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NORTHERN DISTRICT OF CALIFORNIA
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FEDERAL TRADE COMMISSION

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 7 OF 7

478	107598637	4/9/2019	Baton Rouge, LA	NTS David Roth bought $900 cards to fix computer-said would repay next day by check with repairman-not paid - not fixed - want refund3/21/19 NTS David Roth, tech ID NTS786 phoned, said I had credit with his company (had paid $59.00 and $.99 12/24/18, Capital One card XXXX-XXXX-XXXX-XXXX - did computer need tuneup? I said it's running very slow. He agreed to tuneup and repair. I gave him control. He showed page which had many laptops with foreign IDs, said they were in my computer, said 91% controlled by them. He needed $400 gift cards to pay for securities to repair, would be refunded to me by check, with repairman scheduled to come next day. Gave me Google phone #408-600-2733 to confirm. Called, they confirmed. 3/22/2019 He purchased $400 gift cards,$250 & $150 from Best Buy on my Walmartmoneycard #XXXX-XXXX-XXXX-XXXX. Then he said needed $2,500 more gift cards - would be refunded by check next day with repairman. I was desperate for repair. I was TOO trusting.I am wheelchair bound in Nursing Home with physical disabilities, here for life, had computers since 1982, can't stand being without, trusted he would repay. He bought $500 with Amazon, Hotels.com, on Capital One #XXXX-XXXX-XXXX-XXXX. He tried for many hours each day for a week to purchase online gift cards with Apple, Target, ebay, Walmart.com, Drug Stores, Amazon and many others. They were pending and then denied. The companies said Capital One did not approve them. Each time David had me call Capital One. They said they approved them, that the companies cancelled or denied them. Over and over and over David pressured me to send my daughter out to buy them locally. I refused, knowing she would not do it. On afternoon of 3/28/19 someone took control of my computer -went out of site I was working on to my email. I called David, very upset with him. He said it was not him, was a hacker. He also took control, I was able to use again for an hour. After returning from dinner computer screen was black with only Windows 10 typed at top. I minimized, tried to use. Could not. Rebooted. Still black screen. Called David, said I had to use for several hours, please get off. Man said he was David's supervisor- that David had worked with me for over a week, he had other 'paying customers'-since I would not send my daughter out in community to purchase $2,000.00 more gift cards and they had not been able to buy online, they 'were through with me, would not be fixing my computer since I still owed $2,000.00'. I asked him to please refund my my $900. He did not respond, he hung up. I called back, no answer. 3/29/2019 I called David's number 309-791-4140 3 times - no answer. No repairman has shown up. No checks have been given to me. Computer was down so I could not search for company phone numbers. Had to pay Best Buy $164.91 to repair computer and remove virus. 4/8/2019 Got NTS number, Called NTS number 866-763-1760, message says number has not been set up to receive calls. --- Additional Comments: Refund $400, 3/22/19 bought Best Buy giftcards, Walmartmoneycard [redacted] Refund $500, 3/22/19 bought Motels.com (2)$250 Amazon, Capital One [redacted] Refund $59, 12/24/18 NTS IT CARE INC Internet Capital One [redacted] Refund $.99 12/24/18 NTS IT CARE INC Internet Capital One [redacted] Refund $164.91 4/02/19 Best Buy Computer Repair Citi Advantage [redacted] NTS IT CARE INC does not know about this CITI ADVANTAGE Credit Card. Please black this out if necessary and refund it to one of the other accounts-your choice.TOTAL REFUND REQUESTED $1124.90
479	106116609	4/10/2019	Williamsburg, VA	NTS hacked into and froze my computer, committed fraud after gaining access to credit cards w/ double charges. On April 5 an NTS operative hacked into my computer while I was accessing my Verizon account. The operative disabled my computer and offered to fix it for a fee. He threatened me with permanently disabling my computer unless I contacted him via phone. I contacted him out of fear when he began to ask for credit card info to facilitate paying his fees. At that time my spouse entered the room, questioned what was going on and told me to immediately hang up which I did. Today I received an alert from my Chase Visa card for possible credit card fraud by NTS. I was told they refused payment. Later I was contacted by Bank America with the same fraud info as provided by Chase. After contacting NTS I was told that they would cancel the charges. This company del berately held my commuter and credit cards in hostage. This is a criminal offense and I intend to pursue law enforcement. --- Additional Comments: File for termination of business. They violated my privacy with the intent to commit fraud.
480	108661784	4/10/2019	NV	SCAMMED - COMPUTER FROZE; HE CALLED THE NUMBER ON SCREEN --- AARP Type of Complaint: Scam/Financial Exploitation
481	106066449	4/11/2019	Louisville, KY	Employee got a popup with scary warnings about non-existent viruses, with aud ble alarms going off. Employee called fraudulent company, which engaged with her to provide personal bank or credit card information for support in removing the virus (instead of going to IT, who would tell her there was no virus and this was a scam). Fraudulent company installed software (unknown if any was malware) and changed hosts file to hide their activities and prevent repair. Employee reported to IT 5 days later. Machine was taken offline, cleaned, and turned off. Employee reported fraud to financial institution and received new cards. Our company is out use of the PC, and the time to correct the issue, handle forensics, reporting, and eventually full reinstall of the laptop. Estimate cost roughly an additional $1000, not counting any potential loss of data and any peripheral crimes NTS IT may commit, such as identity theft.TOPIC:Referrals
482	107135200	4/11/2019	Princeton, 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 5D6CD95F-16DE-4DD1-879A-68B80B79249E. 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 did offer a service to manage the security of my computer for a year for $199.99 --- Method of Contact: I received a pop-up message on my computer --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: false --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: I dont know --- Consumer Age Range: Over 65

483	107039445	4/15/2019	Inchelium, WA	This business froze my computer and a message on screen said i must call to get computer turned back on. They said I must pay 199.99 to get it fixed.This business's information came up on my computer screen and my computer was frozen and it said i must call them in order to get my computer working again. They said it would cost $199.99 to get it turned back on, and as soon as they got the money they released the hold on my computer. My wife after finding out that they had scammed me, called them back later that and demanded a refund stating they cannot force people into paying for a service they do not need and it was their add on the screen which lead him to believe he had to pay. They refused to give her a refund and said the best they could do was to give her a partial refund but would be keeping 69.99 for their services they performed. They did nothing but trick me into thinking that I had no other choice but to pay. I want my entire 199.99 back . I have yet to receive any money back from them. They said partial payment would be given in 5 to 7 business days from today. --- Additional Comments: Full refund of my money.
484	107259193	4/16/2019	Houston, TX	I was scammed by a person claiming to work for NTIS Care. They got me for over $10,000 and told me from the beginning to fix the malicious software.I was scammed by a person claiming to work for NTIS Care. They got me for over $10,000 and told me from the beginning that was needed to fix the malicious software. They said my network was so compromised, That not only would they have to send technician out and he was suppose to bring out 3 computers to fix the network and add securities that were supposed to be the Google Play Card Numbers. They continue to call and say if I give them another $1000 they will refund my money for real. I have declined to take their calls. I don't even know anymore if i was talking to the real NTIS Care people or the fake. The guy that conned me called from the real NTIS Care phone number. When I said no to providing anymore money the completely locked my computer down and erased everything on it. I only got it started back to factory settings, but lost months of work that had not been backed up. It started out being 4 $100 cards they needed and also $2200 in GooglePlay Cards for the security keys. After that it was 4 days of running around and gathering cards because they kept saying since i disconnected from their servers accidently the cards were compromised and therefore needed more until I finally quit being played after giving them $10,000 in play cards which they say are non cash redeemable. --- Additional Comments: I want the refund in the amount of Google Play Cards I provided them to be paid to me in the form of a check I can deposit in my bank and recover my losses I ke I was promised. I have all of the cards, I have given the to Google Play and they say they see who cashed all my cards, I do not understand why they can't arrest who did it and get all my money back and I can't even quantify the amount of loss to my computer and all its files.
485	107140400	4/19/2019	Birmingham, AL	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 BF840B83-D6EB-4191-B463-04B1F2125633. 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: --- NTS online support Raul 1-844-659-9899 ext.505 --- Method of Contact: I received a pop-up message on my 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: I dont know --- Consumer Age Range: 50 - 65
486	106939662	5/7/2019	Austin, TX	I received a popup on my computer that prevented me from doing anything. It played a loud voice over my speakers saying that my computer was locked by Microsoft and that I needed to call this number to unlock my computer. I called the number and the person on the other end Cyrus Reece with NTS IT CARE told me that i needed to pay $350 because my computer was infected. Unfortunately I complied and they had me download a program that gave them access to my computer. Once it was all over, I had a bad feeling and called my normal local computer person, and he informed me that it was a scam. I wasn't able to go to the website to download his remote control software, so he came out the next day and discovered that Cyrus Reece with NTS IT CARE had edited the "hosts" file on my computer to block access to common remote support tools. Cyrus Reece with NTS IT CARE also installed some suspicious software on the computer, and a toolbar that prominently displayed the company's phone number on the windows taskbar.
487	107710867	5/9/2019	Silverdale, WA	This company uses agressive practices to coerce money from the elderly.My computer had a pop up and was frozen. The only way to clear it was to call the number provided. I was told that my computer had a virus (not true) and essentially my computer was held hostage until I paid $500. I never signed a contract. My daughter looked into this company and saw how many complaints there were and reaized it is a scam. She called to cancel the contract and was told it could not be cancelled. When she said she would call the BBU to complain they were taking advantage of the elderly, the customer service representative, David, said they would downgrade the service to 2 years and charge back $240. This is a scam and this company takes advantage of the elderly. --- Additional Comments: A full refund.
488	107226458	5/14/2019	Greenville, MS	Consumer reports that she received a popup message on her computer stating that she needed to call Microsoft to fix her computer. Consumer called the number and paid them $149 to fix her computer. She has received a call again stating that services were unable to be conducted and needed to refund her money and needed her banking account information. Consumer did not comply. NTS
489	107401874	5/18/2019	Gainesboro, TN	i agreed to let this company maintain the security on my computer, they charged me 279.99 for one year. i asked for a refund the following day and they refuse to refund my money and are now asking for $100. Now Cody at a company called Fargo Geek Solutions is calling day and night asking for the $100 without crediting my account.

490	107498212	5/21/2019	Raleigh, NC	My wife [redacted] was using her Macintosh Computer; it froze up and would not operate. A message on the screen stated that her computer had been infected by a virus and that to remove the virus she was to call the phone number (844) 659-9899 extension 307. When she called she talked to a person who said their name was Robert Cloud. She was told that he could sell her a three year license for security software and warranty for $350.00. He wa ked her through a process to provide a security number at which point the screen on her computer indicated that the software was searching and finding viruses. She provided Robert Cloud her Visa credit card number, expiration date and security code on the reverse of the card. He said that they would call her tomorrow to see if she has had any other problems.I have searched the internet and there are several reports of this company infecting computers and then selling software to recover the use of the computer.There also appears to be a legitimate company by the name NTS IT and I have provided their web site URL above. The email address is from the company about the credit card charge.I have also called my credit card company and had her card cancelled and a new number reissued. The card company said that at this time they could not cancel the charge since the card number, expiration date and security code had been voluntarily provided. They did say that when the charge is finalized I can submit a dispute for the charges.I have reported this company to the North Carolina Attorney Generals complaint division. They indicated that they would send a letter to the company requesting them to respond to the complaint that I filed.On Monday May 20, my wife began receiving calls from NTS IT Care. I answered one of the calls and the person stated that they had received a letter from the North Carolina Attorney General's Office and began trying to explain that they were not the ones that were responsible for the virus that infected my wife's computer but were the ones that were notified of the infection and provided the expertise to remove the virus. In the process of responding to their incorrect assertions, I informed the person that they could reconcile the issue by reversing the charges on the credit card. They asked if I had cancelled the card or disputed the charges. They stated that they could not reverse the charges if I had disputed the charges and could begin the process of reversing the charges if I would respond using an attachment they would send to me in an email. I hung up. They continued to call my wife's phone and stopped after about ten calls.
491	107619469	5/24/2019	Santa Fe, TX	Consumer is calling to report that he received a notification on his computer stating to call a number for someone claiming to be with NTS IT Care. Consumer called and was asked for access to his computer and he provided it. Consumer paid 199 dollars with his credit card. Consumer then received another call and was told they want to provide him with a refund. Consumer was asked for access to his bank account but he did not provide it.
492	108147075	6/11/2019	Pompano Beach, FL	last May 17 , 2019 I was using my computer then something pop up that my computer being hacked with phone numbers so I called up and let me pay $199.99 through my debit card . they fixed my computer then today somebody from the company told me to buy goggle play card for them to fix my computer coz my acct. being used for ilegal porposes and I may have legal case with it .
493	108367951	6/18/2019	Brooklyn, NY	The consumer was on her computer and a pop up came up saying she had a virus and to call a number. Consumer did and NTS IT Care answered and was told they could fix it for her and the consumer agreed and paid 480 dollars with a credit card. Consumer also gave access to her computer.
494	108367947	6/18/2019	Chandler, AZ	Caller is reporting for her father. Consumer had a pop up on his computer and called the number given. He was told that they could help him fix the issue. He gave his SS number, bank account number, and credit card number. He gave computer access and paid $346.

495	108376011	6/18/2019	Daly City, CA	I purchased antivirus software online from NTS IT CARE on April 24, 2019 for $199.99.On Friday May 31, around 12:45pm received an "unknown" call from the NTS IT CARE representative, David. He informed me that the company was refunding clients who had bought the software, due to some problems with the antivirus software. I went on line on my laptop and with his help logged on to the Team Viewer 14. He then asked me to input the figure of 200.00 for the refund. When I input the figure $200.00, the registered figure displayed on the screen was $20,000.00. David blamed me for the error claiming that I deliberately keyed in the wrong amount. He demanded an immediate refund. With exchange of disputes over the error for some time, I offered to send in a Bank check, but he claimed payment in cash. With a lot off persuasion and threats of police & legal action & the claim that I would be responsible for his termination from his job, I got very worried & stressed out & felt threatened and succumbed finally to send in cash$19K by FedEx on the undertaking by David that the $20K will be refunded once the $19K received. He asked me to keep the $1K from the $20k for mailing expenses. He undertook to transfer my refund of $20K online to my Chase checking account. I withdrew $20K cash from my checking account from Chase bank in Daly City, CA. The $19K I sent comprised of $100, $50, & $20 notes.The package approximately 14x13x4 was addressed to one Abhijeet Singh of 6900 Presidents Drive, Orlando Florida 32809. The tracking# given for the package was 434694213829. The destination address was given to me online by David. However, on Saturday, 06/01/19 I received a call from David saying that the package was picked up by the Orlando Police. I told him that the package was sent to the address given & know nothing about the Police involvement. He said not to worry he will take care of it. I then questioned him about my money & when it will be transmitted. He said not to worry & promised that money is being transmitted online & that it will take 16 hours for the online transfer. He then transferred me to his supervisor, Edwin Jones who undertook to ensure that I get my refund & said the same as what David promised that the money will in my checking account in close to 16 hours. I told him that I getting very nervous about the money transfer & that I sent in a huge amount of cash on the promise that money will be refunded online ASAP. He apologized & again promised he is doing his best to expedite the transfer from his side & for me to remain calm & patient. I was in daily contact with him till Monday 06/03/19 When I learned from him that the package was delivered to the Orlando Police Depatrment.(OPD) & he asked me to contact OPD & demand release of package.. I contacted OPD but nothing could be done as I did not have a case number. After further discussions with Edwin Jones I realized that I had been scammed.I filed a report with Daily city Police; case# 19004078 & OPD, the permanent case # 2019-01001984. i understand the package is currently with the Orlando Home Security(OHS) Daly City Police - Officer [redacted] is workin with the OPD & OHS for return of the package to me. I will be very grateful for assitance from the office of the Federal Trade commission. Officer Hans & OHS has more information about the package.& my case. Pictures of the package & cash including withdrawal slip of $20K & 18 months bank satements is with The OHS .
496	109625826	6/21/2019	Mc Farland, WI	a simple pop up window shouldn't cost someone 200 bucks for a 30 product. scummy company practices. a pop up window showed I had a virus and gave me a number to call. they did a remote session and got ride of the so called virus. I later found out I did NOT have any viruses from my son. who told me I fell for a scam. --- Additional Comments: I would like this company to refund me my 200.00 that they took from me. and stop these practices. My son knows more than I do as far as computer stuff.
497	108595350	6/24/2019	Pewaukee, WI	Consumer says she had received a pop up on her computer saying it is Microsoft and she would need to call them witch she did do and they had told her that she would need to pay them 499 dollars so they can protect her computer for 4 years. Consumer says they were claiming to be NTS IT Care Inc
498	108738033	6/27/2019	Lewisville, TX	Consumer stated that his wife was on her computer & a message popped up saying that her computer was hacked. Consumer stated that she called the phone number claiming to be with Anti- Virus. Caller stated that they detected a virus on her computer & hacking and wanted her to download a system. Caller also wanted to offer 99 for a 1 month protection or she could get 299 dollar protection. Consumer stated she provided her credit card information for the payment of the 99 dollars. Consumer stated that the person had access to her computer as well. Consumer wants to make a complaint about concerns.
499	108823957	6/28/2019	Lewisville, TX	Fraudulent sales practicesOn 6/8/19, I received a pop up on my internet browser claiming that I had a virus and was about to lose all my personal data from my computer unless I bought and downloaded a virus protection program. I paid $99.99 on that day to resolve the issue. On 6/27/19, the company called again, harassing me and stating that I needed to pay more money in the form of walmart gift cards or else they were going to put viruses onto my computer. I unplugged my computer and hung up with them but they kept calling me back. --- Additional Comments: I simply want them to leave me alone and for BBB to be aware of their practices.

