. What should I do ?TOPIC:Referrals
204	83588658	5/5/2017	-	Popup appeared on computer screen that could not be closed indicating that I needed to call an 800 number to have the computer checked out. They proceeded to connect to the computer remotely and eventually demanded $300 to clean up the system which I agreed to not understanding that it was a Tech Support Scam. Please shut them down. Thanks.
205	83560302	5/5/2017	Scottsdale, AZ	Consumer had her computer shut down and she looked on line for help. She called IT Care Incorporation. She was told that they could help her with remote access. She gave her credit card number to pay for a 2 year protection plan for $211.99. Consumer believe this company is a fraud because she received an email for her to not believe what is said to her about the company.
206	83691520	5/10/2017	Meriden, CT	Consumer is calling to report she received a pop-up from someone claiming to be Apple/NTS IT Services INC and said her computer needed to be fixed. She did give access to her computer and paid $316.00 with her bank account. Gave number to CRA's and IC3.gov.
207	83912102	5/16/2017	Scottsdale, AZ	Consumer stated she received a pop up on her computer informing her she had pornographic activity. Consumer stated she called the number that was provided and was asked to grant them access into her computer in which she did not provide. Consumer stated they were claiming to be from Microsoft.
208	98205897	5/19/2017	West New York, NJ	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at J[redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number FA0AF0E1-7353-49F6-B7FF-226FF0FFC043. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- When I tried to log on to Facebook a dialog box showed up. The box said the system is affected by a spyware and I need to call 1-844-544-2335. When I called the number a guy said he is a MS technician and had a remote access to my computer. He asked me to pay $200-$400 to fix the issue and I declined. I wonder if my data is safe!!! --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: true --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: LogMeInOrLogMeInRescue
209	84192884	5/25/2017	Bryan, TX	I would like to know if this company is legit They claim to be a computer technical support company. I paid tbem $250 dollars for two years of service. I thought everything was legit until my credit card was compromised today. Fortunately, my fraud protection appears to be working. I'm sure I never would have used them if it wasn't for the recent hacking scare. I'm trying to make sure I'm not being scammed!TOPIC:Referrals

210	98229051	6/1/2017	Newport, TN	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 796BC80F-FD29-4652-B35A-E0FC61625B84. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- My husband followed instructions to run program tech started and when the tech started to talk about how much it costs to repair computer my husband said no and told tech he was hanging up. My husband closed out of all the programs and now we cannot use our computer. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: true --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: LogMeInOrLogMeInRescue
211	98279369	6/2/2017	Frankfort, IN	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number A537AFFB-2973-4307-BF66-56A8AF2E20A3. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- While reading Yahoo News this moning I got a pop up that said my computer was frozen and for me to call a number for IT help. In the corner it had windows logo. So i called the number. During the next 1 1/2 hours I haggled back and forth over price and then watched as they had taken control of my computer. I watched them delete several files I will have to re-load as they are important to me. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: Over65
212	85634976	6/5/2017	Baltimore, MD	When I experienced my laptop overheating just after installing Windows 10, I pulled up the Microsoft website to see whether there was any information regarding this issue. After entering a search in the search box, a pop-up appeared notifying me that Microsoft had contracted with NTS-IT Care to handle problems relating to the installment and use of Windows 10. I was told that Microsoft recommended the company and foolishly thinking that it must be connected to Microsoft, I paid $299 for a full-service contract. The company installed software enabling them to do a diagnostic test. During the test, the tech person 'showed' me where the problems supposedly were, but then erased the page so quickly that I could not tell what I was looking at on the page. Two weeks later, I was called by someone from the company who said his name was Matthew (I doubt this given that he had a heavy accent and was struggling a bit with English) who said that the company server had crashed and that they had to refund all of my money. He then took control of my computer. A few seconds later he said that my computer seemed fine and they would refund my money, but that they couldn't issue a refund check. He then said he had made an error and showed me what must have been a static picture of my checking account, showing that '$2000' had been deposited into my account. When I questioned him how this happened, he told me that he just hit the wrong keys because he was typing so quickly. He said that I would have to refund all of the extra money I received to him. When I said that I wanted to check my account, he said that he could not wait for that because they had to close soon. I called my bank and asked them about any deposit to my account and was told that there had been no activity. I informed them of what was happening and I changed my login information (I was told that I couldn't change my password over the phone). When I returned to the computer, Matthew started screaming at me asking me where did I go and what did I do. He kept badgering me about why I didn't believe him. The next that happened was computer screen going blank with a passkey installed that I could not get past. I quickly shut down my computer. At that point, I was called by the company and told that they would erase all of my data if I did not 'pay them back.' They instructed me to go to an Apple Store and buy gift cards for $1700 and to call them with the card numbers and key codes from the back once I bought the cards. After my attempting, with little success, to get more information about them, I hung up the phone and made an appointment with the Geek Squad at Best Buy. It took them about an hour to fix the problem and wipe all traces of the company, including a bunch of malware, from my laptop. This was a horrible experience not only because I thought that I had lost all of the information on my laptop, but also because the men were abusive and persistent, calling more than a dozen times to threaten me. Ugh. IsVictim:true --- Initial Means of Contact: Unknown
213	98282294	6/6/2017	Scottsdale	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 878E6096-AE48-4CB0-BF27-D7E0045CCCC9. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- Unpleasant. Tried to force payment. When I said I will call back later (since I had a fealing it was a scam) they tried forcing me to pay with a check instead of credit card. I had to keep saying no over and over and end up hanging up. The last person I spoke to was Rob who sounded Indian. Extension number to him was 546. After I hung up it seems my computer is fine. --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow

214	98211623	6/7/2017	New York, NY	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number BF12AB67-ABEC-4941-B23E-0D92C0EC2AF3. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- a notice with windows logo flashed flashed onscreen followed quickly by nts notice advg of a security pblm w/my cptr & advd me to call 8447335424 within 5 mins to prevent cptr content loss. I called &was told my cptr didnt hv any virus/malware protection & was being hacked but that nts cud prevent/fix pblm. they then signed me up for 299.99usd for 3 yr protection fm nts. I panicked & pd fee --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: Over65
215	98101094	6/7/2017	Palisades Park, NJ	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 47C42D96-0901-4946-8E29-D76804ABD970. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- The popup stated that this was Microsoft and I had to call immediately because my system was in danger. I have several print screens of the information. --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: LogMeInOrLogMeInRescue --- Consumer Age Range: Over65
216	85199131	6/22/2017	MA	A virus poped up on my computer and with it a number appeared on the screen to call to fix the issue. I called and gave them my first and last name, email, phone, address ans credit card info. "Rob" and then "Alex" said they would fix my computer and put up a firewall to fix the problem. something did not seem right after I gave them the information. They called me repetedly every minute. I called microsoft and they told me I was scammed and to shut down my computer immediatly. I brought my computer to best buy to get fixed. Another best buy customer in front of me also got scammed by the same person. I filled a report with my local police station. The 169.99 was already charged to my credit card before I had a chance to cancel it. I filled a grevience.
217	98223080	6/23/2017	Livingston, TN	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number BE002930-F04D-4663-A824-67467F6F6A6B. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- he try to get me to give him information on my computer for him to access my laptop he say his name was richard on ext 307 --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false
218	98217611	6/23/2017	Roslyn, NY	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number BEEEA337-BE0A-4C49-8072-787A74ECC659. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- My computer got up dated automatically after the event I got an alert message that your computer has been locked please call 844-799-3057. Then I made a phone call. I have no idea how to fixed this problem. Please give me an advice. --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: true --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: Fastsupport --- Consumer Age Range: 26-49
219	98211635	6/28/2017	Bellingham, WA	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number C8CE9022-4075-4D32-B6EE-BBAFA5FF3EA8. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- Received a pop up stating my computer had been threatened by a virus to not touch the computer and to immediately call the number --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: 26-49
220	87222202	7/5/2017	Mooresville, NC	NOTE: In addition to the complaint notes immediately below, the North Carolina Department of Justice (NCDOJ) provided additional information in fields whose header titles are quoted and follow the complaint notes. --- County of Residence:Rowan

221	100319259	7/7/2017	Mineola, TX	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted] m. It will help if you provide the Microsoft reference number ABBBCA0D-758E-4BC1-AD69-C882C5A3EDC4. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: 18-25
222	98100680	7/7/2017	Fort Mill, SC	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 67AE80B8-8F71-448D-A073-530B3E3343E1. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: TeamViewer --- Consumer Age Range: 50-65
223	98207720	7/7/2017	Phoenix, AZ	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number D21B814C-7345-43E1-87A2-DFFD7AD637F9. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- pop-up page with pop-up message stating your fire-wall has been breached. It then states to call 866-763-1760. Then all the pages were frozen. I turned off the computer waited then turned it on again and ran a Microsoft Security Essentials full scan. (second time this happened) --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: 50-65
224	85756379	7/7/2017	Surprise, AZ	while on the computer, a pop-up came up as Microsoft Support stating there was a breach in the fire-wall and files were being accessed. Another pop-up appeared overtop with a phone number to call. The computer then was frozen. On 7/5, the first incident, I immediately turned off the computer and called Microsoft Customer Service and was advised to run a full scan, which I did. On 7/7, the second incident, the same thing happened with an additional box as if you were signing into Outlook and told to call the same number. I turned off the computer and then called the number but when there was an answer I hung up. Immediately I received a return call from 866-315-1003 with a Robert who identified himself and then said he was from NTS. I hung up, restarted my computer and started a full scan. I then called Microsoft who had me clear my browsing history and then had me run a Malicious Software Removal Tool. I just received another phone call from 844-799-8095 from now a Brian Stevens (sounds like the same person) who said he was from Microsoft Support. I then asked for his email address and then he hung up. Please feel free to contact me with any questions.TOPIC:Referrals
225	85919585	7/11/2017	Palmyra, NJ	6pm a red alert screen popped up on my computer sayinkg it was Microsoft support. A sound byte said that the virus had infected my computer and was reading my credit card information, etc. It gave me a code of 268V3. There were two phone numbers on the screen: 888-635-6193 and 866-763-1760. I called the first number and spoke with a guy named Robert with a foreign accent and lots of background noise like a call center. He told me that his company would assist with the problems, or the computer would shut down. He said the name of the company was NTS IT Support Care, or something like that, and that they were based in California. He was insistent. I was freaked out. I told him I would not give him control over my computer and that I had to speak with my husband first, someone who knew more about computers. I also told him that we had been scammed previously and I was not about to let it happen again. He asked about the previous scam and he wanted to know why I had to talk to my husband and that he could help me. I hung up and he called me back again. I picked up and there was background noise but no person. The name on MY phone came up KND exim put It, with the phone number of 866-763-1760. Robert called again and he told me I could check him out at another number 844-208-2608 ext. 504, which was where he could be reached. I told him the alert screen was gone from my computer and he said that the problem was not taken care of, even though it was not on the screen. He said he would hang on the line while I called him on another phone. I told him I only had the phone I was speaking on and that I was going to check this out and get back to him. He wanted to call me back later to straighten things out and I told him I would call HIM. I hung up and have not heard back from him. Please help! I reported this to Microsoft, hoping that this was NOT a legitimate alert. Seems there are a lot of scams out there. anyway, that's all I can tell you right now but I would be happy to speak with someone if they have additional questions. thank you.TOPIC:Referrals

226	98229661	7/11/2017	Burlington, NJ	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 165C5CD3-A1AA-4124-BB8D-5A6B98B94063. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- 7/11/17 6pm ESTred screen alert pop-up stating computer will shut down. Sound byte saying computer is infected with a virus and is being scanned for credit card numbers etc. Two phone numbers on screen - 888-635-6193 & 1-866-763-1760. sound byte gave code 268V3. Robert wanted to take control of the comp. to fix it. I freaked. He gave me companys verifying ph. #844-208-2608 x504 HELP! rsvp me --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: Over65
227	85885000	7/11/2017	North Richland Hills, TX	Other-Other Update
228	85964436	7/12/2017	Weatherford, TX	A box popped up on my computer saying I had been infected with a Virus (potentially Zeus, not sure). The window said that I needed to call a Windows online support number immediately and gave a number. The man I talked to said his name was Dennis. He basically told me that my computer would not longer function properly until they could get the virus off the computer. They asked for control of my computer from their end, which I gave them. I could see them typing messages back and forth to me. They wrote out the price I needed to pay to get top protection and originally it was $349 but they so kindly lowered it down to $199, because, according to them, without this, there is no way my computer would make it. I paid them the lower amount and they spent the next few hours doing who knows what to my computer. I could see them moving the mouse around and opening windows, etc. I had to get back to work in my shop, so I couldn't watch what was going on. They called me back several times to check on things. I talked to a manager at one point, I forget his name. They even called the next day and said that would be the last time they'd call, but if I needed anything, call a number they gave me. I realize now, after this box popped up on my wife's computer nine days later, that I had been taken by them. I am worried what information they may have stolen from me. My wife called the number that popped up on her own screen and was given a different number. That number was 888-776-2459. She called and confronted them and they've since blocked her number. They kept saying they were Windows support but not connected to Microsoft somehow. They refused to give her the company number because she clearly already had it. She was trying to get info out of them and they started mocking her. Eventually she hung up on them.
229	86028358	7/14/2017	Islip, NY	While on my computer,I received a message stating my computer is frozen and would not respond to any of my actions.I was advised to call said number for help.I did and was advised my firewall no longer was in place and to resume use,I would have to purchase a one time fix for $179.99.I was asked my credit card info and partial SSn # to proceed.I thought this was strange,but responded anyway.I was promised an email concerning the transaction,which never came.I was sent a contract which was electronicly signed.This all was done under much distress.After not receiving an email,I became more suspicous.I called my credit card company to put a hold on the transaction and later also canceled that card for security reasons. The sales rep/tech has tried to call my several times.I have not responded. Other-Other Update
230	98476863	7/24/2017	Newcastle, CA	Sold Computer support via fraudulent means.My 80 mother received a pop-up on her computer, which led her believe she have a virus and should contact the phone number (NTS IT HELPDESK) on the screen to support/removal. The company was contacted, and for a 3 year subscription of $445 the 'virus' was removed. Noticed within days of the 'service': her browser home page was h jacked and an unauthorized tool bar appeared on her computer. We believe she picked up a Trojan horse from NTS which started the whole process. I talked to NTS employee Allen King on 7/21/17 and requested cancellation of the subscription and a full refund, to no avail. --- Additional Comments: full refund and cancelation of service
231	98210398	7/26/2017	Madison, OR	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number C3FD3BC2-3FA6-411A-ABA5-4EE6DE73FBF2. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- My computer froze while opening a website. There was a phone number to call which I did. The technician walked me through a process until I felt uncomfortable and I disengaged the communications. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: Over65

