

**database**

July 9, 2005

Google, Inc.  
Attn: User Support, DMCA Complaints

Mountain View, CA 94043  
Fax

User Support:

This is our formal complaint against the website owner of [www.telemarketing-outsource.com](http://www.telemarketing-outsource.com) whose site is currently listed in your search engine index. We believe this site is presenting false and misleading content and is infringing on our trademarked products and website information. We request that you review this site and remove it from the Google search results.

(1) Our Copyrighted material is located here:

<http://www.databasesystemscorp.com>  
<http://www.databasesystemscorp.com/demonstrations.htm>  
<http://www.databasesystemscorp.com/pstelemation.htm>  
<http://www.databasesystemscorp.com/pspredictive.htm>  
<http://www.databasesystemscorp.com/pssmartpredictive.htm>  
<http://www.databasesystemscorp.com/psdmproducts.htm>

(2) The offending website that is copying our material is located here:

<http://www.telemarketing-outsource.com>

and specifically the following 86 pages were found that violated our copyrighted material.

[www.telemarketing-outsource.com/american-telemarketing-association.htm](http://www.telemarketing-outsource.com/american-telemarketing-association.htm)  
[www.telemarketing-outsource.com/blocking-telemarketing.htm](http://www.telemarketing-outsource.com/blocking-telemarketing.htm)  
[www.telemarketing-outsource.com/telemarketing-outbound.htm](http://www.telemarketing-outsource.com/telemarketing-outbound.htm)  
[www.telemarketing-outsource.com/no-call-telemarketing.htm](http://www.telemarketing-outsource.com/no-call-telemarketing.htm)  
[www.telemarketing-outsource.com/creative-solution-telemarketing.htm](http://www.telemarketing-outsource.com/creative-solution-telemarketing.htm)  
[www.telemarketing-outsource.com/business-to-business-telemarketing-list.htm](http://www.telemarketing-outsource.com/business-to-business-telemarketing-list.htm)  
[www.telemarketing-outsource.com/telemarketing-scam-benefitsplus.htm](http://www.telemarketing-outsource.com/telemarketing-scam-benefitsplus.htm)

**database SYSTEMS CORP.**

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

[www.telemarketing-outsource.com/ telemarketing-skills.htm](http://www.telemarketing-outsource.com/telemarketing-skills.htm)  
[www.telemarketing-outsource.com/ telemarketing-techniques.htm](http://www.telemarketing-outsource.com/telemarketing-techniques.htm)  
[www.telemarketing-outsource.com/ telemarketing-information.htm](http://www.telemarketing-outsource.com/telemarketing-information.htm)  
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[www.telemarketing-outsource.com/telemarketing-consulting.htm](http://www.telemarketing-outsource.com/telemarketing-consulting.htm)

## BACKGROUND

### Re-directed Search Results.

The following documents the copyright infringement and false promotion and misrepresentation by the owner of the above site. The website has no unique HOME page and simply duplicates the same page which is reached through a re-direct scheme. No phone number, contact form or other means of communicating with this site is available. Given the extensive amount of duplicate content and the lack of quality of information presented, we believe this website to misrepresent itself as a technology provider as its search results indicate. The site design suggests that it was developed to trick users to click on re-directed search results to present Google Ads. This site owner has used our copyrighted website content and product names and service to facilitate this deception.

This website contains of 106 pages (as recognized by Google's Site command). Our copyrighted material appears in 86 of the 106 pages listed under the Google

search results. Clicking on these results always returns the same page to the user. The source for the web pages that are presented to the user contain none of the content that is listed under the Google search results:

The following are just a few of the web search results that we found containing our copyright information. Because the search results pointing to virtually all of the pages that we manually checked contain our copyright material, we believe the entire site has infringed on our website copyright material.

### EXAMPLE OF GOOGLE SEARCH

The following is an example of how this website owner is using our copyrighted material. PACER™ is a registered product of Database Systems Corp. When using the Google Search Engine and entering the search term "Pacer", Google returns 86 results from this specific website. The information displayed in each search result contains our copyrighted material from our website and is not authorized. The following are just a few snippets taken from our HOME page and one of our product pages that appear in these Google search results for [www.telemarketing-outsource.com](http://www.telemarketing-outsource.com).