500	108791090	6/28/2019	Morris Plains, NJ	When I was on Instagram, a pop up popped up and froze my 2015 google chromebook. It stated to not restart the computer but to call Microsoft at 888-963-7839. I followed the instructions and soon my mobile was buzzing with a CA. number 424-217-5163. I disconnected a few times thinking it was telemarketers. Finally I was reconnected. The man said it was NTS IT CARE, Milpitas , CA. (844-659-9899). He stated that the cost is $99.99. Where in the world did Microsoft go? Is Microsoft "farming out" work to private companies? I felt confused and a feeling of being "backed into a corner" overcame me. The service I received was over the phone, the person on the opposite line was amateur like (looking in a book as we preceeded it seemed) and I did much of the work of closing down the computer and opening a small window which I never knew existed. Everything went back to normal. NTS IT acted professional with sending me 3 emails and a follow up call. I had informed them that I am on a fixed income and food stamps. NTS IT CARE has received many complaints about exploiting people by using that pop up I had previously mentioned. I called and spoke with Anupam Satyasheel and explained the bad reviews. I demanded my money back. He mentioned about good reviews and some one may have hacked into my account. I mentioned that Google does a restart with my consent and that updates everything including viral protection. This whole situation is sneaky to me and does not seem I ke good business practice. Other-Other Update
501	110484915	7/1/2019	Conroe, 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 8EAF2D61-4719-4B57-BBAA-6C7242FD5A5E. 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: --- Well when i called them this guy Bob asked what i saw on the screen I said alerts your computer has invalid registry key and unauthorized software he said the problem could have come from another website i visited before that the only way to un-lock your computer was to have them do a cleaning on it. I asked if he was a representative of Microsoft he said we handle these types of problems for Mi --- Method of Contact: Other --- 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: I dont know --- Consumer Age Range: Over 65
502	109222195	7/9/2019	Kitty Hawk, NC	Unethical sales approach to attempt to sell services not needed and give them access to the computer to review all file on said computer. On July 1, 2019, while attempting to 'Google' my insurance company web site, my screen became locked and a continuous voice kept telling me that I had contracted a virus and to call a phone number to assist in resolving the issue. I called the number and spoke with someone named Peter. After approximately 10 min of questioning as to what had transpired and what software I was running, he asked to log into my computer to run some diagnostics. In running these routines he pointed out that my machines inherent security subroutine had expired and/or I had failed to renew it. I explained that I had a subscription to Norton 360 which was current and routinely run to check for viruses and attacks. He told me this was not covered by Norton and had to be repaired so that I could use the computer again. He then proceeded to show me a website that was for NTS IT CARE, INC. He went on to tell me about all of the services they provide and that they never call the customer. The customer has to call them for whatever technical support they might require. I was told that they would provide Internal Security (network protection), Block all spyware, malware, outsider, trojans on both the network and computer. It would take 30 min to perform and I could buy the Basic Level for $249.99 for 1 year protection or the Advanced Level for $399.99 for 3 years. After some deliberation I selected the Basic Level. I was then transferred to someone else to complete the purchase which resulted in the charging of my credit card (USAA VISA Card ending in [redacted]) for $249.99. While this transaction was taking place, the technicians installed a new program onto my computer. This program was an old AOL platform whose purpose I did not explore. I was not aware that this installation was taking place. It was only after the computer was turned back over to me and the telephone call was terminated did I notice the new program, at which time I closed out of my computer and disconnected the device from the internet. I contacted my son, who is much more computer-savvy than I, and explained what had transpired. He told me not to turn the computer on until he arrived over the July 4th holiday weekend. After investigating the background of NTS IT CARE, Inc. on the internet and reviewing the BBB reports and negative reviews, we determined that to be on the safe side to remove the added program and run a series of virus protection scans to insure data files were not infected. On 8 July, I contacted the USAA VISA office and filed a disputed charge claim. I explained in detail what had occurred and they are currently investigating. --- Additional Comments: Probability is high that I will not receive any compensation/refund of funds. I do want to go on record against this company and the manner in which they operate.
503	109266266	7/10/2019	Mount Carmel, PA	They put a pop up on my computer claiming I had a virus that would expose all my information. I had to call them to get the issue fixed.They put a pop up on my computer claiming I had a virus that would expose all my information and that they were associated with Windows. I could not do anything with my computer. It was frozen until I called them. Then they told me my internal security had expired and they could fix the problem. In order to get my computer back I had to order their services. --- Additional Comments: Total refund to my credit card.
504	111699432	7/10/2019	NJ	SCAMMED COMPUTER SCAM; CALLED NUMBER; $150 CREDIT CARD INFORMATION --- AARP Type of Complaint: Scam/Financial Exploitation

505	109266265	7/11/2019	Sanford, FL	stopped use of computer and wanted money to keep it from happening again wanted $299 without sending me a bill showing what I am paying for. PStushy!locked computer on 7/10. Called was told virus and they could fix it. They even knew was on line with my bank and my history. wanted $299 for 1 Year warranty or $499 for 3 years told them can't afford and then said make it $299 for 2 years. wanted a check for amount and I said I wanted to know what I was paying for so send a bill first. They said no,check 1st. Could pay by credit card I use amex and they said would have to pay extra if used that card 'how much' $200 then next person said they never except amex? Sounds I ke fraud. They really upset me and I can't imagine people just sending them Checks with out seeing a bill --- Additional Comments: feel they should be investigated for interfering with computer usage and being able to see your history. She worked very fast and told me what things to push on my computer so she could fix it i wish I would have sensed earlier that this was one way she got info. She was very convincing that unless I did this I would have no use of my computer.
506	110494344	7/11/2019	Petoskey, MI	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 2D2DFE83-006E-4E99-92D5-4EE55F54F85B. 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 gave no information but did allow remote access... when he tried to sell me service I told him no --- Method of Contact: I received a pop-up message on my computer --- 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: I dont know --- Consumer Age Range: Over 65
507	110488754	7/13/2019	Austin, 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 AD4E8973-DCD9-451E-9613-F203AB057852. 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 a Microsoft contractor supposedly cleaned up my computers and added an ad blocker and anti-virus ant-malware software. they deleted a lot of unnecessary programs. Then I received email saying a fraudulent company was claiming to be them and they needed to recontact me. Which they did calling repeatedly. Then tried to sell $399 anti-hacker program. --- Method of Contact: I received a phone call --- 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: Chrome Remote Desktop
508	110200436	7/17/2019	Madison, WI	On 7/16, my wife, [redacted], probably fell victim to a computer scam .While on her PC, she received an alert from the above company that her computer was infected with a virus. She paid $99.99 by credit card for services. I looked on line to find that this company has defrauded a number of people. We will be having the Geek Squad checking the computer for malware. I have contacted the CA Attorney Generals Office and taken steps to limit further financial damage. --- Consumer Desired Resolution: Put Scammers out of business --- Nature of Complaint: Phishing/Spoofing --- Money Returned: 99.99 --- Consumer Age Range: 62 or Older
509	110491110	7/24/2019	Woodside	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 DAB1D997-F608-41A6-8963-F08377320EA5. 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 REPRESENTATIVE SAID I WOULD BE PAYING FOR PROTECTION FOR BOTH MY COMPUTERS FOR A YEAR. --- Method of Contact: I received a pop-up message on my 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: false --- Consumer Age Range: 26 - 49
510	110554875	7/31/2019	Corrigan, TX	I feel that NTS IT CARE conned me into giving my credit card information to them. I think they breached my computer, then offered to fix it.On May 13, 2019 my computer that I use for business froze. I could not access any information. A phone number for technical support popped up on my screen. It appeared to be from Microsoft. I called the phone number and a technician from NTS said they could fix the problem for a fee. Not really having a choice, I agreed and gave them my credit card information. The technician gained remote access to my computer and fixed the problem. Immediately I got an alert from my credit card company that there was unauthorized charges to my card. My credit card company seemed to think that the NTS company scammed me. I had to close that credit card account and open another one due to this. I think NTS plants the viruses or ramsomeware or whatever and scams unsuspecting people I ke me into agreeing to charges. Then they also try to make unauthorized charges to the credit card. I do no think I should reward their unethical behavior by having to pay this charge of $500.00. --- Additional Comments: NTS should refund the $500.00 charged to my CitiBusiness credit card.

511	110403302	8/8/2019	London, KY	I was online looking for a free movie. I clicked on movie and an alarm sounded really loud on my computer. Then I got a popup message to call immediately 'Network Technology Services'. 844-567-2666. The popup message said not to close out of the computer if I did it would not come back up. I called and a person by the name of Richard Jones answered. I told him what had happened. I was somewhat leary and told him I would call Geek Sqad. He told me they would not help me. I gave him access to my computer and he reviewed my history and some other things. He told me for my computer to be protected the price would be $400 for a year and other prices for under the year in which I cannot recall. I told him I didnt have that kind of money. He said if I was a senior it would be cheaper. I then told him I was calling Geek Squad and I asked him if he was out of my computer before we hung up. Also, I told him I may call back and he gave me a call back number to call back in. While I was calling Geek Sqad I noticed the curser moving and different screens popping up on my computer. I called him back and asked if he was still on my computer he said he was not. But I did see on the screen where I had given him remote access that he was in on my computer. I went to Best Buy and talked to Geek Squad and they said it was a scam. I want to advice everyone to please watch out for scams on your computer. IsVictim:true --- Initial Means of Contact: Unknown
512	110331603	8/12/2019	Coal City, WV	MAIL: The consumers letter was forwarded by the West Virginia Office of Attorney General. The consumer received a phone call from NTS Software Inc.. They were offering the consumer service on their computer but he had to pay for the service. The consumer did agree to the services and payment. The consumer used his credit card to make the payment. The consumer allowed them access on their computer. The consumer thought they were helping him.
513	111605423	8/21/2019	Davenport, IA	This company scammed my credit card for 500. When I called to stop the so-called service, they said they would refund $200 only.This company called my business 13 times to tell me they needed to refund a charge for computer repairs but needed my card number. Thinking that I must have overpaid for recent repairs at a local company, I gave my card number. It was not a refund, but a charge on my card. Called them when I got my credit card bill, and was told that it was for a 3 year service. Told them that I wanted to cancel and get a refund, and was told I had a virus and they would only refund $200. When I told them I never had a virus, and wanted to know what they did to my computer, he could not tell me. Told him I was disputing the charge, and he threatened not to refund any of it. I have contacted my credit card company and cancelled the card as this company is fraudulent. After hanging up, they keep calling my phone, but I will not answer it again. --- Additional Comments: I was totally misled. This is a scam. I wasn't even on my computer, they called my business phone. I want my $500.00 refunded. I think this also needs to be reported to government officials. I have contacted a real IT, and he said never respond to calls or pop-ups. Either hang up or turn off computer.
514	110683837	8/21/2019	-	I received a pop-up message on my computer along with a loud beeping signal that my computer has been breached and I need to call the following number to fix it. Message said don't shut it down because someone has stolen your IP address. I called the number and let the person who called himself "Robert Cloud". I allowed him to take control of my computer and felt it was a scam so I hung up the phone and made several attempts to shut down my computer. He tried to call me back several times and even left a message. I took ran a scan on my computer and luckily found nothing. Very scary. I hope this helped that this type of scam is being done. While i was on the phone with him I can hear a lot of other callers in the back round all seem to have a foreign accent. Possible Indian.
515	111605425	8/22/2019	Boston, MA	NTS locked my computer and scammed me for a3 year contractOn August 20th my computer was locked and I was advised to contact NTS at a toll free number.They fixed the problem and signed me up for a3-year maintenance contract, at a sum of $549.00,for which I gave them my credit card. I am sure Ihave no recourse as far as my financial outlay goes, but the Mass. BBB suggested I file a complaint with your office. --- Additional Comments: If possible, I would like a refund of the $ 549.00I put on my credit card.
516	95723540	8/27/2019	Isle, MN	The consumer received a pop up message on her computer, telling her that she was infected by a virus and to call right away to have it cleared up. They charged her 449. but she called Dell and they told her it was not legitimate and her credit card company blocked it. Now this number is calling her repeatedly. The company name is NTS IT Care Inc. UPDATE 07/26/2018 Consumer wanted to add an additional phone number [redacted] UJPDTE 9/13/18 Consumer called to report the number calling her saying they are Tech Support. [redacted] UPDTE 11/28/18 Consumer got a call from someone posing as Microsoft and said that her computer was hacked by 207 hackers and got information from her. The caller said she would need a Google play card for $100. The consumer then contacted Dell and they told her there were no hackers on her computer and told her that Microsoft or Dell would never place a phone call to her. They told her that her computer was safe. msmaw UPDATE11/29/2018 Consumer was given our mailing address [redacted]. Update:12/10/18 Consumer sent letter to cancel service with company. [redacted] Update:12/11/18 Attached scanned consumers correspondence. [redacted] Update 01/29/19 Consumer is calling to report that she spoke to a CSR at NTS IT Care Inc. on 01/29/19 and was told they will not honor her refund because her CC institution, Chase accepted the transaction. Consumer states that she did stop receiving calls from NTS IT Care Inc. [redacted] UPDATE 4/17/19 MAIL: Consumer last name and email were corrected for the report. Consumer continued to complain about NTS IT Care, Inc and how they will not refund her $449.99 for the tech support service she paid for. New address added for company. [redacted] 1UPDATE:08/27/2019 consumer wants to add # [redacted]

517	104894539	8/28/2019	Greensboro, NC	Reference Number: 101611467 Created By: NC01-USER (No notes on the report by other agency) The consumer reports that she received a pop up by someone posing as NTS IT care. The consumer called the number provided to address an issue on her computer. The consumer has fallen to the tech support scam and $2000 Best Buy gift cards. UPDATE: 8/28/19 Consumer reports she still receiving calls. [redacted]
518	112100110	9/5/2019	Huntersville, NC	Computer locked up, told to call Microsoft phone number and it was NTS. Made me believe I had a virus and charged me $249 to 'fix'.I was on my computer 8/31/2019 and received a pop up with a voice telling me my computer was in trouble, I had a virus. Pop up had references to Microsoft and said call this number. Led me to believe I was calling Microsoft for support. A man (V k) came on the line and started to 'diagnose' my computer. He asked a lot of questions and then asked to log in to my computer which I allowed him to do. He said he could fix it and began with the process. Then he tells me how much it cost for 1, 2, 3 years of 'protection'. They were not associated with Microsoft and found out it was NTS. I believe they hacked my computer to set me up for this scam. I did end up paying $249.99 on my credit card for 1 year of service. It took them 5 minutes to 'clean' my computer from malware, spyware and viruses. Also loaded AdBlock which I have previously taken off and will again. This is not a legitimate company and has very questionable if not illegal practices. Looking at the other complaints, mine is very similar if no9t the same.I was given these 2 phone numbers to contact them if I had questions: 833-494-2045 and 844-659-9899.Email address is support@ntsitcare.com --- Additional Comments: I am seeking a full refund for the 'services' provided. I have had no issues with my computer until yesterday 9/1/2019
519	112789926	9/6/2019	Sheridan, WY	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 E866776E-7378-4A80-A1FA-11494C9FCB4E. 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 trying to access a secure email from my home bank in Wyoming and The pop up with the Microsoft logo came onto my screen with a loud buzzing or beeping sound. There was a phone number to call and with the noise and seeing the logo I thought that it was for Microsoft. The number was for nts and someone that spoke with an accent came on and started to fix the computer as we ta ked . --- Method of Contact: I received a pop-up message on 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: LogMeIn --- Consumer Age Range: 50 - 65
520	112381711	9/9/2019	Osage, WY	computer froze w/pop up w/Microsoft logo on it. there was a phone number that I called, talked with someone with accent that was hard to understand. I was trying to access a secure email from my bank when the computer froze up. There was a pop up stating that I had tried to access a secure link. The pop up had the Microsoft logo and from my understanding that the company nts handled the small home computers that Microsoft would not take care of. I have talked to Microsoft and they informed me that Microsoft does in fact take care of the home computers. and there was no affiliation with nts. When I called the phone number and talked with their tech support he did get the computer unfroze so i thought that he was legit. His accent was hard for me to understand at times. I allowed him access to my computer. He told me that I didn't need a anti-virus soft ware all i needed was for them to watch over me. After I hung up from them and got my computer back in my control I looked up the company and found some other people had similar experiences. and then called Microsoft and found out what they had to say. Nts did call back to find out how the computer was working , I had already had my anti-virus software company look and the computer and fix it. told them that I wanted my money returned because i would not use their service. He said that he would get back to me in 30 minutes and so far i haven't gotten a call in 3 hr. --- Additional Comments: I would like the 399.99 refunded to my credit card.
521	112100113	9/17/2019	Scottsburg, VA	My computer locked up with a warning of a virus. The phone number of NTS IT Care appeared on my screen with the warning to clear the problem. How is it the with the computer locking up that the phone number to contact NTS IT care appears on the screen to solve the problem. That is no coincidence that their number appears to fix the problem. They are not a company supported by Microsoft for fix computer problems. I had Malware on my computer that they deleted. It's amazing how quickly they take your credit card information and immediately get their money. I was told by a computer expert that this was all a scam. Companies will create a problem for you and provide their contact information to get the problem resolved. I don't trust this company or their reputation.I paid $200.00 and want an immediate refund to my credit card. --- Additional Comments: Refund my credit card company the $200.00 I paid.
522	112788689	9/20/2019	Woburn, MA	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 D7DFB021-7B5D-4020-9768-1D82237C0425. 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: I received a pop-up message on my 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: I dont know --- Consumer Age Range: 26 - 49

523	111741909	9/22/2019	Roland, IL	In March 2019 NTS IT Care Inc. contacted my mom. She thought she was buying Norton security software from them. In May she got a call and was told she needed "Trojan security" and "hacking security" and NPS told her she had been hacked. She paid $579 for "anti-Trojan, anti-hacking security for a lifetime." In July they called her, showed her Russian language on her screen, said Russians were hacking her, and put an "FBI agent" on the line. At that point she hung up. She realized at that point she had been scammed. We're just letting you know about this company. I don't see this company listed on the list of those you or the states have sued, so am reporting to you. They said they were affiliated with Microsoft. She did receive a pop-up. They obviously had access to her computer, I don't know whether she gave it voluntarily. She's not seeking reimbursement, just for someone to stop these fo ks. She continues to get calls from them.
524	112794474	9/23/2019	Prague, NE	THEY HAD ME GET A WALMART GIFT CARD TO AY CHARGES. TOOK MONEY FROM MY PERSONAL SAVINGS.THE GIFT CARD WAS FOR 499.00. AFTER PIN NUMBER WAS REVEALED TO THEM, POOF MONIES GONE --- Additional Comments: REFUND WOULD BE NICE
525	112467193	9/23/2019	Winder, GA	Very aggressive and dishonest business dealings as evidenced by similar complaints.Unfortunately, I also received the popup that locked my screen and told me my computer was hacked and to call. This, of course, was very alarming to a 75 year old, who hunts and pecks on his computer. I called for help and was helped to the degree ofbeing charged $249. Tis appears to be a business practice that should not exist. I would like a full refund. --- Additional Comments: Would like a full refund or credit card adjustment.
526	111913376	9/26/2019	Alpine, UT	The company call back on 9-25-19 and said that they could not provide the service and would cancel and refund the charge. They credited $30,000 to my brokerage account. they then ask that $29,500 be returned to them. I was on my way to a lunch and told them I would have to talk to them later. 2 hrs later I went into my bank and found the $30,000 no longer appeared in the account. No money was sent to them and the bank advised that it appeared to be a scam. they continued to call the next day and when I threatened to file a police report the hung up. Then credit card provider was notified as was lifelock.
527	112837546	9/30/2019	Palo Alto, CA	On 9/10, was on website and my computer froze. I called the # on screen, got NTS and paid. Other tech fixed problem. Could not safely cancel NTS. I had received a bill from FasTrak.org and decided to pay it on-line. The FasTrak letter said to go to www.FasTrak.org. On September 10th, I typed this in as a URL and hit return. A payment page appeared and I chose pay by credit card. I was shocked when my computer screen froze and went black. Words appeared saying that Apple and Firefox had found a problem and a voice said that I should do nothing but call the number on the screen. I was frightened, but thinking that I was calling Apple, I called the number.The tech on the phone was very aggressive and made me think there was a virus or other terr ble problem. He said he could fix the problem, but that I had to sign on to their service and pay using my credit card. Out of fear, I said yes, paid $349.99 with my card, and he seemed to do something in my computer. He then strongly stressed that I should call only NTS IT Care if there was any trouble and to be very sure not to call anyone else. He called again in a couple of days to see if there were any problems and again said to call only NTS if there were issues. He called again in a few days and told me that he needed access to my computer again to replace the things he had added because they were not were working properly. I refused him access because I was concerned about a scam and told him I wanted to cancel the service and get a refund of what I had payed. He repeatedly said that they would refund, but only if they could access my computer. I refused him access and on September 25th hired a well recommended security tech to check out and fix my computer. The NTS person called again demanding to access my computer and appeared stunned when I refused and very loudly said that there could be no refund without him having access to my computer. I told him no and ended the call. --- Additional Comments: Refund from NTS IT Care for future months I have paid for. Cancel NTS service without granting them access to my computer.
528	112045695	10/1/2019	Sidney, MT	My computer froze and a number popped up on the screen. I called the number and was offered by a representative to clean my computer by technician James Mathan. He told me all about NTS IT CARE and why my computer was running so slow lately. He offered to clean the computer and a service plan of 3 years extended software support warranty on 1 computer with peripheral devices. Once I decided that it sounded like a good idea to do. He asked for information from me including name, email, phone numbers, credit card number, Social Security number. He also asked for access to my computer to run the clean up and to put the software on. I granted him access to my computer.UPDATE 10-01-19 Consumer gave her SSN to the caller. Has placed fraud alert [redacted]
529	112238299	10/1/2019	Juneau, AK	Used malware on computer to scam me into buying a tech support plan for $299.99. I do not want to pay for it. Problem & purchase date: Sept. 30, 2019.Spoke at length to James Wood who insisted on raising the price. He gave me a 24 hour computer help line number of 1 833 439 8712, ext 311. --- Additional Comments: send credit refund to my Bank of America VISA account.

