

# Bios



## Michael Altschul

Michael Altschul is the Senior Vice President and General Counsel of the CTIA – The Wireless Association (CTIA). Mr. Altschul joined CTIA in 1990 after serving with the Antitrust Division of the United States Department of Justice. Prior to that, he began his legal career as an attorney specializing in antitrust litigation with Simpson Thacher & Bartlett in New York City.

## Elizabeth Blackston

Elizabeth Blackston has been an Assistant Attorney General in the Consumer Fraud Bureau of the Office of the Illinois Attorney General since 1997. She has worked on a variety of consumer issues and cases, including filing a number of civil law enforcement cases against companies allegedly engaged in landline telephone bill cramming. She obtained her J.D. from Washington University in St. Louis and her undergraduate degree from the University of Illinois at Urbana-Champaign.

## John Breyault

John Breyault is the Vice President of Public Policy, Telecommunications and Fraud at the National Consumers League (NCL). Mr. Breyault joined the National Consumers League — America's oldest consumer organization — in September 2008. His focus at NCL is advocating for stronger consumer and worker protections before Congress

and federal agencies on a range of issues including telecommunications and technology policy, fraud, and consumer financial protections. In addition, Mr. Breyault directs NCL's Fraud Center an online hub for consumer education and advocacy related to fraud. Mr. Breyault has served on numerous Boards and advisory committees including the Federal Communications Commission's Consumer Advisory Committee, the Commodity Futures Trading Commission's Technology Advisory Committee and the Board of the Arlington-Alexandria Coalition for the Homeless. He is a graduate of George Mason University, where he received a bachelor's degree in International Relations with a minor in French. He lives in Arlington, Virginia with his wife, two children and a deranged Jack Russell Terrier named Pixie.

## Larissa Bungo

Larissa Bungo became the Assistant Regional Director of the FTC's East Central Region in February 2010. Prior to that time, Ms. Bungo litigated and investigated civil fraud cases including internet and business opportunity scams, foreclosure rescue, consumer credit and debt collection matters on behalf of the FTC. Ms. Bungo has a particular interest in protecting consumers from cramming, as she served as the lead attorney in the FTC's case against Mercury Marketing, and as a Special Assistant United States

Attorney for the Eastern District of Pennsylvania in the criminal prosecution of officers connected to that scheme. Ms. Bungo received her law degree from Case Western Reserve University in 1995, and her undergraduate degree from the University of Iowa (*With Distinction*) in 1991.

### **Elliot Burg (invited)**

Elliot Burg is a Senior Assistant Attorney General in the Consumer Protection Unit of the Vermont Attorney General's Office, where he has worked since 1987. From 1976 to 1980, he served as a staff attorney at Vermont Legal Aid, and from 1980 to 1986 as Director of the South Royalton Legal Clinic at Vermont Law School. At present, much of his work focuses on telemarketing fraud, homeownership issues, environmental health, and international trade and state sovereignty. A graduate of Cornell University and Harvard Law School, Mr. Burg received a Marvin Award in 2003 for outstanding leadership in advancing the goals of the National Association of Attorneys General.

### **Russell Deitch**

Russell Deitch is an attorney with the Federal Trade Commission. For 22 years, he has investigated and litigated cases on behalf of the FTC in consumer protection and competition matters, including cramming. Mr. Deitch has been awarded the Paul Rand Dixon Award by the FTC for furthering the goals of the agency. He is a graduate of UCLA Law School.

