

**Online Transparency of State Enforcement, Consumer Education, and Complaint Resources
50-State Summary (Scorecard based on data as of 1/15/08)**

Alabama			
State Enforcement	Points	Comments	
Enforcement priority (2)	0	The Executive Budget 2007-2008 does not contain consumer protection goals, objectives, or performance measures. http://www.budget.state.al.us/BudDoc2008.pdf	
Enforcement resources (2)	2	The Executive Budget 2007-2008 contains separately identified consumer protection resources. http://www.budget.state.al.us/BudDoc2008.pdf (page 42)	
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	T	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
Guidant	F		
Multi-state enforcement subtotal (3)	1	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.	
Consumer redress (1)	0		
Local enforcement (2)	0	http://www.consumeraction.gov/alabama.shtml	
Points Awarded	3		
GRADE	F		

Alabama			
Online Consumer Resources	Points	Comments	
One-stop shopping (1)	1	http://www.ago.state.al.us/consumer.cfm	
General information	Description of state role	T	http://www.ago.state.al.us/consumer.cfm
	FAQs	T	http://www.ago.state.al.us/consumer_template.cfm?Subject=FAQ
	Consumer alerts	T	http://www.ago.state.al.us/consumer_template.cfm?Subject=Alerts
General information subtotal (1)	1	If 3 Ts, then 1 point.	
Information Comprehensiveness	Home improvement/repairs	T	http://www.familyprotection.alabama.gov/consumer_homerepair.cfm
	Automotive sales	F	
	Automotive repairs	F	
	Credit repair/reports	T	http://www.ago.state.al.us/consumer_template.cfm?Subject=FAQ
	Telecommunications providers	T	http://www.psc.alabama.gov/Consum%20Information/New%20stuff/Consumer_Info_brochure.htm
	Debt collection/billing practices	F	
	Identity theft	T	http://www.familyprotection.alabama.gov/identity.cfm
	Internet commerce, ISPs, auctions	F	
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.alabamainteractive.org/alabamainteractive_shell/Welcome.do?url=http://psc.alabama.gov/nocall/NoCallPreUpdate.htm
	Disaster relief	F	
Foreign money offers	T	http://www.ago.state.al.us/consumer_template.cfm?Subject=FAQ	

	Prizes / sweepstakes	T	http://www.ago.state.al.us/consumer_template.cfm?Subject=FAQ
	Business opportunities / work-at-home	F	
Information comprehensiveness subtotal (4)		2	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.ago.state.al.us/consumer.cfm
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	F	
	Printer-friendly versions	F	
	Alerts to external link	T	External sites are properly labeled
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		6	
GRADE		D	
Alabama			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-392-5658
	Standardized in-take forms	T	http://www.ago.state.al.us/consumer_complaint.cfm
	Consumer strategies	T	http://www.ago.state.al.us/consumer_complaint.cfm
	Sample letter	F	
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.ago.state.al.us/consumer.cfm
	Mediation	T	http://www.ago.state.al.us/consumer.cfm
	Referral to FTC Consumer Sentinel	T	http://www.consumer.gov/sentinel/contribs.htm
Scope of complaint handling subtotal (3)		3	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		5	
GRADE		F	
Alaska			
State Enforcement		Points	Comments
Enforcement priority (2)		2	The FY2008 budget contains consumer protection goals, objectives, or performance measures. http://www.gov.state.ak.us/omb/results/view_details.php?p=85&PHPSSESID=767e2ad16809675c1c28be704c10fa8e
Enforcement resources (2)		0	The FY2008 budget bill does not break out consumer resources, http://www.gov.state.ak.us/omb/08_OMB/budget/Enacted/HB_95_bill.pdf fy2008, nor does the FY2006 financial statements breakout consumer protection resources, http://fin.admin.state.ak.us/dof/financial_reports/resource/06cafr.pdf
	DirecTV	F	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	T	

Multi-state enforcement	PayPal	F	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		0	http://www.consumeraction.gov/alaska.shtml
Points Awarded		4	
GRADE		F	
Alaska			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.law.state.ak.us/department/civil/consumer/cpindex.html
General information	Description of state role	T	http://www.law.state.ak.us/department/civil/consumer/cpindex.html
	FAQs	T	http://www.law.state.ak.us/department/civil/consumer/cp_resources.html
	Consumer alerts	T	http://www.law.state.ak.us/department/civil/consumer/cpalerts.html
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.ftc.gov/bcp/conline/pubs/services/homeimpv.shtm
	Automotive sales	T	http://www.law.state.ak.us/department/civil/consumer/lemonlaw.html
	Automotive repairs	T	http://www.law.state.ak.us/department/civil/consumer/4545130.html?
	Credit repair/reports	F	Broken FTC link (Checked Oct 6 and Jan 9). http://www.law.state.ak.us/department/civil/consumer/cp_topics.html#credit
	Telecommunications providers	F	Broken FTC link (Checked Oct 6 and Jan 9). http://www.law.state.ak.us/department/civil/consumer/cp_topics.html#commun
	Debt collection/billing practices	F	
	Identity theft	F	Broken FTC link (Checked Oct 6 and Jan 9). http://www.law.state.ak.us/department/civil/consumer/cp_topics.html#privacy
	Internet commerce, ISPs, auctions	F	Broken FTC link (Checked Oct 6 and Jan 9). http://www.law.state.ak.us/department/civil/consumer/cp_topics.html#internet
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.law.state.ak.us/department/civil/consumer/cp_telemarketing.html#ak_N_call
	Disaster relief	F	
	Foreign money offers	F	
	Prizes / sweepstakes	T	http://www.law.state.ak.us/department/civil/consumer/cp_charities.html#sweeps
Business opportunities / work-at-home	T	http://www.law.state.ak.us/department/civil/consumer/cp_business_opps.html	
Information comprehensiveness subtotal (4)		2	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.

Navigational tools	Website examined	N/A	http://www.law.state.ak.us/department/civil/consumer/cpindex.html
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	T	http://www.law.state.ak.us/department/civil/consumer/cp_resources.html has Disclaimer: "This page contains hyperlinks to World Wide Web sites that are created and maintained by other organizations"., but http://www.law.state.ak.us/department/civil/consumer/cp_topics.html goes eg into ftc "unordered merchandise" without warning
Navigational tools subtotal (4)		3	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		7	
GRADE		C	
Alaska			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	F	
	Standardized in-take forms	T	http://www.law.state.ak.us/pdf/consumer/complaint.pdf
	Consumer strategies	T	http://www.law.state.ak.us/department/civil/consumer/cpindex.html
	Sample letter	T	http://www.law.state.ak.us/pdf/consumer/sample_letter.pdf
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.law.state.ak.us/department/civil/consumer/cpindex.html
	Mediation	T	http://www.law.state.ak.us/department/civil/consumer/cp_complaint.html
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		4	
GRADE		F	
Arizona			
State Enforcement		Points	Comments
Enforcement priority (2)		2	The FY 2008 Executive Budget contains performance objectives, but they do not appear to be geared toward consumer protection. http://www.ospb.state.az.us/documents/BudgetBooks/2008-2009-Detail-Book.pdf (page 36). AG's annual report (2007) contains consumer protection related performance measures. http://www.azag.gov/AnnualReports/2007AnnualReport.pdf (page 23).
Enforcement resources (2)		2	FY 2008 Executive Budget contains separately identified consumer protection resources. http://www.ospb.state.az.us/documents/BudgetBooks/2008-2009-Detail-Book.pdf (page 35)
DirecTV		F	

Multi-state enforcement	Ameritrust	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://www.azag.gov/AnnualReports/2007AnnualReport.pdf (page 23)
Local enforcement (2)		2	http://www.consumeraction.gov/arizona.shtml
Points Awarded		10	
GRADE		A	
Arizona			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.azag.gov/consumer
General information	Description of state role	T	http://www.azag.gov/consumer/
	FAQs	T	http://www.azag.gov/faq.html
	Consumer alerts	T	http://www.azag.gov/scams.html
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.azag.gov/consumer/homeimprovement.html
	Automotive sales	T	http://www.azag.gov/consumer/cars.html
	Automotive repairs	T	http://www.azag.gov/consumer/TopTenScams07.pdf
	Credit repair/reports	T	http://www.azag.gov/consumer/credit.html
	Telecommunications providers	T	http://www.azag.gov/consumer/slam_cram.html
	Debt collection/billing practices	T	http://www.azag.gov/consumer/top%2010%20consumer%20scams%20web%20version.pdf
	Identity theft	T	http://www.azag.gov/consumer/TopTenScams07.pdf
	Internet commerce, ISPs, auctions	T	http://www.azag.gov/consumer/InternetAuctions.pdf
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.azag.gov/consumer/telemarketing.html
	Disaster relief	F	
	Foreign money offers	T	http://www.azag.gov/consumer/nbp.html
	Prizes / sweepstakes	T	http://www.azag.gov/consumer/TopTenScams07.pdf
Business opportunities / work-at-home	T	http://www.azag.gov/consumer/TopTenScams07.pdf	
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.azag.gov/consumer
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	T	Most sites on http://www.azag.gov/faq.html are properly labeled

Navigational tools subtotal (4)	2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded	8	
GRADE	B	

Arizona

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-352-8431
	Standardized in-take forms	T	http://www.azag.gov/consumer/complaintform.html
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.azag.gov/consumer/OnlineInstructionsEng.html
	Mediation	F	http://www.azag.gov/consumer/OnlineInstructionsEng.html ("We may contact the company for a response.")
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		1	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	1	http://www.azag.gov/AnnualReports/2007AnnualReport.pdf (page 23)
Complaint handling transparency subtotal (4)		1	
Points Awarded		3	
GRADE		F	

Arkansas

State Enforcement		Points	Comments
Enforcement priority (2)		0	Consumer protection goals, objectives, or performance measures not included in 2008 budget, nor in the agency operating plans (2007-2009 Biennial Budget Requests for the AG. http://www.arkansas.gov/dfa/budget/documents/fy08_funded_budget_070107.pdf http://www.arkansas.gov/dfa/budget/documents/0053_attorney_general_p30summ.pdf
Enforcement resources (2)		0	Consumer protection resources not mentioned in 2008 budget: http://www.arkansas.gov/dfa/budget/documents/fy08_funded_budget_070107.pdf Nor in the agency operating plans (2007-2009 Biennial Budget Requests for the AG): http://www.arkansas.gov/dfa/budget/documents/0053_attorney_general_p30summ.pdf
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	F	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)		2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.