530	113067999	10/2/2019	Glencoe, CA	Sold me a 3 yr contract. I continue to get phone calls stating I must turn over my computer to them to fix a 'problem'or they are going out of businesI had a computer problem. They told me they would fix it and I believed them. They mocked a fake virus on my computer and made it go away. It had nothing to do with my complaint (which was that the screen on my new computer had lines across the screen. These lines were intermittent). They said they would take care of all my problems. I paid $599 via debit card. Since then, I called them twice more to say the lines on the screen kept returning. They said to contact the computer company. Since then, I continually get phone calls almost daily from different phone numbers by people saying they are NTS and they need to access my computer immediately in order to fix a new problem that THEY discovered. They all knew my name and how much I paid. The most recent today claimed my 'network' has a problem and they needed access to my computer Alex was his name. I denied access and he said they would no longer honor my contract. I said I wanted a refund. He said NO. Shortly thereafter another call, a recording, said they are going out of business and to press 1 for a refund. I pressed 1 and I got Alex on the other end, who declined refund without him being able to access my computer.The contract number is long. I hope I type it correctly.Document I.D. #ffe7ef302958d093459236ec97f2b3bb3b0999Audit Trail I.D.92547dd36ee2182b820ab042771295a8Other phone numbers they have used are 323-840-8293, 213-349-9865, 877-243-0473, 831-331-8248, 415-800-3168. Other numbers were 'unavailable' on caller ID.It is obvious they just wanted control of the computer to rip me off. I got lucky the first time that it appears they didn't get what they wanted.I only contacted NTS because I typed to 'CORTANA' and asked for a telephone number for IT Tech that works on Lenova computers, and CORTANA came up with NTS' telephone number. I bought the contract Aug. 5th, 2019. They started calling about beginning of Sept. --- Additional Comments: A full refund---$499.00That they refrain from calling me.
531	112090409	10/2/2019	Prague, NE	i was having computer issues. there name popped up i contacted them they did a remote session told me for 5 yrs they would fix vomputer manners. on sep 13 they got into my bank account and took 5000 out of my saving than wanted 499 to fix issues. they told me to get a walmart card for said amt which i did and money gone. they are scammers.
532	114087382	10/2/2019	Mount Airy, NC	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 2B0FBF4D-9F62-48B4-A54E-00B7E562195D. 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 was frozen with a pop up listing the number described. I called the number and was directed to call another number 844-208-2608 where an assistant remoted in to my computer after I paid $99.99 for service to stop the frozen pop up. The problem was solved. Seven days later I was contacted by this service describing that they had installed the wrong correction and wanted to remote in aga --- Method of Contact: I received a phone 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: Other --- Consumer Age Range: 50 - 65
533	112238298	10/3/2019	Aurora, CO	Led me to believe I was calling Microsoft when in fact it is a private company selling anti-virusAs I was using my computer a sound like a siren started and a signal that my computer had a virus and to call Micosoft with a listed number,which I did! It was not Microsoft at all but a business NTS IT CARE selling anti-virus at a very high price! The man was very demanding that in order to fix my computer I needed to buy now. . I got very suspicious and began to ask questions and he became agitated. That is when I hung up. The biggest issue now is he did something to my computer and it won't work --- Additional Comments: There does not seem to be any resolution except I will have to have my computer fixed. I just wanted the BBB to know about this scam !!!!!
534	112156685	10/3/2019	Cherry Log, GA	I opened my computer, saw a pop-up box that read your computer has been infected. green box black letters. call this number 1-844 659 9899 to run their program,to remove the infection (virus) . i called the number, talked to a guy named Alex, at that point, he transfered me to the finance dept. they wanted 499.99 up front ,so i gave him my credit card number, they transfeed me back to Alex HE wanted to remote access my computer, he told me to hit the windows key,and the R key , then it flashed a window ,and he took command of the computer, told me not to touch anything. then a cured line appeared on the screen, he told me it could take anywhere from a few min, to a few hours to remove the virus. After 2 hours i called Alex back , can i use the computer now? they removed the curved line, said i can use the computer.i called them back to ask what they had done? he again had me give access to the comp. again the cured line was there , so i found i could move the curved line box to the side , and continue working. after the next day it dissapeared ,everything seemed back to normal, he was going to give me a credit for the 499.99 ,because microsoft was goin to reimbuse him . what happened next ,was he gave me a credit 5000.00 instead of the 500.00 he said, i made a horr ble mistake i put 5000.00 instead of 500.00 i told jut take the money back , he told me i can't, i will have to send him the $ in the ammount of 4500.00 in gift cards from Walmart. i went to walmart ,asked for 9- 500.00 gift cards, the man said this sounds like a scam, im not going to sell you the cards,in the meaning time Alex is on the phone with me , Alex gave me a list of places i could go , i told him there were none of those places in town , so i went to a CVS drug store, he said that wont work. because they use american express, that wont work, at that point i hung up the phone, turned it off, when i got home i looked at the computer and all my icons had dissapered, all my files were gone. so i am having to wipe my computer and installing malware remover-#MLPredictedPSC

535	113158759	10/9/2019	Taylor, MI	Scam...used Microsoft's name to get money to protect my computer!10/8/19 Computer froze. Microsoft wanted me to call NTS IT Care. Fraudulent not from Microsoft. Want refund of $199.99 --- Additional Comments: REF
536	112916473	10/11/2019	West Sacramento, CA	I was led to believe my computer had a virus problem.I was looking up how to cook halibut and my computer locked up and NTS IT CARE popped up and said I need to contact them to fix my computer --- Additional Comments: Because I feel that they were the ones that locked my computer up so the could get money from me.
537	113522046	10/21/2019	A buquerque, NM	NTS IT CARE does not respond to phone calls; telephone disconnected.Oct.10,2019: computer screen covered with hacking notice; instructed to call 1-833-439-8712. VIK (ext.1021) took over my computer and worked me out of the hacking ultimate service completed by Jerry who 'reset' my computer to working order.Meanwhile VIK introduced me to their services, contracts & personal choices of 1 or2 or3yrs of 24/7 services. I opted for 3yrs for $499.99 to Oct. 10/10/22. I was then switched to SAM who finalized all finances.The contract was charged to my USAA VISA card, XXXX-XXXX-XXXX-XXXX. I called 10/11/2019 when I found they had left my printer 'offline'. They fixed the problem. I called 10/17/19 when my font size flipped to too small to see it. The phone was no longer in service. --- Additional Comments: My resolution hope is that NTS IT CARE,Inc. will be exposed for the sham company it has turned out to be and that it will be put into a situation where they will have to issue me credit.
538	112748695	10/22/2019	-	I was workin g on my lap top computer and got a message my computer had been attacked and microsoft windows needed me to call a number. Sorry to say I did ans followed instructions turning my keyboard over for them to fix the problem and allowed them to debit one of my bank accounts. I received another call today saying tge company had gone out of business and I was going to get a refund but he had to rfemove the software. Wanted another bank account. I told him off and hung up.-#MLPredictedPSC
539	112777526	10/22/2019	Pembroke Pines, FL	Today, my sister's computer started beeping. Her laptop was locked and there was a warning on the screen stating that she needed to call a phone number and not to shut down or she will loose files and information stored in her computer. She called the number on the screen and after paying $549 for an supposely service contract, the people from NTSITcare allegedly removed the virus and malware that were on her computer. When she informed me of these situation, I immediately contacted them. They could not explain how they got access to my sister's computer in the first place. When I told them that I needed a refund they mentioned that they will forward my request to their billing department. I mentined to them that they need to stop these and that I was going to report this situation. Someone needs to stop these people from continuing to create terror, especially on older people. As I was online reviewing the complaints in the BBB, I noticed that this is not an isolated case, there are many complaints with the exact same profile. Please an investigation needs to get started and somebody needs to stop this type of fraud.
540	113706789	10/24/2019	Hialeah, FL	An alert on my computer screen appeared stating my computer was infected the computer locked. I was charged $550 for a false contract. My computer started beeping and a message popped on the screen with this company's phone number stating that this was an alert and the computer was infected. The computer was locked and I called the number on the screen. They sold me for $549 a 3 year service contract. I was in panic when this took place and wanted a solution. After checking with my family members, I realized this was a scam. Some authority needs to do something to stop this. Companies like this one are terrorizing users. I wouldn't want for anyone to live what I had to live. This needs to be stopped. --- Additional Comments: I would like a refund of my money and for this company to stop terrorizing computer users with this very alarming techniques.
541	114314735	10/31/2019	Saint Paul, MN	Problems with Product/Service - believe this is a scamOn October 2, 2019, My computer locked up with a warning of a virus. The phone number of NTS IT Care appeared on my screen with the warning to clear the problem. How is it that the computer locking up the computer would have a phone number to contact NTS IT care on the screen to solve the problem? That is no coincidence that their number appears to fix the problem. They stated they were a company supported by Microsoft Apple (through a third party) for fix computer problems. I had Malware on my computer that they deleted. It's amazing how quickly they take your credit card information and immediately get their money. I was told by my banking financial institution that this was a scam. Companies will create a problem for you and provide their contact information to get the problem resolved. I don't trust this company or their reputation. I paid $199.00 and want an immediate refund to my credit card. I have cancelled the original card so no further charges can be placed. --- Additional Comments: I would like my credit card refunded for fraudulent activity.
542	113106312	11/1/2019	Dracut, MA	I was on the internet checking with the intention of checking the status of one of my accounts. Then a Pop-Up appeared and froze my computer. There was a lengthy message that urged me to call the Apple phone number on the screen. I did. The person on the phone said his name was James Wood and he worked for NTS IT CARE, INC with Apple Computer. He told me that my Desktop Apple Computer was very old. I needed to update my firewall. He gave me directions to give him access to my computer so he could install the malware eliminate the virus. I gave him access. We were on the telphone and my computer from approx 2:00 pm to 5:00 pm. He transferred me to Ashley for payment of $549.99. I paid with my credit card. He said the software he installed is good for all my devices (Smartphone, Ipad, Desktop, printer) for three years. Invoice Number: NTSIT-CMS-1031-015. He told me to print the invoice and I did. He urged me to set up a new email account with Google and I did. He created a password for me and I don't know what it is. He sent me a text message to activate my Google email. He has access to my address, home and cell phone, my main email. I have tax documents stored in files on my computer, as well.

543	113964759	11/5/2019	Grants Pass, OR	I purchased tech support from NTS IT Care March 13, 2019, for the amount of $499.99. I no longer can reach them, they seem to have disappeared.I purchased the 3 year extended software support warranty on 1 computer on March 13, 2019, for the amount of $499.99 with a credit card. I was given the 1-888-659-9899 Phone number as a contact number to reach them with the extension of 515 for a fellow named Robert Cloud as the IT Support person that I would contact for the help I needed. I have not been able to reach anyone with that phone number. Each time I have called the automatic message I have received is that the number is no longer in service. When I looked them up on line, the number presented on their home page is also not in service. --- Additional Comments: If I can not receive the services I paid for, I would like to receive my money back.
544	113264300	11/6/2019	Hinesville, GA	Consumer states he got a popup from someone that locked his computer and he was told to buy services. They asked him to get a pay voucher of 599 and send it to them but he did not do that. NTSIT Care is why they said they were and he did give them access to his computer.
545	113306259	11/7/2019	Grass Valley, CA	On 6-11-2019 I was working on my computer when a loud alarm went off and a screen popped up to call 1 866 763 1760 to have my computer fixed. I called the number because I did not know what else to do. Little did I know this was a scam. They said my computer was under attack and that I had no protection. They scammed me into agreeing to fix my computer and monitor it for 2 year for the price of $249.99. Unfortunately, they added virus' and other malware to my computer that I didn't know about until later.I went on vacation and returned July 1, 2019 and tried to use my computer. I had nothing but problems. I took it to a local tech company and explained the situation. They said that what I experienced with NTS IT Care Inc. was not new but a tried and true scam. They examined my computer and found extensive malware and virus that they removed. I paid $100.00 for them to fix my computer.I wrote NTS IT Care Inc. to ask them to reverse the charges. They did not. I filed a claim with BofA. BofA reversed the charges on July 4, 2019. After checking my statement today, I notice the charge of $249.99 back on my credit card ending [redacted]. I called BofA to notify them of this. At first they refused to help me. But after many words, they re-opened my claim. I recently received a letter from BofA and they will not back me up and sided with Merchant.-#MLPredictedPSC
546	114092645	11/7/2019	Valparaiso, IN	I received a notice supposedly from Microsoft Windows telling me to call their 1-877 number. My computer locked up and was beeping loudly w/no accessMy computer locked up and began beeping loudly. The screen message said it was being sent by Microsoft Windows and displayed their 1-877 phone number. There was a loud audible message that stated that my computer had been locked down due to malicious activity and if I attempted to close or shut down my computer, all information and applications on my computer would be lost. After about an hour, I finally called the 1-877 number that was supposed to be Microsoft Windows. I was connected to a man named Sunil Kumar who gave me a contact number of 1-833-900-0804, Ext 1015. He said they were certified computer technicians referred by Microsoft to fix the virus problems, but not affiliated with Microsoft. They took over access to my computer, deleting malicious downloads and files, including AVG Security and added Norton Security instead for $99.99 and $149.99 for a 1-year support warranty through NTS IT CARE, which was charged to my credit card. I WANT A REFUND! When NTS IT CARE was finished controlling my computer, they said they were returning control to me. Later in the day, I witnessed my curser being moved around and clicking on things without doing it myself, which means they are still controlling my computer! I want NTS IT CARE off of my computer and my funds returned! Their scam of locking up computers and causing them to beep loudly while under the pretense of being Microsoft Windows is extremely misleading and left me with no way to fix the problem other than to call the 'Microsoft' number given. I have receipts and emails as evidence that NTS IT Care charged my credit card. --- Additional Comments: I want my money back and I want NTS IT CARE off of my computer!
547	113960766	11/8/2019	East Northport, NY	My computer screen looked and a phone number had to be called , i called and was told a number of viruses . they took control and supposedly fixed iti was billed 299.99 for 2 year protection plan i called 1-818-9639154 to cancel and was told OK but they wanted me to go on google to give thhe control of my computer I asked for their mailing address but he refused to give it and I asked for a refund to be mailed to me , He again insisted i give him control of the computer and i refused, I looked up NTS IY care on the computer and it says its a scamThe phone # on my credit card bill is not in service when I tried to call 1-877-490-6709 --- Additional Comments: cancel the 299.99 bill
548	114092646	11/8/2019	Los Angeles, CA	Deceptive and abusive sales practicesI was led to believe my computer had a virus problem. I was looking up how to cook halibut and my computer locked up and NTS IT CARE popped up and said I need to contact them to fix my computer --- Additional Comments: Full refund - Because I feel that they were the ones that locked my computer up so the could get money from me.
549	114519144	11/12/2019	Newport News, VA	I did not received the one year technical support or the antivirus (McAfee).Phone call (1-877-243-0473) saying shutting down their businessPhone call from them saying, 'Please do not hang up the phone as for our call our records show you have paid for your computer technical support. The reason I am calling today we are shutting down our business. I received at least seven calls saying the same thing. The phone number 1-877-243-0473. I paid them by credit card $199.99. I did not sign any contract. That is not my signature. I notified my credit union to dispute charge. They tried but to no luck. Also included in the $199.99 was McAfee antivirus - which I did not get. --- Additional Comments: Credit to my account of $199.99 because I did not receive the services promised