### **Dianne Dusman**

Dianne Dusman has served as a Senior Assistant Consumer Advocate for the Pennsylvania Office of Consumer Advocate (OCA) since 2000 having joined the Office in 1990. She has been a member of the National Association of State Utility Consumer Advocates (NASUCA) Consumer Protection Committee since 2003 and facilitated a subcommittee of state telephone advocates from 2005 to 2010. Ms. Dusman graduated *cum laude* from the University of Pittsburgh in 1976 and received her Juris Doctor from the American University, Washington College of Law, in Washington, D.C., in 1980. She began her work in consumer advocacy as a legal intern with the FTC's Bureau of Consumer Protection and enjoyed a brief tenure as a Staff Attorney with the Division of Compliance. From 1981 to 1988, she represented clients as a sole practitioner in a variety of state agency and consumer matter and as an associate with the law firm of Shumaker Williams, P.C., Camp Hill, PA, from 1988 to 1990. Since 1997, Ms. Dusman has supervised the OCA's participation on behalf of Pennsylvania consumers in water utility rate and policy matters, as well as in cases concerning quality of service issues in the telephone, electric, natural gas and water utility areas. In 2010, Ms. Dusman received her LL.M. Degree in Transnational Law from Temple University.

### **Shameka Gainey**

Shameka Gainey is an attorney in the FTC's Bureau of Consumer Protection, Division of Marketing Practices. Since joining the FTC, Ms. Gainey has been involved in investigating and litigating consumer protection cases involving work-at-home scams and telemarketing fraud. Prior to joining the FTC, Ms. Gainey was a litigation associate at Fulbright & Jaworski, L.L.P., in Washington, D.C.,

where she focused on white-collar criminal defense and antitrust matters. She began her career serving as a law clerk to the Honorable Eric T. Washington of the District of Columbia Court of Appeals. Ms. Gainey received her B.A. from the University of Miami and her J.D. from Cornell University.

### **Richard Goldberg**

Richard Goldberg is an Assistant Director of the U.S. Department of Justice, Office of Consumer Protection Litigation (OCPL). For eleven years, he has prosecuted cases on behalf of each of OCPL's client agencies, including the FTC, Food and Drug Administration, Consumer Product Safety Commission, and National Highway Transportation Safety Administration. His cases have included criminal cramming matters prosecuted in the U.S. District Court for the Southern District of Florida. In December 2006, Mr. Goldberg was awarded the FTC's Criminal Liaison Unit Award for cooperation with the FTC in the enforcement of criminal laws. Mr. Goldberg received a B.A. *cum laude* from Hobart College and a J.D. with honors from the University of Maryland School of Law.

### **Craig Graziano**

Craig Graziano received his B.A. (*summa cum laude* and junior year Phi Beta Kappa) from Macalester College, St. Paul, Minnesota, in 1973 and his J.D. (with honors and Order of the Coif) from Drake University, Des Moines, Iowa, in 1975. He clerked for the Honorable Martin Van Oosterhout, U.S. Court of Appeals, Eighth Circuit, Sioux City, Iowa, from 1976 to 1978. In 1978, he began private practice at Dickinson, Throckmorton, Parker, Mannheimer & Raife, later Dickinson, Mackaman, Tyler & Hagen, P.C., Des Moines, where he became a partner in 1982, practicing primarily in health

law and administrative law. In 1999, he joined the Office of Consumer Advocate, a division of the Iowa Department of Justice, Des Moines. He chaired the Specialization Committee of The Iowa State Bar Association from 1994 to 1996 and the Administrative Law Section from 1996 to 1998. In 1999, he served on the Iowa Governor's Task Force on Quality and Efficiency in Government. Since 2008, he has chaired the Consumer Protection Committee of the National Association of State Utility Consumer Advocates (NASUCA). He enjoys the arts and is an amateur pianist. He enjoys swimming. He has two children and two grandchildren, 3 and 2.

### **Lois Greisman**

Lois Greisman heads the Division of Marketing Practices in the FTC's Bureau of Consumer Protection. Under Ms. Greisman's management, Marketing Practices leads the FTC's law enforcement initiatives tackling telemarketing fraud (including Do Not Call enforcement), business opportunity fraud, illegal spam, and Internet frauds, with particular focus on challenges posed by technologies and convergence issues. Before joining Marketing Practices in January 2006, Ms. Greisman headed the Division of Planning and Information, where she managed the FTC's Identity Theft Program, the Consumer Response Center, and also supervised implementation of the National Do Not Call Registry. Previously, Ms. Greisman served as Chief of Staff to FTC Chairman Timothy J. Muris. She also served as Attorney Advisor to Chairman Robert Pitofsky and Chairman Janet D. Steiger from 1995 – 2001. Ms. Greisman received her bachelor's degree *magna cum laude* from Brown University, and received her law degree from George Washington University, where she was a member of the Order of the Coif and Law Review.

