

database



June 10, 2005

Google, Inc.
Attn: User Support, DMCA Complaints
[REDACTED]
Mountain View, CA 94043
[REDACTED]@google.com
Fax [REDACTED]

User Support:

This is our formal complaint against the website owner whose sites are currently listed in your search engine index. We believe these sites are presenting false and misleading content and is infringing on our trademarked products and website information. We request that you review these sites and remove them from the Google search results.

(1) Our Copyrighted material is located here:

<http://www.databasesystemscorp.com>

(2) The offending websites that are copying our material are located here:

<http://www.callcentersolution.com>

<http://www.vocalcom.com>

<http://www.vocalcom.de>

<http://www.vocalcom.ca>

<http://www.vocalcom.be>

<http://www.vocalcom.fr>

database SYSTEMS CORP.

Database Plaza • [REDACTED] • Phoenix, Arizona 85014-2710
[REDACTED]@dsc1.com

BACKGROUND

The following documents the copyright infringement and false promotion and misrepresentation by the owner of the following sites and affiliates. The website owner is a foreign corporation headquartered in Paris, France, but has offices in the US. The US office address and phone number are included above.

The following are just a few of the web pages that we found containing our copyright and trademark information. Because of the widespread use of our copyright material we believe the entire site has been front-ended with re-direct pages that also contain our trademarks:

<http://www.callcentersolution.com>

<http://www.vocalcom.com>

<http://www.vocalcom.de>

<http://www.vocalcom.ca>

<http://www.vocalcom.be>

<http://www.vocalcom.fr>

The following are other individual pages that are redirects containing our copyright material.

<http://www.vocalcom.com/telemarketing/telemarketing-software.html>

<http://www.vocalcom.com/telemarketing/telemarketing-automatic-dialer.html>

<http://www.callcentersolution.com/telemarketing/outbound-telemarketing-dialers.html>

<http://www.vocalcom.com/telemarketing/outbound-telemarketing-dialer.html>

<http://www.vocalcom.de/telemarketing/outbound-telemarketing-dialer.html>

<http://www.callcentersolution.com/telemarketing/telemarketing-scripts.html>

These pages are designed for search engines and the user is immediately re-directed to different pages that contain this company's product and service information. The above pages are stuffed with keywords and also contain trademarked and copyright information copied directly from our website. The following are the actual pages the visitors are redirected to when entering the above pages:

http://www.callcentersolution.com/Solutions-centre-d-appels_en.aspx

http://www.vocalcom.com/Solutions-centre-d-appels_EN.aspx

http://www.vocalcom.de/Solutions-centre-d-appels_de.aspx

<http://www.vocalcom.fr/Solutions-centre-d-appels.aspx>

<http://www.vocalcom.be/Solutions-centre-d-appels.aspx>

EXAMPLE OF GOOGLE SEARCH

The following is just one example of how this website owner is falsely representing VocalCom. PACER™ Predictive Dialer is a registered product of Database Systems Corp. There are no duplicates or conflicting names in the market. When using the Google Search Engine and entering the search term "Pacer Predictive Dialer" the aforementioned web pages appear in the search results including the number 1 and 2 position. VocalCom has effectively hijacked our website because our website had always been displayed in the first 2 positions prior to the May 2005 Google index update. The information displayed in the description of this search result is copied directly from our website and contains trademarked information belonging to Database Systems Corp.

Telemarketing auto dialer ,software and Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.vocalcom.com/telemarketing/ telemarketing-auto-dialer.html - 55k - [Cached](#) - [Similar pages](#)

telemarketing automatic dialer software and Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.vocalcom.com/telemarketing/ telemarketing-automatic-dialer.html - 58k - [Cached](#) - [Similar pages](#)

telemarketing software ,Outbound Dialer and Call Center ...

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.vocalcom.com/telemarketing/ telemarketing-software.html - 56k - [Cached](#) - [Similar pages](#)

Telemarketing scripts, vocalcom has been awarded for its ...

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.vocalcom.com/telemarketing/ telemarketing-scripts.html - 51k - [Cached](#) - [Similar pages](#)

Outbound telemarketing dialer software and Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony outbound ...
www.callcentersolution.com/telemarketing/ outbound-telemarketing-dialer.html - 41k - [Cached](#) - [Similar pages](#)

telemarketing software ,Outbound Dialer and Call Center ...