550	113446825	11/12/2019	Worth, IL	Consumer stated that he is being harassed by a company called NTSIT Care Inc. On his computer a phone number popped up saying there was a problem with his computer and he was going to be charged $200. Consumer had granted them access to his computer and they supposedly fixed it. They then told him they would refund his money but they asked for his banking information. Consumer would not give them his personal information. This had happened a year ago. Consumer stated that they try calling him everyday saying they have a refund for him but the consumer knows its a scam already.
551	114553741	11/13/2019	Huntington, WV	Sold me a computer monitoring service then tried to scam me for additional moneySold me a computer monitoring service 7/8/19. On 11/12/19 called to say program was defective and wanted to reimburse my initial $299 fee, gained access to my checking acct, deposited $20,000 and wanted me to send $19,700 to them so they wouldn't get into trouble. They downloaded apps to my computer without my permission. I am still missing my original $299 investment. --- Additional Comments: A refund of my initial investment of $299
552	114314736	11/13/2019	Wayne, NJ	NTS put a virus on my computer on Oct. 24. They threatened that the virus would get worse if I didn't call them ASAP. I couldn't leave the site.On Oct. 24, 2019 I used the internet to look up a recipe for lemon chicken. I clicked on a site which led me to a warning pop-up that I had a NTS virus which would get worse if I didn't call the number below immediately. I got scared so I called. I spoke with several very professional sounding people. They said that my service contract had expired in July, and without the service contract protection, my computer got the virus. We have my son's computer for the last 6 yrs. so I didn't know about a service contract. Also, I was on my phone with NTS and my computer with the virus, so I couldn't contact my son. In order to fix my virus I had to give them control of my computer. They insisted, after doing multiple things to my computer, that the virus was deleted but I needed to sign up for a new service contract. I gave them my Visa credit card info in the amount of $549.99 for a 3-yr. contract. I learned my lesson! I immediately cancelled my credit card and have since received new ones for myself and my husband. I don't know what other charges were made, but I contacted my Chase bank to be on alert. I now believe that it is NTS who put the virus on my computer and fixed the problem to scam money from me. I want others to be warned. --- Additional Comments: I wish to get a full refund for the $549.99, and any other charges that this seemingly legit company has made.
553	114626010	11/15/2019	Selinsgrove, PA	see attachment --- Additional Comments: see atttachment
554	114851430	11/15/2019	Tucson, AZ	I ahutorized n.t.s. and peyed 499.99, on 4-10-2019, to protect and clealn my P>C.for a period of 3 years, my pc was blocked, tryed to contact them .and have no answer on the listed phone, they on 10- 20-19 tryed to sell me and additional the rerst of my life service, wish I refused, they wanted to shargean additional 1200.00 dlls, the suposted technician name Sam,got angre an is then he blocked my P>C> I has to pay other company to unblocked it. the Co, listed phone was 1-844-659-9899 (24/7,365 days available) --- Additional Comments: A posted notification to other consumer, about the n.t.s. robing costumers, and a refund, I pay with my credit car, they know all the ungols of the banking prosedures, they weited the 6 months the bank take to protect you, so when I called to report them, the limited 6 months has passed.
555	113746227	11/19/2019	Elmhurst, IL	These people do Fake Pop-up messages to scam you into repairing your problem. They presented themselves online as Windows11/18/2019 They put a Fake Scam pop-up message on line, presenting themselves as Windows and had my 85-year old mother call them. They then started asking her for money to fix the problem. They started at $300, she said no they went to $200 she said no. They went to $99 and thankfully she got off the phone with them. They were attempting to sell he a 'spam' filter to protect her from their spam. My mom ended the call without her computer being operational. I called and spoke with two people at the company with heavy Indian accents and very anglo names. One of them forgot his name while I spoke with him. --- Additional Comments: I would like the police to stop these people.
556	114519142	11/20/2019	Guymon, OK	Computer contract from 2/26/19 - 2/26/21. Tried to call company and all numbers have been disconnected. I want a refund of my money Paid $149.99.On February 26,2019 I paid NTS IT Care $100 and on 4/10/19 paid $49.99 to upgrade services from one year to two years on 1 windows computer with peripheral devices. I have tried to call them because I keep getting calls saying they are trying to refund my money which NTS IT Care had sent an e-mail saying they do not call people. The phone numbers I have called have all been disconnected and I would like a refund of my money if they are not going to stand up to their services. I have done business with them for several years and have always had good work from them as they worked on my computer. It makes me sad when I am taken advantage of! I can send you a copy of my e-mail but I don't have a scanner to add it to my e-mail. --- Additional Comments: Refund of money I paid for services since they are breaking the contract.
557	114314738	11/22/2019	Bradenton, FL	A representative called trying to refund my money. He wanted to open my checking account. I said no! He said that was only way he could do it.He pretended to deposit money in my account and said that was the wrong amount. At that pint he began to cry saying he would be fired for that. I had enough and closed him off. Have had several calls from them all trying to refund my money. I simply refuse to deal with them but I do want my 399.99 back. Can you help me?My credit card company is unable to reach them. --- Additional Comments: Return of my 399.99.

558	114851431	11/22/2019	Northampton, MA	In November or 2018 my computer screen went weird and a pop up from NTS computer techs came up. I phoned and they said they would scan my computer. A man named James told me I had a virus and charged $300.00 for a two year contract to clear the virus and install norton software(which I believe I already paid for and had, and would take care of all further problems. After 30 minuets he called me back and told me I was all set. I have the bank record for this charge. In February of 2019 the screen went crazy again and I called the NTS number on my screen. I told him I aready had his service and he told me the company that sold It to me was a scam company. He cleared the supposed virus and wanted over five hundred dollars for a three year contract. I told him I could not afford it and he gave me a price of over three hundred for two years. He wanted all my bank account info which I refused to give him. He would not take a credit card which I also thought was weird. He said I could pay via pay pal and he set it up accordingly. It was under a disabled veterans name. I paid over $300.00. The next day my nurse that comes each week told me how her husband was sold by the same company on the day before just I ke me. This NTS company has called repeatedly over the last year. Last week I was threatened by the person telling me I was stupid if I thought I could get rid of them. The last call was from a Utah number and yesterday it was from a Miami, FL phone number. I am now frighten by these people as they seem to be closer to me.I have my bank statements showing the charges from this company. I would I ke my over $600.00 returned and see them prosecuted. Call and I will give you what info I know --- Additional Comments: I want them prosecuted and my money that I really need returned to me
559	113836974	11/25/2019	Olympia, WA	a simple pop up window shouldn't cost someone 899.99 bucks for a 30 product. scummy company practices. a pop up window showed I had a virus and gave me a number to call. they did a remote session and got ride of the so called virus. I later found out I did NOT have any viruses from my son. who told me I fell for a scam. I request to american government to save people and fuck these baster.-#MLPredictedPSC
560	113853726	11/25/2019	Hagerstown, MD	Consumer reports that sometime ago she bought this protection service from Microsoft. She is know receiving calls form Unknown claiming she must call them back so that she can continue to get her online service protection. Consumer did call back but the number is no longer on service. She also received calls from Unknown claiming to give her a refund.
561	113927321	11/27/2019	Ankeny, IA	Consumer reports they received a pop up on their computer NTS IT Care Inc. stating they needed to contact a number due to a virus on their PC. Consumer complied. Consumer reports they requested access to their computer. Consumer reports they requested for a fee to install security software. Consumer complied. Recently, they received another call from NTS IT Care Inc. requesting access to their computer to issue a refund through their online banking account. Consumer complied. Consumer reports too much money was accidently deposited and was instructed to purchase gift cards to return the funds. Consumer did not comply.
562	114478508	12/2/2019	Locust Grove, VA	On Nov 26th charged $49.99 for a phone scam locking up my computer. I would like a refund since this is a scam.On Nov 26th my computer locked up with an urgent flashing message that I should call a number to get it fixed. I could not get out of the screen so I called and they told me that my microsoft network was locked up and they could fix it for a one time charge of $49.99. So I let them work on my computer and while watching them they were deleting my Malwarebytes and super antispyware software downloads. They installed their instant chat and another ad watching software. I went and searched the company online afterward to find that many others were taken into this scam and requested refunds. I am a retired teacher who is a senior on a fixed income and spending the 49.99 was a major drawback for me. Now I know better but I want them to refund me via my credit card I used for this amount because the problem was under false pretenses and nothing was wrong with my computer. --- Additional Comments: I want them to credit my mastercard $49.99
563	114020800	12/2/2019	Bradenton, FL	I was contacted by NT IS and they wanted to sign me up for computer service for 3 years. I thought it was another company I was very pleased with. I bought a 3-year service agreement for 399.99. After that they called to refund my money. Told me to open my computer so they could refund my money. I would not let them access my checking or savings account on my computer. Since that initial call I have received many calls, all wanting to get into my computer to refund my money. Last call I requested that they credit my credit card, or send me a check. Representative said they could not do that. They only could direct deposit my money to my account. I would not allow that. That is where the issue is now. I believe this is a scam to empty my account on the pretext of a refund. There is no logical reason for them to refund only by direct deposit in my account. The way I believe they operate is to sign someone up, tell the new customer they have a technical problem, cannot fulfill contract. Give them access to your banking account which they will then clean out! That is what the first caller told me he would do if I refused him access to my accounts.
564	115012250	12/3/2019	Miami, FL	charged monthly for services but no one ever answers phones listed for computer maintenace. but they havent done anything for the monthly fee.This company has no working numbers. They have been charging my bank acct $15 a month, ive tried to call all listed numbers and they all dont work. Initial fee was $ 69.They take hold of your computer, to only fix what they did and then charge you a monthly fee for nothing in return. You should be able to call a company with valid phone numbers. this company never has any valid numbers. Ive been scammed by them as many others on here have noted in their claims.Its been a year of this.I cant call to complain or get a refund since there is no valid numbers to call --- Additional Comments: refund of all charges
565	114401124	12/13/2019	Washington Court House, OH	Consumer stated that her mother had received a call from NTS saying that she had a virus on her computer. They gained access to her computer. Consumer tried to ask the caller questions before her mother got scammed. Consumer stated that she had shut off the computer when she became suspicious.

566	114634576	12/23/2019	Yakima, WA	Offered;3 yr network protection +3 Mcafee antivirus 3 license +3 software warranty $499.99 My computor was acting wierd/main screen all messed up. Then shortly thereafter while I was still online I received a phone call from "Peter" who told me that they were designated to become my full tech support site. Then I was told not to accept any calls from Microsoft that NTS IT CARE was now there to serve me. Was also told that they would not call me but that I could call them for any computer problems. They were available for a short time at 1-844-659-9899 or 1-844-208-2608.Then following a new email scam, 11-05-19 an offered refund for $400.00 on a previous Mcafee purchase, that I fell for and lost considerable money those phone numbers were no longer available which lead me to believe that both scams were related. I'm screwed! That one involved opening my online banking, a huge mistake, so they could deposit $200 now then $200 later. There was an error in the entered amount, $20.000 instead of $200.00, which they blamed me for and let me know that I was responsible and that I would have to pay back by withdrawing the money in $100.00 bills and sending it via FedEX to two separate addresses. All the time he was yelling at me and that he was recording our conversation so he had proof that I was at fault. I was terrified, "Oh my God,what have I done". His name was Jason, 1-518-678-6564 with "Remote Utilities", internet ID 515-562-129-359. It's a mess!-#MLPredictedPSC
567	111820384	12/31/2019	Saint Albans, VT	Consumer is calling to report that he received a call from someone claiming to be with NTS IT Care stating that he has a refund and needed access of his computer. Consumer did comply. Consumer was asked to pay the amount that was over refund. Consumer paid $9500 in cash. UPDATE 12/31/2019: Consumer called to ask question [redacted]
568	114793877	1/3/2020	Frankfort, KY	My name is Brian Travis, I am a Consumer Protection Investigator, at the OAG, in Frankfort, Ky. [redacted] filed a consumer complaint with this office. We have had numerous complaints about NTS It Care. They gain access to computers and lock them. The consumer calls a number and then they advise, for a fee, they are able unlock the computer and provide protect against computer virus. They often represent themselves as Microsoft Tech Service. In this instance, they advised [redacted] they were refunding him money and would deposit into his bank account. They then told [redacted] they over refunded the money by $18,000. If he did not immediately return at least $17,500, cash, they would sue him. [redacted] was provided an address and the name of a person to send the cash to. [redacted] withdrew the $17500, cash, and sent by Fedex, to the following person and location: Camlo Hardin Scott, 5415 S. Sepulveda Blvd, Culver City, CA. 90230.
569	114925955	1/3/2020	Neenah, WI	While on your computer, suddenly a pop-up presents, your computer locks up & starts beeping loudly. On screen there are warning messages that your computer has been locked down due to malicious activity, i.e., virus, malware, etc. Printed warnings that any attempt made to close or shut down your computer, all information & applications would be lost. Only stated option offered is to call an 800# to speak with technical support services that is noted to be affiliated/associated with Microsoft. Person who answers claims to be a certified technician who with his colleagues are capable of resolving the current problems that you are experiencing with your computer. In order to do so, it is necessary for you to give them on-line access to your computer. Within a 1-2 hour time-frame their technician(s) take over control of your computer supposedly to delete any malicious downloads & files clean-up the operation of your computer, who knows what else they have gained information about, i.e., financial accounts & other sensitive information: also, have they added any troublesome &/or malicious files of their own? After doing this computer servicing & repair, they will advise you of the cost for these services & indicate that the charges will include their technical support services for one, two or more years, depending upon your choice. For me, the cost noted was $199.00 for a 1-year support warranty. They are also very likely to strongly recommend that you replace the computer security that you currently have with Norton Security which they claim is better that what you have been using. They will offer to provide it to you at a very favorable price. You will be advised that you can contact anytime for ongoing technical support services for your computer. For me, after NTS staff had serviced my computer, it remained functional for only 36 hours when it locked-up again. It was at that point that I became convinced that I had been scammed! It became necessary for me to take my laptop to a reputable computer technician in my local area for repairs which included replacement of Windows 10 & added malware security for approximately $190.00 IsVictim:true --- Initial Means of Contact: Unknown
570	114839993	1/4/2020	Santa Cruz, CA	I am [redacted] and am submitting this complaint on his behalf. He told me today that he had signed up and paid $499.99 for three years of computer support and service to fix his slow computer to NTS IT Care. They said they would fix the problem but I believe they created the problem in the first place and that they installed malware on his computer which included a pop-up that directed him to contact them. Unfortunately, he fell for the scam and called them. Today we called the company to contact them to have them cancel the charge but they refused. We will be disputing the charge with his credit card company. Today I ran Malwarebytes and did find 15 instances of malware which I removed. My name is [redacted] and I can be reached at [redacted]

571	115012233	1/8/2020	Keystone, SD	I signed a 3 year contract on 11-6-2018. Paid $299. Now the 2 telephone numbers I have are no longer in service. Refund wanted.4I signed up for 3 years because it was cheaper than 1 year. Was assured the company would NEVER call me. Name given to me was Sunil Kumar. My receipt shows Audit Trail Serial # 3cbbccd5dac900f50f7e25068de8d4c2. After the last tech support in the fall of 2019, I started to receive phone calls from NTS saying there was a problem with it, and more information was needed from me. I refused to give it, based on the 'NEVER call' promise. Various telephone numbers have called with the same recorded message. I finally quit answering them. Today, Jan. 6, 2020, I called both telephone numbers that I have for tech support. Message: 'The toll free number you have dialed is no longer in service. Please check the number...' I paid $299 for three years, and paid for it on a VISA card. --- Additional Comments: Since I used their tech support through October, 2019, I would like a refund of $200. for the last two years because I cannot reach NTS Care by phone. I will not do business with them again.
572	115232614	1/17/2020	-	previously reported but got more information on fraudulent company. Other-Other Update
573	115246700	1/17/2020	Th bodaux, LA	My computer froze and a Microsoft emblem came up with a phone number (or poss bly a computer link - I don't remember) came up. I spoke with a person who identified himself, but I don't remember his name. He told me I had a virus, and his company, NTS IT CARE, could repair and place protection on my computer. He offered an annual rate or a 3 year subscription. I arranged for a 3 year subscription and had $399.99 charged to my credit card. Later in December, I tried to call the number provided to me (1-833-900-0804) to arrange for a transfer of the protection from my old computer to a new computer I had purchased. The number was no longer in service, so I used the icon that he had placed on my computer to contact the company. The person I spoke to said their number had been changed to 1-844-323-8393. He worked remotely and supposedly placed protection and removed what I no longer needed on the computer. On January 16th I received a phone call (don't remember the name of the person calling) from someone who identified himself as an employee of MTS IT CARE and said the company was going out of business, so they wanted to refund my payment. He remotely accessed my computer and asked that I log onto my bank website so he could refund my payment. He then told me he couldn't put it in my checking account, so he would add it by increasing the credit limit on credit card (I asked about having made as a refund which would have shown a decrease on the amount I owed). Once he supposedly added the amount to my credit limit, I saw that he had increased it by $5000, so he said he had made a mistake, and I needed to go to Walmart to get 4 gift cards in the amount of $1000 each. After an unsuccessful attempt to do this, I returned home (he remained on the cell line while I did this) and signed out my online banking before I spoke to him. We had a screaming match, he said he wipe out my bank account, and he would lock my computer, so I couldn't use it. I immediately went to my bank and made arrangements to change my username and password and set alerts for all my accounts. There was no loss to my accounts. However, my computer was locked. After several attempts, I turned off my computer for about 5 minutes, and when I relogged on, the lock was off, and I have been able to use my computer.
574	115284902	1/19/2020	E khorn, WI	NTS has been my internet security provider for several years. In June 2019 I purchased a new laptop and contacted NTS to have security transferred. I had to pay $399.99 for a 3 yr plan as they said my current plan was about to expire. I received an email from NTS Jan 2, 2020 regarding a inability to provide the normal security update as it had to be done 'manually'. I ignored this email, but received a second one on Jan 12, 2020. I sent a new email to support@ntsitcare.com regarding this and soon had a phone call from 'Harry'. I gave him remote access to my computer as I had done many times in the past, using LogMeInRescue. 'Harry' said he detected fraud on my computer and someone had stolen my IP address. He said that my IP address had already been reported and my online access could be stopped completely.. He told me he needed the numbers off of the back of Google Play cards to use as license numbers to 'activate' the layers of protection he had installed. 5 Google play cards @ $100 each. I suspected fraud, but he forwarded me to his 'supervisor' who gave a very smooth speech. They both used the NTS screens and verbiage to a "T". They mirrored everything I had seen NTS do in the past when updating my security. 'Harry' asked that I leave the computer on overnight and he would work on repairs. Next day I could see him working. "Harry" called and needed (5) $500 walmart gift cards to finish the job. We purchased 2 cards and gave him the numbers off the back. 'Harry' said my computer was so messed up that I would need to get a new computer. But NTS would deliver a new computer to our hom the next day with a new IP address the next day along with check reimbursing me the $3000 we spent on gift cards. I contacted 'Harry' at 309-791-4140 and gave him all the numbers. When we called 'Harry' with the numbers off the back of the walmart gift cards, we told him we could not afford any more and that was all he was getting. He was going to check with his 'supervisor' and see what else could be done, I have copies of the chat conversation and instructions I was given by 'Harry' on what to do and buy. I also have copies of the emails I mentioned above. We realized something was not right. We called the Sheriff Office and filed a scamming report with them. Computer has been restored to its original state.
575	115354546	1/21/2020	Pineville, NC	Consumer reports that she got a call from NTS IT CARE, which is computer security company. The original price was $499.99 but reduced the price to $149.99. The consumer then gave them a credit card for the fee.
576	115347522	1/21/2020	Baldwin, MI	In May, 2019, I bought an alleged 3-year security support system from NTS. Yesterday they called offering a refund. When I didn't give them my banking information, they locked my computer. They keep calling and being very rude. what is my recourse? How can I get my computer unlocked?

