

Database Systems Corp

Fax

To: Google, Inc./User support/Google DMCA compliant **From:** Database Systems Corp

Fax: **Pages:** 14

Phone: **Date:** 6/28/2005

Re: **CC:**

☒ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

• **Comments:** Formal complaint concerning copyrighted material

June 27, 2005

Google, Inc.

Attn: User Support, [#28121991] Google DMCA Complaint (Amended)

Mountain View, CA 94043

Fax

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 copyrighted 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 and pages containing our copyright material are listed below. All of these pages re-direct users to different pages within the different websites, thus the content of the pages viewed by the user is not what the Google search engine sees when it spiders these pages. Our content is not maintained on the user viewed pages, only on the spidered pages. (the user viewed pages contain virtually identical content other than the language).

<http://www.callcentersolution.com>

www.callcentersolution.com/telemarketing/outbound-telemarketing-dialer.html

www.callcentersolution.com/telemarketing/telemarketing-software.html

www.callcentersolution.com/telemarketing/telemarketing-automatic-dialer.html

www.callcentersolution.com/telemarketing/telemarketing-auto-dialer.html

www.callcentersolution.com/telemarketing/telemarketing-auto-dialers.html

www.callcentersolution.com/telemarketing/telemarketing.html

<http://www.vocalcom.com>

www.vocalcom.com/telemarketing/telemarketing-auto-dialers.html

www.vocalcom.com/telemarketing/telemarketing-auto-dialer.html

www.vocalcom.com/telemarketing/outbound-telemarketing-dialers.html

[www.vocalcom.com/telemarketing/ telemarketing-scripts.html](http://www.vocalcom.com/telemarketing/telemarketing-scripts.html)
www.vocalcom.com/telemarketing/telemarketing.html
<http://www.vocalcom.de>
[www.vocalcom.de/telemarketing/ telemarketing-auto-dialers.html](http://www.vocalcom.de/telemarketing/telemarketing-auto-dialers.html)
[www.vocalcom.de/telemarketing/ telemarketing-auto-dialer.html](http://www.vocalcom.de/telemarketing/telemarketing-auto-dialer.html)
[www.vocalcom.de/telemarketing/ telemarketing-software.html](http://www.vocalcom.de/telemarketing/telemarketing-software.html)
www.vocalcom.de/telemarketing/tclcmarketing.html
[www.vocalcom.de/telemarketing/ outbound-telemarketing-dialers.html](http://www.vocalcom.de/telemarketing/outbound-telemarketing-dialers.html)
<http://www.vocalcom.be>
<http://www.vocalcom.fr>
www.vocalcom.fr/telemarketing/telemarketing.html
<http://www.vocalcom.it>

The following pages have already been removed by Google from our prior DMCA filing [#28121991]:

www.vocalcom.com/telemarketing/telemarketing-software.html
www.vocalcom.com/telemarketing/telemarketing-automatic-dialer.html
www.callcentersolution.com/telemarketing/outbound-telemarketing-dialers.html
www.callcentersolution.com/telemarketing/telemarketing-scripts.html
www.vocalcom.com/telemarketing/outbound-telemarketing-dialer.html
www.vocalcom.de/telemarketing/outbound-telemarketing-dialer.html

BACKGROUND

The following documents the copyright infringement and false promotion and misrepresentation by the owner of the following websites (VocalCom). 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.

23 identified web pages listed above contain our copyrighted information

Each of the above websites and pages include an archived copy (taken from our website in 2004) of our copyrighted website information maintained on the HOME page of Database Systems Corp.

<http://www.databasesystemscorp.com>

A copy of this archive can be provided if necessary but it is sufficiently close enough in content to our current version for a reasonable person to deduce that the content in the vocalcom.com and callcentersolution.com web pages was derived from this archive. VocalCom attempted to perform a global change of our name to theirs but failed to change OUR phone number contained in these offending pages.

VocalCom appears to have used several different re-directed page formats, each one containing copyrighted information from our HOME page. The following are links to the Google cache of these pages as of 27 June 2005.

<http://66.102.7.104/search?q=cache:dN7i3teE8uIJ:www.vocalcom.com/+pacer+predictive+dialer&hl=en&lr=&strip=1>

<http://66.102.7.104/search?q=cache:MoyMNMNE6s4J:www.callcentersolution.com/+site:www.callcentersolution.com+pacer&hl=en&lr=&strip=1>

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

EXAMPLE OF GOOGLE SEARCH

The following is 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 following results are displayed for the above mentioned websites. (Duplicates were obtained using the Google Site: command). The information displayed in the descriptions of each of these search results is copied directly from our website and contains copyrighted information belonging to Database Systems Corp.

Search Results From June 14, 2005

NOTE: All of the text that appears in the snippets with each search results is a verbatim copy from our website.