232	98105048	8/9/2017	Yuma, AZ	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted] m. It will help if you provide the Microsoft reference number 65DF475B-80DA-447E-A8E3-B28E634E75B3. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- they claimed to be microsoft support techs. they kept saying everything was very serious and that all of my information was threatened and to purchase their service. They took remote access first someone named Alex and then Austin. they continued access even after i thought we had been disconnected. the number i called was on the pop up 866 877 9859. they were very rude if i questioned them --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: true --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: LogMeInOrLogMeInRescue --- Consumer Age Range: 26-49
233	98107183	8/14/2017	Tarentum, PA	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted] It will help if you provide the Microsoft reference number 5F02BF45-C30F-4892-89A8-0E94576F9FAC. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- I was frightened by the pop-up message on my laptop screen that told me to do nothing else but call the phone number that appeared there. I needed to use the laptop so I followed the onscreen instructions--since I am so technically challenged that I did not know what else to do. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: Over65
234	98212225	8/14/2017	Tarentum, PA	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 157EB909-8C5F-46BE-A7BA-FD967A1A6E91. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- I was frightened because the pop-up indicated that I would be unable to use my laptop unless and until I called the number on the screen. The person said he wanted to educate me besides charging me for the services he would set up for me for the fee above. The service is supposed to be for 2 years and 1 month from August 10 2017. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: Over65
235	98102813	8/15/2017	Highlands Ranch, CO	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 66A9B782-540A-45D2-A84A-5FAA4D10C0F4. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- A pop up on my computer stated I had a virus and I should call 866-877-9859. I called the following day. They wanted to gain control of my computer so I called Microsoft to see if it was a scam. The guy I was talking to said to call him back directly. Robert 844-208-2608 Employee number 302 --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: 26-49
236	87613474	8/16/2017	Cheyenne, WY	Computer had been receiving warnings that it had been infected with virus. i let it go for two weeks until i couldnt even turn the computer off off when the warning appeared. so i called the number. The person i spoke with asked for payment to remove virus. 299/year or 499/year for virus protection. I agreed for 3 years and gave CC info. He turned it over to a tech for an hour who had remote control of my computer. After the session was done, the computer worked fine and i called Apple tech Support. They said that it was a scam. Nothing was wrong with your computer. They planted the so called virus, make you believe you have a problem, and charge you for the fix. Apple said they charged you 500 dollars for anti virus software you could have downloaded for free. I called the next day and told the rep i wanted a refund. He said that the billing department would contact me in 24 hours. They never did and when i called the company number no one answers, it just rings, repeatedly. Thats where im at with it. Should have contacted Apple first.
237	98108672	8/22/2017	A buquerque, NM	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 455319D0-9FFF-4651-A0A4-F296A6DF192F. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- --- Method of Contact: Other --- Fraudulent Company Contact Method: locked up my pc --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: true --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow

238	98382273	8/23/2017	Piscataway, NJ	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 8B02E685-2CC4-447D-B595-9CD8FE8AAB03. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- I have been with ITS for years recently they change company and location to India and there type of service changed using LogMein Rescue they accessed my computer for a very long time. On August 17, 2017 I called for support as my FaceBook was acting strange. The Tech Person deleted my FaceBook connection My email address to [redacted] without my permission. --- Method of Contact: Other --- Fraudulent Company Contact Method: I used ITS as a Tech Support Company --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: false --- Fraudulent Person Use Hostile Language: true --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: LogMeInOrLogMeInRescue --- Consumer Age Range: 50-65
239	98476868	8/23/2017	Honolulu, HI	I feel that I have been given false information by NTS It Care Company and that I have been scammed out out $270.99 for a 2 year contract.One day in 3/2017, I turned on my computer and was puzzled to see a pop up on my screen saying that my computer had been compromised and that I was in danger of having a virus that could destroy valuable information. it advised me to call a number on the screen that was a microsoft support help. Being wary since I had just had my computer serviced, I tried to delete the message and literally could not get it off the screen. It would not close or delete no matter what I tried. Out of desperation, I called the number and a gentleman with a thick Indian accent answered and I asked him if he was the microsoft support. He said he was the NTS support and that they help microsoft. He then went right into verbally directing me to do many steps on my computer. It was strange because he literally had control of my computer and was actually drawing arrows on my computer screen. I was frightened thinking, 'How could someone have control of my computer unless he hacked it?' After about 45 min and many steps, my computer was working again. He assured me that he had cleaned my computer of all viruses and smoothly convinced me that for just $270.99 NTS could be my support 24/7 whenever this should happen again. I agreed and he charged the amount to my VISA card. Red flags went up when practically every month since then, my computer mysteriously gets disconnected from my internet even when other members in my household stay connected. Each time, I have had to call NTS support and go through 45 plus minutes of steps to get my computer connected again. Most inconvenient! I never had this problem before. I was beginning to think that NTS was messing with my computer from their end by accident. Each time I got disconnected from the internet, I could NOT get my computer connected again without going through NTS. Today it happened again and when I called NTS, I told them that this is happening way too frequently and that I never had this problem before. The gal that answered got unprofessionally defensive and started ta king to me in a very harsh tone. That was when I was convinced that this company was a scam. She was yelling at me all through her directions and was very sarcastic. When I told her that I could not understand her because of her accent, she yelled into the mouthpiece and said,'Now can you understand me!!!' This company is deceitful and sleek. They obviously have a huge operation going. Every employee that I talked to had an Indian accent. One guy literally did not know what he was doing and I was totally frustrated by his lack of knowledge. My Dell laptop has not been the same since they took control of my computer. Today one of the steps to get me re-connected to the internet showed a screen with automatic restore setting dates. It showed that my settings were restored on 7/31/17 & 8/14/17. I did not restore my settings on either of these dates. Who then is restoring my settings? The only person that I know of that has access to my computer is NTS. Why are they doing technical restorations without my permission, request or knowledge?I would like my money back and I want assurance that NTS no longer has access to my computer. --- Additional Comments: I would like a refund of my $270.99 dollars for the 2 year contract and no further contact from the company. I want them to stop having access rights to my computer.
240	87694740	8/24/2017	New Brunswick, NJ	Consumer reports her service contractor for her PC, NTS-IT-Care, has changed her Facebook account password and her gmail account password without her consent. Consumer has called and left a message but they have not returned her call.UPDATE: 8/18/17 Consumer reports she another call advising her she would have to open a new Facebook account. [redacted] 08/24/2017: The consumer called believing she was reaching IC3.gov. The consumer has given additional information regarding NTS-IT-Care. [redacted]
241	98384599	8/25/2017	Brecksville, OH	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 8E630CC2-2B47-4F54-BC44-710D04B3C884. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- Screen on pc popped up saying I had virus to call number on screen immediately (just like the example shown on your website) I was told that my network firewall had expired and that I needed to get another and purchase a more secure connection.. the price I paid was for 3 yrs protection including McAfee software.. --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: 50-65