577	115570704	1/22/2020	Dunnellon, FL	Repaired computer virus on 12/23/19 contacted me by phone on 1/21/20 said I being refunded payment because of tech error had me allow access to bank account to refund $149.99 payment tech deposit $2,149.99 in my account said he made a mistake and for me to go to Walmart get 4 $500.00 gift cards or 2 $1000.00 gift cards send money codes to a internet I D I called my bank informed them of situations they advised me of scam IsVictim:true --- Initial Means of Contact: Unknown
578	115600948	1/28/2020	Saint Cloud, MN	The phone no. that were tring to contact me were 302-314-6314 and 302-314-6318 and 315-803-3327. The 302-314-6318 was the one that tried the most. They were supposed to give me a refund for cancelling there services. After all kind of messing around,they said that they made a error in giving me the refund. There error was $6999.99 when it should have been $399.99. So they told me that I owed them $6500.00. They showed me my bank account with nothing in it. I was told to go to the bank and withdraw $6500.00 and they were going to tell me how to send it to them and not say anything to anyone in the bank. I had the girl check my balances and reported to them what just happen. They transfered $6999.99 from my saving to my checking and try to say I owed them $6500.00
579	115687261	1/30/2020	Bethel Park, PA	On 12/06/2019 my computer was locked and a phone # appeared on the screen. The only way I could seem to get my computer back was to subscribe to their service {$549.99 for 3 years}. They made their service sound so much superior to the Webroot which I had and I wastired, I had been ill, and I desperately ineeded to get back into my.computer, so I subscribed, using my credit card.. Isoon realized that this had been a mistake, and on 12/10/2019 requested a refund.. We have been haggling over this ever since. A Mr..Allen King {who claimed to be a manager} kept offering me partial refunds first $350 plus a one=year subscription, later $400 with a half=year subscription. Finally, on 01/24/2020 Mr. Alex Peter called to offer $500 which he wanted to direct deposit. I needed to contact PNC Bank,and somehow they were able to listen. presumably, because they could now access my on=line banking. He pretended to accidentally deposit $20,000, and the only way to correct this was for me to wire the 19,500 to an individual in Thailand {I have all the information for the money transfer but, computer illiterate that I am, cannot aattach it.. I refused, and he then said that had transferred all my money i to "his" account and that the only way that I would ever get it back was to "do exactly what he told me to do.." Again I refused, and he then locked my compnuter and hung up on me. I have changed my Visa # and changed my accoun t number, talked with PNC {my money is still there and they will put an alert on my accounts snd start an ninvestigation},and triled ti file a police report but , since I did not lose the $19,500 they would do nothing. I intend to contact Visa again--they had wanted me to try to work this out myself. To me, it sounded like extortion. I have reconciled myself to the probable loss of the $549.99 and will consider this a hard learning lesson. I forgot to mention that they were able to show me the false deposit and reduction in my account to"0". Other-Other Update
580	115840512	2/5/2020	West Chesterfield, NH	My husband was the victim of this scam. These are his notes on what happened: 1. Received a phone call on December 8 or 9 of 2019 from Adisak Sukhaphan, who identified himself as from the on-line Computer Tech Service that I had contracted with on February 16, 2018 to fix malware on my computer: NTS IT Care, Inc. (On their billing statement they listed their phone number as 877-490-6709). I took out a service contract with them on February 16, 2018 for $299.99. They did repair the problem on my computer, and I had no contact with them until the above-mentioned December 2019 call. For them to make the repair, however, I had given them the password to my computer - which turned out to be a major mistake, but I had not noticed any unwanted withdrawals from my bank account by them during that interval. 2. Adisak's call was telling me that the company was closing because it had become insolvent. They were offering a full refund of the original $299.99 since they were unable to provide the full service they had promised. They asked me if I would like to receive that refund, and after hesitating I said "yes." A day or two later they called again, saying I would need to send them an additional payment before this refund could occur.Here was my second big mistake: they convinced me that if I sent, via electronic mail from my bank $49,700, my $299.99 refund plus the $49,700 would be sent back to me. How I could have played along with them to do that, I have no idea! But I did send them the bank wire. However, I got a call later that same day from Adisak scolding me because I had sent it via a national wire, rather than an international wire, so I needed to send them the money again by international wire. When I got confirmation from my bank that the original wired money had come back, I had my bank resend it by International wire.Then the next day a call from Adisak (or someone else with the same undecipherable accent) said if I wanted to get the previous $49,700 back I'd have to send them an additional $48,700.I was reassured, numerous times (because I questioned them repeatedly on this) that all the money I had sent them ever would be returned. I felt trapped. I thought about notifying the police at that point, but I feared if I did that any chance I'd see the money again would be lost. But instead I sent another money wire, this time for $48,700.3. Now they said I'd need to give them my computer password. Again, I hesitated; I knew I was in real trouble. They again told me that if I didn't do that, nothing would come back to me. So, like an absolute fool, I gave them my computer pass word. Within an hour they had wiped my computer clean of my Quicken financial program, my Google Chrome access, and other files.4. In subsequent phone calls they tried to entice me in other ways to send them the few remaining dollars I had in the bank; they knew exactly how much I still had. They told me I needed to take that additional money ($15,000) out in cash and send it by UPS to an address in the United States they would give me. I did that also. But I paid the clerk at the Staples store where I sent it the fee that was required for the signature of the receiving person to be taken and sent back to me, but that never happened. So, in total I lost $113,400, plus various minor expenses for mailings, special fees related to sending themoney wires, etc.

581	115871206	2/5/2020	Lubbock, TX	Consumer got a pop on her laptop. She was told to call a number. She called the number and was told that she called NTS. She was told that she had to pay $289 to buy the software. She sent a check. She is now is getting a call telling her that she could get a refund. She has told them to mail her refund.
582	115927864	2/7/2020	Saint Albans, VT	The caller said my PC was infected with viruses. They said they were from NTS. They had me go to support.me and accessed my PC. Then they showed me a bad virus (cress) or something I ke that. My PC is Windows 7 so they said they would replace it. Then they had me get gift cards form RiteAid, Walmart, and Target. I was to scratch all the cards and put them on my printer to be scanned. I did. The caller said his name was David Roth. He sounded intelligent and had no accent so I went along with it all. I told him I had been scammed like this before and had lost $9500. He said he would reimburse me $11000 and for the value of all of the cards, $2500. He was going to send out a technician with checks for the $2500 and my new PC. The $11000 would follow in 2-4 weeks. No technician ever came. My bank suspected I was being scammed, and of course they were right. The bank shut down my account. I am an older retiree who has lost all his money. When they were in my computer they changed my login password so I lost all control of my PC.
583	116060091	2/11/2020	Woodland, CA	7/24/2019 I received a call from NTS offering to update my computer. They said I would NOT receive any more calls for that year's plan. Only if a problem was discovered. For this year long contract $249.00. 8/27/2019 I received a call saying there was a problem (their fault) and my $249.00 would be returned. In inputting the information a number was transposed, and $2,499.00 was input. I told him to delete it. He said he could not. He then sent me to Target to get $2,000.00 in gift cards. After doing so, I gave him the #'s and it went down hill from there. By the time I returned home, my checking & savings were emptied. $2,500. in checking, and $1,500 savings. I called Woodland Police. The case # is [redacted]. Officer Ricky Wrught. Officer Wright took down the numbers of the gift cards. (530) 661-7800. Even though it was a Visa debit card used, the bank said they could not return my money because "I ALLOWED IT". Funny, I thought that was called fraud! I am 72 years old, a widow, and on a fixed income. This not only caused a MAJOR financial burden, but it has been very emotionally devastating.. Police were not really interested because it was a "minor" amount, in comparison with a $500,000.00 they were working. I only put down 1 phone number, but there is several. [redacted] said they had tried calling all the #s I provided but couldn't get through. I suggested that the "scammers" probably new the police phone #s, and I suggested they call the available #s from MY phone. [redacted] said that was a good idea. That was that. I have not heard from the police since. In past weeks, an automated caller would say, I should really get in touch with them, as unfortunately, their company was closing.. In closing, I so appreciate your consideration of this matter. Thanking you in advance for this, I remain Sincerely, [redacted]
584	116417244	2/24/2020	Caldwell, TX	Reported by is husband of consumer, who received recorded message from NTS IT CARE Inc. which said that their computer security contract was about to expire. Consumer called back, provided access to her computer, and was then told to purchase four $500 gift cards. Consumer complied, and paid total of $3,630. Consumer was then told that she had been hacked and she needed to pay $31,000. Referred TO IC3.GOV

585	117366136	2/28/2020	Cary, NC	Scam? Install virus on computer for them to fix. 'Fix'. Later call to refund and need detailed bank information while they watch me signon to bank.12-12-2019Laptop lights flashed and irritating alarm went off, until I call special number.....$199.99 to fix, and for 1 year of service.They signed on to my laptop, and went to a 'malicious' website to fix.....per Norton, it was malicious.Lights stopped flashing. Alarm stopped. 'Fixed'.1-24-2020Representative called wanting to refund my money.I asked to have him refund to the credit card company I had charged. He said he could not.I asked for what company he was with, and he could not tell me what '3rd party' Microsoft company I had business with.Repeatedly told me NOT to close any tabs he had me open.First he had me openEventviewer.netThen to fill out formName address phone number ANDBankCheck or savings accountTHEN he wanted me to sign on to my bank.AND I did not. THEN, someone from that company signed onto my computer, and did something very quickly. I could not tell what exactly he was doing.He was irate/frustrated at that point and we both hung up.I have turned off the internet access to that old laptop, as I have a new laptop.He said he name was 'Brian'. His accent was Indian.Phone number he called from 844-961-1941He said I could call his 'manager' at 786-898-0000 for more information.Company who originally charged me was NTS Icare 844-323-8393.Resolution? Refund $199.99 and have no further contact from this company. 2-27-2019 I received an email from this companyWe are unable to process the regular updates on the securities NTS has installed on your network and computer.It is required to be updated manually, before the securities get corrupted.Please reply on this email and provide a suitable time when we can arrange a call from our Technician. Verify the provided Customer ID with the technician when you receive the call.Customer ID : 877634I am not about to give them access to my computer EVER again, and am concerned as to just HOW the actually 'fixed' my laptop! --- Additional Comments: Resolution? Refund $199.99 and have no further contact from this company. Please warn other consumers of this company and their shady dealings.
586	117514221	3/6/2020	Franklin, MA	ntsitcare computor at 1605 S main st Ste 125 Milpitas Ca. 95035, on Jan18 2019 was contracted to provide 3 yr servlce on my Pc no phone in servece Ntsitcare computor at 1605 S main st Ste 125 Milpitas Ca. 95035, on Jan18 2019 was contracted to provide 3 yr servilce on my Pc no phone in service. i cant find any contact information, have tried may times. Contract price was $299.99 --- Additional Comments: Ntsitcare computor at 1605 S main st Ste 125 Milpitas Ca. 95035, on Jan18 2019 was contracted to provide 3 yr servilce on my Pc no phone in service. i cant find any contact information, have tried may times. Contract price was $299.99
587	116867257	3/10/2020	San Angelo, TX	a report is in process with the San Angelo Police Dept. I have disputed and taken care of accounts at Sonora Bank of San Angelo. The accessed my lap top remotely and manipulated my bank account to show a deposit of $5,000.00. And to return this refund they asked for gift cards. I used Best Buy Cards and Google play cards. I have contacted oth companies. Google has an investigation open with the gift cards. I was rattled and purchased $1500.00 in gift cards. I am a 70yr old retiree living of SS. They used supremo app and said they were NTS support tied with USP Care.
588	117590517	3/11/2020	Tallmadge, OH	Cannot contact for service or refund because of number change.Signed service contract June 12, 2019 to expire June 12, 2021. Cannot reach NTS for service or refund for remainder of contract. --- Additional Comments: Not have access to my computer and refund for remainder of contract.
589	117065134	3/12/2020	Jackson, TN	alert popped up on computer and someone told me to give them a call because the computer had a virus. paid them to fix computer. called best buy geek squad after computer was still saying 'computer had been compromised' 2 months later. talking to repair tech, i was informed that it was a scam and have to bring computer in for repair. IsVictim:true --- Initial Means of Contact: Unknown
590	117306756	3/26/2020	Monroe, LA	On Friday I got the notice that my computer had a virus. The NTS tech said to go to target to buy three gift cards in the amount of 500.00 dollar amounts. Making 1500.00. Saturday Steve Walters called. The cards did not work so he said go a gain to target and get three more 500.00 dollar cards That made 2 1500.00 amounts. After each time I scratched the numbers and called them to him. Then he called me to say That there another problem with my phone so that I would need 2000.00 more. Once again I went to target got the cards scratched them then gave the numbers to him. He said that they would give a check for the amount when they brought the computer. That would 5200.00 On Friday I got the notice that my computer had a virus. The NTS tech said to go to target to buy three gift cards in the amount of 500.00 dollar amounts. Making 1500.00. Saturday Steve Walters called. The cards did not work so he said go a gain to target and get three more 500.00 dollar cards That made 2 1500.00 amounts. After each time I scratched the numbers and called them to him. Then he called me to say That there another problem with my phone so that I would need 2000.00 more. Once again I went to target got the cards scratched them then gave the numbers to him. He said that they would give a check for the amount when they brought the computer. That would 5200.00 I HAVE CHARGED $10,000 ON MY CHASE VISA AND CHASE VISA WILL NOT ANSWER THE CC HELP LINE FOR ME DISPUTE THE CHARGES. I HAVE FILED A POLICE REPORT AND IC3 REPORT. CAN YOU PLEASE HELP ME. I WAS TOTALLY MANIPULATED FOR FOUR DAYS BY THE PHONE CALLS AND NEVER DO THINGS LIKE THIS. THEY HAVE DESTROYED MY LIFE WHILE WE ARE FIGHTING COVID19. MY COMPUTER IS STILL LOCKED UP AND THEY ARE STILL CONSTANLY CALLING! I DO NOT GIVNG THEM CONTROL OF MY COMPUTER. THEY TESXTED A PICTURE OF A CHECK AND SAID I WOULD GET MY MONEY BACK WHEN THEY DELIVERED MY COMPUTER.

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Dandashly Attachment Z

Record # 1 / 114925955 / Consumer Sentinel Network Complaint

Reference Number:	114925955	**Originator Reference Number:**	Scam364594
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?:**	No
Comments:	While on your computer, suddenly a pop-up presents, your computer locks up & starts beeping loudly. On screen there are warning messages that your computer has been locked down due to malicious activity, i.e., virus, malware, etc. Printed warnings that any attempt made to close or shut down your computer, all information & applications would be lost. Only stated option offered is to call an 800# to speak with technical support services that is noted to be affiliated/associated with Microsoft. Person who answers claims to be a certified technician who with his colleagues are capable of resolving the current problems that you are experiencing with your computer. In order to do so, it is necessary for you to give them on-line access to your computer. Within a 1-2 hour time-frame their technician(s) take over control of your computer supposedly to delete any malicious downloads & files clean-up the operation of your computer, who knows what else they have gained information about, i.e., financial accounts & other sensitive information: also, have they added any troublesome &/or malicious files of their own? After doing this computer servicing & repair, they will advise you of the cost for these services & indicate that the charges will include their technical support services for one, two or more years, depending upon your choice. For me, the cost noted was $199.00 for a 1-year support warranty. They are also very likely to strongly recommend that you replace the computer security that you currently have with Norton Security which they claim is better that what you have been using. They will offer to provide it to you at a very favorable price. You will be advised that you can contact anytime for ongoing technical support services for your computer. For me, after NTS staff had serviced my computer, it remained functional for only 36 hours when it locked-up again. It was at that point that I became convinced that I had been scammed! It became necessary for me to take my laptop to a reputable computer technician in my local area for repairs which included replacement of Windows 10 & added malware security for approximately $190.00 IsVictim:true --- Initial Means of Contact: Unknown		
Complaint disposition provided?:	No		
Complaint Disposition:			
Data Reference:		**Load Date:**	01/07/2020 9:24:24 PM
Created By:	BBBST-USER	**Created Date:**	01/03/2020 12:00:00 AM
Updated By:		**Updated Date:**	
Complaint Source:	BBB Scam Tracker	**Product Service Description:**	Tech Support Scams
Amount Requested:		**Amount Paid:**	$199.99
Payment Method:		**Agency Contact:**	External Agency
Complaint Date:	01/03/2020	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	

Dandashly Attachment Z-1

FTC-TRO-0853

Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:		**Cross Border Complaint?:**	No
Consumer Information			
Consumer Small Business or Organization:			
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:		**Address 2:**	
City:	*(Cleansed: Neenah)*	**State:**	Wisconsin
Zip:	[redacted]	**Country:**	UNITED STATES
Home Number:		**Cell Number:**	
Work Number:	[redacted]	**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:	40 - 49	**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	
Subject			
Subject:	Nts It Care Inc.	**Normalized Name:**	Nts It Care Inc.
Address 1:	1605 S. Main Street Suite 125 Milpitas C	**Address 2:**	
City:	Milpitas	**State/Prov:**	California
ZIP:	95035	**Country:**	UNITED STATES
Email:	support@ntsitcare.com	**URL:**	
Phone Number:	833-9000804	**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	
Subject ID Issuer Country:			

Dandashly Attachment Z-2

Record # 2 / 114092645 / Consumer Sentinel Network Complaint

Reference Number:	114092645	**Originator Reference Number:**	12160000738130
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?:**	No
Comments:	I received a notice supposedly from Microsoft Windows telling me to call their 1-877 number. My computer locked up and was beeping loudly w/no accessMy computer locked up and began beeping loudly. The screen message said it was being sent by Microsoft Windows and displayed their 1-877 phone number. There was a loud audible message that stated that my computer had been locked down due to malicious activity and if I attempted to close or shut down my computer, all information and applications on my computer would be lost. After about an hour, I finally called the 1-877 number that was supposed to be Microsoft Windows. I was connected to a man named Sunil Kumar who gave me a contact number of 1-833-900-0804, Ext 1015. He said they were certified computer technicians referred by Microsoft to fix the virus problems, but not affiliated with Microsoft. They took over access to my computer, deleting malicious downloads and files, including AVG Security and added Norton Security instead for $99.99 and $149.99 for a 1-year support warranty through NTS IT CARE, which was charged to my credit card. I WANT A REFUND! When NTS IT CARE was finished controlling my computer, they said they were returning control to me. Later in the day, I witnessed my curser being moved around and clicking on things without doing it myself, which means they are still controlling my computer! I want NTS IT CARE off of my computer and my funds returned! Their scam of locking up computers and causing them to beep loudly while under the pretense of being Microsoft Windows is extremely misleading and left me with no way to fix the problem other than to call the 'Microsoft' number given. I have receipts and emails as evidence that NTS IT Care charged my credit card. --- Additional Comments: I want my money back and I want NTS IT CARE off of my computer!		
Complaint disposition provided?:	Yes		
Complaint Disposition:	ANSWERED. BBB has not heard back from the consumer as to their satisfaction with the business's response, or the business addressed the issues within the complaint, but the consumer remains dissatisfied.		
Data Reference:		**Load Date:**	12/03/2019 10:26:51 PM
Created By:	BBBSANCA-USER	**Created Date:**	11/07/2019 12:00:00 AM
Updated By:		**Updated Date:**	
Complaint Source:	BBB CA San Jose	**Product Service Description:**	Computers: Equipment\Software
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	External Agency
Complaint Date:	11/07/2019	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	