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

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

"The package has extensive CTI features and is fully integrated with our **PACER** phone system"

"Our computer telephony software and softphone opens this phone system to outside applications and developers."

"To take full advantage of the technology provided by Database Systems Corp. we have developed a suite of computer telephony software that enhances existing PC, Web and Unix applications by providing telephony access to our PACER predictive dialers"

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

"This presentation describes PACER's robust features plus a tutorial on predictive dialing. Also included is a presentation on remote agents and web capabilities."

The following are 9 pages of these results:

telemarketing outbound telemarketing madrid

... are billed for purported bargains quickly after surrendering their credit card numbers

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

www.telemarketing-outsource.com/ telemarketing-outbound.htm - Supplemental Result - [Similar pages](#)

no call telemarketing telemarketing call center

... go after for these damages Our computer telephony software and softphone opens this phone system to outside applications and developers The **PACER** includes ACD ...

www.telemarketing-outsource.com/ no-call-telemarketing.htm - Supplemental Result - [Similar pages](#)

creative solution telemarketing california telemarketing

... enables you to increase employee productivity, enhance customer service and reduce costs by combining the capabilities of our **PACER** telemarketing equipment (or ...

www.telemarketing-outsource.com/ creative-solution-telemarketing.htm - Supplemental Result - [Similar pages](#)

american telemarketing association telemarketing

... into does not interpret laws related to telecommunication, telemarketing, automated dialing and automatic announcing devices The **PACER** predictive dialer can ...

www.telemarketing-outsource.com/ american-telemarketing-association.htm - Supplemental Result - [Similar pages](#)

blocking telemarketing telemarketing ativo

... you don't want junk blocking telemarketing Every time you get a call you consider junk, just ask the questions in this script Our **PACER** outbound telemarketing ...

www.telemarketing-outsource.com/ blocking-telemarketing.htm - Supplemental Result - [Similar pages](#)

business to business telemarketing list telemarketing canada

... 8275 -- Fax: (510) 339-3387-- -- Copyright © 2005 by Talking Technology International, Inc How are you today?" or "Good Afternoon Mrs The **PACER** auto dialer ...

www.telemarketing-outsource.com/ business-to-business-telemarketing-list.htm - Supplemental Result - [Similar pages](#)

telemarketing scam benifitsplus tecnicas de telemarketing

... Phone Number List by State FCC Telemarketing Links 47 CFR The package has extensive CTI features and is fully integrated with our **PACER** phone system We all get ...

www.telemarketing-outsource.com/ telemarketing-scam-benifitsplus.htm - Supplemental Result - [Similar pages](#)

telemarketing skills telemarketing scripts

... a suite of computer telephony software that enhances existing PC, Web and Unix applications by providing telephony access to our **PACER** predictive dialers (as ...

www.telemarketing-outsource.com/ telemarketing-skills.htm - Supplemental Result - [Similar pages](#)

telemarketing techniques free mortgage script telemarketing

... are several different demonstrations of application development tools, CRM campaigns, and a presentation on our telemarketing phone system (**PACER**) Our **PACER** ...  
www.telemarketing-outsource.com/ telemarketing-techniques.htm - Supplemental Result - [Similar pages](#)

telemarketing information free mortgage script telemarketing

... with the ability to create telemarketing and CRM applications and call center software  
This computer telephony software "opens" our **PACER** predictive dialers to ...  
www.telemarketing-outsource.com/ telemarketing-information.htm - Supplemental Result - [Similar pages](#)

telemarketing solution business list mailing telemarketing

... The Ring of Truth Jan 1, 2003, Richard H We provide both voice and data access to remote agents in this virtual call center environment The **PACER** auto dialer ...  
www.telemarketing-outsource.com/ telemarketing-solution.htm - Supplemental Result - [Similar pages](#)

telemarketing list telemarketing california

... a suite of computer telephony software that enhances existing PC, Web and Unix applications by providing telephony access to our **PACER** predictive dialers (as ...  
www.telemarketing-outsource.com/telemarketing-list.htm - Supplemental Result - [Similar pages](#)