## **Joel Gurin**

Joel Gurin is Chief of the Consumer and Governmental Affairs Bureau of the Federal Communications Commission. The Bureau develops policies related to consumer affairs; works with state, local, and tribal governments; communicates to the public about the FCC's work; facilitates public participation in the FCC's decision-making process; handles consumer inquiries and complaints; and, ensures access to communications technology for people with disabilities. Mr. Gurin, who joined the FCC in December 2009, comes to this position with a background in consumer issues and communication. He was executive Vice President of Consumers Union (CU), the nonprofit publisher of Consumer Reports, for almost a decade. Before becoming Executive VP, he was Science Editor and then Editorial Director for Consumer Reports and related publications. Under his leadership, CU launched and grew Consumer Reports' web site, a major driver of CU's success. It has become the world's largest information-based paid subscription web site, with more than 3 million subscribers. Before joining CU, Mr. Gurin was an award-winning science and medical journalist. He was co-founder and Editor of American Health, the first health magazine to win the National Magazine Award for Excellence, and has written and edited four books on health and medicine. After leaving CU in 2006, Mr. Gurin worked for both publishing and non-profit enterprises. Mr. Gurin received his B.A. in Biochemical Sciences from Harvard University, *magna cum laude*, Phi Beta Kappa. He commutes to Washington from Scarsdale, New York, where he has lived for 16 years with his wife Carol, who is a clinical psychologist, and their family.

## **Charles Harwood**

Charles Harwood became a Deputy Director of Federal Trade Commission's Bureau of Consumer Protection in July 2009. Prior to July 2009, he served for 20 years as the Director of the Federal Trade Commission's Northwest Regional Office, located in Seattle. Mr. Harwood was also, for 6 years, a counsel to the U.S. Senate's Committee on Commerce, Science, and Transportation, and he worked briefly in the office of former FTC Chairman Daniel Oliver. In 2001, Mr. Harwood received the FTC Chairman's Award for service to the agency and the public. Mr. Harwood also serves on the Indian Arts and Crafts Board, an advisory board within the U.S. Department of Interior that oversees implementation of federal laws promoting the marketing and sale of Native American arts and crafts. Mr. Harwood is a member of the Oregon and District of Columbia Bars. He received a B.A. from Whitman College, Walla Walla, WA, and a J.D. from Willamette University College of Law, Salem, OR.

## **Erik Jones**

Erik Jones is Counsel to the Senate Committee on Commerce, Science, and Transportation, where his responsibilities include managing investigations conducted by the Committee. Mr. Jones joined the Senate Commerce Committee, chaired by Senator John D. Rockefeller IV, in 2009 to help establish an office of oversight and investigations for the Committee. Under Chairman Rockefeller, the office's mandate is to uncover waste, fraud, and abuse in the public sector and harmful practices for consumers in the private sector. Since joining the Committee, Mr. Jones has worked on investigations that have led to several important reforms, including congressional passage of the Restore Online Shoppers' Confidence Act, which outlawed a set of misleading online

marketing practices the Committee uncovered. Prior to joining the Committee, Mr. Jones previously served as a counsel to the Committee on Oversight and Government Reform for the U.S. House of Representatives. He began his legal career in the Washington, D.C., office of DLA Piper LLP. Mr. Jones received his J.D. from the University of Michigan and his B.S. from Southern Illinois University-Edwardsville.