Dandashly Attachment Z-3

Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:		**Cross Border Complaint?:**	No
Consumer Information			
Consumer Small Business or Organization:			
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:	[redacted]	**Address 2:**	
City:	Valparaiso	**State:**	Indiana
Zip:	[redacted]	**Country:**	UNITED STATES
Home Number:		**Cell Number:**	
Work Number:	[redacted]	**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:		**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	
Subject			
Subject:	Nts It Care Inc	**Normalized Name:**	Nts It Care Inc
Address 1:	1605 S Main St #125	**Address 2:**	
City:	Milpitas	**State/Prov:**	California
ZIP:	*(Cleansed: 95035)*	**Country:**	UNITED STATES
Email:		**URL:**	www.ntsitcare.com
Phone Number:	866-7631760	**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	
Subject ID Issuer Country:			

Dandashly Attachment Z-4

Record # 3 / 98476868 / Consumer Sentinel Network Complaint

Reference Number:	98476868	**Originator Reference Number:**	12160000568850
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?:**	No
Comments:	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 talking 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.		
Complaint disposition provided?:	Yes		
Complaint Disposition:	ANSWERED. BBB has not heard back from the consumer as to their satisfaction with the business's response, or the business addressed the issues within the complaint, but the consumer remains dissatisfied.		
Data Reference:		**Load Date:**	07/31/2018 10:14:04 PM
Created By:	BBBSANCA-USER	**Created Date:**	08/23/2017 12:00:00 AM
Updated By:		**Updated Date:**	

Complaint Source:	BBB CA San Jose	**Product Service Description:**	Computers: Equipment\Software
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	External Agency
Complaint Date:	08/23/2017	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:		**Cross Border Complaint?:**	No

Consumer Information

Consumer Small Business or Organization:			
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:	[redacted]	**Address 2:**	
City:	Honolulu	**State:**	Hawaii
Zip:	[redacted]	**Country:**	UNITED STATES
Home Number:	[redacted]	**Cell Number:**	
Work Number:	[redacted]	**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:		**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	

Subject

Subject:	Nts It Care Inc	**Normalized Name:**	Nts It Care Inc
Address 1:	1605 S Main St #125	**Address 2:**	
City:	Milpitas	**State/Prov:**	California
ZIP:	*(Cleansed: 95035)*	**Country:**	UNITED STATES
Email:		**URL:**	www.ntsitcare.com
Phone Number:	866-7631760	**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	

Subject ID Issuer Country:	

Record # 4 / 98476568 / Consumer Sentinel Network Complaint

Reference Number:	98476568	**Originator Reference Number:**	12160000493123
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?:**	No
Comments:	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 like 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!!		
Complaint disposition provided?:	Yes		
Complaint Disposition:	RESOLVED. The complainant verified the issue was resolved to his/her satisfaction.		
Data Reference:		**Load Date:**	07/31/2018 10:12:33 PM
Created By:	BBBSANCA-USER	**Created Date:**	06/21/2016 12:00:00 AM
Updated By:		**Updated Date:**	
Complaint Source:	BBB CA San Jose	**Product Service Description:**	Computers: Equipment\Software
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	External Agency
Complaint Date:	06/21/2016	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	

Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:		**Cross Border Complaint?:**	No
Consumer Information			
Consumer Small Business or Organization:			
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:	[redacted]	**Address 2:**	
City:	North Bend	**State:**	Washington
Zip:	[redacted]	**Country:**	UNITED STATES
Home Number:	[redacted]	**Cell Number:**	
Work Number:	[redacted]	**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:		**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	
Subject			
Subject:	Nts It Care Inc	**Normalized Name:**	Nts It Care Inc
Address 1:	1605 S Main St #125	**Address 2:**	
City:	Milpitas	**State/Prov:**	California
ZIP:	*(Cleansed: 95035)*	**Country:**	UNITED STATES
Email:		**URL:**	www.ntsitcare.com
Phone Number:	866-7631760	**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	
Subject ID Issuer Country:			

Record # 5 / 94110010 / Consumer Sentinel Network Complaint

Reference Number:	94110010	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?:**	No
Comments:	I had a warning come up on my personal computer stating that I needed to call 844-208-2608 immediately and that my personal information including bank accouts, credit cards, etc. was not protected. I couldn't get past this "warning" that so said all my information on my computer would lost if I didnt call the phone number within the next 5 minutes. There was also a voice recording that kept repeating this warning that I must call. When I called they said they work with Microsoft and when I gave them the error code 268D3 they told me that they don't usually here of this "major corruption from callers. My problem needed major work". They said I had been using Macafee virus protection and that it had ran out 46 days ago. I told him that I didn't use that company for anti-virus and I used Avast free virus proctection. He said the Macafee probably came with the computer and expired (I disagreed) but he went on to say that a "free anti-virus" WOULD NOT PROTECT AGAINST THIS TYPE OF CORRUPTION. He went on to say the only way to fix this would be for me to purchase Macafee Total Protection costing approx $180.00 for 1 year or the best option and savings would be the 3 year total protection for $430.00. When I said that was VERY expensive and asked why? He went on to say that purchasing this would be my only option of fixing this major corruption after showing me on my screen (he had control of my cursor) all of my "corrupt files". He asked which option I would be purchasing, I told him that I could only afford the 1 year plan. He was presuring me to uy the 3 year plan. I told him the price was too much. He asked if I was a "senior"? I replied that I'm in my 50's. He put me on hold to "talk with his supervisor to see about a discount." He came back to say he had a very good deal for me. They would offer the 3 year protection for 349.99 + tax. I felt very pressured and he said the 3 year was much better protection than the 1 year. I agreed although I all along was questioning whether this was legitimate. He kept saying that NTS works directly with Microsoft and had me print out I of the services they provide. I went ahead and said "ok" to the 3 year purchase (after being tied up for 1 hour on the phone speaking with 3 different people at the company vying how good their company is. When entering my credit card payment info, they took over the signing of my name! They did an electronic signature not even asking my permission to do so! He claimed this is the only way to authorize the purchase. I then had to stay at home near my computer for "Harry" to call me when it was all fixed. It appears to be working ok now, although I have Googled the NTS IT CARE company (now that I can use my computer) and there were multiple hits that this company is a SCAM! I am very upset at myself for falling for this and will be filing a complaint regarding the charge with my credit card. I can see now how awful it feels to be scammed. I want to know how and why NTS can do this. How come they are still in operation? They were hard to understand with heavy accents (from India?). Terrible they are preying on people!		
Complaint disposition provided?:			
Complaint Disposition:			
Data Reference:		**Load Date:**	03/31/2018 11:20:18 AM
Created By:	FTCCIS-FTCUSER	**Created Date:**	03/31/2018 11:20:18 AM
Updated By:		**Updated Date:**	
Complaint Source:	FTC Mobile Complaint Assistant	**Product Service Description:**	Tech Support Scams
Amount Requested:		**Amount Paid:**	$37,800.00

Payment Method:	Credit Card	**Agency Contact:**	Mobile
Complaint Date:	03/31/2018	**Transaction Date:**	03/30/2018
Initial Contact:	I Initiated Contact	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:	No	**Cross Border Complaint?:**	No
Consumer Information			
Consumer Small Business or Organization:			
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:	[redacted]	**Address 2:**	
City:	Plattsburgh	**State:**	New York
Zip:	[redacted]	**Country:**	UNITED STATES
Home Number:		**Cell Number:**	[redacted]
Work Number:		**Ext:**	
Fax Number:		**Email:**	
Age Range:	50 - 59	**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	
Subject			
Subject:	Nts It Care	**Normalized Name:**	Nts It Care
Address 1:	1605 S. Main St., Ste. 125	**Address 2:**	
City:	Milpitas	**State/Prov:**	California
ZIP:	95035	**Country:**	UNITED STATES
Email:		**URL:**	
Phone Number:		**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	
Subject ID Issuer Country:			
Representative Name:	Harry	**Title:**	Technician

Record # 6 / 60338903 / Consumer Sentinel Network Complaint

Reference Number:	60338903	**Originator Reference Number:**	12160000403516
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?:**	No
Comments:	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!		
Complaint disposition provided?:	Yes		
Complaint Disposition:	RESOLVED. The complainant verified the issue was resolved to his/her satisfaction.		
Data Reference:		**Load Date:**	03/14/2015 10:41:25 PM
Created By:	BBBSANCA-USER	**Created Date:**	02/18/2015 12:00:00 AM
Updated By:	BBBSANCA-USER	**Updated Date:**	08/09/2015 5:49:37 PM
Complaint Source:	BBB CA San Jose	**Product Service Description:**	Telemarketing, Other
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	External Agency

Dandashly Attachment Z-12

FTC-TRO-0864

Complaint Date:	02/18/2015	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:		**Cross Border Complaint?:**	No
Consumer Information			
Consumer Small Business or Organization:			
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:	[redacted]	**Address 2:**	
City:	CINCINNATI	**State:**	Ohio
Zip:	[redacted]	**Country:**	UNITED STATES
Home Number:		**Cell Number:**	
Work Number:		**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:		**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	
Subject			
Subject:	Nts It Care, Inc.	**Normalized Name:**	Nts It Care, Inc.
Address 1:	89 S Main St STE 105	**Address 2:**	
City:	Milpitas	**State/Prov:**	California
ZIP:	*(Cleansed: 95035)*	**Country:**	UNITED STATES
Email:		**URL:**	http://www.ntsitcare.org
Phone Number:	877-4906709	**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	
Subject ID Issuer Country:			

Record # 7 / 56228714 / Consumer Sentinel Network Complaint

Reference Number:	56228714	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?:**	No
Comments:	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 talked 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.		
Complaint disposition provided?:			
Complaint Disposition:			
Data Reference:		**Load Date:**	09/16/2014 11:14:58 AM
Created By:	FTCCIS-FTCUSER	**Created Date:**	09/16/2014 11:14:58 AM
Updated By:		**Updated Date:**	
Complaint Source:	FTC Online Complaint Assistant (CIS)	**Product Service Description:**	Internet Access Services

Amount Requested:	$299.00	**Amount Paid:**	$299.00
Payment Method:	Credit Card	**Agency Contact:**	Internet
Complaint Date:	09/16/2014	**Transaction Date:**	07/26/2014
Initial Contact:	Internet Web Site	**Initial Response:**	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:	No	**Cross Border Complaint?:**	No
Consumer Information			
Consumer Small Business or Organization:			
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:		**Address 2:**	
City:		**State:**	
Zip:		**Country:**	UNITED STATES
Home Number:	[redacted]	**Cell Number:**	
Work Number:		**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:	65 - 69	**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	
Subject			
Subject:	Nts Global Services Corporation	**Normalized Name:**	Nts Global Services Corporation
Address 1:	Unknown	**Address 2:**	
City:	unknown	**State/Prov:**	
ZIP:		**Country:**	UNITED STATES
Email:	Anupam.Satyasheel@ntsglobalservices.com	**URL:**	WWW.NTSGLOBALSERVICES.COM
Phone Number:	877-4906709	**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	

Subject ID Issuer Country:			
Representative Name:	Anupam Satyasheel	**Title:**	Computer tech

Dandashly Attachment AA

Record # 1 / 57226823 / Consumer Sentinel Network Complaint

Reference Number:	57226823	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?:**	No
Comments:	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 like other options like 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.		
Complaint disposition provided?:			
Complaint Disposition:			
Data Reference:		**Load Date:**	10/31/2014 1:39:12 PM
Created By:	FTCCIS-FTCUSER	**Created Date:**	10/31/2014 1:39:12 PM
Updated By:		**Updated Date:**	

Complaint Source:	FTC Mobile Complaint Assistant	**Product Service Description:**	Malware and Computer Exploits
Amount Requested:		**Amount Paid:**	$150.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Mobile
Complaint Date:	10/31/2014	**Transaction Date:**	10/29/2014
Initial Contact:	I Initiated Contact	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:	Yes	**Cross Border Complaint?:**	No
Consumer Information			
Consumer Small Business or Organization:			
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:	[redacted]	**Address 2:**	
City:	[redacted]	**State:**	[redacted]
Zip:	[redacted]	**Country:**	UNITED STATES
Home Number:		**Cell Number:**	[redacted]
Work Number:		**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:	20 - 29	**Military Service Branch:**	U.S. Army
Soldier Status:	Inactive Reserve/National Guard	**Soldier Station:**	[redacted]
Subject			
Subject:	Nts It Care Inc	**Normalized Name:**	Nts It Care Inc
Address 1:	55 Madison Ave Suite 400	**Address 2:**	
City:	Morristown	**State/Prov:**	New Jersey
ZIP:	07960	**Country:**	UNITED STATES
Email:		**URL:**	
Phone Number:		**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	

Dandashly Attachment AA-2

Subject ID Issuer Country:			
Representative Name:	Jagmeet Virk	**Title:**	Alleged Supervisor
Associated Subject			
Company:	Nts It Care	**Normalized Company:**	Nts It Care
Company Type:	Other	**Address:**	55 Madison Ave Suite 400
City:	Morristown	**State/Prov:**	New Jersey
ZIP:	07960-____ *(Cleansed: 07960)*	**Country:**	UNITED STATES
Email:		**URL:**	
Phone Number:		**Ext:**	

Dandashly Attachment BB

Record # 1 / 113836974 / Consumer Sentinel Network Complaint

Reference Number:	113836974	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?:**	No
Comments:	a simple pop up window shouldn't cost someone 899.99 bucks for a 30 product. scummy company practices. a pop up window showed I had a virus and gave me a number to call. they did a remote session and got ride of the so called virus. I later found out I did NOT have any viruses from my son. who told me I fell for a scam. I request to american government to save people and fuck these baster.- #MLPredictedPSC		
Complaint disposition provided?:			
Complaint Disposition:			
Data Reference:		**Load Date:**	11/25/2019 12:57:16 AM
Created By:	FTCCIS-FTCUSER	**Created Date:**	11/25/2019 12:57:16 AM
Updated By:		**Updated Date:**	
Complaint Source:	FTC Online Complaint Assistant (CIS)	**Product Service Description:**	Tech Support Scams
Amount Requested:		**Amount Paid:**	$999.99
Payment Method:	Credit Card	**Agency Contact:**	Internet
Complaint Date:	11/25/2019	**Transaction Date:**	11/10/2019
Initial Contact:	Internet Web Site	**Initial Response:**	Phone: international call
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:	General Privacy – CA	**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:	No	**Cross Border Complaint?:**	No

Consumer Information

Consumer Small Business or Organization:	[redacted]		
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:	[redacted]	**Address 2:**	

City:	Olympia	**State:**	Washington
Zip:	[redacted]	**Country:**	UNITED STATES
Home Number:		**Cell Number:**	[redacted]
Work Number:		**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:	70 - 79	**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	
Subject			
Subject:	Nts It Care	**Normalized Name:**	Nts It Care
Address 1:	1605 S MAin St Ste 125	**Address 2:**	
City:	Milpitas	**State/Prov:**	California
ZIP:	95035	**Country:**	UNITED STATES
Email:	support@ntsitcare.com	**URL:**	www.ntsitcare.com
Phone Number:	877-4906709	**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	
Subject ID Issuer Country:			
Representative Name:	Jagmeet Virk	**Title:**	MR

Record # 2 / 108791090 / Consumer Sentinel Network Complaint

Reference Number:	108791090	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?:**	No
Comments:	When I was on Instagram, a pop up popped up and froze my 2015 google chromebook. It stated to not restart the computer but to call Microsoft at 888-963-7839. I followed the instructions and soon my mobile was buzzing with a CA. number 424-217-5163. I disconnected a few times thinking it was telemarketers. Finally I was reconnected. The man said it was NTS IT CARE, Milpitas , CA. (844-659-9899). He stated that the cost is $99.99. Where in the world did Microsoft go? Is Microsoft "farming out" work to private companies? I felt confused and a feeling of being "backed into a corner" overcame me. The service I received was over the phone, the person on the opposite line was amateur like (looking in a book as we preceeded it seemed) and I did much of the work of closing down the computer and opening a small window which I never knew existed. Everything went back to normal. NTS IT acted professional with sending me 3 emails and a follow up call. I had informed them that I am on a fixed income and food stamps. NTS IT CARE has received many complaints about exploiting people by using that pop up I had previously mentioned. I called and spoke with Anupam Satyasheel and explained the bad reviews. I demanded my money back. He mentioned about good reviews and some one may have hacked into my account. I mentioned that Google does a restart with my consent and that updates everything including viral protection. This whole situation is sneaky to me and does not seem like good business practice. Other-Other Update		
Complaint disposition provided?:			
Complaint Disposition:			
Data Reference:		**Load Date:**	06/28/2019 8:07:25 PM
Created By:	FTCCIS-FTCUSER	**Created Date:**	06/28/2019 8:07:25 PM
Updated By:	CRSS\apugh	**Updated Date:**	07/22/2019 6:17:51 PM
Complaint Source:	FTC Online Complaint Assistant (CIS)	**Product Service Description:**	Tech Support Scams
Amount Requested:	$99.99	**Amount Paid:**	$99.99
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	06/28/2019	**Transaction Date:**	06/27/2019
Initial Contact:	Social Network	**Initial Response:**	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP) Rule\Other	**Law Violation:**	Deception/Misrepresentation Other (Note the Violation in the Comment Field)
Topic:		**Dispute with Credit Bureau?:**	

Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:	No	**Cross Border Complaint?:**	No
Consumer Information			
Consumer Small Business or Organization:			
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:	[redacted]	**Address 2:**	
City:	Morris Plains	**State:**	New Jersey
Zip:	[redacted]	**Country:**	UNITED STATES
Home Number:		**Cell Number:**	[redacted]
Work Number:		**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:	65 - 69	**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	
Subject			
Subject:	Nts It Care	**Normalized Name:**	Nts It Care
Address 1:	1605 South Main Street	**Address 2:**	
City:	Milpitas	**State/Prov:**	California
ZIP:	*(Cleansed: 95035)*	**Country:**	UNITED STATES
Email:	jims@ntsitcare.com	**URL:**	
Phone Number:	844-6599899	**Ext:**	422
Subject ID Type:		**Subject ID Issuer State:**	
Subject ID Issuer Country:			
Representative Name:	Anupam Satyasheel	**Title:**	

Record # 3 / 98476856 / Consumer Sentinel Network Complaint

Reference Number:	98476856	**Originator Reference Number:**	12160000569659
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?:**	No
Comments:	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] the 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.		
Complaint disposition provided?:	Yes		
Complaint Disposition:	RESOLVED. The complainant verified the issue was resolved to his/her satisfaction.		
Data Reference:		**Load Date:**	07/31/2018 10:14:02 PM
Created By:	BBBSANCA-USER	**Created Date:**	08/28/2017 12:00:00 AM
Updated By:		**Updated Date:**	
Complaint Source:	BBB CA San Jose	**Product Service Description:**	Computers: Equipment\Software
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	External Agency
Complaint Date:	08/28/2017	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:		**Cross Border Complaint?:**	No

Consumer Information

Consumer Small Business or Organization:			
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:	[redacted]	**Address 2:**	
City:	Cleveland	**State:**	Ohio
Zip:	[redacted]	**Country:**	UNITED STATES
Home Number:		**Cell Number:**	
Work Number:	[redacted]	**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:		**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	
Subject			
Subject:	Nts It Care Inc	**Normalized Name:**	Nts It Care Inc
Address 1:	1605 S Main St #125	**Address 2:**	
City:	Milpitas	**State/Prov:**	California
ZIP:	*(Cleansed: 95035)*	**Country:**	UNITED STATES
Email:		**URL:**	www.ntsitcare.com
Phone Number:	866-7631760	**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	
Subject ID Issuer Country:			

Record # 4 / 98328953 / Consumer Sentinel Network Complaint

Reference Number:	98328953	**Originator Reference Number:**	1E681EB3-A40F-44C9-BD67-E
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?:**	No
Comments:	[redacted] Complaint Narrative: --- This is my second report on this scam today. Per Intelius.com a person with the same name as the owner of NTS IT CARE INC is also current or former employee of Microsoft Corporation. That name is Jagmeet Virk Singh. The pop-up/hostage-ware includes Microsofts name in various places. My mother is elderly and fell victim to these thieves. Please follow-up on this matter. --- 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		
Complaint disposition provided?:			
Complaint Disposition:	1E681EB3-A40F-44C9-BD67-E278A287F71F		
Data Reference:		**Load Date:**	07/29/2018 3:35:29 PM
Created By:	MSCC-USER	**Created Date:**	11/22/2017 12:00:00 AM
Updated By:		**Updated Date:**	
Complaint Source:	Microsoft Corporation Cyber Crime Center	**Product Service Description:**	Tech Support Scams
Amount Requested:		**Amount Paid:**	$400.00
Payment Method:		**Agency Contact:**	External Agency
Complaint Date:	11/22/2017	**Transaction Date:**	11/21/2017
Initial Contact:	Internet (Other)	**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:		**Cross Border Complaint?:**	No

Consumer Information			
Consumer Small Business or Organization:			
First Name:		**Last Name:**	Not Provided
Address 1:		**Address 2:**	
City:	Brea	**State:**	California
Zip:	[redacted]	**Country:**	UNITED STATES
Home Number:		**Cell Number:**	
Work Number:		**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:		**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	
Subject			
Subject:	Nts It Care Inc	**Normalized Name:**	Nts It Care Inc
Address 1:	1605 S. Main Street, #125	**Address 2:**	
City:	Milpitas	**State/Prov:**	California
ZIP:	95035	**Country:**	UNITED STATES
Email:		**URL:**	https://ntsitcare.com
Phone Number:	877-8403397	**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	
Subject ID Issuer Country:			
Representative Name:		**Title:**	Jagmeet Virk Singh
Associated Subject			
Company:	Nts It Care Inc	**Normalized Company:**	Nts It Care Inc
Company Type:	Billing Company	**Address:**	
City:		**State/Prov:**	
ZIP:		**Country:**	UNITED STATES
Email:		**URL:**	
Phone Number:		**Ext:**	

Record # 5 / 90638856 / Consumer Sentinel Network Complaint

Reference Number:	90638856	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?:**	No
Comments:	DNC EMAIL - Forwarded from the FTC to the DNC email box. Consumer did not give complete contact info. Consumer sent screen shots of a company he did research on on the internet. This company is called NTS IT Care Inc, and they locked up his mothers computer and charged her $400 to unlock it. Consumer says he called them and demanded they refund her money, and they told him that for $108 they could stop it. Consumer research gives the owner of the company and indicates he used to work for Microsoft, which is who they claimed to be when they locked up the consumers mothers computer.		
Complaint disposition provided?:			
Complaint Disposition:			
Data Reference:		**Load Date:**	11/30/2017 1:33:56 PM
Created By:	RCONDON	**Created Date:**	11/30/2017 1:33:57 PM
Updated By:		**Updated Date:**	
Complaint Source:	FTC Call Center	**Product Service Description:**	Other (Note in Comments)
Amount Requested:	$400.00	**Amount Paid:**	$400.00
Payment Method:	Unknown	**Agency Contact:**	Phone
Complaint Date:	11/30/2017	**Transaction Date:**	11/22/2017
Initial Contact:	Internet (Other)	**Initial Response:**	Phone: 800/888 number
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:	No	**Dispute with Credit Bureau - Resolved to Satisfaction?:**	No
Member of armed forces or dependent?:	No	**Cross Border Complaint?:**	No

Consumer Information

Consumer Small Business or Organization:			
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:		**Address 2:**	

City:		**State:**	
Zip:		**Country:**	UNITED STATES
Home Number:		**Cell Number:**	[redacted]
Work Number:		**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:		**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	
Subject			
Subject:	Nts It Care Inc	**Normalized Name:**	Nts It Care Inc
Address 1:	1602 S Main St	**Address 2:**	Ste 125
City:	Milpitas	**State/Prov:**	California
ZIP:	95035	**Country:**	UNITED STATES
Email:		**URL:**	
Phone Number:	877-8403397	**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	
Subject ID Issuer Country:			
Representative Name:	Jagmeet Singh Virk	**Title:**	owner

Record # 6 / 78289580 / Consumer Sentinel Network Complaint

Reference Number:	78289580	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?:**	No
Comments:	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.		
Complaint disposition provided?:			
Complaint Disposition:			
Data Reference:		**Load Date:**	11/18/2016 7:37:12 PM
Created By:	FTCCIS-FTCUSER	**Created Date:**	11/18/2016 7:37:13 PM
Updated By:		**Updated Date:**	
Complaint Source:	FTC Online Complaint Assistant (CIS)	**Product Service Description:**	Tech Support Scams
Amount Requested:	$150.00	**Amount Paid:**	$150.00
Payment Method:	Credit Card	**Agency Contact:**	Internet
Complaint Date:	11/18/2016	**Transaction Date:**	11/18/2016
Initial Contact:	Internet Web Site	**Initial Response:**	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	

Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:	No	**Cross Border Complaint?:**	No
Consumer Information			
Consumer Small Business or Organization:			
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:	[redacted]	**Address 2:**	
City:	Alexandria	**State:**	Virginia
Zip:	[redacted]	**Country:**	UNITED STATES
Home Number:	[redacted]	**Cell Number:**	
Work Number:		**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:	80 and Over	**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	
Subject			
Subject:	Nts It Care Inc.	**Normalized Name:**	Nts It Care Inc.
Address 1:		**Address 2:**	
City:	Milpitas	**State/Prov:**	California
ZIP:	95035	**Country:**	UNITED STATES
Email:	jims@ntsitcare.com	**URL:**	WWW.NTSITCARE.COM
Phone Number:	877-4906709	**Ext:**	504
Subject ID Type:		**Subject ID Issuer State:**	
Subject ID Issuer Country:			
Representative Name:	Robert Cloud	**Title:**	technical support

Printer Friendly Record Details

Record # 7 / 75359133 / Consumer Sentinel Network Complaint

Reference Number:	75359133	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?:**	No
Comments:	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 Johnathan Ward at the Attorney generals office. Even after we contacted Mr. Ward 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 Mr. Ward 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		
Complaint disposition provided?:			
Complaint Disposition:			
Data Reference:		**Load Date:**	08/15/2016 8:44:21 PM
Created By:	FTCCIS-FTCUSER	**Created Date:**	08/15/2016 8:44:21 PM
Updated By:		**Updated Date:**	
Complaint Source:	FTC Online Complaint Assistant (CIS)	**Product Service Description:**	Impostor: Business

FTC-TRO-0886

Amount Requested:	$145.00	**Amount Paid:**	$25.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	08/15/2016	**Transaction Date:**	03/22/2016
Initial Contact:	Internet Web Site	**Initial Response:**	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:	No	**Cross Border Complaint?:**	No

Consumer Information

Consumer Small Business or Organization:			
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:	[redacted]	**Address 2:**	
City:	LEBANON	**State:**	Ohio
Zip:	[redacted]	**Country:**	UNITED STATES
Home Number:	[redacted]	**Cell Number:**	[redacted]
Work Number:		**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:	50 - 59	**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	

Subject

Subject:	Nts It Care. Inc.	**Normalized Name:**	Nts It Care. Inc.
Address 1:	1605 S. Main St Ste 125	**Address 2:**	
City:	Milpitas	**State/Prov:**	California
ZIP:	95035-5310 *(Cleansed: 95035)*	**Country:**	UNITED STATES
Email:	jims@ntsitcare.com	**URL:**	www.ntsitcare.com
Phone Number:	877-4906709	**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	

Subject ID Issuer Country:			
Representative Name:	Sukhuider Singh	**Title:**	manager

Record # 8 / 74238567 / Consumer Sentinel Network Complaint

Reference Number:	74238567	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?:**	No
Comments:	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.		
Complaint disposition provided?:			
Complaint Disposition:			
Data Reference:		**Load Date:**	07/08/2016 9:17:27 PM
Created By:	FTCCIS-FTCUSER	**Created Date:**	07/08/2016 9:17:27 PM
Updated By:		**Updated Date:**	
Complaint Source:	FTC Online Complaint Assistant (CIS)	**Product Service Description:**	Malware and Computer Exploits
Amount Requested:	$149.00	**Amount Paid:**	$149.00
Payment Method:	Credit Card	**Agency Contact:**	Internet
Complaint Date:	07/08/2016	**Transaction Date:**	07/06/2016
Initial Contact:	I Initiated Contact	**Initial Response:**	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:	No	**Cross Border Complaint?:**	No

Consumer Information

Consumer Small Business or Organization:			
First Name:	[redacted]	**Last Name:**	[redacted]
Address 1:	[redacted]	**Address 2:**	
City:	TIFFIN	**State:**	Ohio
Zip:	[redacted]	**Country:**	UNITED STATES
Home Number:	[redacted]	**Cell Number:**	[redacted]
Work Number:	[redacted]	**Ext:**	
Fax Number:		**Email:**	[redacted]
Age Range:	65 - 69	**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	
Subject			
Subject:	Nts Software Service	**Normalized Name:**	Nts Software Service
Address 1:	None Given	**Address 2:**	None Given
City:	Milpitas	**State/Prov:**	California
ZIP:	95035	**Country:**	UNITED STATES
Email:	jvirk@ntssoftwaresupport.com	**URL:**	NTSsoftwaresupport.com
Phone Number:	877-4906709	**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	
Subject ID Issuer Country:			
Representative Name:	Robert Cloud	**Title:**	Tech Advisor

Record # 9 / 64828269 / Consumer Sentinel Network Complaint

Reference Number:	64828269	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?:**	No
Comments:	Tech support fraud from NTS Global Services. While browsing the web, a pop-up message saying that a virus or “suspicious activity” has been detected. A phone number was provided 1-888-283-5495, where the user can call to get “support” with this problem. After calling the number the technician stated they were working with Apple Computer and remotely controlled the computer and asked for a credit card payment for their "services." Several followup phone call from the company from the phone numbers 510-931-5147, 510-343-7810, and 510-500-9942. Other-Other Update		
Complaint disposition provided?:			
Complaint Disposition:			
Data Reference:		**Load Date:**	08/10/2015 8:19:10 PM
Created By:	FTCCIS-FTCUSER	**Created Date:**	08/10/2015 8:19:10 PM
Updated By:	CRSS\jbrown	**Updated Date:**	08/11/2015 4:36:33 PM
Complaint Source:	FTC Online Complaint Assistant (CIS)	**Product Service Description:**	Tech Support Scams
Amount Requested:	$150.00	**Amount Paid:**	$150.00
Payment Method:	Credit Card	**Agency Contact:**	Internet
Complaint Date:	08/10/2015	**Transaction Date:**	08/10/2015
Initial Contact:	Internet Web Site	**Initial Response:**	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP) Rule\Other	**Law Violation:**	Deception/Misrepresentation Other (Note the Violation in the Comment Field)
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:	No	**Cross Border Complaint?:**	No

Consumer Information

Consumer Small Business or Organization:	

First Name:		**Last Name:**	
Address 1:		**Address 2:**	
City:		**State:**	
Zip:		**Country:**	
Home Number:		**Cell Number:**	
Work Number:		**Ext:**	
Fax Number:		**Email:**	
Age Range:		**Military Service Branch:**	
Soldier Status:		**Soldier Station:**	
Subject			
Subject:	Nts Global Services	**Normalized Name:**	Nts Global Services
Address 1:		**Address 2:**	
City:		**State/Prov:**	
ZIP:		**Country:**	UNITED STATES
Email:	jims@ntsitcare.com	**URL:**	
Phone Number:	877-4906709	**Ext:**	
Subject ID Type:		**Subject ID Issuer State:**	
Subject ID Issuer Country:			
Representative Name:	Nikki	**Title:**	

Dandashly Attachment CC

Incident Report
Milpitas Police Dept

170329104 Supplement No ORIG

1275 North Milpitas Blvd.
Milpitas, CA 95035

PHONE 408-586-2400
FAX 408-586-2488

Reported Date 11/25/2017
Nature of Call 10E00
Officer TACHIS,PETER

Administrative Information

Agency	Report No	Supplement No	Reported Date	Reported Time	Status
Milpitas Police Dept	170329104	ORIG	11/25/2017	14:34	REPORT TO FOLLOW

Nature of Call	Location	City
FRAUD OTHER	1605 S MAIN ST #125	MILPITAS

ZIP Code	Rep Dist	Area	Beat	From Date	From Time	To Date	To Time
95035	1D6	1	1	11/25/2017	14:34	11/25/2017	14:34

Officer	Assignment	Entered by
289/TACHIS,PETER	SWINGSHIFT PATROL	289

Assignment	RMS Transfer	Approving Officer	Approval Date
SWINGSHIFT PATROL	Successful	638	12/11/2017

Approval Time: 06:15:11

Investigations for Follow Up	Refer Outside Agency
Yes	Yes

# Offenses	Offense	Description	Complaint Type
1	PC532(A)	FALSE PRETENSES:OBT	

Person Summary

Invl	Invl No	Type	Name	MNI	Race	Sex	DOB
OTH	1	I	SINGH,JAGMEET VIRK	[redacted]			
OTH	2	I	MATTHEWS,GEORGE	[redacted]	Z	M	[redacted]
REP	1	I	[redacted]	[redacted]		M	[redacted]
SUS	1	I	UNK				
VIC	1	I	[redacted]	[redacted]		F	[redacted]

Summary Narrative

On 11/25/2017, V01 paid an unknown suspect to have a virus removed from her computer. V01 was not able to remove the "pop-up" from her computer without paying. The suspect is unknown and still at large.

Incident Report
Milpitas Police Dept

170329104 Supplement No ORIG

OTHER 1: SINGH,JAGMEET VIRK

Involvement	Invl No	Type	Name	MNI
OTHER	1	Individual	SINGH,JAGMEET VIRK	[redacted]

Type	Address	City
WORK/BUSINESS	1605 S MAIN ST #125	MILPITAS

State	ZIP Code
CALIFORNIA	95035

Phone Type	Phone No
BUSINESS	(866)763-1760

OTHER 2: MATTHEWS,GEORGE

Involvement	Invl No	Type	Name	MNI	Race
OTHER	2	Individual	MATTHEWS,GEORGE	[redacted]	ASIAN INDIAN

Sex	DOB	Age	Juvenile?
MALE	[redacted]	34	No

Type	Address	City
WORK/BUSINESS	1605 S MAIN ST #125	MILPITAS

State	ZIP Code
CALIFORNIA	95035

Phone Type	Phone No
BUSINESS	(844)208-2608

REPORTING PARTY 1: [redacted]

Involvement	Invl No	Type	Name	MNI
REPORTING PARTY	1	Individual	[redacted]	[redacted]

Sex	DOB	Age	Juvenile?	Height	Weight	Hair Color	Eye Color
MALE	[redacted]	49	No	[redacted]			

Type	Address	City	State
HOME	[redacted]	LA HABRA	CALIFORNIA

ZIP Code
[redacted]

Type	ID No	OLS
OPERATOR LICENSE (DRIVERS LICENSE)	[redacted]	CALIFORNIA

Phone Type	Phone No
CELL	[redacted]

SUSPECT 1: UNK

Involvement	Invl No	Type	Name
SUSPECT	1	Individual	UNK

VICTIM 1: [redacted]

Involvement	Invl No	Type	Name	MNI	Sex
VICTIM	1	Individual	[redacted]	[redacted]	FEMALE

DOB	Age	Juvenile?
[redacted]	74	No

Type	Address	City	State
HOME	[redacted]	PIQUA	OHIO

ZIP Code
[redacted]

Phone Type	Phone No	Phone Type	Phone No
CELL	[redacted]	HOME	[redacted]

Modus Operandi

Crime Code(s)
FRAUD

Narrative

NARRATIVE:
On 11/25/2017, at about 1434 hours, I received an e-mail report of a possible fraud at 1605 South Main Street #125 (NTS IT Care Inc.). The reporting party, [redacted] had sent an e-mail reporting that his mother, [redacted] had paid the company about $400 to remove a "ransom-ware" virus that had locked her computer. [redacted] lived in Ohio, and [redacted] lived in Southern California.

I spoke to [redacted] by telephone and he gave the following summarized statement: [redacted] said his mother lived in Ohio, and her computer had been locked by a "pop-up" ad. The ad had the Microsoft name to appear official. [redacted] called the phone number on the ad in order to unlock her computer to make it functional again. The initial phone number [redacted] called was (877)840-3397. [redacted] paid about $400 for the company

Incident Report
Milpitas Police Dept

170329104 Supplement No ORIG

Narrative

to restore her computer and remove the pop-up.

