

Mr. Bill Castle
Pioneer Newspapers Inc
Illinois
United States

1. Web site does not allow for the need for coordinated change and full replacement files for a single site. I need a full replacement file for our predictive dialer and would like to have a change file for our subscription fulfillment software. If you download a replacement file you cannot get a change file. This limitation is not explained on the download web page. I was forced to delete 1.5 million records from our circulation database and reload entire list of deleted telephone numbers.
2. It has taken several days to obtain change files. This is too long for every 30 days.
3. Web site does not allow me to correct the organization type in my profile and so far the help desk has not changed it in several months. Walter Karl delayed selling a telephone list to our company because of this problem.
4. No response to several other problems submitted to help desk.
5. Effective date needs to be delayed until web site has adequate staffing and capacity to handle requests.