### **Laura Kim**

Laura Kim is an Assistant Director in the Division of Marketing Practices in the FTC's Bureau of Consumer Protection. Prior to becoming an Assistant Director, Ms. Kim served as an attorney advisor to Chairman and Commissioner William Kovacic. Ms. Kim also spent several years as a staff attorney in the Division of Marketing Practices, where she focused on litigating consumer protection matters, including a case against a group of vendors and billing aggregators responsible for approximately \$35 million in consumer injury. Before joining the FTC, Ms. Kim was an associate at Covington & Burling. Ms. Kim received her B.A. *summa cum laude* from Yale College and her law degree from Harvard Law School.

### **Jim Manis**

Jim Manis is the Chairman & CEO of the Mobile Giving Foundation. Mr. Manis has more than 25 years of experience in developing international markets for technology-based companies. He was responsible for the first use of mobile giving in response to relief efforts for the Asian tsunami and Katrina as SVP of m-Qube, Inc. Mr. Manis founded the Mobile Giving Foundation in 2007 with the support of other leaders from the wireless and nonprofit communities to pioneer the use of

the mobile channel for charitable giving. In addition to his work with the Mobile Giving Foundation, he leads the consulting and venture catalyst company of 1024 Wireless Services, and provides strategic direction for its clients in the mobile space. Known for his collaborative and inclusive style, Mr. Manis re-established the Mobile Marketing Association (MMA) and served as Global Chairman from 2003-2006. He holds a Masters degree from the University of Washington and an undergraduate degree from Illinois State University.

### **John McGlamery**

John McGlamery is a Senior Deputy Attorney General for the Bureau of Consumer Protection in the Consumer Advocates office. His primary duties involve the prosecution of deceptive trade violations, but he also assists in utility related actions on behalf of the Consumer Advocate. Mr. McGlamery graduated from California State University Sacramento with a degree in Government, Criminal Justice and Business Administration before attending and graduating from the University of the Pacific McGeorge School of Law. He was admitted to the California Bar in 1982 before relocating to Nevada. After being admitted to the Nevada Bar in 1983, Mr. McGlamery served as a criminal prosecutor for the Reno City Attorney. In 1987 he became Department Counsel for the Nevada Department of Industrial Relations which regulates mine safety, enforces OSHA violations and regulates industrial insurance providers. In 1993, he accepted a position as staff counsel for the State Industrial Insurance System. His career as a prosecutor with the Nevada Attorney General's Bureau of Consumer Protection began in 2000. Mr. McGlamery has extensive experience in the areas of administrative law, litigation and appellate work.



### **Glenn Reynolds**

Glenn Reynolds is Vice President – Policy for USTelecom where he has primary responsibility for advocacy before the Federal Communications Commission, NTIA and other federal agencies. He joined USTelecom from a similar position in the Washington, D.C. office of BellSouth Corp. From 1996-2001, Mr. Reynolds held a number of management positions at the FCC responsible for implementing and enforcing various aspect of the Telecommunications Act of 1996. These positions included Deputy Chief of the Wireline Competition Bureau where he oversaw competition policy and pricing issues. Prior to joining the FCC, Mr. Reynolds worked at the D.C. law firm of Patton Boggs, where his practice focused on antitrust and marketing law. Mr. Reynolds is a graduate of the University of Virginia and University of Virginia Law School. He lives in Chevy Chase, MD with his wife and three sons.

### **Robert Schoshinski**

Robert Schoshinski is an attorney in the Federal Trade Commission's Division of Marketing Practices, Bureau of Consumer Protection. Mr. Schoshinski joined the FTC in 2001, and has litigated several cases involving telephone billing and telemarketing fraud. Prior to joining the FTC, he was a supervising attorney and adjunct professor in the D.C. Law Students in Court litigation clinic and a litigation associate in private practice. He received his J.D. from the Georgetown University Law Center and his B.A. from the University of Notre Dame.