Consumer redress (1)	0		
Local enforcement (2)	0	http://www.consumeraction.gov/arkansas.shtml	
Points Awarded	2		
GRADE	F		
Arkansas			
Online Consumer Resources	Points	Comments	
One-stop shopping (1)	1	http://www.ag.arkansas.gov/consumers.html	
General information	Description of state role	T	http://www.ag.arkansas.gov/consumers_protection.html
	FAQs	F	FAQ is under construction (Checked: Jan. 7)
	Consumer alerts	T	http://ag.arkansas.gov/newsroom/index.php?do:newsList=1&category=Consumer%20Alerts
General information subtotal (1)	0	If 3 Ts, then 1 point.	
Information Comprehensiveness	Home improvement/repairs	T	http://www.ag.arkansas.gov/consumers_tips_home_improvement.html
	Automotive sales	T	http://www.ag.arkansas.gov/consumers_protection_vehicles-lemon_law.html
	Automotive repairs	T	http://www.ag.arkansas.gov/consumers_protection_vehicles_repairing.html
	Credit repair/reports	T	http://www.ag.arkansas.gov/consumers_tips_credit_repair_scams.html
	Telecommunications providers	F	
	Debt collection/billing practices	T	http://www.ag.arkansas.gov/consumers_tips_fair_debt_collection.html
	Identity theft	T	http://www.ag.arkansas.gov/identity_theft.html
	Internet commerce, ISPs, auctions	F	
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	https://www.donotcall.gov/default.aspx
	Disaster relief	T	http://www.ag.arkansas.gov/consumers_tips_price_gouging.html
	Foreign money offers	F	http://www.fakechecks.org/
	Prizes / sweepstakes	F	http://www.fakechecks.org/
	Business opportunities / work-at-home	T	http://www.ag.arkansas.gov/consumers_tips_work_at_home.html
Information comprehensiveness subtotal (4)	3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.	
Navigational tools	Website examined	N/A	http://www.ag.arkansas.gov
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	F	External links are not clearly and consistently marked. For example, see Fake Checks or many links on the Link tab.
Navigational tools subtotal (4)	2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.	
Points Awarded	6		
GRADE	D		
Arkansas			
Complaint Handling	Points	Comments	

Ease of complaint filing	1-800 number	T	1-800-482-8982
	Standardized in-take forms	T	http://www.ag.arkansas.gov/complaints_consumer_online.html
	Consumer strategies	T	http://www.ag.arkansas.gov/consumers_tips_own_resolve.html
	Sample letter	F	
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.ag.arkansas.gov/consumers_protection.html
	Mediation	T	http://www.ag.arkansas.gov/consumers_protection.html
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		4	
GRADE		F	

California

State Enforcement		Points	Comments
Enforcement priority (2)		2	The Governor's Budget 2007-08 does not contain consumer protection goals, objectives, or performance measures for the Department of Law http://www.ebudget.ca.gov/pdf/GovernorsBudget/0010/0820.pdf or the Department of Consumer Affairs http://www.ebudget.ca.gov/pdf/GovernorsBudget/1000/1111.pdf . The Department of Consumer Affairs maintains a strategic plan, http://www.dca.ca.gov/publications/strategicplan.pdf
Enforcement resources (2)		2	Governor's Budget 2007-08 contains separate consumer protection resources -- Department of Consumer Affairs, http://www.ebudget.ca.gov/pdf/GovernorsBudget/1000/1111.pdf and the Department of Law http://www.ebudget.ca.gov/pdf/GovernorsBudget/0010/0820.pdf -- page LJE 10
Multi-state enforcement	DirecTV	F	
	Ameriquet	T	
	Time Inc.	T	
	Yellow Pages	T	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://ag.ca.gov/consumers/refunds.php
Local enforcement (2)		2	http://www.consumeraction.gov/california.shtml
Points Awarded		10	
GRADE		A	

California

Online Consumer Resources	Points	Comments
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One-stop shopping (1)		0	3 websites: http://www.dca.ca.gov/ and http://www.consumer.ca.gov (alias) (Department Consumer Affairs) http://www.consumer-sc.ca.gov/ (Service Center) http://www.ag.ca.gov/consumers
General information	Description of state role	T	http://www.dca.ca.gov/publications/dca_booklet.pdf
	FAQs	T	http://www.dca.ca.gov/publications/consumer.shtml
	Consumer alerts	T	http://www.dca.ca.gov/online_services/updates/subscribe.shtml
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.cslb.ca.gov/consumers/beforehiring.asp
	Automotive sales	T	http://www.dca.ca.gov/publications/car_buyer_rights.shtml
	Automotive repairs	T	http://smogcheck.ca.gov/ftp/pdfdocs/AutoRepGuide2004.pdf
	Credit repair/reports	T	http://www.ag.ca.gov/consumers/general/repair_credit10.php
	Telecommunications providers	T	http://ag.ca.gov/consumers/general/telephone.php
	Debt collection/billing practices	T	http://ag.ca.gov/consumers/general/collection_agencies10.php
	Identity theft	T	http://www.privacyprotection.ca.gov/cover/identitytheft.htm
	Internet commerce, ISPs, auctions	T	http://ag.ca.gov/consumers/general/internet_auctions10.php
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://ag.ca.gov/consumers/general/do_not_call10.php
	Disaster relief	T	http://www.cslb.ca.gov/Resources/guides-and-pamphlets/After-a-Disaster-Guide.pdf
	Foreign money offers	F	
	Prizes / sweepstakes	T	http://www.dca.ca.gov/publications/prizes.shtml
Business opportunities / work-at-home	T	http://ag.ca.gov/consumers/general/workhome.php	
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.dca.ca.gov/
	Site map	F	http://www.ago.state.co.us/consprot/CoResourceGuide.cfm
	Navigational menus	T	http://www.ago.state.co.us/consprot/CoResourceGuide.cfm
	Breadcrumbs	F	http://www.ago.state.co.us/consumer_protection.cfm?MenuPage=True
	Search engines	T	
	Printer-friendly versions	T	Not within CP section
	Alerts to external link	T	
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		7	
GRADE		C	
California			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-952-5210
	Standardized in-take forms	T	https://app.dca.ca.gov/cru/gencomplaint.asp (only one!)
	Consumer strategies	T	http://www.dca.ca.gov/publications/consumer-selfhelp.shtml
	Sample letter	T	http://www.dca.ca.gov/publications/consumer-selfhelp.shtml which is different from http://www.dca.ca.gov/publications/guide/complaint.shtml
Ease of complaint filing subtotal (3)		3	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
	Assist consumers	T	http://www.dca.ca.gov/online_services/complaints/

Scope of complaint handling	Mediation	T	http://www.dca.ca.gov/online_services/complaints/
	Referral to FTC Consumer Sentinel	T	http://www.consumer.gov/sentinel/contribs.htm
Scope of complaint handling subtotal (3)		3	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	1	http://www.dca.ca.gov/publications/05_06ar.pdf (pg 10)
	Restitution (1)	1	http://www.dca.ca.gov/publications/05_06ar.pdf (pg 10)
Complaint handling transparency subtotal (4)		2	
Points Awarded		8	
GRADE		B	

Colorado

State Enforcement		Points	Comments
Enforcement priority (2)		0	The FY 2007-2008 Budget does not contain consumer protection goals, objectives, or performance measures. http://www.colorado.gov/cs/Satellite?c=Page&childpagename=GovRitter%2FGOVRLayout&cid=1189586077157&p=1189586077157&pagename=GOVRWrapper
Enforcement resources (2)		0	The FY 2007-2008 Budget does not contain separately identified consumer protection resources. http://www.colorado.gov/cs/Satellite?c=Page&childpagename=GovRitter%2FGOVRLayout&cid=1189586077157&p=1189586077157&pagename=GOVRWrapper (Dept of Law may not be approved through the Office of State Planning and Budgeting. The AG's Annual Report 2006 does not list consumer protection resources separately).
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	F	
	PayPal	F	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
	Guidant	F	
Multi-state enforcement subtotal (3)		0	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://www.ago.state.co.us/pdr/Annual%20Report%202006.pdf (AG Annual Report) and
Local enforcement (2)		2	http://www.consumeraction.gov/colorado.shtml
Points Awarded		3	
GRADE		F	

Colorado

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.ago.state.co.us/consumer_protection.cfm?MenuPage=True
General information	Description of state role	T	http://www.ago.state.co.us/consline/whatcl.cfm
	FAQs	T	http://www.ago.state.co.us/faq.cfm
	Consumer alerts	T	http://www.ago.state.co.us/consumer_alerts.cfm?cpyID=39
General information subtotal (1)		1	If 3 Ts, then 1 point.
	Home improvement/repairs	T	http://www.ago.state.co.us/consprot/CoResourceGuide.cfm
	Automotive sales	T	http://www.ago.state.co.us/FAQ/lemonlaw_FAQ.cfm

Information Comprehensiveness	Automotive repairs	T	http://www.ago.state.co.us/consline/autorepairs.cfm
	Credit repair/reports	T	http://www.ago.state.co.us/consprot/CoResourceGuide.cfm
	Telecommunications providers	T	http://www.ago.state.co.us/consprot/CoResourceGuide.cfm
	Debt collection/billing practices	T	http://www.ago.state.co.us/FAQ/debt_dispute_FAQ.cfm http://www.ago.state.co.us/CADC/ComplaintInfo.cfm
	Identity theft	T	http://www.ago.state.co.us/idtheft/IDTheft.cfm
	Internet commerce, ISPs, auctions	T	http://www.ago.state.co.us/consprot/CoResourceGuide.cfm
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.ago.state.co.us/consprot/ColoradoNoCall.cfm
	Disaster relief	F	
	Foreign money offers	T	http://www.ago.state.co.us/consprot/CoResourceGuide.cfm
	Prizes / sweepstakes	T	http://www.ago.state.co.us/consprot/CoResourceGuide.cfm
	Business opportunities / work-at-home	T	http://www.ago.state.co.us/consprot/CoResourceGuide.cfm
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.ago.state.co.us/consumer_protection.cfm?MenuPage=True
	Site map	T	
	Navigational menus	F	Not within CP section
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	T	The resource guide is printer friendly.
	Alerts to external link	T	External links are properly labeled
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	
Colorado			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-222-4444
	Standardized in-take forms	T	http://www.ago.state.co.us/consline/complaint.pdf
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	F	Referral to BBB
	Mediation	F	Referral to BBB
	Referral to FTC Consumer Sentinel	T	http://www.consumer.gov/sentinel/contribs.htm
Scope of complaint handling subtotal (3)		1	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	1	http://www.ago.state.co.us/pdf/Annual%20Report%202006.pdf
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		1	
Points Awarded		3	
GRADE		F	
Connecticut			

State Enforcement		Points	Comments
Enforcement priority (2)		2	http://www.ct.gov/opm/LIB/opm/Budget/20082009BudgetBooks/BigBook/BigBook_RegProtect.pdf (Department of Consumer Protection, FY2008-2009, goals and objectives, and budget). http://www.ct.gov/opm/LIB/opm/Budget/20082009BudgetBooks/BigBook/BigBook_GenGovt.pdf (Attorney General, FY2008-2009, goals and objectives, and budget)
Enforcement resources (2)		2	http://www.ct.gov/opm/LIB/opm/Budget/20082009BudgetBooks/BigBook/BigBook_RegProtect.pdf (Department of Consumer Protection, FY2008-2009, goals and objectives, and budget). http://www.ct.gov/opm/LIB/opm/Budget/20082009BudgetBooks/BigBook/BigBook_GenGovt.pdf (Attorney General, FY2008-2009, goals and objectives, and budget)
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	F	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://www.ct.gov/ag/cwp/browse.asp?a=2066&bc=0&c=19197
Local enforcement (2)		2	http://www.consumeraction.gov/connecticut.shtml
Points Awarded		9	
GRADE		A	