[redacted] said he researched the company and saw that they had a physical address of 1605 South Main Street #125 in Milpitas. The owner of the company was listed as Jagmeet Singh Virk (or Jagmeet V. Singh). [redacted] called the listed number for the company ((844)208-2608). [redacted] spoke to an unknown male subject, and he had a heavy Indian accent. The subject refused to refund [redacted] money. Instead, the subject offered to cancel the agreement [redacted] had if [redacted] paid an additional $108. [redacted] did not pay the additional money, and he reported the incident to the Federal Trade Commission and California Attorney General's office.

End of statement.

I drove to the 1605 South Main Street #125. The business was closed, and the company on the door was listed as "NTS IT Care Inc." I was unable to speak to someone at that business. I conducted an Internet search and saw that the Better Business Bureau had a pattern of complaints against the company. The company was rated "F" (the worst rating) by the Better Business Bureau. There were multiple poor reviews alleging the same "pop-up" to lock computers until the person pays for their support. The website for NTS IT Care Inc. listed the address of 1605 South Main Street #125 as the corporate office. The phone number listed matched the number provided by [redacted] The website showed that the company advertised for IT support for various computer platform, and advertised a monthly or longer support plan (seven days for $99.99).

Officer Kim #318 contacted [redacted] by telephone and obtained her statement. Ofc. Kim told me that [redacted] was on the computer playing solitaire when her computer was locked by a "pop-up" window. [redacted] was unable to close the "pop-up" window. [redacted] called the number on the computer, and was told the company was "NTS IT Care Inc." The subject on the phone asked her to pay $407.89 in order to unlock the computer. [redacted] paid the subject, and they said they had to remotely access her computer in order to get rid of the virus. [redacted] was not comfortable with that and hung up. She called her bank and had the debit card charge canceled (see Ofc. Kim's supplemental report).

On 12/01/2017, at about 1650 hours, I contacted the listed phone number for NTS IT Care Inc. "George Matthews" answered the phone, and he provided the following summarized statement:
Matthews said he was at a call center in India. The call center was owned by NTS IT Care Inc. and they employed about 175 people at the call center. The 1605 South Main Street address was the corporate address for the company. NTS IT care provided 24 hour online tech support for everything from virus removal to printer problems. They advertise through search engine advertisements online. NTS IT Care Inc. has subscriptions servies that range from a one year plan ($199) to a three year plan ($399). After purchasing the plan, the customer can call anytime and use their tech support services. They did not advertise through "pop-up" adds, and he did not know how their phone number was linked to the "pop-up". Matthews said Jagmeet Singh was not available, and he would call me back.

End of statement.

I was not able to locate any additional information for Jagmeet Singh. I have been unable to determine who collected the initial payment information from [redacted], and I have not been able to contact Jagmeet Singh. I am referring a copy of this report to the Better Business Bureau for information. I am referring this report to investigations for follow-up to attempt to make contact at 1605 South Main Street #125.

SEE: E-mail and Internet print-outs from [redacted]

REFER: Investigations for follow-up

REFER: Better Business Bureau (1000 Broadway, Suite 62, Oakland, CA 94607 (510)844-2000)

Incident Report
Milpitas Police Dept

170329104 Supplement No 0001

1275 North Milpitas Blvd.
Milpitas, CA 95035

PHONE 408-586-2400
FAX 408-586-2488

Reported Date 11/30/2017
Nature of Call 10E00
Officer KIM, RANDY

Administrative Information

Agency	Report No	Supplement No	Reported Date	Reported Time	Status
Milpitas Police Dept	170329104	0001	11/30/2017	18:39	REPORT TO FOLLOW

Nature of Call	Location	City
FRAUD OTHER	1605 S MAIN ST #125	MILPITAS

ZIP Code	Rep Dist	Area	Beat	From Date	From Time	To Date	To Time
95035	1D6	1	1	11/25/2017	14:34	11/25/2017	14:34

Officer	Assignment	Entered by
318/KIM,RANDY	SWINGSHIFT PATROL	289

Assignment	RMS Transfer	Approving Officer	Approval Date
SWINGSHIFT PATROL	Successful	638	12/11/2017

Approval Time: 06:19:29
Investigations for Follow Up: Yes

Modus Operandi

Crime Code(s): FRAUD

Narrative

On 11/25/17 at 1434 hours Officer Tachis 289 took the report of a fraud. Officer Tachis was contacted by RP [redacted] about a fraud on his mother's (later identified as [redacted]) computer. [redacted] is the son of [redacted] Officer Tachis was the primary investigating officer.

I spoke with [redacted] over the phone about the incident for follow-up. [redacted] provided me with the following statement.

[redacted] was playing Solitaire on her computer when a pop-up appeared on her screen. She attempted to remove the pop-up but was unable to. She contacted the phone number (877-840-3397) that was listed on the instructions of the pop-up in order to remove it from the screen. She spoke with "Oliver", who identified that he worked for the company "NTS-IT." "Oliver" told [redacted] to contact "Victor" by phone (844-280-3608 EXT 323) to fix the issue. "Oliver" also said that [redacted] needed to pay for a computer help subscription through the company "NTS-IT" in order to remove the pop-up. She agreed to pay $407.89 for a subscription. "Oliver" told [redacted] that "NTS-IT" would take control of the computer to remove the pop-up. [redacted] did not feel comfortable with that action and hung up. Upon realizing that this might have been a scam, she contacted her financial institution and canceled the charge. The next day, [redacted] received a phone call from an unknown female from an unknown number asking why "NTS-IT" had not received payment for their computer services. [redacted] did not give any payment information to the unknown female. [redacted] had a friend back-up her important files, and remove the pop-up that was on the screen. [redacted] said that her computer worked after that.

End of statement

I did not contact any other witnesses or potential victims. I am referring this report to Investigations for follow-up, so a detective can contact the business during normal working hours regarding the incident.

SEE: Officer Tachis' original report

REFERRAL: Investigations for follow-up

Report Officer	Printed At	Page
318/KIM,RANDY	12/11/2017 06:20	Page 1 of 1

Incident Report
Milpitas Police Dept

170329104

Supplement No
0002

1275 North Milpitas Blvd.
Milpitas, CA 95035

PHONE 408-586-2400
FAX 408-586-2488

Reported Date
01/05/2018
Nature of Call
10E00
Officer
GALLARDO,ED

Administrative Information

Agency	Report No	Supplement No	Reported Date	Reported Time	Nature of Call
Milpitas Police Dept	170329104	0002	01/05/2018	14:17	FRAUD OTHER

Location	City	ZIP Code	Rep Dist
1605 S MAIN ST #125	MILPITAS	95035	1D6

Area	Beat	Officer	Assignment
1	1	252/GALLARDO,ED	INVESTIGATIONS DIVISION

Entered by	Assignment	RMS Transfer	Approving Officer
252	INVESTIGATIONS DIVISION	Successful	627

Approval Date	Approval Time
01/08/2018	08:27:58

No Further Action
Yes

# Offenses	Offense	Description	Complaint Type
1	PC532(A)	FALSE PRETENSES:OBT	

OTHER 1: VIRK,JAGMEET SINGH

Involvement	Invl No	Type	Name	MNI	Race
OTHER	1	Individual	VIRK,JAGMEET SINGH	[redacted]	ASIAN INDIAN

Sex	DOB	Age	Juvenile?	Height	Weight	Hair Color	Eye Color
MALE	[redacted]	46	No	[redacted]			

Type	Address	City	State
HOME	[redacted]	[redacted]	[redacted]

ZIP Code
[redacted]

Type	ID No	OLS
OPERATOR LICENSE (DRIVERS LICENSE)	[redacted]	CALIFORNIA

Phone Type	Phone No
CELL	[redacted]

Alias Name	Race	Sex	DOB	Height	Weight
VIRK,JAGMEET SINGH	ASIAN INDIAN	MALE	[redacted]	[redacted]	

Hair Color	Eye Color
[redacted]	

Modus Operandi

Crime Code(s)
FRAUD

Narrative

On 11/25/17, [redacted] called the MPD to report his mother, [redacted] was a victim of fraud. [redacted] computer received a virus, which instructed her to call phone number (877) 840-3397 to have the virus removed. [redacted] called the company and paid $400 to have the virus removed. Later [redacted] felt it might be a scam and cancelled the transaction through her bank. MPD officers were unable to make contact with the business, NTS IT Care Inc. located in Milpitas.

I contacted the owner of the company Jagmeet Singh. I advised Singh why I was contacting him. I explained to Singh that [redacted] had received a virus on her computer and a pop up appeared with a phone number to his call center to remove the virus. Singh told me he owns NTS IT Care Inc. and he does not solicit customers through pop ups on computers. Singh said he provides Internet security and he has a call center in India. Singh said he does not believe the phone number is associated with his company. I told Singh a copy of this report would be forwarded to the Better Business Bureau for information.

I contacted [redacted] and I advised him of my conversation with Singh. I told [redacted] a copy of the report was forwarded to the Better Business Bureau.

No Referral

Report Officer	Printed At	
252/GALLARDO,ED	01/08/2018 08:29	Page 1 of 1

Dandashly Attachment DD

CIV-190426-CIV-DS1912658-CASEEN-090402

Scanned Document Coversheet

System Code: CIV
Case Number: DS1912658
Case Type: CIV
Action Code: CASEEN
Action Date: 04/26/19
Action Time: 9:04
Action Seq: 0002
Printed by: KWARN

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Complaint and Party information entered

NEW FILE

JEFF GROTKE, SBN 231454
LAW OFFICE OF JEFF GROTKE
22 NORTH 6TH STREET, SUITE C
REDLANDS, CA 92373
TELEPHONE: (909)888-8418
FAX: (909)494-5514

Attorney for MARY MCDONALD

FILED
SUPERIOR COURT OF CALIFORNIA
COUNTY OF SAN BERNARDINO
SAN BERNARDINO CIVIL DIVISION

APR 26 2019

BY KIRK WARNER, DEPUTY

SUPERIOR COURT FOR THE STATE OF CALIFORNIA
COUNTY OF COUNTY OF SAN BERNARDINO, CIVIL DIVISON

MARY MCDONALD, an individual **Plaintiff**	**Case No.:** CIVDS1912658
v.	**Complaint For Damages** **1. Fraudulent Misrepresentation;** **2. Breach of Contract;** **3. Negligence;** **4. Conversion**
NTS IT CARE INC., **a California Corporation; DOES 1-10,** **Defendants**	**Demand For Jury**

Plaintiff complains of Defendant NTS IT CARE INC., a California corporation ("NTS") and Does 1-10 (collectively "DEFENDANTS") and alleges as follows:

PARTIES AND JURISDICTION

1. Plaintiff MARY MCDONALD (hereinafter "MCDONALD" or "PLAINTIFF") at all times herein mentioned, was a resident and resided in Los Angeles, California.

2. Defendants are, or were at the time of the incident, a business incorporated pursuant to the laws of the State of California with its corporate office located at 1605 S. Main St. Ste. 125, Milpitas, California. The Defendants transact business statewide and internationally including transacting business in San Bernardino County, California.

3. Plaintiff is informed and believes that each of the Defendants herein, including Does 1 through 10 inclusive, is responsible in some capacity for the events herein alleged, or is necessary party for obtaining appropriate relief. Plaintiff will seek leave to amend when the true names, capacities, connections, and responsibilities of the Defendants and Does 1 through 10, inclusive, are ascertained.

FACTUAL ALLEGATIONS

4. In or about July 2018, McDonald, while using her laptop computer on the internet, visited a public website, or followed a hyperlink from a spam email, wherein a pop-up advertisement immediately appeared on her computer screen advising McDonald that her computer had become infected with malicious spyware and to contact the Defendant's company for assistance and removal. McDonald states that she was unable to control her computer after receiving this message except to turn the computer off. The pop-up advertisement provided the telephone number of the Defendant's company, NTS.

5. McDonald contacted the Defendant and provided her credit card information for payment. McDonald authorized an initial payment of $400.00 based on representations made to her by NTS. The payment was agreed to be for the purpose of NTS scanning and deleting any malware and repairing her computer so that it would be functional again.

6. McDonald states that unbeknown to her at the time NTS installed software on her computer which enabled NTS to remotely control, alter, and view all the activities she performed on her computer including capturing information such as her user name and password when she inputted them in order to access to her email and online bank accounts. McDonald claims damages for these unauthorized activities conducted by NTS. She claims over $16,300.00 in monetary damages such as unauthorized withdrawals from NTS.

FIRST CAUSE OF ACTION
FRAUDULENT MISREPRESENTATION

(Against all Defendants)

7. Plaintiff repleads and incorporates by reference, as if fully set forth again herein, the allegations contained in all prior paragraphs of this complaint.

8. McDonald states despite payment her computer continued to behave in unexpected ways with random activity occurring at various times which prompted her to contact NTS again. NTS advised her that additional fees would be required to perform further computer maintenance and removal of other malware.

9. NTS even attempted to encourage McDonald to purchase "gift cards" as a means of providing payment as this payment method would be untraceable and nonrefundable.

10. McDonald states that upon further investigation she read several online complaints concerning the Defendant. The complaints advised that NTS was the entity responsible for the pop-up advertisement message and malware installation. McDonald then realized that her computer had been altered, and her internet activity had been tracked, by NTS.

11. McDonald states that the representations made to her by NTS were knowingly false (since NTS directly or indirectly controlled the malware pop-up) and that NTS intended for her to rely on such representations, which she did, to her financial detriment.

SECOND CAUSE OF ACTION
BREACH OF CONTRACT
(Against all Defendants)

12. Plaintiff repleads and incorporates by reference, as if fully set forth again herein, the allegations contained in all prior paragraphs of this complaint.

13. McDonald states that despite several payments NTS did not repair her computer. The computer remained plagued with software issues which resulted in the computer operating in an abhorrent and sluggish manner which McDonald could not use without fear of her activities and information being logged and transmitted to other unknown persons.

14. The Defendants therefore did not repair McDonald's computer.

THIRD CAUSE OF ACTION
NEGLIGENCE
(Against all Defendants)

15. Plaintiff repleads and incorporates by reference, as if fully set forth again herein, the allegations contained in all prior paragraphs of this complaint.

16. McDonald states that NTS owed her a duty of care once the parties became contractually bound.

17. McDonald further states that NTS because the duty of care owed to her by failing to adequately safeguard her personal information and allowed her personal information such as her passwords and banking information to be used in a malicious manner for financial gain.

18. McDonald states the financial losses she suffered were the direct result of the Defendants' actions and would not have occurred but for their actions.

FORTH CAUSE OF ACTION
CONVERSION
(Against all Defendants)

19. Plaintiff repleads and incorporates by reference, as if fully set forth again herein, the allegations contained in all prior paragraphs of this complaint.

20. NTS wrongfully took property from McDonald that being unauthorized access to her computer, making her computer unusable, using her computer for malicious purposes, such as tracking and using her personal information to access bank accounts, accessing and copying the data on her computer without her knowledge or consent, and dispossessing her of same despite her demands that her computer be restored to its unaltered condition. NTS exercised dominion and control over her computer by electronic means at all relevant times resulting in a tortuous taking.

21. Alternatively, McDonald states that NTS either sold or gave her data to other unauthorized and unknown persons for similar malicious purposes.

PRAYER

Wherefore, Plaintiff prays that this court award damages and provide relief as follows:

1. For special and general damages in the amount of $50,000.00;
2. For punitive damages in an amount according to proof for Fraudulent Misrepresentation;

3. For attorney fees and costs in an amount according to proof, not less than $10,000.00.

DATED: APRIL 5, 2019

LAW OFFICE OF JEFF GROTKE

By: _____

JEFF GROTKE, Esq.

Attorney for the Plaintiff

Mary McDonald

DEMAND FOR JURY TRIAL

Plaintiff hereby demands a jury for all claims for which a jury is permitted.

DATED: APRIL 5, 2019

LAW OFFICE OF JEFF GROTKE

By: _____

JEFF GROTKE, Esq.

Attorney for the Plaintiff

Mary McDonald

Dandashly Attachment EE

CIV-191023-CIV-DS1912658-DECL-101702

Scanned Document Coversheet

System Code: CIV
Case Number: DS1912658
Case Type: CIV
Action Code: DECL
Action Date: 10/23/19
Action Time: 10:17
Action Seq: 0002
Printed by: CJHNS

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Declaration of JAGMEET SINGH IN SUPPRT OF MTN FOR CHANGE OF VENUE filed

NEW FILE

GOPAL KRISHAN, ESQ. [CASB# 273626]
ALLIED LEGAL PC
1617 S MAIN STREET
MILPITAS, CA 95035
(510) 600-3083 (phone)

Attorney for Defendant
NTS IT CARE, INC

FILED
SUPERIOR COURT
COUNTY OF SAN BERNARDINO
SAN BERNARDINO DISTRICT

OCT 23 2019

BY CHARLENE JOHNSON, DEPUTY

SUPERIOR COUR OF CALIFORNIA

COUNTY OF SAN BERNARDINO

MARY MCDONALD; AN INDIVIDUAL

Plaintiffs,

vs.

NTS IT CARE, INC., A CALIFORNIA CORPORATION;; DOES 1 - 10

Defendants.

Case No. CIVS1912658

DECLARATION OF JAGMEET SINGH IN SUPPORT OF DEFENDANT NTS IT CARE INC'S MOTION FOR CHANGE OF VENUE

HEARING DATE: DECEMBER 03, 2019
TIME: 8.30 AM
DEPT: S30

I, Jagmeet Singh Virk declare as follows:

1. I am the manager for Defendant NTS IT CARE INC in this action and I make this declaration upon facts within my personal knowledge, except as to those matters specifically stated on information and belief, and if called upon to do so, I could and would competently testify thereto.

Dandashly Attachment EE-2

FTC-TRO-0908

2. I am the officer for NTS IT CARE Inc., a Defendant in this action.

3. NTS IT CARE, Inc. is registered with California Secretary of State, with its principal place of business at 1605 S Main Street, Suite 125, Milpitas, California 95035, in Santa Clara County. A true and copy of the print out from the Secretary of State Website, California which shows that the principal place of business of the Corporation is in Santa Clara County, CA is attached herewith as Exhibit A.

4. Plaintiff filed the law suit in wrong venue because Defendant NTS IT Care Inc is doing business in Santa Clara County and its' officer is also a resident of Santa Clara County.

5. Plaintiff also made payment in the county of Santa Clara.

6. Moreover, Defendant NTS IT Care Inc is also doing business in Santa Clara County.

7. As such, Plaintiff's filing venue is not proper in this County.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed this October 17, 2019 in Milpitas, California.

BY FAX

Jagmeet Singh Virk