<http://www.databasesystemscorp.com>

"This computer telephony software "opens" our PACER predictive dialers to outside applications.

Voice Messaging 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 above text appears in the center of our HOME page listed above. The following information is contained verbatim from one of our product pages near the bottom of this page.

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

"The PACER predictive dialer can automatically call your customers and pass only connected calls to your agents. With our computer telephony software, your telephone and computer work together to provide cost-saving benefits."

Note the verbatim copying from our website that appears in the VocalCom search results. They clearly have copied our copyrighted information.

Call Center SoftWare and technology : Avaya , **Predictive Dialer** ...

This computer telephony software "opens" our **PACER predictive dialers** to outside applications. Voice Broadcasting is a technology that leaves personal ...
www.vocalcom.com/ - 31k - Jun 12, 2005 - [Cached](#) - [Similar pages](#)

Telemarketing auto **dialers** ,software and Equipment

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

telemarketing automatic **dialer** software and Equipment

The **PACER predictivc 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](#)

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](#)

Call Center Technology Acd & Predictive Dialer, e-mail & sms ...

This computer telephony software "opens" our **PACER predictive dialers** to outside applications. Voice Broadcasting is a technology that leaves personal ...
www.callcentersolution.com/ - 42k - [Cached](#) - [Similar pages](#)

Outbound telemarketing dialer software and Equipment

ACD & **Predictive Dialer**, VOIP, e-mail & Sms management, Voice Self Service ... The **PACER** outbound telemarketing **dialer dialer** communicates with applications ...
www.callcentersolution.com/telemarketing/outbound-telemarketing-dialer.html - 41k - [Cached](#) - [Similar pages](#)

Outbound telemarketing dialer software and Equipment

And the **PACER** has **predictive** dialing capability that cannot be found in most of larger ...
The **PACER** outbound telemarketing **dialer dialer** communicates with ...
www.callcentersolution.com/telemarketing/outbound-telemarketing-dialers.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](#)

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 auto dialers ,software and Equipment

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

Call Center Technology : CTI, Acd & Predictive Dialer, Voice Self ...

... CTI middleware that can be embedded in user applications. This computer telephony software "opens" our **PACER predictive dialers** to outside applications. ...
www.vocalcom.it/ - 31k - [Cached](#) - [Similar pages](#)

Telemarketing auto dialers ,software and Equipment

The **PACER predictive dialers** can automatically call your customers and pass only connected calls to your agents. With our computer telephony telemarketing ...
www.vocalcom.de/telemarketing/ telemarketing-auto-dialers.html - 49k - [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 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](#)

[Call Center Technology by vocalcom : Acd & Predictive Dialer, e ...](#) - [[Translate this page](#)]

This computer telephony software "opens" our **PACER predictive dialers** to outside applications. Voice Broadcasting is a technology that leaves personal ...
www.vocalcom.de/ - 44k - [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 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](#)

[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](#)

[Solutions Centre d'appels : CTI Avaya, Acd & Predictive Dialer ...](#)

This computer telephony software "opens" our **PACER predictive dialers** to outside applications. Call center Technology,CTI,ACD,**Predictive Dialer**,VOIP,e-mail ...
www.vocalcom.be/ - 48k - [Cached](#) - [Similar pages](#)

[Telemarketing & Logiciel vocalcom de telemarketing](#)

... applications. The **PACER predictive dialer** can automatically call your customers and pass only connected calls to your agents. With ...
www.vocalcom.fr/telemarketing/telemarketing.html - 37k - [Supplemental Result](#) - [Cached](#) - [Similar pages](#)

[Solutions Centre d'appels : CTI Avaya, Acd & Predictive Dialer ...](#) - [[Translate this page](#)]

This computer telephony software "opens" our **PACER predictive dialers** to outside applications. Call center Technology,CTI,ACD,**Predictive Dialer**,VOIP,e-mail ...
www.vocalcom.fr/ - 17k - Jun 12, 2005 - [Cached](#) - [Similar pages](#)

If the visitor clicks on any of these search results, they are immediately REDIRECTED to a different URL 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.com) is included above.

The following is a sample of the information found in the cache of the VocalCom web page. This information is verbatim from the archived HOME page of Database Systems Corp. including our copyrighted material. Vocalcom did a global change of their name over ours but failed to change our listed phone number in the text.

"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”

This extract demonstrates that VolcalCom knowingly and deliberately copied our copyrighted 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 and Copyrighted Material

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

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

OUR COMPANY INFORMATION

Database Systems Corp., Arizona Corporation
[REDACTED]

Phoenix, AZ 85014
[REDACTED]

Founded: 1978

Owners: [REDACTED]

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)

[REDACTED]

Chicago, IL 60606

Tel : [REDACTED]

[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 copyrighted 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 specific 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.

Thank you again for your attention to this matter.

Sincerely,



President
Database Systems Corp.