Connecticut

Online Consumer Resources		Points	Comments
One-stop shopping (1)		0	2 websites: http://www.ct.gov/dcp/site/default.asp and http://www.ct.gov/ag/site/default.asp -- both sites offer consumer information on identity theft – but it is not the same information.
General information	Description of state role	T	http://www.ct.gov/dcp/cwp/view.asp?a=1629&q=274404 (CP site)
	FAQs	T	http://www.ct.gov/ag/cwp/browse.asp?a=2219&agNav= 42283 (AG site)
	Consumer alerts	T	http://www.ct.gov/dcp/site/default.asp (CP site)
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.ct.gov/dcp/cwp/view.asp?a=1633&Q=274440&dcpNav=
	Automotive sales	T	http://www.ct.gov/dcp/cwp/view.asp?a=1646&Q=273788&PM=1&dcpNav=
	Automotive repairs	T	http://www.ct.gov/dcp/cwp/view.asp?a=1633&Q=291650&PM=1#aurep
	Credit repair/reports	T	http://www.ct.gov/dcp/cwp/view.asp?a=1633&Q=291650&PM=1#ccc
	Telecommunications providers	T	http://www.ct.gov/dcp/cwp/view.asp?a=1633&Q=291650&PM=1#cell
	Debt collection/billing practices	F	
	Identity theft	T	http://www.ct.gov/dcp/cwp/view.asp?a=1629&q=289474

Comprehensiveness	Internet commerce, ISPs, auctions	T	http://www.ct.gov/ag/cwp/browse.asp?a=2066&agNav= 42277
	Major purchases, large appliances	T	http://www.ct.gov/dcp/cwp/view.asp?a=1629&Q=285414&PM=1
	Telecommunications sales & Do Not Call	T	http://www.ct.gov/dcp/cwp/version_preview.asp?l=109708&c=18194&q=285064&a=1629
	Disaster relief	F	
	Foreign money offers	T	http://www.ct.gov/ag/cwp/browse.asp?a=2066&agNav= 42277
	Prizes / sweepstakes	T	http://www.ct.gov/dcp/cwp/view.asp?a=1633&Q=291650&PM=1#swp
	Business opportunities / work-at-home	T	http://www.ct.gov/dcp/cwp/view.asp?a=1633&Q=291650&PM=1#wathome
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.ct.gov/dcp/site/default.asp
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	T	
	Alerts to external link	F	
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		7	
GRADE		C	

Connecticut

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-842-2649
	Standardized in-take forms	T	http://www.ct.gov/dcp/lib/dcp/pdf/forms/consumer_statementcprf-2_rev_8-06_edited1106.pdf http://www.ct.gov/dcp/lib/dcp/pdf/forms/occpro_complaint_form_1206.pdf
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.ct.gov/opm/LIB/opm/Budget/20082009BudgetBooks/BigBook/BigBook_RegProtect.pdf
	Mediation	T	http://www.ct.gov/dcp/cwp/view.asp?a=1629&q=333036
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	http://www.ct.gov/dcp/cwp/view.asp?a=1629&q=333036
	Resolution rate (1)	1	http://www.ct.gov/opm/LIB/opm/Budget/20082009BudgetBooks/BigBook/BigBook_RegProtect.pdf
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		1	
Points Awarded		4	
GRADE		F	

Delaware

State Enforcement	Points	Comments
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Enforcement priority (2)		0	The Fiscal Year 2008 Statewide Performance measures do not contain consumer protection goals, objectives, or performance measures. http://www.budget.delaware.gov/fy2008/2008_PerfMeas_GovRec.pdf
Enforcement resources (2)		2	The FY 2008 budget contains separately identified consumer protection resources: http://www.budget.delaware.gov/fy2008/fy08_hb250.pdf
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	T	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
Guidant	F		
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		0	http://www.consumeraction.gov/delaware.shtml
Points Awarded		5	
GRADE		F	
Delaware			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://attorneygeneral.delaware.gov/consumers/protection/safeguarding.shtml
General information	Description of state role	T	http://attorneygeneral.delaware.gov/consumers/protection/safeguarding.shtml
	FAQs	T	http://attorneygeneral.delaware.gov/consumers/protection/faq.shtml
	Consumer alerts	T	http://attorneygeneral.delaware.gov/consumers/alerts/alerts.htm
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://attorneygeneral.delaware.gov/consumers/protection/brochure/homeconstruction06.pdf
	Automotive sales	T	http://attorneygeneral.delaware.gov/consumers/protection/brochure/lemonlaw06.pdf
	Automotive repairs	T	http://attorneygeneral.delaware.gov/consumers/protection/brochure/autorepair.shtml
	Credit repair/reports	T	http://attorneygeneral.delaware.gov/consumers/protection/brochure/creditscore06.pdf
	Telecommunications providers	F	
	Debt collection/billing practices	T	http://attorneygeneral.delaware.gov/consumers/protection/brochure/understanddebtmanagemnt.pdf
	Identity theft	T	http://attorneygeneral.delaware.gov/consumers/protection/brochure/idtheft06.pdf
	Internet commerce, ISPs, auctions	T	http://attorneygeneral.delaware.gov/consumers/protection/brochure/onlineeshop06.pdf
	Major purchases, large appliances	T	http://attorneygeneral.delaware.gov/consumers/protection/tipspublication.shtml (purchases and contracts)
	Telecommunications sales & Do Not Call	T	http://attorneygeneral.delaware.gov/consumers/protection/brochure/telemarketing06.pdf
	Disaster relief	F	

	Foreign money offers	F	
	Prizes / sweepstakes	F	
	Business opportunities / work-at-home	T	http://attorneygeneral.delaware.gov/consumers/protection/brochure/workathome06.pdf
Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://attorneygeneral.delaware.gov/consumers/protection/safeguarding.shtml
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	T	Many pdf versions of consumer tips/brochures
	Alerts to external link	T	The inclusion of a link is not an endorsement by the Attorney General's Office of the site or its contents.
Navigational tools subtotal (4)		3	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	
Delaware			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-220-5424
	Standardized in-take forms	T	http://attorneygeneral.delaware.gov/media/pdf/complaintform.pdf
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://attorneygeneral.delaware.gov/office/careers/volunteer.pdf
	Mediation	T	http://attorneygeneral.delaware.gov/consumers/protection/complaint.shtml
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		3	
GRADE		F	
District of Columbia			
State Enforcement		Points	Comments
Enforcement priority (2)		2	FY 2008 Proposed Budget: http://cfo.dc.gov/cfo/frames.asp?doc=/cfo/lib/cfo/budget/2008/Volume_2A_web.pdf (page A-195, see also DCRA information)
Enforcement resources (2)		2	FY 2008 budget: http://cfo.dc.gov/cfo/frames.asp?doc=/cfo/lib/cfo/budget/2008/Volume_3_web.pdf (page 223, see also DCRA information)
	DirecTV	F	
	Ameriquist	T	
	Time Inc.	F	
	Yellow Pages	F	

Multi-state enforcement	PayPal	F	
	Bayer	F	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		1	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		0	N/A
Points Awarded		5	
GRADE		F	
District of Columbia			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		0	2 websites -- http://occ.dc.gov/occ/cwp/view,a,1223,q,635162,occNav,[31688].asp http://dcra.dc.gov/dcra/cwp/view,a,1343,q,635148.asp ; Duplicate (but not identical) information.
General information	Description of state role	F	
	FAQs	F	
	Consumer alerts	T	
General information subtotal (1)		0	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://dcra.dc.gov/dcra/cwp/view,a,1343,q,637304.asp
	Automotive sales	T	http://dcra.dc.gov/dcra/cwp/view,a,1343,q,637311.asp
	Automotive repairs	T	http://dcra.dc.gov/dcra/cwp/view,a,1343,q,637311.asp
	Credit repair/reports	T	http://occ.dc.gov/occ/cwp/view,a,1223,q,635050.asp
	Telecommunications providers	T	http://occ.dc.gov/occ/cwp/view,a,1223,q,635113.asp
	Debt collection/billing practices	T	http://occ.dc.gov/occ/cwp/view,a,1223,q,635050.asp
	Identity theft	T	http://occ.dc.gov/occ/cwp/view,a,1223,q,635085.asp
	Internet commerce, ISPs, auctions	T	http://occ.dc.gov/occ/cwp/view,a,1223,q,635092.asp
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://occ.dc.gov/occ/cwp/view,a,1223,q,635106.asp
	Disaster relief	F	
	Foreign money offers	T	http://occ.dc.gov/occ/cwp/view,a,1223,q,635106.asp
	Prizes / sweepstakes	T	http://occ.dc.gov/occ/cwp/view,a,1223,q,635106.asp http://www.ftc.gov/bcp/consumer.shtm
Business opportunities / work-at-home	T	http://www.ftc.gov/bcp/consumer.shtm	
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://occ.dc.gov/occ/cwp/view,a,1223,q,635162,occNav,[31688].asp
	Site map	F	
	Navigational menus	F	The menus on the top do not navigate within the CP domain
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	F	

Navigational tools subtotal (4)	0	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded	4	
GRADE	F	

District of Columbia

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	202 442-4615 (local number)
	Standardized in-take forms	T	one on each site: http://dcra.dc.gov/dcra/frames.asp?doc=/dcra/lib/dcra/services/consumer_protection/consumer_complaint_fillable_form.pdf http://occ.dc.gov/occ/lib/occ/services/consumer_protection/resolve/sample.doc
	Consumer strategies	T	http://dcra.dc.gov/dcra/cwp/view,a,1343,q,637339.asp http://occ.dc.gov/occ/cwp/view,a,1223,q,531534.asp
	Sample letter	T	one on each site: http://dcra.dc.gov/dcra/frames.asp?doc=/dcra/lib/dcra/services/consumer_protection/consumer_complaint_fillable_form.pdf http://occ.dc.gov/occ/lib/occ/services/consumer_protection/resolve/sample.doc
Ease of complaint filing subtotal (3)		3	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://occ.dc.gov/occ/cwp/view,a,1223,q,531576,occNav, 31688 ,.asp
	Mediation	T	http://occ.dc.gov/occ/cwp/view,a,1223,q,531576,occNav, 31688 ,.asp
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	2	http://app.occ.dc.gov/ccab/alphalist.asp?letter=a
	Resolution rate (1)	1	Can be determined from per-company list: http://app.occ.dc.gov/ccab/alphalist.asp?letter=a
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		3	
Points Awarded		8	
GRADE		B	

Florida

State Enforcement		Points	Comments
Enforcement priority (2)		2	The Department of Agriculture and Consumer Services has performance measures and standards (FY 2006-2007). http://www.oppaga.state.fl.us/reports/pdf/2006-07_Measures.pdf . The Department of Legal Affairs and Attorney General also has consumer protection measures. http://www.oppaga.state.fl.us/reports/pdf/2006-07_Measures.pdf
Enforcement resources (2)		2	The Policy and Budget Recommendations Fiscal Year 2007-2008 contain separately identified consumer protection resources. http://peoplesbudget.state.fl.us/BDServices.aspx?AgencyID=42000000&PolicyID=&PolicyLevel=
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	T	
	PayPal	T	
	Bayer	T	