### **Don Teague**

Don Teague is CEO and Founder for MORE International, a leading eCommerce consulting firm for the digital content and eCommerce markets. Prior to founding MORE International, Mr. Teague held the position of Executive Vice President of Marketing & Sales and was co-founder for PaymentOne, a leading end-to-end Payment Service Provider. Previously, Mr. Teague co-founded and held the position of Vice President of Sales & Marketing for UptimeOne, an eCommerce Application Service Provider. Mr. Teague attended San Jose State studying Business & Human Performance. Mr. Teague was also a professional football player, he signed with the San Francisco 49ers of the NFL and the Glasgow Lions of the WFL. He speaks at various industry leading conferences on strategic revenue driving topics for digital content, entertainment, and billing & payments industry.

### **Keith Vanden Dooren**

Keith Vanden Dooren is an Assistant Attorney General for the Economic Crimes Division of the Florida Attorney General's Office. Mr. Vanden Dooren is primarily responsible for the investigation and prosecution of civil, white-collar crime cases under the Florida Deceptive and Unfair Trade Practices Act (FDUTPA) and the Florida Racketeer Influenced and Corrupt Organization (RICO) Act. He served as lead counsel for the State of Florida in the investigation and prosecution of Alltel Communications, Inc.; Aetna, Humana, CIGNA and United Health Care HMO cases; Prudential Life Insurance Company of America, Metropolitan Life Insurance Company, and American General Insurance Company. Currently, his investigations and cases include cramming of charges on customer bills by telecommunication entities, debt collection

violations and deceptive advertising. Prior to becoming Assistant Attorney General, Mr. Vanden Dooren served as the Assistant Director of the Illinois State Attorneys' Appellate Service Commission. He engaged in criminal appellate practice prosecuting appeals for State's Attorneys throughout the State of Illinois in the District Appellate Courts and the Illinois Supreme Court. Mr. Vanden Dooren received his B.S. from Bradley University in Peoria, IL and his J.D. Chicago-Kent College of Law.

### **David C. Vladeck**

David C. Vladeck is the Director of the Federal Trade Commission's Bureau of Consumer Protection. Mr. Vladeck is on leave from Georgetown University Law Center, where he is a Professor of Law. Before joining the Georgetown faculty, Mr. Vladeck spent nearly 30 years with Public Citizen Litigation Group, handling complex litigation. He has argued a number of cases before the US Supreme Court and more than 60 cases before the federal courts of appeal and state courts of last resort. Mr. Vladeck testifies frequently before Congress and writes on administrative law, preemption, first amendment, and access to justice issues. In May 2008, *Legal Times of Washington* recognized him as one of 30 "champions of justice," and one of the 90 greatest lawyers in Washington, D.C., over the past 30 years. Mr. Vladeck is a graduate of NYU and Columbia Law School.

### **Kent Wardin**

Kent Wardin is an Assistant Vice President for AT&T. Mr. Wardin is an Executive Director with over 26 years of experience in billing product management, billing compliance issues and billing system requirements. Mr. Wardin's past experience includes leading programs to implement the third-party billing process. He also directed the conversion of AT&T to

a single bill across all of AT&T to simplify the bill, to reduce pages and to comply with truth-in-billing requirements. His current responsibilities include product management oversight and strategy for the third-party billing, including the development and implementation of anti-cramming safeguards.

### **Jennifer Arbittier Williams**

Jennifer Arbittier Williams is an Assistant United States Attorney with the Eastern District of Pennsylvania, and she has served in that capacity since 2002. Ms. Williams maintains a varied practice at the U.S. Attorney's Office, prosecuting cases ranging from white collar frauds, to public corruption, to international terrorism. Prior to joining the U.S. Attorney's Office, Ms. Williams clerked for the Honorable Anthony J. Scirica, U.S. Court of Appeals, Third Circuit, and also for the Honorable Anita B. Brody, U.S. District Court, Eastern District of Pennsylvania, and she also spent a number of years in private practice. She graduated from the University of Pennsylvania in 1992, and from the University of Pennsylvania Law School in 1995.



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