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.callcentersolution.com/ telemarketing/telemarketing-software.html - 46k - [Cached](#) - [Similar pages](#)

Outbound telemarketing dialer software and Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony outbound ...
www.callcentersolution.com/telemarketing/ outbound-telemarketing-dialers.html - 41k - [Cached](#) - [Similar pages](#)

Telemarketing Software & telemarketing Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.vocalcom.com/telemarketing/telemarketing.html - 57k - [Cached](#) - [Similar pages](#)

Outbound telemarketing dialer ,software and Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony outbound ...
www.vocalcom.com/telemarketing/ outbound-telemarketing-dialer.html - 44k - [Cached](#) - [Similar pages](#)

Outbound telemarketing dialers ,software and Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony outbound ...
www.vocalcom.com/telemarketing/ outbound-telemarketing-dialers.html - 45k - [Cached](#) - [Similar pages](#)

Telemarketing automatic dialer software and Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.callcentersolution.com/telemarketing/ telemarketing-automatic-dialer.html - 50k - [Cached](#) - [Similar pages](#)

Telemarketing auto dialer ,software and Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.callcentersolution.com/telemarketing/ telemarketing-auto-dialer.html - 47k - [Cached](#) - [Similar pages](#)

Telemarketing scripts, vocalcom has been awarded for its ...

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.callcentersolution.com/ telemarketing/telemarketing-scripts.html - 43k - [Cached](#) - [Similar pages](#)

Telemarketing Software & Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.callcentersolution.com/ telemarketing/telemarketing.html - 48k - [Cached](#) - [Similar pages](#)

Telemarketing auto dialer ,software and Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.vocalcom.de/telemarketing/ telemarketing-auto-dialer.html - 50k - [Cached](#) - [Similar pages](#)

telemarketing automatic dialer software and Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.vocalcom.de/telemarketing/ telemarketing-automatic-dialer.html - 52k - [Cached](#) - [Similar pages](#)

telemarketing software ,Outbound Dialer and Call Center ...

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.vocalcom.de/telemarketing/ telemarketing-software.html - 50k - [Cached](#) - [Similar pages](#)

Telemarketing scripts, vocalcom has been awarded for its ...

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.vocalcom.de/telemarketing/ telemarketing-scripts.html - 45k - [Cached](#) - [Similar pages](#)

Telemarketing Software & telemarketing Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.vocalcom.de/telemarketing/telemarketing.html - 51k - [Cached](#) - [Similar pages](#)

Outbound telemarketing dialer ,software and Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony outbound ...
www.vocalcom.de/telemarketing/ outbound-telemarketing-dialer.html - 38k - [Cached](#) - [Similar pages](#)

Outbound telemarketing dialers ,software and Equipment

The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With our computer telephony outbound ...
www.vocalcom.de/telemarketing/ outbound-telemarketing-dialers.html - 39k - [Cached](#) - [Similar pages](#)

We stopped listing results after 7 pages were displayed.

Note that the site owner has created different URL's, but the content is virtually identical. This appears to be true for all of the referenced web pages above.

If the visitor clicks on this search result, they are REDIRECTED to a different web page than what is listed in the Google search results. These pages appear to be identical in content. A copy of the Google cache of one of the result pages (www.vocalcom.it) is included as an

attachment to this document. Cache of the other sites could not be saved – clicking on the cache button simply redirected us to a different page. A copy of the Google cache for another page includes information extracted from several of our product pages and is attached here as well and shows the widespread abuse of this website owner.

The cache for www.vocalcom.it cache from Google can be seen here:

<http://64.233.179.104/search?q=cache:HtU88AUz7ykJ:www.vocalcom.it/+&hl=en>

<http://64.233.187.104/search?q=cache:ZAaur-kDSzcJ:www.callcentersolution.com/telemarketing/outbound-telemarketing-dialer.html+%22Pacer+Predictive+dialer%22&hl=en>

The first cache page is a modification of an archived copy of our current HOME page:

<http://www.databasesystemscorp.com>

“Telemation, our contact management CRM software solution, has been our flagship product for a number of years. It is a CRM (Customer Relationship Management) software tool that empowers our users with the ability to create telemarketing and CRM applications and call center software. Installed in call centers throughout the country, Telemation set the standard for power and flexibility throughout the contact center community. With rich contact management software features and computer telephony integration including predictive dialing and predictive dialer software, our CRM software has powered both inbound and outbound centers for more than a decade. With our unique ACD call routing system, agents can work in a traditional call center or from home.”