242	87936988	8/25/2017	VA	I was on my laptop when a series of alerts, popups, and new tabs flooded my screen. All the windows played a very loud automated voice saying that I had recieved suspicious virus and to call the number listed on my screen that claimed to be Windows support. I called the number and spoke to a man named Shawn who listened to my problem and helped me out. He got into my computer and proceeded to "fix" my problem. Shawn said that my antivirus software was not renewed and offered me to purchase a subscription to an antivirus software and I agreed. I proceeded to give my debit card information to this man and purchased the antivirus software. afterwards Shawn got off the line and I spoke to a new man named Victor. Victor finalized my purchase and finished the call with me. A day later I recieved a follow up call from a woman claiming to be a manager from the company. At the end of the call she said "thank you for choosing NTS IT Care". I thought that was very odd because I thought I was on the phone with Windows support the entire time and was never told differently. I googled to company and found out they are a scamming company. I then called my bank about my debit card and proceeded to close out the debit card I gave and opened a new one. I am currently in the process of trying to ensure my laptop is not hacked with any malware installed by these people. I leave for college this week and now I am going with a laptop that is unusable thanks to these people. They are liars, hackers, and scammers and they must be shut down.
243	87998833	8/26/2017	Mogadore, OH	A pg. on my home computer came up with a recording saying i had been locked out of my pc, to call the number on my screen and stop all activity on my pc.. Tech person said my network firewall had expired,(lie)I argued but in the end they scammed me for $320 and accessed my pc.. After they were done I called my credit card company and disputed the charge,cancelled my card and they are issuing me a new acct number.. they also called my house several times harrassing me that i disputed the charge.. I did some research on this company and it was reviewed with negative comments.. I had to contact microsoft to get help and direction of where to get this mess cleaned up..I am upset with myself because i knew they were scammers but they were very convincing and intimidating.. This was a horrible experience and i had to pay the "right" techs to clean up the mess on my computer..
244	98476856	8/28/2017	Cleveland, OH	The contract I was offered by NTS it Care Independence support provider was not honored for the purchase that I made I was taken advantage of.Transaction carried out by Jagmeet Virk jims@ntsitcare.com July 29 2016 IN: NTSIT0729-011 Cust id: ntsit0729-011Trans id: 20081502807 $0.9907/20/16 Trans id: 20081504767 $199.0008/05/16 Trans id: 20103282708 $49.99' I [redacted] off the rise NTS it Care Independence support provider to charge my Mastercard ending with [redacted] amount of U.S $199.99 today for a one year of technical support and software installation for one Mac computer along with peripherals support. And on i.e 05-August-2016 I will Payne $49.99 using the same MasterCard in order to upgrade my support to two years for the same Mac computer I understand that it's a one-time charge and it will appear in my credit card statement under the name of NTS it care --- Additional Comments: Honor the contract issue to me by Jagmeet Virk. I still have 1 more year. Or give back the $49.99 I paid to upgrade. I have the proof.
245	88090502	8/29/2017	Beverly Hills, CA	My father [redacted] tried using his computer and it was infected by a virus that locked down his system with the instructions to dial "NTS" tech support 844-208-2608. He called where they asked for approximately $249 to "repair" his system. He refused, they lowered to $99 for a 7 day service contract. They then proceeded to repair his system. When he explained to me what happened, I immediately contacted the company and requested they tell me exactly what was installed on his system and refund his card. The man at the call center spoke in circles and finally agreed to refund $49 if we agreed to absolve them of all claims. He would not refund the entire amount, and was becoming very argumentative (number calling was J S Kapour 044-208-2608. When I hung up the phone he immediately called back and questioned why I hung up. Despite repeated instructions not to call back, they kept calling until we answered. He said he would send the email if we agreed to absolve them of all claims. He asked if we were going to dispute the charges on our card, and I said yes and hung up. They kept calling back and it was apparent they would not stop until I said no, so I did that only to make the harassing calls to my elderly father stop. I am concerned they now have access to his computer and much private information, and am in the process of resecuring his accounts.
246	88143963	8/30/2017	E khart, IN	OPENED EMAIL FROM ART VAN FURNITURE, ALARM BUZZING & WARNING POPPED UP. SAID SEVERE SECURITY BREACH. CALLED TALKED TO ROBERT CLOUD (SAID IN BELIZE). TOOK CONTROL OF COMPUTER, ACKNOWLEDGED ALL WIFI UNITS INCLUDING TURNING ON PRINTER. SAID $250 FOR TWO YEARS TO SECURE. I GAVE CR CARD #. CALLED WIFE ON CELL PHONE, SHE TOLD ME TO SHUT DOWN COMPUTER OR UNPLUG IT AND CANCEL TRANSACTION. I DID. DO NOT KNOW WHAT ALL HAS BEEN ACCESSED AT THIS TIME, STILL WAITING FOR SOMEONE TO LOOK AT THE COMPUTER. HAVE PUT BLOCKS ON BANK CARDS.

