

1095 Stonehenge Drive  
Hanahan, South Carolina 29410  
May 3, 2016

The Honorable Nikki R. Haley  
Office of the Governor  
1205 Pendleton Street  
Columbia, South Carolina 29201

I have used Verizon Wireless as my cell carrier for many years. I have never had any problems with the company or their service until now. My cell phone number has been "SPOOFED" and is being used to randomly send out text messages to cell phone numbers all over the country.

On the afternoon of Sunday, May 1, I began receiving strange "VTEXT.COM" messages from numbers that I did not recognize. The text messages have not stopped and I am receiving hundreds of text each day.

The responses I am receiving on my cell phone indicate these people are receiving possible vulgar, obscene text messages and photos. They are texting my cell phone number back asking that the messages stop. Some messages are threatening, some want to call the police or their attorney, some are simply asking "who this is?" and others are receiving offers they are interested in.

On Monday, May 2, I contacted the Verizon Fraud Department and the FCC. I am told that my cell phone number was "SPOOFED" and that there are many apps available to use a random cell phone number to send out messages. I was the unfortunate person to have my cell phone number chosen.

The good news I am told is that no one has my name or actual phone number. It is a computer sending out this trash – ROBO-TEXTING!

The FCC and Verizon have told me I could change my phone number, the number I have had for over 10 years. The FCC; however, does not recommend this as it could just happen again. They said I should just wait it out. Whoever has done this will probably move on to something else in a few days. Maybe they will, I don't know.

Changing my phone number is possible, just not convenient. The bigger issue is that no one is taking this seriously. Verizon is doing nothing to protect its customers. The FCC states they know about this but it is such a big issue there is nothing they can do.

These text messages are going to unsuspecting men, women and even young children all over the country. Someone has to let this be known and help put a stop to this cell phone bullying.

I am asking for your help in making this issue known and to insist that something be done to stop this type of harassment. Who knows who the next victim will be.

I can be reached on my cell phone number at 843-209-2782 or by email at [srisher@propacusa.com](mailto:srisher@propacusa.com).

Sincerely,



Susan S. Risher