	Purdue Pharma	F	
	Choicepoint	T	
	AOL	F	
	Guidant	T	
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://myfloridalegal.com/webfiles.nsf/WF/MRAY-6SNRSU/\$file/2005YIR.pdf
Local enforcement (2)		2	http://www.consumeraction.gov/florida.shtml
Points Awarded		10	
GRADE		A	
Florida			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		0	3 websites -- http://www.800helpfla.com/ (Division of Consumer Services); http://www.doacs.state.fl.us/ (Department of Agriculture and Consumer Services); http://myfloridalegal.com/ (Attorney General)
General information	Description of state role	T	http://www.800helpfla.com/complnt.html http://myfloridalegal.com/pages.nsf/4492d797dc0bd92f85256cb80055fb977003247af328dc9e85256cc6006fba91!OpenDocument
	FAQs	T	http://www.800helpfla.com/azguide.html
	Consumer alerts	T	http://www.800helpfla.com/alerts.html http://myfloridalegal.com/NewsBrie.nsf/OnlineAlerts
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	via http://www.ftc.gov/bcp/online/pubs/services/homeimpv.shtm , mentioned in the resource guide
	Automotive sales	T	http://www.800helpfla.com/lemonlaw.html
	Automotive repairs	T	http://www.800helpfla.com/motorveh.html
	Credit repair/reports	T	http://myfloridalegal.com/pages.nsf/main/9becb47d30d60b3b85256cc900558f3a!OpenDocument
	Telecommunications providers	T	http://myfloridalegal.com/pages.nsf/main/2f7ab5c2c2a25aa285256cc9006a62ab!OpenDocument
	Debt collection/billing practices	T	http://myfloridalegal.com/pages.nsf/Main/8C5B6B26667BE41485256EC2004D3252!Open
	Identity theft	T	http://www.800helpfla.com/identity.html http://myfloridalegal.com/identitytheft
	Internet commerce, ISPs, auctions	F	http://myfloridalegal.com/pages.nsf/main/d3ce7f10fb34cc3185256cc9005ac67b!OpenDocument
	Major purchases, large appliances	T	via http://www.ftc.gov/bcp/online/pubs/products/warrant.shtm , mentioned in the resource guide
	Telecommunications sales & Do Not Call	T	http://www.800helpfla.com/nosales.html
	Disaster relief	T	http://www.800helpfla.com/natural_text.html
	Foreign money offers	T	http://myfloridalegal.com/pages.nsf/main/cc3baba4cfc180685256cc9006a0911!OpenDocument
	Prizes / sweepstakes	T	http://www.800helpfla.com/sweeps.html
Business opportunities / work-at-home	T	http://www.800helpfla.com/bizop.html	
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
	Website examined	N/A	http://www.800helpfla.com/
	Site map	T	
	Navigational menus	T	

Navigational tools	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	T	
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		7	
GRADE		C	

Florida

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-HELP-FLA (435-7352)
	Standardized in-take forms	T	http://app1.800helpfla.com/cswebcomplaints/FileComplaint.aspx
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.800helpfla.com/complnt.html
	Mediation	T	http://www.800helpfla.com/complnt.html
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	2	http://myfloridalegal.com/lit_ec.nsf/investigations
	Resolution rate (1)	1	http://myfloridalegal.com/webfiles.nsf/WF/MRAY-6SNRSU/\$file/2005YIR.pdf annual report:
	Restitution (1)	1	http://www.800helpfla.com/
Complaint handling transparency subtotal (4)		4	
Points Awarded		7	
GRADE		C	

Georgia

State Enforcement		Points	Comments
Enforcement priority (2)		2	http://www.opb.state.ga.us/Budget/FY08_Book.pdf (page 177). See also, http://www.opb.state.ga.us/Strategic_Business_Planning/SP_PM_2007/Strategic_Plans/OoCA_SP.pdf
Enforcement resources (2)		2	http://www.opb.state.ga.us/Budget/FY08_Book.pdf (page 181)
Multi-state enforcement	DirecTV	T	
	Ameriquist	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	T	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	F	
	AOL	T	
	Guidant	F	
Multi-state enforcement subtotal (3)		1	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://consumer.georgia.gov/00/channel_title/0,2094,5426814_39274688,00.html
Local enforcement (2)		0	http://www.consumeraction.gov/georgia.shtml
Points Awarded		6	

GRADE		D	
Georgia			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://consumer.georgia.gov/02/oca/home/0,2471,5426814,00.html
General information	Description of state role	T	http://consumer.georgia.gov/00/channel_title/0,2094,5426814_39102589,00.html
	FAQs	T	http://consumer.georgia.gov/00/article/0,2086,5426814_39105736_38230685,00.html
	Consumer alerts	T	http://consumer.georgia.gov/00/channel_title/0,2094,5426814_39212696,00.html
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://consumer.georgia.gov/00/article/0,2086,5426814_39039081_39334354,00.html
	Automotive sales	T	http://consumer.georgia.gov/00/channel_title/0,2094,5426814_39105738,00.html
	Automotive repairs	F	
	Credit repair/reports	T	http://consumer.georgia.gov/00/article/0,2086,5426814_39039081_39271650,00.html
	Telecommunications providers	T	http://consumer.georgia.gov/00/article/0,2086,5426814_39039081_38230673,00.html
	Debt collection/billing practices	T	http://consumer.georgia.gov/00/article/0,2086,5426814_39039081_39254874,00.html
	Identity theft	T	http://consumer.georgia.gov/00/article/0,2086,5426814_39039081_38690684,00.html
	Internet commerce, ISPs, auctions	F	
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://consumer.georgia.gov/00/article/0,2086,5426814_39039081_38667992,00.html
	Disaster relief	T	http://consumer.georgia.gov/00/article/0,2086,5426814_39039081_38232662,00.html
	Foreign money offers	T	http://consumer.georgia.gov/00/article/0,2086,5426814_39039081_38232744,00.html
	Prizes / sweepstakes	F	
	Business opportunities / work-at-home	F	
Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://consumer.georgia.gov/02/oca/home/0,2471,5426814,00.html
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	T	
	Alerts to external link	T	External links are properly labeled
Navigational tools subtotal (4)		4	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		9	
GRADE		A	
Georgia			
Complaint Handling		Points	Comments
1-800 number		T	1-800-869-1123

Ease of complaint filing	Standardized in-take forms	T	http://consumer.georgia.gov/vgn/images/portal/cit_1210/17/31/39333627consumercomplaint.pdf
	Consumer strategies	T	http://consumer.georgia.gov/00/channel_title/0,2094,5426814_39102589,00.html
	Sample letter	T	http://consumer.georgia.gov/00/channel_title/0,2094,5426814_39105734,00.html
Ease of complaint filing subtotal (3)		3	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://consumer.georgia.gov/00/channel_title/0,2094,5426814_39102589,00.html
	Mediation	T	http://consumer.georgia.gov/00/channel_title/0,2094,5426814_39102589,00.html
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		5	
GRADE		F	

Hawaii

State Enforcement		Points	Comments
Enforcement priority (2)		2	FB 2007-2009 Operating Budget contains consumer protection goals and objectives. http://www.hawaii.gov/budget/memos/budget%20in%20brief/08%20-%20Commerce%20and%20Consumer%20Affairs.pdf
Enforcement resources (2)		2	FB 2007-2009 Operating Budget contains separately identified consumer protection resources. http://www.hawaii.gov/budget/memos/budget%20in%20brief/08%20-%20Commerce%20and%20Consumer%20Affairs.pdf
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	F	
	PayPal	T	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)		2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		0	http://www.consumeraction.gov/hawaii.shtml
Points Awarded		6	
GRADE		D	

Hawaii

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.hawaii.gov/dcca/areas/ocp/main/about (Office of Consumer Protection)
Description of state role		T	http://www.hawaii.gov/dcca/areas/ocp/main/about

General information	FAQs	T	http://www.hawaii.gov/dcca/areas/ocp/main/about http://www.hawaii.gov/dcca/areas/rico/main/faqs/
	Consumer alerts	F	
General information subtotal (1)		0	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.hawaii.gov/dcca/areas/rico/licensedcontractor/
	Automotive sales	T	http://www.hawaii.gov/dcca/areas/rico/scap_llaw/
	Automotive repairs	T	http://www.hawaii.gov/dcca/areas/rico/r_brochures/Automobile%20Repair%20Brochure.pdf
	Credit repair/reports	T	http://www.hawaii.gov/dcca/areas/rico/consumer_tips/mailbox/consumer
	Telecommunications providers	F	
	Debt collection/billing practices	F	
	Identity theft	T	http://www.hawaii.gov/dcca/quicklinks/id_theft_info/
	Internet commerce, ISPs, auctions	F	
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	F	
	Disaster relief	F	
	Foreign money offers	F	
	Prizes / sweepstakes	T	http://www.hawaii.gov/dcca/areas/rico/consumer_tips/mailbox/consumer
	Business opportunities / work-at-home	F	
Information comprehensiveness subtotal (4)		2	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.hawaii.gov/dcca/areas/ocp/main/about
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	F	although many publications are pdf
	Alerts to external link	T	external links are properly labeled
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		5	
GRADE		F	
Hawaii			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	All are local – 587-3222
	Standardized in-take forms	T	http://www.hawaii.gov/dcca/areas/ocp/brochures/complaint/ocp_complaint_form.pdf
	Consumer strategies	T	http://www.hawaii.gov/dcca/areas/rico/consumer_tips/
	Sample letter	T	http://www.hawaii.gov/dcca/areas/rico/forms/ARP_Complaint_Form.pdf
Ease of complaint filing subtotal (3)		3	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.hawaii.gov/dcca/areas/ocp/main/about
	Mediation	T	http://www.hawaii.gov/dcca/areas/ocp/main/about
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.