247	98314031	8/30/2017	Mishawaka, IN	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 7E625128-72B8-4A4F-94F4-6C1E9292A6A9. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- CLICKED ON EMAIL FROM ART VAN FURNITURE & ALERT POPPED UP. SAID IT WAS FROM MICROSOFT & WE HAD A SEVERE SECURITY BREACH. BUZZING ETC. GOING ON. I TALKED TO A ROBERT CLOUD TOOK CONTROL OF COMPUTER TURN ON WIRELESS PRINTER NEW ALL OUR WIRELESS DEVICES MY WIFES NAME ETC. TOLD TO PAY FOR 2 YR SRVC FOR $250. CALLED MY WIFE SHE TOLD ME TO TURN OFF OR UNPLUG COMPUTER & STOP TRANSACTION. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: true --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: 50-65
248	98476857	8/31/2017	Bend, OR	I was looking at my iPad and several layered messages appeared saying I had a virus. The information stated to call Apple immediately. See below please. I typed in wrong box. --- Additional Comments: The number called was NTS. They had me go on laptop and stated multiple issues found. They had control of laptop. I was told for 1 year of service to prevent viruses I needed to pay $199.99. I did that and while technician was working on laptop I looked them up using iPad which had been unlocked. I discovered that this is a scam and there was a way to unlock my iPad without submitting to their despicable practices. I confronted the gentleman on the phone and he denied that it was scam. I would like a refund to my account.
249	88220693	9/1/2017	San Angelo, TX	While reading Yahoo news a pop-up dropped down that said my computer had been frozen or compromised and for me to call a certain number - it posed itself as if this was Microsoft and that I needed to contact them immmediately so I did. They took a hold of my computer and did all sorts of things. Finally, they told me I didn't have any security on the computer and that I needed to pay $149 for 1 year, $249 for 2 year, or $449 for 3 year security contract to fix the problem and to install the McAfee security on it. I purchased the 3 year contract for $449.99 and they continued to do things on my computer. Oh my gosh, I can't believe that I fell for this scam, but I did and gave them my credit card information. Later, I just had a bad feeling so I started researching this and it looks I ke I was scammed. I called the credit card company in which I used for this purchase and they put a block on the transaction. I also cancelled all of my other credit cards and turned off my computer and the router.
250	98286143	9/5/2017	Cherry Hill, NJ	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number F7D473AB-B34A-4D5C-8EDE-144F9685A6AD. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- I saw a pop up notification on my computer and I questioned it. It claimed to have detected a virus on my microsoft Windows and they would be forced to shut down my computer if I ignored the problem or closed down the page. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false
251	98299661	9/5/2017	Norfolk, VA	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted] It will help if you provide the Microsoft reference number 3DE70307-3511-4B5F-8E0D-CC258E7BD11A. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- the original number was 18886170434. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow
252	98290912	9/6/2017	Germantown	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number B376ABCE-8D8C-44C4-A7EB-EE07DAC36325. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- credit card --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: 26-49

253	98307928	9/8/2017	Lubbock	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 910A231C-A610-4F83-BF53-1081C81CF130. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: LogMeInOrLogMeInRescue
254	88473477	9/11/2017	Fontana, CA	Consumer received a phone call from NTS IT Care stating his computer was in danger and they could help. He was instructed to pay $300 for their services.
255	98303008	9/12/2017	New York	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 7071644C-DD54-427D-854A-4B61636C56D2. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: Supremo
256	98296365	9/12/2017	Jackson, TN	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number F59E4DEE-0810-4AF8-BF92-8182011053E6. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- The pop up was also a loud voice message that said call the number to avoid threat to the system. I called the number. Ronnie asked if it is a personal computer and to hold down the window icon and the letter R. He told me to put in my password. I said I would call him back later at his ext 514. He immediately called me from 424-217-5156 said that a store could not help me with this. problem. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: 50-65
257	88570113	9/13/2017	Wilmington, DE	I had a warning on my computer that it had a virus, and to call the number 1-888-751-9000. I calles and they diid a scan and said my firewall was expired.
258	98476692	9/21/2017	Wild Rose, WI	Problem with refund after cancelling service.Sent refund using gift cards from Best Buy. Called to verify card numbers. Called back to verify but would not ta k when phone was answered. Then proceeded to remove amount of moneyof cards from our checking acct. Now we are out more money which should have refuned. It amounts to many hundreds of dollars. Tried to contact just now but won't answer phone. --- Additional Comments: Need refund of unused service. $350 plus $50. for bank fees charged to us for NTS overdrawing our checking acct in the bogus refund offer. A total of $400.00
259	98278857	9/22/2017	Houston, TX	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number C4B51A9E-E617-4259-880A-2995B6707BF3. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- I called 1 877-882-6123. That was the microsoft number I thought to be. They helped me but then turned me over to NTS Support for the virus and to clean up my computer. They installed McAfee software. They were very nice and I watched what they were doing. I have spoke to friends and they think this may be a scam. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: 50-65
260	98476686	9/22/2017	Alexandria, VA	This company appears to be fraud as they call you saying your computer is infected and I cannot use it until I pay them to fix my computer. I cannot access my computer until they fix it and I have t give them credit card to charge for the fix. They are a scam and fraud and should be closed down --- Additional Comments: DesiredSettlementID: Correction to a credit reportNeed to have a copy of there rating wit the BBB