telemarketing outbound sales telemarketing phone calls

... dial three, four, or more numbers at a time (using ISDN phone lines, gotta keep these people BUSY, we're paying them big bucks!) And the **PACER** has predictive ...  
www.telemarketing-outsource.com/ telemarketing-outbound-sales.htm - Supplemental Result - [Similar pages](#)

california telemarketing telemarketing call center

... do not leave messages If you feel this project helped you a lot LEVEY It was almost anti-climactic This presentation describes **PACER's** robust features plus a ...  
www.telemarketing-outsource.com/ california-telemarketing.htm - Supplemental Result - [Similar pages](#)

business to business telemarketing telemarketing opt out

... and I'm spending MY money for something I shouldn't have to pay for in the first place Telemarketing Dialer and Call Center Phone System The **PACER** is an ...  
www.telemarketing-outsource.com/ business-to-business-telemarketing.htm - Supplemental Result - [Similar pages](#)

telemarketing registry insurance telemarketing script

... from that company) WILL call you again very soon DSC has developed customer contact center solutions using these same development tools The **PACER** includes ACD ...  
www.telemarketing-outsource.com/ telemarketing-registry.htm - Supplemental Result - [Similar pages](#)

outsource telemarketing telemarketing center

... decided to put my new Internet connection to good use and I found an article about

telemarketing rules and how to reduce unwanted calls The **PACER** phone system ...  
www.telemarketing-outsource.com/ outsource-telemarketing.htm - Supplemental Result - [Similar pages](#)

telemarketing ativo no telemarketing calls

... you may be soaked by an excessive hotel rate Also offers success stories and action alerts Predictive Dialer Phone Systems and Software The **PACER** phone system ...  
www.telemarketing-outsource.com/telemarketing-ativo.htm - Supplemental Result - [Similar pages](#)

telemarketing job at home telemarketing work at home job

... several different demonstrations of application development tools, CRM campaigns, and a presentation on our telemarketing phone system (**PACER**) Partly because ...  
www.telemarketing-outsource.com/ telemarketing-job-at-home.htm - Supplemental Result - [Similar pages](#)

telemarketing work at home job company share telemarketing time ...

... We take great pride in the customer loyalty expressed over the years by our clients This computer telephony software "opens" our **PACER** predictive dialers to ...  
www.telemarketing-outsource.com/ telemarketing-work-at-home-job.htm - Supplemental Result - [Similar pages](#)

telemarketing telemarketing tips

... can link office and home based employees together as a cohesive support team The Wizard phone system provides the same features as the **PACER** but supports ...  
www.telemarketing-outsource.com/telemarketing.htm - Supplemental Result - [Similar pages](#)

no call telemarketing list work from home telemarketing job

... instantly more productive with more calls handled by fewer agents, including work at home employees Using industry standard components, the **PACER** phone system ...  
www.telemarketing-outsource.com/ no-call-telemarketing-list.htm - Supplemental Result - [Similar pages](#)

illinois telemarketing blocking telemarketing calls

... completely updated at any given time With our unique ACD call routing system, agents can work in a traditional call center or from home The **PACER** phone system ...  
www.telemarketing-outsource.com/ illinois-telemarketing.htm - Supplemental Result - [Similar pages](#)

curros telemarketing indiana telemarketing

... are several different demonstrations of application development tools, CRM campaigns, and a presentation on our telemarketing phone system (**PACER**) To obtain ...  
www.telemarketing-outsource.com/ curros-telemarketing.htm - Supplemental Result - [Similar pages](#)

indiana telemarketing telemarketing

... customers or potential customers on laws related to automatic dialing and a (pause) Victim, this is Cindy with Refi Specialists And the **PACER** has predictive ...  
www.telemarketing-outsource.com/ indiana-telemarketing.htm - Supplemental Result - [Similar pages](#)

tecnicas de telemarketing telemarketing rules

... DSC specializes in technology for today's contact centers as well as for call centers of the future (virtual call centers) The **PACER** predictive dialer can ...  
www.telemarketing-outsource.com/ tecnicas-de-telemarketing.htm - Supplemental Result - [Similar pages](#)

telemarketing business telemarketing database

... several different demonstrations of application development tools, CRM campaigns, and a presentation on our telemarketing phone system (**PACER**) Lawyers, Guns & ...  
www.telemarketing-outsource.com/ telemarketing-business.htm - Supplemental Result - [Similar pages](#)

