

COMPLAINT ACTIVITY REPORT Case # 57102948**Better Business Bureau of Minnesota and North Dakota****Consumer Info:** Redacted by HELP Committee**Business Info:** Capella University

Redacted by HELP Committee

Location Involved: (Same as above)**Consumer's Original Complaint :**

My husband was looking into online universities and one of the ones he signed up for (for more information) was Capella University. The next day, on or about July 2, personnel from their sales department began calling my cell phone. I told them to remove my number from their database. They continued to call, getting the same response from me, every hour for about four hours. The calls stopped for about a week, but began again. Again, I told them not to call. My husband spoke with someone on another phone line and told them he was no longer interested in their services and not to call either of our phone numbers again. The calls still did not stop. At one point, I even had one lady try to argue with me after I told her not to call again! Between my husband and myself, personnel at Capella University have been told seven or eight times to remove our number from their database. They will not. I also believe they sold my husband's information to other so-called accredited universities, as I have been called by about five others, none of which my husband signed up for. All of these other universities, however, stopped calling after the first time.

Consumer's Desired Resolution:

I want to be removed entirely from their database. Phone number, name, address, etc. I want no more information, calls, etc. from this organization. These phone calls have turned from an annoyance to harrassment.

BBB Processing

08/30/2007	web	BBB	Complaint Received by BBB
08/31/2007	KT	BBB	Case Determined to be INFO ONLY
08/31/2007	Otto	EMAIL	CBUSNA Inform Consumer - Case Closed INFO ONLY
08/31/2007	Otto	EMAIL	XBUSNA Inform Business - Case Closed INFO ONLY
09/07/2007	WEB	BBB	RECEIVED BUSINESS RESPONSE - SEND LETTER : In response to Redacted concerns;

We get our leads from an aggregator. We do not sell information to other vendors.

The Federal Trade Commission's "Do Not Call" law went into effect October 1, 2003. A provision of this rule allows us to call you for a period of 90 days from your initial inquiry. After that time, we are not allowed to call a prospective learner or applicant if they are on the "Do Not Call" list. Because Capella University supports this legislation and your right to privacy, we are seeking consent to call from all our prospective learners, not just those who have put their names on the "Do Not Call" list.

Regards,

Redacted by HELP Committee

Manager, Customer Care

Redacted by HELP Committee

Capella University
225 South 6th Street, 9th Floor
Minneapolis, MN 55402
www.capella.edu

09/07/2007	RG	EMAIL	VFNO Inform Consumer of Business Response
09/07/2007	Otto	BBB	Case Closed INFO ONLY

CAPELLA-0049370