261	88842593	9/22/2017	Decatur, GA	A popup appeared on laptop screen saying my computer was hacked by Zeus virus, giving phone number for help 1-844-208-2608. computer was locked so I called number thinking it was Microsoft. Tech rep called Vik said firewall was no longer working, offered to restore it for fee of $400 for 3 years support service. Another tech rep Dennis worked through my computer adding firewall along with free software Adblock Plus and CCleaner 535. they were given my credit card info but when asked for my password, I didn't give it. They added their phone number and 3 icons to laptop page and told me to call if any problems, also they sent docement of transaction to my printer. The whole process took over an hour. they said firewall also applied to printer and my cellphone. After transaction I composed and sent one email and began looking at company history on web. that's when I concluded I had been hacked and a victim of extortion scan. I called credit card but transaction had already gone through, cancelled card for new one. I called NTS asking for total refund, talking to different reps. they offered to refund $300 for $100 cancellation fee. I replied my agreement but they would never accept its wording because I refused to say I absolved them for any future issues. I told them to accept agreement and said not to call me again.
262	98476685	9/25/2017	Wild Rose, WI	This is to amend previous complaint filed 9/20/17.Adjustment to original complaint. NTS IT Care and bank adjusted amount of $1550. NTS IT Care now owes us $649.00. --- Additional Comments: Get the balance of the money owed us.
263	98476737	9/25/2017	Wild Rose, WI	Cancelled service and informed we were getting refund. Sent gift cards from Best Buy as refund. Called to confirm cards via card numbers. Then used those numbers to get the amounts of the cards out of our bank account without our knowledge. This overdrew our account. The amount they took was $1100. Plus the refund was supposed to be $350. Plus charges from the bank and stress was $100. We have been taken for a total of $1550. by NTS IT Care. We have emailed them, called them and written them. When they call us they won't ta k when phone is answered so they can say they have tried to contact us!Product_Or_Service: Computer IT careOrder_Number: N/AAccount_Number: Phone --- Additional Comments: DesiredSettlementID: Other (requires explanation)To get our money back, in cash, in the amount of $1550.
264	88871752	9/25/2017	Nashua, NH	Consumer reports they received a pop up on their PC stating there is a virus on the PC. Consumer called the number and the rep with a company called NTS IT Care said there would be a fee to remove the virus. UPDATE 9/25/17 consumer called to give another number and company name - NTS Global Services. [redacted]
265	88888688	9/25/2017	Bronx, NY	The consumer reports that he received a pop up from NTS IT Care stating the consumer computer had a virus and he needed to call the number provided for computer assistance. The consumer called the number allowed the rep to have remote access to his computer
266	88757307	9/26/2017	Wild Rose, WI	Cancelled service - recieved email stating refund coming. Recieved refund in gift cards from Best Buy. Co. called to confirm numbers on cards and used those to deduct the amount of gift cards from our bank account. We sre now out for $1550.00 and have gotten nothing but an overdrawn account! Original purchase was for computer service we found we did not need. I believe they created the original problem that got us to call them in the fiest place! We are senior citizens and need the money they stole from us. PLEASE HELP!!!
267	98289851	9/27/2017	Brecksville, OH	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 1067A549-9EBC-4294-B949-27C960D75BB6. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- Screen with voice pop up on Desk top to call this number 844-208-2608. Called the number and NTS IT Care Jack representative said they were an affiliate of Microsoft. They got access to our computer remotely. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: Over65
268	98301036	9/28/2017	Scranton, PA	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]om. It will help if you provide the Microsoft reference number 85B4EF9B-E23F-4BE2-B906-55DEA5236CC1. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- He showed me pages that had over 15000 errors and warnings. also page that said my Network Access Protection was off and s/b on. Also showed me my IP address and several inquiries I think. Said I could not purchase a new PC because all of these will follow me including on my smart phone. Said not to go on internet on phone or PC until all this is taken care of. Said call him if I change my mind. --- Method of Contact: Other --- Fraudulent Company Contact Method: Mans voice louding telling me not to shut down my computer. --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: Over65

269	98303081	10/2/2017	Desoto, TX	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 98E691D0-FCBA-4E14-9FE1-9687F2683A32. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- It began with a pop-up stating that this computer had a serious virus and that I needed to call the number provided. After calling I asked the individual if they were from Microsoft. They stated well of course I am. My wife allowed remote access and the NTS It Care person began to configure a variety of necessary changes illustrating these with highlights and by typing salient points. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: 50-65
270	98287821	10/3/2017	Baltimore, MD	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number A870E63C-288E-431D-8945-4D1C256DEAD4. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- I received a pop-up and voice message simultaneously indicating that my computer would be shut down if I didnt respond. Remote control was given to licensed microsoft technicians who indicated I didnt have a firewall and my computer was infected with the Zeus Virus. The technician got rid of problems by installing a firewall updating virus protection from AVG etc. --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: LogMeInOrLogMeInRescue --- Consumer Age Range: Over65
271	98287707	10/4/2017	Charleston, SC	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 16B53CFB-072D-4DA5-A55D-CAD3E9E47F1F. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: 50-65
272	98476687	10/6/2017	Sioux City, IA	NTS IT Care is a scamThis is a fraudulent Company. That preys on Seniors and computer illerate. I was working on my computer on 9-22-17 and a pop up appeared telling me I had a virus on my computer and to call the # 1844-208-2608 to get this problem resolved. It also stated it was part of MIcrosoft. Well after being ta ked into allowing this person gaining remote control of my computer. (something I have never done before) I was advised for $199. they would repair it and give me protection for a year. I advised him I could not afford that he said I will speak to my Supervisor and came back with the price of $129.. I usually am very leary of scams but I bit on this. So mad and frustrated that a company can fraudulently plant this popup and then have the nerve to charge you to correct it. As I have said before when a BBB knows how bad this company is and still has no means of shutting it down we are in trouble. I do not trust this company and I would put nothing past them. They already state on their website they do not refund money so I guess that is out of the question. --- Additional Comments: Well wouldn't everybody want their money back after they have been scammed?I have not contacted the company and I can see by your complaints on your website it doesn't do any good anyway.
273	89203113	10/10/2017	Reading, PA	Consumer got a pop-up claiming to be Microsoft wanting access to consumer's computer. Consumer did let suspect into her computer who got into her bank account. Consumer joined Life Lock.
274	89239158	10/10/2017	Mechanicsville, MD	My computer was seized remotely. A popup box appeared saying the computer operating system was in jeopardy. The company name and phone number were given. Info purported that it was authorized by Microsoft to do repair work remotely. The company rep. said he same thing. I could not back the computer out of the page which had appeared; I could not shut down the computer with key board command. Rep. told me he could "fix" the computer and protect it from virus/malware for a year for $169.99 which I finally authorized via credit card. Checking with Microsoft and others after dealing with these pirates, I found that that NTS is a company which specializes in scams. I have had a lock put on my bank and credit card accounts and have informed the bank that the $169.00 fee is fradulent.

275	98293918	10/10/2017	Leonardtown, MD	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 244F8014-72EC-46DC-AED1-489E9F73324B. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- My computer was seized remotely. A popup box appeared advising that the computer operating system was compromised. a company and phone number was in the box with instructions to contact them for help. A call taker claimed to be authorized by Microsoft to make repairs remotely. I could not rid the computer of the page or popup box until this company released control of the computer. --- Method of Contact: Other --- Fraudulent Company Contact Method: Computer was taken over remotely. Pop-up message appeared offering help. --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: Over65
276	98292661	10/12/2017	Sioux City, IA	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number C7E81E40-85C6-4AF5-A1E6-9F04465C7CB9. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- I was working on my com puter and all of a sudden I received a pop up saying my computer had a virus and I needed to call 1-844-208-2608 to get this taken care of. My computer was froze I couldnt use the mouse. He advised me he needed to remote control my computer to fix the problem. I was so frustrated I allowed it STUPID. So he said all this could be cleared up for a fee of $199.00 --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: false --- Fraudulent Person Use Hostile Language: true --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: Over65
277	98476683	10/18/2017	Alma, AR	This company produces ransomware. There is a pop up warning demanding you call them, then they take over your computer and charge you.October 16th, 2017I was browsing yahoo and reading a news story when a popup appeared, telling me that my computer was infected with a virus. The pop up had a number and told me that if I shut down my computer, it would be completely wiped and unusable. I called the number, they showed me what supposedly was infecting my computer, and I paid them $149.99 (with my Mastercard ending in [redacted] over the phone to resolve my computer issues while giving them full access to my computer. They remotely operated it, downloaded some programs, and said my issue was fixed. They then called me and while we were on the phone remotely used my email to begin composing an email that they wanted me to write, giving them a positive review. When I refused, they began trying to force me into typing the review and told me that my case couldn't be closed until I sent the review. I argued enough to where the man hung up. They were not cooperating with me and were ultimately just trying to scam me from the get go, which I did not realize until the damage was done. --- Additional Comments: The software that they downloaded has been deleted, and my passwords have been changed. Hopefully this is the end of my dealings with them, but I know that it is likely that they have access to my information or have taken further advantage of me. I would like a refund for my troubles and for the fact that they were dishonest with me about the service they were pretending to provide me. I do not wish to contact them directly any further as they are unreasonable and I feel unsafe now that I know they downloaded ransomware onto my PC.
278	89494544	10/18/2017	Sharon, MA	I turned on my laptop to make a bill payment and there was a large notice advising that my computer had been hacked not to turn it off but call 8887430212 right away. A woman's voice continued to alert me that I would be respons ble for anything that may occur due to my information being used by these hackers. When I called the man with an East Indian accent advised that he needed to check my computer virtual to determine the extent and fix it. Once inside he showed how all apps had been stopped and anti virus programs deleted. He would have to clean up, renew, update drivers, pop up blockers, firewall etc. 60- 90 minutes.. 5 year security plan $300. I said I don't have time or money for that. He said he would call back and he did, leaving a message, with # 1-884-208-2608 X328 and name Nick Johnson and company name. Later I called Comcast for assistance and was advised this was probably a scam. Why?
279	89494636	10/18/2017	-	Pop up saying my computer had a virus and to call number. I did and they scanned my computer and said it didn't have any protection software and that they could help download it for money asking if i wanted a 1 2 or 3 year coverage each price varying. I paid for the 1 year plan for about $130 with my debit card then he downloaded some stuff. He then said that my computer was clear and that the coverage would last a year.