“Voice Broadcasting is a technology that leaves personal messages on answering machines or for individuals. The PACER auto dialer phone system calls targeted numbers and when it detects answering machines, leaves the perfect message. The quality of the voice message is so clear that you cannot tell the difference between an actual person and our voice broadcasting technology. Should there be a live answer the same or a different message will be left, or the call can be automatically transferred to a live agent. You will have the option to speak directly to the prospect/recipient. This is truly a new level in direct marketing that works well with both Business to Business (B2B) and Business To Consumer markets.”

“The PACER phone system is a PC based call center phone system that is recognized as one of the premier inbound and outbound computer telephony systems. Features such as automatic call distribution (ACD), interactive voice response (IVR) and call recording have added a new dimension to the predictive dialer and auto dialer capabilities of this system. The PACER IVR System with Text To Speech software acts as a stand-alone solution that is ideally suited for ACD and IVR outsourcing. Our computer telephony software and softphone opens this phone system to outside applications and developers. When combined with our Customer Relationship Management CRM software, the PACER predictive dialers and IVR systems are complete call

center software solutions. And our new SMART Predictive Dialers revolutionize predictive dialing. Your call center can become instantly more productive with more calls handled by fewer agents, including work at home employees. Our predictive dialers far outpace old predictive dialer technology “

“Contact VOCALCOM at [REDACTED] to learn more about our call center software, phone systems and predictive dialers with phone dialer software”

Note the fact they substituted their name (VOCALCOM) but overlooked OUR phone number in the text.

These extracts demonstrate the deliberate copying of our website information including our trademarked products PACER, TELEMATION and registered Corporate name DATABASE SYSTEMS CORP. This text is hidden from the search user (other than the snippet displayed with the search result), but the effect is to fool a search engine into associating the keywords contained in our copyright content with their websites. This copying was not authorized by our company.

To the searcher, it appears that VocalCom is the provider of the “PACER Predictive Dialer” when in fact they are not.

TRADEMARK LISTINGS

Our corporate trademarks are clearly posted on our website here with effective dates and reference numbers:

<http://www.databasesystemscorp.com/trademarks.htm>

(3) OUR COMPANY INFORMATION

Database Systems Corp., Arizona Corporation

Phoenix, AZ 85014

Founded: 1978

Owners:

Websites:

<http://www.databasesystemscorp.com> (Corporate)

<http://www.easyivr.com> (Service Division)

<http://www.911broadcast.com> (Emergency Broadcast Svc)

(4) Our complaint has been lodged against the following organization:

VocalCom (US Office)

Chicago, IL 60606

Tel :

[\[REDACTED\]@vocalcom.com](mailto: [REDACTED]@vocalcom.com)

REPRESENTATIONS

I represent that I am an owner of this company and websites and am fully authorized to pursue this matter.

(5) I have a good faith belief that use of the copyrighted materials described above on the allegedly infringing web pages is not authorized by the copyright owner, its agent, or the law

(6) I swear, under penalty of perjury, that the information in the notification is accurate and that I am the copyright owner or am authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

My contact information is the following:

[REDACTED]
President, Database Systems Corp.
[REDACTED]
[REDACTED]@yahoo.com
[REDACTED]@databasesystemscorp.com

DESIRED ACTION FROM GOOGLE

Since this company is listed in the Google Search Results and is providing false and misleading information as well as displaying our trademarked product and company data, we respectfully request that you remove all of the above sites from your search engine. At a minimum, please remove the front pages to these websites which contain our trademarked information.

Since this website owner is employing banned search engine spamming techniques (re-directed false front pages), we also recommend that these sites be banned from the Google Search Engine.

Your prompt attention to this matter would be greatly appreciated.

[REDACTED]
President
Database Systems Corp.
[REDACTED]