Complaint handling transparency	Company complaint details (2)	2	http://pahoehoe.ehawaii.gov/cms/app
	Resolution rate (1)	1	2007 Compliance Resolution Fund Report http://www.hawaii.gov/dcca/main/reports/dcca_reports/
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		3	
Points Awarded		8	
GRADE		B	
Idaho			
State Enforcement		Points	Comments
Enforcement priority (2)		0	AG annual report describes activities and its legal authority. No consumer protection goals, objectives, or performance measures discussed. http://www2.state.id.us/ag/consumer/annual_reports/consumerannual2006.pdf ; nor is there discussion in the FY2008 budget documents, http://www.legislature.idaho.gov/budget/index.htm
Enforcement resources (2)		2	http://www2.state.id.us/ag/consumer/annual_reports/consumerannual2006.pdf : Salaries and benefits of those who are involved primarily in consumer protection efforts are expected to cost taxpayers approximately \$504,503 for the 2007 fiscal year. Another \$175,700 is budgeted from the Attorney General's consumer protection account for consumer education efforts.
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	F	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	The Attorney General also recovered \$281,678 in civil penalties, fees and costs. These amounts do not include the \$21,191,002 the state received in 2006 pursuant to the tobacco Master Settlement Agreement. http://www2.state.id.us/ag/consumer/annual_reports/consumerannual2006.pdf
Local enforcement (2)		0	http://www.consumeraction.gov/idaho.shtml
Points Awarded		6	
GRADE		D	
Idaho			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www2.state.id.us/ag/consumer/index.htm www2.state.id.us/ag/ is an alias for www.ag.idaho.gov
General information	Description of state role	T	http://www2.state.id.us/ag/consumer/tips/ConsumerProtectionManual.pdf
	FAQs	T	http://www2.state.id.us/ag/consumer/tips/ConsumerProtectionManual.pdf
	Consumer alerts	T	http://www2.state.id.us/ag/consumer/newsletters.htm

General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www2.state.id.us/ag/consumer/tips/ResidentialConstruction.pdf
	Automotive sales	T	http://www2.state.id.us/ag/consumer/tips/buyinganewcar.htm
	Automotive repairs	T	http://www2.state.id.us/ag/consumer/tips/automobilerepair.htm
	Credit repair/reports	T	http://www2.state.id.us/ag/consumer/tips/creditreports.htm
	Telecommunications providers	T	http://www2.state.id.us/ag/consumer/tips/cramming.htm
	Debt collection/billing practices	T	http://www2.state.id.us/ag/consumer/tips/CreditAndDebt.pdf
	Identity theft	T	http://www2.state.id.us/ag/consumer/tips/creditreports.htm
	Internet commerce, ISPs, auctions	T	http://www2.state.id.us/ag/consumer/tips/internetsafety.pdf
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www2.state.id.us/ag/consumer/tips/telesales.htm
	Disaster relief	F	
	Foreign money offers	T	http://www2.state.id.us/ag/consumer/newsletters/Newsletter_Vol2_Iss2.pdf
	Prizes / sweepstakes	T	http://www2.state.id.us/ag/consumer/tips/sweepstakes.htm
Business opportunities / work-at-home	T	http://www2.state.id.us/ag/consumer/tips/internetsafety.pdf	
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www2.state.id.us/ag/consumer/index.htm
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	T	Links listed in federal and state groupings.
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	
Idaho			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-432-3545
	Standardized in-take forms	T	http://www2.state.id.us/ag/consumer/forms/consumercomplaintform.pdf
	Consumer strategies	T	http://www2.state.id.us/ag/consumer/tips/ConsumerProtectionManual.pdf
	Sample letter	F	
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www2.state.id.us/ag/consumer/tips/ConsumerProtectionManual.pdf
	Mediation	T	http://www2.state.id.us/ag/consumer/general/complaintforminfo.htm
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
	Company complaint details (2)	0	

Complaint handling transparency	Resolution rate (1)	0	The resolution rate on behalf of consumers is not listed, although the amounts recovered are (see below)
	Restitution (1)	1	In 2006, the Attorney General recovered \$1,692,089 in restitution http://www2.state.il.us/ag/consumer/annual_reports/consumerannual2006.pdf
Complaint handling transparency subtotal (4)		1	
Points Awarded		5	
GRADE		F	

Illinois

State Enforcement		Points	Comments
Enforcement priority (2)		2	FY 2008 Budget at http://www.state.il.us/budget/FY08%20Operating%20Budget.pdf (page 11-6) Key Budget Initiatives for the Office of Attorney General include improving public knowledge of complaint resolution resources and other consumer protection functions.
Enforcement resources (2)		0	FY 2008 Budget at http://www.state.il.us/budget/FY08%20Operating%20Budget.pdf does not include separately identified consumer protection resources.
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	T	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	Redress available by consumer protection settlements: http://www.illinoisattorneygeneral.gov/consumers/settlements.html . See also the 2005 Annual Report.
Local enforcement (2)		2	http://www.consumeraction.gov/illinois.shtml
Points Awarded		8	
GRADE		B	

Illinois

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.illinoisattorneygeneral.gov/consumers/index.html
General information	Description of state role	T	http://www.illinoisattorneygeneral.gov/consumers/conscomp.pdf
	FAQs	T	http://www.illinoisattorneygeneral.gov/consumers/consumer_publications.html#general
	Consumer alerts	T	http://www.illinoisattorneygeneral.gov/consumers/alerts.html
General information subtotal (1)		1	If 3 Ts, then 1 point.
	Home improvement/repairs	T	http://www.illinoisattorneygeneral.gov/consumers/homerepair_construction.html
	Automotive sales	T	http://www.illinoisattorneygeneral.gov/consumers/autobuy.html
	Automotive repairs	T	http://www.illinoisattorneygeneral.gov/consumers/autorepair_act.html

Information Comprehensiveness	Credit repair/reports	T	http://www.illinoisattorneygeneral.gov/consumers/free_creditrpt.html
	Telecommunications providers	T	http://www.illinoisattorneygeneral.gov/consumers/phonescams.html
	Debt collection/billing practices	T	http://www.illinoisattorneygeneral.gov/consumers/debtcollection.html
	Identity theft	T	http://www.illinoisattorneygeneral.gov/consumers/hotline.html
	Internet commerce, ISPs, auctions	T	http://www.illinoisattorneygeneral.gov/communities/index.html#HIGHTECH
	Major purchases, large appliances	T	http://www.illinoisattorneygeneral.gov/consumers/shopping.html
	Telecommunications sales & Do Not Call	T	http://www.illinoisattorneygeneral.gov/donotcall/donotcall.htm
	Disaster relief	T	http://www.illinoisattorneygeneral.gov/consumers/disaster.html
	Foreign money offers	T	http://www.illinoisattorneygeneral.gov/pressroom/2007_01/20070129.html
	Prizes / sweepstakes	T	http://www.illinoisattorneygeneral.gov/consumers/sweepscontests.html
	Business opportunities / work-at-home	T	http://www.illinoisattorneygeneral.gov/consumers/workathome.html
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.illinoisattorneygeneral.gov/consumers/index.html
	Site map	T	
	Navigational menus	F	No depth for consumer info
	Breadcrumbs	T	
	Search engines	T	Search engine is not prominent on the consumer protection page
	Printer-friendly versions	T	Most texts in pdf
	Alerts to external link	F	
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	
Illinois			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-386-5438 (Chicago); other toll free numbers for various parts of the state.
	Standardized in-take forms	T	http://www.illinoisattorneygeneral.gov/consumers/conscomp.pdf
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.illinoisattorneygeneral.gov/consumers/filecomplaint.html
	Mediation	T	http://www.illinoisattorneygeneral.gov/consumers/filecomplaint.html
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	1	http://www.illinoisattorneygeneral.gov/pressroom/2007_01/20070129.html

Complaint handling transparency subtotal (4)		1	
Points Awarded		4	
GRADE		F	
Indiana			
State Enforcement		Points	Comments
Enforcement priority (2)		0	The FY 2007 – FY 2009 budgets as-submitted and as-passed do not contain consumer protection goals, objectives, or performance measures. http://www.in.gov/sba/budget/ The Attorney General's site also does not contain consumer protection-related goals and objectives.
Enforcement resources (2)		0	The FY 2007 – FY 2009 budgets as-submitted and as-passed do not contain separately identified consumer protection resources. http://www.in.gov/sba/budget/ The Attorney General's site does not contain separately identified consumer protection resources.
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	F	
	PayPal	T	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
	Guidant	F	
Multi-state enforcement subtotal (3)		1	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	The FY 2007 – FY 2009 budgets as-submitted and as-passed and the Attorney General's website do not indicate the amount of consumer redress collected. The AG's Consumer Protection Litigation webpage lists all of the enforcement actions along with a current status, but there does not appear to be any summary information. http://atgindsha01.atg.in.gov/cpd/enforcement/search.aspx
Local enforcement (2)		2	http://www.consumeraction.gov/indiana.shtml
Points Awarded		3	
GRADE		F	
Indiana			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.indianaconsumer.com/ although a small part sits on http://www.in.gov/attorneygeneral/consumer/ 2 sites, but they are cross-referenced (e.g., telemarketing).
General information	Description of state role	T	http://www.indianaconsumer.com/filecomplaint.asp
	FAQs	T	http://www.indianaconsumer.com/consumer_guide/
	Consumer alerts	T	http://www.in.gov/attorneygeneral/press/ a selection of them sits on indianaconsumer: http://www.indianaconsumer.com/
General information subtotal (1)		1	If 3 Ts, then 1 point.
	Home improvement/repairs	T	http://www.indianaconsumer.com/consumer_guide/home_improvement.asp
	Automotive sales	T	http://www.indianaconsumer.com/consumer_guide/purchasing_car.asp

Information Comprehensiveness	Automotive repairs	F	
	Credit repair/reports	T	http://www.indianaconsumer.com/consumer_guide/credit_organizations.asp
	Telecommunications providers	T	http://www.indianaconsumer.com/consumer_guide/cramming.asp
	Debt collection/billing practices	F	
	Identity theft	T	http://www.indianaconsumer.com/consumer_guide/identity_theft.asp
	Internet commerce, ISPs, auctions	T	http://www.indianaconsumer.com/consumer_guide/online_shopping.asp
	Major purchases, large appliances	T	http://www.indianaconsumer.com/consumer_guide/canceling_contract.asp
	Telecommunications sales & Do Not Call	T	http://www.indianaconsumer.com/consumer_guide/telemarketing_fraud.asp
	Disaster relief	F	
	Foreign money offers	T	http://www.indianaconsumer.com/consumer_guide/international_scams.asp
	Prizes / sweepstakes	T	http://www.indianaconsumer.com/consumer_guide/sweepstakes_promotions.asp
	Business opportunities / work-at-home	T	http://www.indianaconsumer.com/consumer_guide/business_opportunities.asp
Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.indianaconsumer.com/
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	T	
	Alerts to external link	F	
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		7	
GRADE		C	
Indiana			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-382-5516
	Standardized in-take forms	T	http://www.in.gov/attorneygeneral/consumer/complaint.html
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.indianaconsumer.com/pdf/ConsumerGuide.pdf page 5
	Mediation	T	http://www.indianaconsumer.com/filecomplaint.asp
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	

Points Awarded		3	
GRADE		F	
Iowa			
State Enforcement		Points	Comments
Enforcement priority (2)		0	No performance report for AG, http://www.dom.state.ia.us/planning_performance/reports.html , and no mention of consumer protection goals/objectives in FY08 budget, http://www.dom.state.ia.us/state/budget/files/fy08/03_SD_Operating_Budgets.pdf
Enforcement resources (2)		0	No mention of consumer protection resources broken out in FY08 budget, http://www.dom.state.ia.us/state/budget/files/fy08/03_SD_Operating_Budgets.pdf
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	F	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
Guidant	F		
Multi-state enforcement subtotal (3)		2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		0	http://www.consumeraction.gov/iowa.shtml
Points Awarded		2	
GRADE		F	
Iowa			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.state.ia.us/government/ag/protecting_consumers/index.html
General information	Description of state role	T	http://www.state.ia.us/government/ag/protecting_consumers/index.html
	FAQs	T	http://www.state.ia.us/government/ag/protecting_consumers/consumer_laws_regs.html
	Consumer alerts	T	http://www.state.ia.us/government/ag/protecting_consumers/2007_news/index.html
General information subtotal (1)		1	If 3 Ts, then 1 point.
	Home improvement/repairs	T	http://www.state.ia.us/government/ag/consumer_advisories/home/prevent_home.html
	Automotive sales	T	http://www.state.ia.us/government/ag/consumer_advisories/auto/lemon_law_rights.html
	Automotive repairs	T	http://www.state.ia.us/government/ag/consumer_advisories/auto/scare_repair.html
	Credit repair/reports	T	http://www.state.ia.us/government/ag/consumer_advisories/credit_finance/free_credit_reports.html
	Telecommunications providers	T	http://www.state.ia.us/government/ag/consumer_advisories/telephone/telephone_fraud.html
	Debt collection/billing practices	T	http://www.state.ia.us/government/ag/consumer_advisories/credit_finance/fair_debt_collection.html