280	98283595	10/19/2017	Redmond, NH	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number C7BF1262-AF05-4DC9-87C0-9A3B4BF38E61. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- On 9/8/17 at 4:09pm my computer was hacked by NTS IT Care Inc. I could no longer use the computer it was completely frozen. Since the pop up read call Microsoft Technical Support immediately which I unfortunately did. My understanding at the time was that I was dealing with Microsoft. As typical the call had a very Indian accent that gave me the assurance I was talking with Microsoft. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: Over65
281	98476734	10/23/2017	Mechanicsville, MD	Received a popup box on my compute saying my computer was attacked with a virus. Directed to contact NTS for help. NTS inferred Microsoft authorized10/09/17 control of computer seized by NTS because I 'clicked' on the wrong link while reading a news article on Facebook. A popup box appeared directing me to contact NTS to get control of computer back. I was unable to back out of the page or turn off the computer. Popup box contained a phone number for NTS and the words that it was 'authorized by Microsoft' to do repair work on Microsoft products. NTS charged me $169.99 to get control of computer back. NTS alleged my computer had the Zeus virus and placed four different programs on my computer which allegedly protected against virus, malware, etc. I did not need this as I have programs from Norton. I protested this but was told this was the only way NTS would 'fix' my computer was by agreeing to use their products. I paid. Then as soon as I got control of my computer, I put a block on the Visa charge via my bank and contacted a legit. firm to remove NTS programs from my computer. I filed a complaint against NTS with my bank and the FTC. For several days, NTS kept contacting me via phone and computer demanding I take the block off the Visa charge. I demanded they cancel their 'services' to my computer and give up on their attempts to charge me. On 10/1l/17 NTS offered to 'refund' $100 of my $169.99 if I would remove the block on the Visa charge. I told NTS rep. to deal with the bank and leave me alone. On 10/12/17, NTS rep. contacted me again and promised to 'refund' the full $169.99 if I would release the block on the Visa account. I refused. I told the rep. to deal with my bank. I have put a block on the email to keep them from contacting me. I also received a phone call, on or about 10/12/17. which is on my voice mail, where a NTS rep. claimed to be a Microsoft authorized firm. --- Additional Comments: This 'company' which is incorporated in California, needs to stop pirating people's computers and coercing payment for alleged services. Microsoft should sue them for invoking the name 'Microsoft.' I don't know what BBB can do about this except put out more information about these scammers.
282	89685292	10/26/2017	Marshfield, WI	I received a phone call this morning from NTS Log Meln,INC for a Go To Assist Remote Support from a Tech person stating that last year which is true that our computer was compromised and we needed to have them take over our cumputer to fix it as we couldn't do anything with it. The cost would be $199 which we did. today they called to say they were under investigation by the US Government and required to return that money. they gained remote control of our computer and from there on I knew I was being scammed again. I did not give them any of the info they asked for, they becamed very irate and pretty much left me know I was stupid for not wanting. my money returned. They had control of the computedisconnected the power.
283	98324390	10/27/2017	Vergennes	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 979A61B8-7DA7-4E0E-A7E2-A7BC158C1A4E. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- Earlier today Thursday Oct 26 2017 around 2:30 pm. I received a message on my computer that I should stop and call 1-888-558-2612. I thought it might be malicious so I turned off my computer for 10 minutes then restarted it. The same message was there and my computer was locked up. So I called. I was skeptical and instantly asked if this was ...RU kidding? U have a character limit on this! --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: 50-65
284	89778050	10/29/2017	Sulligent, AL	This report is for my mother, who is a widow and is 82 years old. My name is [redacted]. i am her son. She was contacted by computer while browsing by a company claiming to be Microsoft. she was told to contact NTS at 1844 208-2608. Someone then "fixed" her problem and charged her $150.00 by credit card. They also had her sign a contract by electronic sign. We have cancelled her credit card and I am in the process of removing NTS malware from her computer. Please contact me at [redacted] for further info.

