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Better Business Bureau®
Start With Trust®
 In West Tennessee, North Mississippi & East Arkansas

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BBB Reliability Report for

Angles Communication Solutions


BBB Rating



[Ratings Explanation](#)



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BBB issues Reliability Reports on all businesses, whether or not they are BBB accredited. If a business is a BBB Accredited Business, it is stated in this report.

Find out more about Angles Communication Solutions:

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BBB Accreditation

This business is [not a BBB Accredited Business](#).

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BBB Rating for Angles Communication Solutions

Based on BBB files, Angles Communication Solutions has a BBB Rating of **F** on a **scale** from A+ to F.

Reasons for this rating include:

- 176 complaints filed against business
- 3 serious complaints filed against business.
- Advertising issue(s) found by BBB.
- Length of time business has taken to resolve complaint(s).

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The BBB has received a **pattern** of complaints in which consumers state that their phone service and/or internet service was switched to Angles Communication/BLC Management without their knowledge or permission. In most cases this caused a delay in getting service restored.

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Business Contact and Profile for Angles Communication Solutions

Name: Angles Communication Solutions

Phone: (877) 277-8899

Address: 11121 Highway 70 Ste 202

Arlington, TN 38002-9230

Website: www.anglescs.com

www.usafreephone.com

www.prepaidworx.com

www.telephonehelp.net

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www.freefirstmonth.com

Original Business
Start Date: February 2001

Principal: Mr. Danny Michael, General Manager

Customer Contact: Mr. Danny Michael, General Manager

Entity: Limited Liability Company

Incorporated: February 2001, TN

Type of Business: Telephone Companies, Telephone Pre-paid
Card Sales & Dist.

BBB Accreditation: Angles Communication Solutions is not a BBB
Accredited business.

Additional DBA Names: Global Communications
Dial Tone and More, Inc.
BLC Management, LLC
Prepaidworx
Ren-Tel/DTM
SC TXLink
USAFree Phone

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Products and Services of Angles Communication Solutions

Angles Communications Solutions offers prepaid home telephone services.

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Business Management

Additional company management personnel include:

Ms. Candice Pair - Quality Assurance Manager
Ms. Lisa Filisky - Quality Assurance Manager SC TXLink

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Additional Locations and Phone Numbers

Additional Addresses

P.O. Box 61
Ellendale, TN 38029
Tel: (877) 650-8860

P O Box 68
Ellendale, TN 38029

Additional Phone Numbers

Tel: (901) 373-3103
Tel: (877) 264-5375
Tel: (901) 388-6801
Tel: (866) 865-4171
Tel: (877) 650-8855
Tel: (877) 639-3424
Tel: (877) 639-3425

Additional Fax Numbers

Fax: (901) 381-9507

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Customer Complaint History for Angles Communication Solutions

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 176 complaints about Angles Communication Solutions in the last 36 months, our standard reporting period. Of the total of 176 complaints closed in 36 months, 123 were closed in the last year.

These complaints concerned :

- + 9 regarding **Advertising Issues**
- + 59 regarding **Billing or Collection Issues**
- + 3 regarding **Contract Issues**
- + 11 regarding **Customer Service Issues**
- + 1 regarding **Delivery Issues**
- + 1 regarding **Guarantee or Warranty Issues**
- + 2 regarding **Product Issues**
- + 17 regarding **Refund or Exchange Issues**
- + 5 regarding **Repair Issues**
- + 7 regarding **Sales Practice Issues**

+ 61 regarding Service Issues

These complaints were closed as:

+
153 **Resolved**

+ 23 **Administratively Closed**

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Government Actions

BBB has no information regarding government actions at this time.

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Advertising Review

Angles Communication's advertising flyer states:

"Free phone service"

"Get Food Stamps? Get Free Phone Service!"

"Government pays for phone service"

Upon requesting the free service, consumers are told that only the first month of phone service is free. The flyer does not indicate that the free service is limited to one month. The BBB believes that the offer of free phone service should disclose that the free offer covers installation and first month of service, but that additional months of service will have a cost to the consumer. After the first month, consumers may receive reduced-rate (but not free) telephone service if they qualify for federal and state "lifeline assistance."

The Better Business Bureau is concerned that this flyer will create a false impression that Food Stamp recipients may qualify for government-paid telephone service. The BBB's concern is due to the absence of disclosures about limitations that apply to this offer and the broad statement on the flyer that "Government Pays for Home Phone Service!" Disclosures of limitations on the offer appear on the company website and may be made to consumers who call the company's toll free telephone number to enroll by phone.

Based on BBB advertising standards, the Better Business Bureau does not believe disclosure of details later is sufficient to overcome an inaccurate impression created by the flyer itself.

On June 12, 2009 the BBB contacted Angles Communication and requested substantiation of the claim that the government pays for

phone service and modification of the "free" phone service claim. The company failed to respond to these requests.

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BBB Copyright and Reporting Policy

As a matter of policy, BBB does not endorse any product, service or business.

BBB Reliability Reports are provided solely to assist you in exercising your own best judgment. Information in this BBB Reliability **Report** is believed reliable, but not guaranteed as to accuracy.

BBB Reliability Reports generally cover a three-year reporting period. BBB Reliability Reports are subject to change at any time.

If you choose to do business with Angles Communication Solutions, please let them know that you contacted BBB for a BBB Reliability **Report**.

ID: 22002858

Report as of July 13, 2010 14:15

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