free mortgage script telemarketing telemarketing phone list

... a suite of computer telephony software that enhances existing PC, Web and Unix applications by providing telephony access to our **PACER** predictive dialers (as ...  
www.telemarketing-outsource.com/ free-mortgage-script-telemarketing.htm - Supplemental Result - [Similar pages](#)

ftc telemarketing blocking telemarketing calls

... do-not-call lists for a fee Using either of the methods this web page suggests will reduce these calls too This presentation describes **PACER's** robust features ...  
www.telemarketing-outsource.com/ftc-telemarketing.htm - Supplemental Result - [Similar pages](#)

telemarketing calls telemarketing companies

... call list Our CTI software comes with a standalone softphone as well as CTI middleware that can be embedded in user applications The **PACER** telemarketing dialer ...  
www.telemarketing-outsource.com/telemarketing-calls.htm - Supplemental Result - [Similar pages](#)

calling list telemarketing convenio de telemarketing

... contact centers, help desks, customer service centers, service bureaus, re CTI Telemarketing Software Database Systems Corp The **PACER** predictive dialer can ...  
www.telemarketing-outsource.com/ calling-list-telemarketing.htm - Supplemental Result - [Similar pages](#)

empresas telemarketing company outsourcing telemarketing

... a suite of computer telephony software that enhances existing PC, Web and Unix applications by providing telephony access to our **PACER** predictive dialers (as ...  
www.telemarketing-outsource.com/ empresas-telemarketing.htm - Supplemental Result - [Similar pages](#)

www telemarketing telemarketing industry

... are several different demonstrations of application development tools, CRM campaigns, and a presentation on our telemarketing phone system (**PACER**) Clark thinks ...  
www.telemarketing-outsource.com/www-telemarketing.htm - Supplemental Result - [Similar pages](#)

emploi telemarketing convenio de telemarketing

... of these investigators have between 13 and 25 years of service \$1,000 and \$1,500 a week This computer telephony software "opens" our **PACER** predictive dialers ...  
www.telemarketing-outsource.com/ emploi-telemarketing.htm - Supplemental Result - [Similar pages](#)

call center telemarketing services curso de telemarketing

... a suite of computer telephony software that enhances existing PC, Web and Unix applications by providing telephony access to our **PACER** predictive dialers (as ...  
www.telemarketing-outsource.com/ call-center-telemarketing-services.htm - Supplemental Result - [Similar pages](#)

telemarketing industry no telemarketing

... enables you to increase employee productivity, enhance customer service and reduce



costs by combining the capabilities of our **PACER** telemarketing equipment (or ...  
[www.telemarketing-outsource.com/ telemarketing-industry.htm](http://www.telemarketing-outsource.com/telemarketing-industry.htm) - Supplemental Result - [Similar pages](#)

#### telemarketing lists b2b telemarketing

... programmers can develop telemarketing software applications quickly using the robust features found in the Telemation toolkit And the **PACER** has predictive ...  
[www.telemarketing-outsource.com/telemarketing-lists.htm](http://www.telemarketing-outsource.com/telemarketing-lists.htm) - Supplemental Result - [Similar pages](#)

#### kentucky telemarketing outsource telemarketing

... number to the called party This kentucky telemarketing more than doubled the volume of the client's turnover in a 12 month period The **PACER** phone system can ...  
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... look forward to using the magic potion now 'cause it works Our records show that you own your home there on (pause) Anystreet Our **PACER** outbound telemarketing ...  
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... are several different demonstrations of application development tools, CRM campaigns, and a presentation on our telemarketing phone system (**PACER**) I hung up ...  
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... By: Click here to search CallCenterJobs.com TelePlaza Ove I Inspection Service Home Page I Predictive Dialer Phone Systems and Software The **PACER** phone system ...  
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... while researching this report I found numerous experts that endorse this method  
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... do their own phone promotions, from unscrupulous telemarketers who ignore do not  
call lists, from charities, and from plain old scammers The **PACER** auto dialer ...  
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... but you'll be called about other promotions this telemarketing company is contracted  
to do Using industry standard components, the **PACER** phone system has ...  
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... As we all know by now, the jig is up, folks Do you get a lot of those damn hang  
up calls Predictive Dialer Phone Systems and Software The **PACER** phone system is ...  
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... to speak Computer Telephony Integration Software (CTI) To take full advantage of  
the technology provided by Database Systems Corp The **PACER** predictive dialer ...  
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... PBX office phone system can link office and home based employees together as a cohesive  
support team Using industry standard components, the **PACER** phone system ...  
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... October 1, 2003 Telemarketing: Send your name, home address, and home phone number  
to: DMA Telephone Preference Service PO The **PACER** telemarketing dialer ...  
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... lists generated by all three at 888-567-8688 and this will help reduce both  
telemarketing calls and junk mail substantially Our **PACER** outbound telemarketing ...