285	90071944	11/8/2017	Ankeny, IA	I was using my yahoo e-mail when it locked up and said to call 888-768-6928 immediately or my computer would be comprimised. Also do not close the alert. I called the number and they got access to my computer. They held me for over an over an hour and then told me to wait for them to call me back. They said I needed to buy either Norton or McAcAfee Antivirus or it wouldn't help to clean up the problems. I did this for $199 charged to a credit card. Also they had me print off the invoice about this. Also with that was a signature certificate which says I signed with drawn signature which I did not do nor did they say anything about it. We then realized something was wrong and turned off the computer and have contacted credit cards and bank. Also have cleaned up the computer. I just want to give as much information to help you put a stop to this kind of thing. Hope you can close them down so others won't be scammed. Thank you.
286	98325347	11/8/2017	Saint Augustine, FL	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted] It will help if you provide the Microsoft reference number C9FFAE47-86E0-44C8-99F4-4A6036DE351E. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- ASKED FROM THE BEGIN IF THEY WERE MICROSOFTAND THEY WERE--HE GOT ON MY COMPUTER AND TOOK OFF A BUNCH MICROSOFT PROGRAMS(DID NOT SEE THAT TILL AFTER THEY WANTED MONEY AND I HUNG UP ON THEM.DONT KNOW WHAT ELSE THEYDID TO MY COMPUTER---AM WORRIED NOW --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: true --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: ShowMyPC --- Consumer Age Range: Over65
287	98476684	11/9/2017	Meeker, OK	NTS implied they were microsoft seeing issues on a laptop. They tricked senior citizen who was not computer savy.On November 7, 2017, NTS sent a message to laptop that the computer was comprised and needed immediate attention. They talked to a senior citizen who is not computer savy. They convinced him to buy a $200 computer package to fix all his problems they were 'seeing'. If in fact, they were seeing all his problems, they would have seen that his laptop was used for youtube, surfing the internet and facebook. There was no banking or other critical information on the laptop. If the computer was infected, it would have simple for us to wipe to original factory settings and not waste $200 that the senior citizen needed for other expenses. After consulting with a family member with strong IT skills, we were advised to wipe the laptop to original factory settings and that we were tricked into purchasing something we did not need. Furthermore, we were told that much of the things we saw on the screen were created by NTS --- Additional Comments: full refund of purchase
288	98324458	11/10/2017	Atlanta, GA	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number F76F8FDB-960C-4925-8191-D70B32FFC581. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- Today my computer received malware which locked my computer and which looked like it came from Microsoft. It said that my computer had a virus and gave a number to call to get it fixed. They gained access to my computer and then said It would take 30 minutes to fix.When they answered you represented yourself as a Microsoft related technician --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: LogMeInOrLogMeInRescue --- Consumer Age Range: Over65
289	98322738	11/10/2017	Spartanburg, SC	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number BD7239F9-64CB-4A21-B358-F2B20D9C4D1F. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- $199.99 for 1 yr He said I had Zeus malware. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: LogMeInOrLogMeInRescue --- Consumer Age Range: 50-65
290	98327297	11/12/2017	Santa Clara, CA	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number A62BFCB9-D6F1-4D72-989E-2256A542FBB5. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- POP THREATENED TO DISABLE MY PC UNLESS I CALLED THE PH# 844-208-2608 ext. 307(Richard). I was informed that I had a Trojan on my two computers and he took remote control and supposedly removed it. Then proceeded to try to sell me services to correct Windows file setup at VERY HIGH PRICE. I DECLINED. Popups continued to disable my PC until I called and demanded he remove. No more popups since. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: LogMeInOrLogMeInRescue

Dandashly Attachment Y-52

291	98476681	11/13/2017	Fayetteville, GA	computer received malware which locked computer, looked like it came from Microsoft. Said computer had a virus Today, my computer received malware which locked my computer and which looked like it came from Microsoft. It said that my computer had a virus and gave a number to call to get it fixed, which I calleds. They gained access to my computer and then said It would take 30 minutes to fix.When they answered they represented themself as a Microsoft related technician, I assumed you were representing Microsoft. I'm appalled that their company would stoop to scamming people. I would like a full refund because all conversations and transactions were taken under duress and false pretenses.The amount of the fraud was $399.00 --- Additional Comments: I would like a full refund because all of the transactions were done under false pretense and duress.
292	90232659	11/15/2017	Prattsburgh, NY	Consumer received a popup on her computer from NTS IT Care and they claimed her computer had been hacked into. Consumer contacted them and gave them access to her computer.
293	90308676	11/16/2017	Indianapolis, IN	I was working on my desktop computer when suddenly all sorts of bells and whistles sounded while a female's voice informed me that I needed to call the 800 number on my screen. I am typically an extremely cautious person, but on this particular day, I was startled by the sudden chaos which broke my concentration and caused me to panic as I feared I would lose what I was working on at the time. In my panicked state, I did a rare and stupid thing. I called the number. I spoke to a male with a foreign accent who explained that his company was a technology support affiliate of Microsoft. After a lengthy conversation, this person who identified himself as Richard asked how I used my computer. He told me that I probably visited a site or clicked on a link that infected my computer. He wanted to know if I used my computer for personal or business use. Then, he asked if I would allow him access to my computer for troubleshooting purposes. Apparently, I bumped my head on the way out of bed that morning because stupid me allowed him to run a so-called free PC Diagnosis. Please do not ask me what possessed me to do such a ridiculous thing. This experience was out of the ordinary! I am usually a suspicious and guarded person. Although, I suppose I was not completely stupefied seeing that I had the presence of mind to take a picture of the screens while I had this Richard person on the line. In addition to the diagnostic screen, I have a picture of an Events/Administrative Events screen that had comments in a box that read: "An illegal request was sent to the device." I took a photo that shows he scanned my C drive. What's more, I have a photo of an Untitled-Notepad that Richard wrote which lists his name, phone extension, and recommendations. I told Richard that he could have been running a scam and I asked him about his company's BBB rating. He took me the company's BBB page which indicated that the company has an F-rating. When I questioned the rating, he said that the company did not belong to the BBB which is the reason their score was an F. I really could have kicked my own behind at that point because I know better than to get bamboozled by an imposter!Throughout the call, Richard wanted to transfer me to Tech Support for help with my issues. However, when he began his spiel, telling me he would give me a senior citizen's discount, and asking for my credit card information, I told him he could not have my credit card information because I did not feel comfortable. He explained that he could get my problems solved repeatedly to the point of annoying me and being hard to get rid of. I finally ended the call by being firm. After the incident, I called the numbers I was given on more than one occasion. I noted that after hours the supposed IT company does not have a voicemail, and when I called during business hours, the person who answered does not state the name of the company.In closing, I am embarrassed to have to report what happened to me as a result of my sheer and unusual stupidity, but if I can help someone else, I can live with a one-time moment of menopausal mania.
294	98308795	11/16/2017	Wardensville, WV	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number 6E9B1BD4-07BB-4B59-A732-D64DC190DE5A. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- pop up message while using Explorer persisted difficult to exit warning of infection with number to call and warning not to shut off or reboot. Called and they were professional courteous helpful and patient with my doubts offered call back numbers and a pdf showing their credentials. They offered three levels of Firewall up to $399.99 for 3 yr. protection transferable to other devices. --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: LogMeInOrLogMeInRescue --- Consumer Age Range: 50-65
295	98328371	11/17/2017	Pleasanton, CA	Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal [redacted] at [redacted] or Senior Investigator [redacted] at [redacted]. It will help if you provide the Microsoft reference number CC6C0BA7-AE92-4191-AF18-D73ADFED4298. If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- I got a noisy popup on my computer after down loading a critical and very long(about 12 hours) up date from MS for windows 10 the day before. I thought the popup is regarding the critical update and called the number after a series of technical instruction in which the IT person gave me and having him access to both my computers he tried to sell me their product and I suspected a scam. --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: IDontKnow --- Consumer Age Range: Over65