Information Comprehensiveness	Identity theft	T	http://www.state.ia.us/government/ag/consumer_advisories/credit_financ_e/protect_privacy.html
	Internet commerce, ISPs, auctions	T	http://www.state.ia.us/government/ag/consumer_advisories/e_commerce_internet/dos_donts.html
	Major purchases, large appliances	T	http://www.state.ia.us/government/ag/consumer_advisories/e_commerce_internet/consumer_tips.html
	Telecommunications sales & Do Not Call	T	http://www.state.ia.us/government/ag/consumer_advisories/mail/unwante_d_junk_mail.html
	Disaster relief	T	http://www.state.ia.us/government/ag/consumer_advisories/natural_disas ters/alert_consumer.html
	Foreign money offers	T	http://www.state.ia.us/government/ag/consumer_advisories/e_commerce_internet/nigeria_counterfeit.html
	Prizes / sweepstakes	T	http://www.state.ia.us/government/ag/consumer_advisories/general_advic e/sign_up_scam.html
	Business opportunities / work-at-home	T	http://www.state.ia.us/government/ag/consumer_advisories/e_commerce_internet/warning_work.html
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.state.ia.us/government/ag/protecting_consumers/index.html
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	T	Provides a description of the link, indicating whether it is governmental, non-profit, etc.
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	
Iowa			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-888-777-4590
	Standardized in-take forms	T	http://www.state.ia.us/government/ag/file_complaint/online_complaint_for m.html
	Consumer strategies	T	http://www.state.ia.us/government/ag/consumer_brochures/complain_eff ectively.html
	Sample letter	F	
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.iowa.gov/government/ag/file_complaint/online_2.html
	Mediation	F	Does not indicate if mediation is offered.
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		1	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	1	"Consumer Fraud Refunds \$1,897,982" in http://www.dom.state.ia.us/state/budget/files/fy08/03_SD_Operating_Bud gets.pdf
Complaint handling transparency subtotal (4)		1	
Points Awarded		4	
GRADE		F	

Kansas			
State Enforcement	Points	Comments	
Enforcement priority (2)	2	FY 2008 Budget contains consumer protection goals and objectives: http://budget.ks.gov/publications/FY2008/FY2008_Governors_Budget_Report_Volume2.pdf page 73	
Enforcement resources (2)	2	The FY 2008 Budget contains separately identified consumer protection resources: http://budget.ks.gov/publications/FY2008/FY2008_Governors_Budget_Report_Volume2.pdf page 74	
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	F	
	Bayer	T	
	Purdue Pharma	F	
	Choicepoint	F	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)	2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.	
Consumer redress (1)	0		
Local enforcement (2)	2	http://www.consumeraction.gov/kansas.shtml	
Points Awarded	8		
GRADE	B		
Kansas			
Online Consumer Resources	Points	Comments	
One-stop shopping (1)	1	http://www.ksag.org/	
General information	Description of state role	T	http://www.ksag.org/content/page/id/39
	FAQs	T	http://www.ksag.org/content/page/id/173
	Consumer alerts	T	http://www.ksag.org/content/page/id/86
General information subtotal (1)	1	If 3 Ts, then 1 point.	
Information Comprehensiveness	Home improvement/repairs	T	http://www.ksag.org/files/shared/Home.Improvement.Tips.pdf
	Automotive sales	T	http://www.ksag.org/files/shared/Car.Buying.Tips.pdf
	Automotive repairs	F	
	Credit repair/reports	F	
	Telecommunications providers	T	http://www.ksag.org/files/shared/Phone.Cramming.pdf
	Debt collection/billing practices	T	http://www.ksag.org/content/page/id/106
	Identity theft	T	http://www.ksag.org/files/shared/Identity.Theft.pdf
	Internet commerce, ISPs, auctions	T	http://www.ksag.org/content/page/id/271
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.ksag.org/content/page/id/55
	Disaster relief	T	http://www.ksag.org/files/shared/BewareofScams.pdf
	Foreign money offers	T	http://www.ksag.org/files/shared/Nigerian.Email.Scam.pdf
	Prizes / sweepstakes	T	http://www.ksag.org/files/shared/Sweepstakes.Scams.pdf
Business opportunities / work-at-home	T	http://www.ksag.org/files/shared/BewareofScams.pdf	

Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.ksag.org
	Site map	T	http://www.ag.louisiana.gov/aboutconsumers.aspx
	Navigational menus	T	http://www.ag.louisiana.gov/ConsumerPubs.aspx
	Breadcrumbs	T	http://www.ag.louisiana.gov/ConsumerAlerts.aspx
	Search engines	F	
	Printer-friendly versions	T	http://www.ag.louisiana.gov/publications/lemonlaw.htm
	Alerts to external link	T	http://www.ag.louisiana.gov/publications/autorepairfraud.htm
Navigational tools subtotal (4)		3	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	

Kansas

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-432-2310
	Standardized in-take forms	T	http://www.ksag.org/content/page/id/116
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.ksag.org/content/page/id/39
	Mediation	T	http://www.ksag.org/content/page/id/39
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	1	Number of complaints resolved or closed 4,820 http://budget.ks.gov/publications/FY2008/FY2008_Governors_Budget_Report_Volume2.pdf page 74
	Restitution (1)	1	Number of complaints resolved or closed 4,820 http://budget.ks.gov/publications/FY2008/FY2008_Governors_Budget_Report_Volume2.pdf page 74
Complaint handling transparency subtotal (4)		2	
Points Awarded		5	
GRADE		F	

Kentucky

State Enforcement		Points	Comments
Enforcement priority (2)		0	The 2006-2008 Budget of the Commonwealth does not contain consumer protection goals, objectives, or performance measures. http://www.osbd.ky.gov/NR/rdonlyres/270A6FDB-A3CE-450C-9340-643B561947ED/0/0608_BOC_Volume1.pdf (page 41).
Enforcement resources (2)		0	The 2006-2008 Budget of the Commonwealth does not contain separately identified consumer protection resources. http://www.osbd.ky.gov/NR/rdonlyres/270A6FDB-A3CE-450C-9340-643B561947ED/0/0608_BOC_Volume1.pdf (page 41).
	DirecTV	F	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	T	

Multi-state enforcement	PayPal	F	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://ag.ky.gov/NR/rdonlyres/4F2B7F36-BE54-4B7F-8558-3801A5BC0A18/0/ag2007biennialreport.pdf
Local enforcement (2)		0	http://www.consumeraction.gov/kentucky.shtml
Points Awarded		3	
GRADE		F	

Kentucky

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://ag.ky.gov/consumer/ http://kentucky.gov/Portal/Category/hea_consumer portal that points to ag.ky.gov , no duplicate information.
General information	Description of state role	T	http://ag.ky.gov/consumer/complaints/
	FAQs	T	http://ag.ky.gov/consumer/complaints/
	Consumer alerts	T	as part of press releases: http://ag.ky.gov/news/
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://ag.ky.gov/consumer/home/homeimp.htm
	Automotive sales	T	http://ag.ky.gov/consumer/cars/default.htm
	Automotive repairs	F	
	Credit repair/reports	F	
	Telecommunications providers	F	
	Debt collection/billing practices	F	
	Identity theft	T	http://ag.ky.gov/consumer/identity/
	Internet commerce, ISPs, auctions	F	
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://ag.ky.gov/consumer/telemarketing/
	Disaster relief	T	http://ag.ky.gov/consumer/scams/disaster.htm
	Foreign money offers	T	http://ag.ky.gov/consumer/scams/email.htm
	Prizes / sweepstakes	T	http://ag.ky.gov/NR/rdonlyres/5CC54180-94BA-48BC-AC32-AA2D249D8215/0/sweep.pdf
	Business opportunities / work-at-home	T	http://ag.ky.gov/news/getrichquickscams.htm http://ag.ky.gov/consumer/scams/business.htm
Information comprehensiveness subtotal (4)		2	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://ag.ky.gov/consumer/
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	F	

	Alerts to external link	T	Inclusion of a link or contact is not an endorsement ... http://ag.ky.gov/consumer/links.htm
Navigational tools subtotal (4)		3	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		7	
GRADE		C	
Kentucky			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-888-432-9257
	Standardized in-take forms	T	http://ag.ky.gov/consumer/complaints/forms.htm
	Consumer strategies	T	http://ag.ky.gov/consumer/complaints/
	Sample letter	F	
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://ag.ky.gov/consumer/complaints/
	Mediation	T	http://ag.ky.gov/consumer/complaints/
	Referral to FTC Consumer Sentinel	T	http://www.consumer.gov/sentinel/contribs.htm
Scope of complaint handling subtotal (3)		3	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	"Upon request and as time permits, we will tell you how many complaints we have received against a company and whether there has been a satisfactory response." Telephone inquiry. http://ag.ky.gov/consumer/links.htm#company
	Resolution rate (1)	0	"Upon request and as time permits, we will tell you how many complaints we have received against a company and whether there has been a satisfactory response." Telephone inquiry. http://ag.ky.gov/consumer/links.htm#company
	Restitution (1)	1	http://ag.ky.gov/NR/rdonlyres/4F2B7F36-BE54-4B7F-8558-3801A5BC0A18/0/ag2007biennialreport.pdf
Complaint handling transparency subtotal (4)		1	
Points Awarded		6	
GRADE		D	
Louisiana			
State Enforcement		Points	Comments
Enforcement priority (2)		2	Louisiana Department of Justice Strategic Plan (FY2005 – FY 2010) has consumer protection objectives. http://www.ag.louisiana.gov/strategicplan2005b.pdf
Enforcement resources (2)		0	The FY08 Executive Budget does not separately identify consumer protection resources. http://www.doa.louisiana.gov/opb/pub/FY08/FY08ExecutiveBudget.pdf (see page 66)
Multi-state enforcement	DirecTV	F	
	Ameriquist	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	T	
	Bayer	F	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	