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... prospects on your behalf: Confirming the contact details of the decision makers  
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... Feature Films for Families has built an 18 million-name database, consisting of 7 million customers and 11 million prospects Our **PACER** outbound telemarketing ...  
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... from unscrupulous telemarketers who ignore do not call lists, from charities, and from plain old scammers This presentation describes **PACER's** robust features ...  
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... software direct response marketing call center autodialers telemarketing autodialer DSC to le Using industry standard components, the **PACER** phone system has ...  
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... call specialists, thereby maintaining a high standard of service for you LEVEY It was almost anti-climactic This presentation describes **PACER's** robust features ...  
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... with telemarketers at my own expense While you're writing, you may want to include  
a letter regarding junk mail or spam as well The **PACER** telemarketing dialer ...  
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... another call At \$6.95 per month, it's untested by the old cheapskate, but highly  
recommended by one of this web site's regular visitors The **PACER** includes ACD ...  
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telemarketing rules outbound telemarketing company

... to their list at your request Most telemarketing call centers use computerized auto  
dialers Telemarketing Dialer and Call Center Phone System The **PACER** is an ...  
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... from an effective DM vehicle into a monstrous mass medium The package has extensive  
CTI features and is fully integrated with our **PACER** phone system TELEMATION ...  
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... the same or a different message will be left, or the call can be automatically  
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software "opens" our **PACER** predictive dialers to outbound telemarketing ...  
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... US Terminal is answering all of my telemarketing tip for me on the payphones there  
Telemarketing Dialer and Call telemarketing tip Phone System The **PACER** is an ...  
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... normal; TEXT-DECORATION: none; font-weight : bold; padding-bottom: 3px; } Subscriptions

- Add/Modify your Subscription Here Search The **PACER** phone system can ...  
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... into a sweepstakes can now be subject to criminal penalties, including time in jail  
Now working with another division of this plc And the **PACER** has predictive ...  
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... Focus on Fraud by email for \$9 per year (\$12 for subscriptions outside of the US)  
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... call rules, but states can have more restrictive do-not-call laws governing intrastate  
telemarketing Using industry standard components, the **PACER** phone system ...  
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calls This computer telephony software "opens" our **PACER** predictive dialers ...  
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... forwarding, voice messaging, caller ID or other frills, in the proud cheapskate  
tradition Telemarketing Dialer and Call Center Phone System The **PACER** is an ...  
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... to the groups, sharing insights about their experiences, etc But it rings again  
and again Predictive Dialer Phone Systems and Software The **PACER** phone system ...  
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... to the touch The more you are urged to make a quick decision, the more reason to  
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job This computer telephony software "opens" our **PACER** predictive dialers to ...  
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... Truth Jan 1, 2003, Richard H Telemarketing: Send your name, home address, and home  
phone number to: DMA Telephone Preference Service PO The **PACER** phone system ...  
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... that for-profit telemarketers, who should be registered, often make calls under contract for t It's easy to setup and easy to use And the **PACER** has predictive ...  
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... Bush Administration, and the Senate is likely to approve telemarketing legislation this week Telemarketing Dialer and Call Center Phone System The **PACER** is an ... www.telemarketing-outsource.com/ no-telemarketing-call.htm - Supplemental Result - [Similar pages](#)

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[REDACTED]

Phoenix, AZ 85014  
[REDACTED]

Founded: 1978

Owners: [REDACTED]

Websites:

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