	Guidant	T	
Multi-state enforcement subtotal (3)		2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		2	http://www.consumeraction.gov/louisiana.shtml
Points Awarded		6	
GRADE		D	
Louisiana			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.ag.louisiana.gov/Consumers.aspx
General information	Description of state role	T	http://www.ag.louisiana.gov/aboutconsumers.aspx
	FAQs	T	http://www.ag.louisiana.gov/ConsumerPubs.aspx
	Consumer alerts	T	http://www.ag.louisiana.gov/ConsumerAlerts.aspx
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	F	
	Automotive sales	T	http://www.ag.louisiana.gov/publications/lemonlaw.htm
	Automotive repairs	T	http://www.ag.louisiana.gov/publications/autorepairfraud.htm
	Credit repair/reports	T	http://www.ag.louisiana.gov/publications/creditrepairscams.htm
	Telecommunications providers	F	
	Debt collection/billing practices	T	http://www.ag.louisiana.gov/publications/debtcollection.htm
	Identity theft	T	http://www.ag.louisiana.gov/publications/identitytheft.htm
	Internet commerce, ISPs, auctions	F	
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.ag.louisiana.gov/publications/telemarketingfraud.htm
	Disaster relief	T	http://www.ag.louisiana.gov/FraudInfo.aspx
	Foreign money offers	F	
	Prizes / sweepstakes	T	http://www.ag.louisiana.gov/publications/sweepstakesfraud.htm
	Business opportunities / work-at-home	T	http://www.ag.louisiana.gov/publications/CI.Spring.07.pdf
Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.ag.louisiana.gov/Consumers.aspx
	Site map	T	
	Navigational menus	T	Includes a "links" at the bottom
	Breadcrumbs	T	
	Search engines	F	
	Printer-friendly versions	F	
	Alerts to external link	T	external websites properly labeled
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		7	
GRADE		C	
Louisiana			
Complaint Handling		Points	Comments
1-800 number		T	1-800-351-4889

Ease of complaint filing	Standardized in-take forms	T	http://www.ag.louisiana.gov/FileAComplaint/Form100-Complaint2.asp
	Consumer strategies	T	http://www.ag.louisiana.gov/ConsumerProtection.aspx
	Sample letter	F	
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.ag.louisiana.gov/Complaint.aspx
	Mediation	T	http://www.ag.louisiana.gov/Complaint.aspx
	Referral to FTC Consumer Sentinel	T	http://www.consumer.gov/sentinel/contribs.htm
Scope of complaint handling subtotal (3)		3	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		5	
GRADE		F	

Maine

State Enforcement		Points	Comments
Enforcement priority (2)		0	Consumer protection goals, objectives, or performance measures not included on the AG website or in FY2006-07 annual report. http://www.maine.gov/budget/annualreport/Maine%20State%20Government%20Annual%20Report%202006-2007.html
Enforcement resources (2)		0	Consumer Protection enforcement resources are not separately identified in the FY2006-2007 annual report. http://www.maine.gov/budget/annualreport/Maine%20State%20Government%20Annual%20Report%202006-2007.html
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	F	
	PayPal	F	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)		2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		0	http://www.consumeraction.gov/maine.shtml
Points Awarded		2	
GRADE		F	

Maine

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.maine.gov/ag/index.php?r=protection
General information	Description of state role	T	http://www.maine.gov/ag/consumer/index.shtml
	FAQs	T	http://www.maine.gov/ag/consumer/complaints/index.shtml
	Consumer alerts	T	http://www.maine.gov/ag/news/latest_consumer_issues.shtml
General information subtotal (1)		1	If 3 Ts, then 1 point.
	Home improvement/repairs	T	http://www.maine.gov/tools/whatsnew/index.php?topic=AGOffice_Consumer_Law_Guide&id=27936&v=article

Information Comprehensiveness	Automotive sales	T	http://www.maine.gov/tools/whatsnew/index.php?topic=AGOffice_Consumer_Law_Guide&id=27926&v=article
	Automotive repairs	T	http://www.maine.gov/tools/whatsnew/index.php?topic=AGOffice_Consumer_Law_Guide&id=27930&v=article
	Credit repair/reports	T	http://www.maine.gov/tools/whatsnew/index.php?topic=AGOffice_Consumer_Law_Guide&id=27947&v=article
	Telecommunications providers	T	http://www.maine.gov/mpuc/consumer/cad/BulletinSlamming40616.pdf
	Debt collection/billing practices	T	http://www.maine.gov/tools/whatsnew/index.php?topic=AGOffice_Consumer_Law_Guide&id=27947&v=article
	Identity theft	T	http://www.maine.gov/ag/consumer/identity_theft/index.shtml
	Internet commerce, ISPs, auctions	T	http://www.maine.gov/ag/consumer/scams.shtml
	Major purchases, large appliances	T	http://www.maine.gov/ag/consumer/purchasing_goods/index.shtml
	Telecommunications sales & Do Not Call	T	www.maine.gov/ag/donotcall.html
	Disaster relief	F	
	Foreign money offers	T	http://www.maine.gov/ag/consumer/scams.shtml
	Prizes / sweepstakes	T	http://www.maine.gov/ag/consumer/scams.shtml
	Business opportunities / work-at-home	T	http://www.maine.gov/ag/consumer/scams.shtml
	Information comprehensiveness subtotal (4)		4
Navigational tools	Website examined	N/A	http://www.maine.gov/ag/index.php?r=protection
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	T	
	Alerts to external link	T	
Navigational tools subtotal (4)		4	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		10	
GRADE		A	
Maine			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-436-2131
	Standardized in-take forms	T	http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml
	Consumer strategies	T	http://www.maine.gov/tools/whatsnew/index.php?topic=AGOffice_Consumer_Law_Guide&id=27919&v=article
	Sample letter	T	http://www.maine.gov/tools/whatsnew/index.php?topic=AGOffice_Consumer_Law_Guide&id=27919&v=article
Ease of complaint filing subtotal (3)		3	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.maine.gov/ag/consumer/complaints/index.shtml
	Mediation	T	http://www.maine.gov/ag/consumer/complaints/index.shtml
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling	Company complaint details (2)	0	
	Resolution rate (1)	0	

transparency	Restitution (1)	1	\$600,000 can be found in http://www.maine.gov/ag/dynld/documents/mediator_brochure.htm
Complaint handling transparency subtotal (4)		1	
Points Awarded		6	
GRADE		D	
Maryland			
State Enforcement		Points	Comments
Enforcement priority (2)		2	FY 2008 Budget: http://dbm.maryland.gov/dbm_publishing/public_content/dbm_search/budget/fy2008operbuddetail/judlegal.pdf (page 1 -73)
Enforcement resources (2)		2	FY 2008 Budget: http://dbm.maryland.gov/dbm_publishing/public_content/dbm_taxonomy/budget/publications/budget_highlights/fy08_budgethighlights.pdf page c1
Multi-state enforcement	DirecTV	T	
	Ameriquet	T	
	Time Inc.	T	
	Yellow Pages	F	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://dbm.maryland.gov/dbm_publishing/public_content/dbm_search/budget/fy2008operbuddetail/judlegal.pdf
Local enforcement (2)		2	http://www.consumeraction.gov/maryland.shtml
Points Awarded		10	
GRADE		A	
Maryland			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.oag.state.md.us/Consumer/index.htm
General information	Description of state role	T	http://www.oag.state.md.us/Consumer/index.htm
	FAQs	T	http://www.oag.state.md.us/Consumer/cpdfaq.htm
	Consumer alerts	T	embedded in press releases http://www.oag.state.md.us/Consumer/pressrel.htm
General information subtotal (1)		1	If 3 Ts, then 1 point.
	Home improvement/repairs	T	http://www.oag.state.md.us/Consumer/127.pdf
	Automotive sales	T	http://www.oag.state.md.us/consumer/lemon.htm
	Automotive repairs	T	http://www.oag.state.md.us/consumer/edge77.htm
	Credit repair/reports	T	http://www.oag.state.md.us/consumer/tip4.htm
	Telecommunications providers	T	http://www.oag.state.md.us/consumer/edge121.htm
	Debt collection/billing practices	T	http://www.oag.state.md.us/consumer/tip40.htm
	Identity theft	T	http://www.oag.state.md.us/Consumer/edge117.htm

Information Comprehensiveness	Internet commerce, ISPs, auctions	T	http://www.oag.state.md.us/Consumer/idtheft.htm
	Major purchases, large appliances	T	http://www.oag.state.md.us/consumer/edge99.htm
	Telecommunications sales & Do Not Call	F	
	Disaster relief	T	http://www.oag.state.md.us/Consumer/edge96.htm
	Foreign money offers	F	
	Prizes / sweepstakes	T	http://www.oag.state.md.us/consumer/edge122.htm
	Business opportunities / work-at-home	T	http://www.oag.state.md.us/consumer/edge76.htm
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.oag.state.md.us/consumer/edge87.htm http://www.oag.state.md.us/Consumer/index.htm
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	F	There are some pdfs, but very few.
	Alerts to external link	T	The inclusion of a link is not an endorsement by the Maryland Attorney General's Office of the site or its contents. on http://www.oag.state.md.us/Consumer/link.htm
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	
Maryland			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-888-743-0023
	Standardized in-take forms	T	http://www.oag.state.md.us/Consumer/complaint.htm
	Consumer strategies	T	http://www.oag.state.md.us/consumer/edge95.htm
	Sample letter	T	http://www.oag.state.md.us/consumer/edge95.htm
Ease of complaint filing subtotal (3)		3	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.oag.state.md.us/Consumer/complaintmediation.htm
	Mediation	T	http://www.oag.state.md.us/Consumer/complaintmediation.htm
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	Call the Consumer Protection Division's hotline at (410) 528-8662. A mediator will tell you how many complaints have been filed against the business, the nature of the complaints and how they were resolved. in http://www.oag.state.md.us/Consumer/cpdfaq.htm
	Resolution rate (1)	0	Call the Consumer Protection Division's hotline at (410) 528-8662. A mediator will tell you how many complaints have been filed against the business, the nature of the complaints and how they were resolved. in http://www.oag.state.md.us/Consumer/cpdfaq.htm
	Restitution (1)	1	http://www.oag.state.md.us/Press/2007/020507a.htm
Complaint handling transparency subtotal (4)		1	
Points Awarded		6	
GRADE		D	

Massachusetts			
State Enforcement	Points	Comments	
Enforcement priority (2)	0	Not included on the AG website or in FY 2008 budget documents, http://www.mass.gov/bb/fy2008h1/brec08/dpt08/hnago.htm . Could not locate an online annual report for OCABR that describes goals and objectives.	
Enforcement resources (2)	1	Consumer Protection enforcement resources are not separately identified in the AG's FY2008 budget documents, http://www.mass.gov/bb/fy2008h1/brec08/dpt08/hnago.htm . They are identified for the OCABR, http://www.mass.gov/bb/fy2008h1/brec08/sect08/hn920.htm (half credit)	
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	F	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)	3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.	
Consumer redress (1)	0	2 sites: Attorney General: http://www.mass.gov/?pageID=cagotopic&L=2&L0=Home&L1=Consumer+Protection&sid=Cago Consumer Affairs and Business Regulations OCABR http://www.mass.gov/?pageID=ocahomepage&L=1&L0=Home&sid=Eoca	
Local enforcement (2)	2	http://www.consumeraction.gov/massachusetts.shtml	
Points Awarded	6		
GRADE	D		
Massachusetts			
Online Consumer Resources	Points	Comments	
One-stop shopping (1)	0	2 websites: Attorney General: http://www.mass.gov/?pageID=cagotopic&L=2&L0=Home&L1=Consumer+Protection&sid=Cago Consumer affairs and business regulations OCABR http://www.mass.gov/?pageID=ocahomepage&L=1&L0=Home&sid=Eoca	
General information	Description of state role	T	http://www.mass.gov/?pageID=cagoterminal&L=3&L0=Home&L1=Consumer+Protection&L2=Complaints+%26+Mediation+Services&sid=Cago&terminalcontent&f=consumer_hotlineandcomplaints&csid=Cago
	FAQs	T	http://www.mass.gov/?pageID=cagoterminal&L=3&L0=Home&L1=Consumer+Protection&L2=Complaints+%26+Mediation+Services&sid=Cago&terminalcontent&f=consumer_faqs&csid=Cago
	Consumer alerts	T	http://www.mass.gov/?pageID=ocautilities&L=1&sid=Eoca&U=subscribe_to_consumer_insider
General information subtotal (1)	1	If 3 Ts, then 1 point.	

Information Comprehensiveness	Home improvement/repairs	T	http://www.mass.gov/Cago/docs/Consumer/homeimprovementguide.pdf
	Automotive sales	T	http://www.mass.gov/?pageID=ocasubtopic&L=4&L0=Home&L1=Consumer&L2=Autos+and+Transportation&L3=Lemon+Laws&sid=Eoca
	Automotive repairs	T	http://www.mass.gov/?pageID=ocaterminal&L=4&L0=Home&L1=Consumer&L2=Autos+and+Transportation&L3=Auto+Repair&sid=Eoca&b=terminalcontent&f=mechanics_of_auto_repair&csid=Eoca
	Credit repair/reports	T	http://www.mass.gov/?pageID=ocaterminal&L=4&L0=Home&L1=Consumer&L2=Finance&L3=Credit+%26+Debt&sid=Eoca&b=terminalcontent&f=credit_tips&csid=Eoca
	Telecommunications providers	T	http://www.mass.gov/?pageID=ocasubtopic&L=4&L0=Home&L1=Consumer&L2=Cable+TV+%26+Telecommunications&L3=Telecommunication&sid=Eoca
	Debt collection/billing practices	T	http://www.mass.gov/?pageID=ocaterminal&L=4&L0=Home&L1=Consumer&L2=Banks+%26+Banking&L3=Debt+Collections&sid=Eoca&b=terminalcontent&f=dob_debt_collections&csid=Eoca
	Identity theft	T	http://www.mass.gov/?pageID=cagoterminal&L=4&L0=Home&L1=Community+Safety&L2=Cyber+Crime+%26+Internet+Safety&L3=Online+Safety+for+Consumers&sid=Cago&b=terminalcontent&f=community_Cybercrime_Privacy_Phishing&csid=Cago
	Internet commerce, ISPs, auctions	T	http://www.mass.gov/?pageID=cagoterminal&L=4&L0=Home&L1=Community+Safety&L2=Cyber+Crime+%26+Internet+Safety&L3=Online+Safety+for+Consumers&sid=Cago&b=terminalcontent&f=community_Cybercrime_Purchasing_Online&csid=Cago
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.mass.gov/?pageID=cagoterminal&L=3&L0=Home&L1=Consumer+Protection&L2=Retail&sid=Cago&b=terminalcontent&f=consumer_donotcallinfo&csid=Cago
	Disaster relief	F	
	Foreign money offers	T	http://www.mass.gov/?pageID=cagoterminal&L=3&L0=Home&L1=Consumer+Protection&L2=Consumer+Scams&sid=Cago&b=terminalcontent&f=consumer_scams_fake_check&csid=Cago
	Prizes / sweepstakes	T	http://www.mass.gov/?pageID=cagoterminal&L=3&L0=Home&L1=Consumer+Protection&L2=Consumer+Scams&sid=Cago&b=terminalcontent&f=consumer_scams_fake_check&csid=Cago
	Business opportunities / work-at-home	T	http://www.mass.gov/?pageID=cagoterminal&L=3&L0=Home&L1=Consumer+Protection&L2=Consumer+Scams&sid=Cago&b=terminalcontent&f=consumer_scams_work_at_home&csid=Cago
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.mass.gov/?pageID=ocaconstituent&L=2&L0=Home&L1=Consumer&sid=Eoca OCABR http://www.mass.gov/?pageID=cagotopic&L=2&L0=Home&L1=Consumer+Protection&sid=Cago
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	F	
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		7	
GRADE		C	

Massachusetts			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-888-283-3757
	Standardized in-take forms	T	http://www.mass.gov/Cago/docs/Consumer/consumercomplaintform.pdf
	Consumer strategies	T	http://www.mass.gov/?pageID=cagoterminal&L=3&L0=Home&L1=Consumer+Protection&L2=Complaints+%26+Mediation+Services&sid=Cago&b=terminalcontent&f=consumer_consumerprotectionact&csid=Cago http://www.mass.gov/?pageID=ocamodulechunk&L=2&L0=Home&L1=Consumer&sid=Eoca&b=terminalcontent&f=resolve_a_problem&csid=Eoca
	Sample letter	T	http://www.mass.gov/Cago/docs/Consumer/conprotlaw.pdf http://www.mass.gov/?pageID=ocaterminal&L=4&L0=Home&L1=Consumer&L2=Autos+and+Transportation&L3=Auto+Repair&sid=Eoca&b=terminalcontent&f=30_day_demand_letter&csid=Eoca
Ease of complaint filing subtotal (3)		3	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.mass.gov/?pageID=cagoterminal&L=3&L0=Home&L1=Consumer+Protection&L2=Complaints+%26+Mediation+Services&sid=Cago&b=terminalcontent&f=consumer_faqs&csid=Cago
	Mediation	T	http://www.mass.gov/?pageID=cagoterminal&L=3&L0=Home&L1=Consumer+Protection&L2=Complaints+%26+Mediation+Services&sid=Cago&b=terminalcontent&f=consumer_hotlineandcomplaints&csid=Cago
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	1	http://www.mass.gov/?pageID=cagoterminal&L=3&L0=Home&L1=Consumer+Protection&L2=Complaints+%26+Mediation+Services&sid=Cago&b=terminalcontent&f=consumer_aidandmediation&csid=Cago
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		1	
Points Awarded		6	
GRADE		D	
Michigan			
State Enforcement		Points	Comments
Enforcement priority (2)		0	The Fiscal Year 2008 Executive Budget does not contain consumer protection-related strategic goals and objectives. http://www.michigan.gov/budget/0,1607,7-157--134602--,00.html AG Biannual Report (2003-2004) does not contain consumer protection-related goals and objectives.
Enforcement resources (2)		0	The Fiscal Year 2008 Executive Budget does not contain separately identified consumer protection resources. http://www.michigan.gov/budget/0,1607,7-157--134602--,00.html AG Biannual Report (2003-2004) does not contain separately identified consumer protection resources.
	DirecTV	F	
	Ameriquet	T	
	Time Inc.	T	
	Yellow Pages	T	

Multi-state enforcement	PayPal	F	
	Bayer	T	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://www.michigan.gov/documents/Biannual_Report_0304_154811_7.pdf (AG's Biannual Report 2003-04 (page 186-88), could not locate 2005-2006 report).
Local enforcement (2)		2	http://www.consumeraction.gov/michigan.shtml
Points Awarded		5	
GRADE		F	
Michigan			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.michigan.gov/ag/0,1607,7-164-17337---,00.html
General information	Description of state role	T	http://www.michigan.gov/ag/0,1607,7-164-17331-42077--,00.html
	FAQs	T	http://www.michigan.gov/documents/Ten_Tips__119851_7.pdf_of_color_brochure.pdf
	Consumer alerts	T	http://www.michigan.gov/ag/0,1607,7-164-34739_20942---,00.html
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	Alert: http://www.michigan.gov/ag/0,1607,7-164-17334_17362-44670--,00.html
	Automotive sales	T	http://www.legislature.mi.gov/(S(2m53hdqliw12h44540zpzgnz))/mileg.aspx?page=getobject&objectname=mcl-257-1401&userid=
	Automotive repairs	T	http://www.michigan.gov/sos/0,1607,7-127-1585_1620_1623-33494--,00.html
	Credit repair/reports	T	http://www.ftc.gov/bcp/online/pubs/credit/repair.shtm
	Telecommunications providers	T	http://www.michigan.gov/ag/0,1607,7-164-17337_17291-114688--,00.html (VOIP)
	Debt collection/billing practices	T	http://www.ftc.gov/bcp/online/pubs/credit/kneedeep.shtm
	Identity theft	T	http://www.ftc.gov/bcp/edu/microsites/idtheft/
	Internet commerce, ISPs, auctions	T	http://www.michigan.gov/ag/0,1607,7-164-17337_17363-49282--,00.html (FTC link)
	Major purchases, large appliances	T	http://www.michigan.gov/ag/0,1607,7-164-17337_17291-156581--,00.html
	Telecommunications sales & Do Not Call	T	http://www.ftc.gov/bcp/online/pubs/tmarkg/straight.shtm
	Disaster relief	F	
	Foreign money offers	T	Alert: http://www.michigan.gov/ag/0,1607,7-164-17334_17362-176356--,00.html
	Prizes / sweepstakes	T	http://www.michigan.gov/ag/0,1607,7-164-17334_17362_17363-49461--,00.html
Business opportunities / work-at-home	T	http://www.ftc.gov/bcp/online/pubs/invest/homewrk.shtm	
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
	Website examined	N/A	http://www.michigan.gov/ag/0,1607,7-164-17337---,00.html
	Site map	T	

Navigational tools	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	T	
	Alerts to external link	T	Properly labeled sites
Navigational tools subtotal (4)		4	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		10	
GRADE		A	

Michigan

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-877-765-8388
	Standardized in-take forms	T	https://www.ag.state.mi.us/cp_division/w3cp_c01_new.asp
	Consumer strategies	F	0
	Sample letter	F	0
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.michigan.gov/ag/0,1607,7-164-17331-42077--,00.html
	Mediation	T	http://www.michigan.gov/ag/0,1607,7-164-17331-42077--,00.html
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	1	http://www.michigan.gov/ag/0,1607,7-164-46849_47203-161901--,00.html
Complaint handling transparency subtotal (4)		1	
Points Awarded		4	
GRADE		F	

Minnesota

State Enforcement		Points	Comments
Enforcement priority (2)		0	No mention of consumer protection goals, objectives, or performance measures in FY2008-09 budget http://www.budget.state.mn.us/budget/index.shtml , or in the AG's budget request http://www.budget.state.mn.us/budget/operating/200809/gov/338391.pdf
Enforcement resources (2)		0	No mention of separate consumer protection resources in FY 2008-09 budget, http://www.budget.state.mn.us/budget/index.shtml , or in AG's budget request http://www.budget.state.mn.us/budget/operating/200809/gov/338391.pdf
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	T	
	Bayer	F	
	Purdue Pharma	F	

	Choicepoint	T	
	AOL	T	
	Guidant	F	
Multi-state enforcement subtotal (3)		1	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	During FY 2006, the AGO recovered more than \$26 million for the state and consumers. See http://www.budget.state.mn.us/budget/profiles/attorney_general_profile.pdf
Local enforcement (2)		2	http://www.consumeraction.gov/minnesota.shtml
Points Awarded		4	
GRADE		F	
Minnesota			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.ag.state.mn.us/
General information	Description of state role	T	http://www.ag.state.mn.us/Consumer/Complaint.asp
	FAQs	T	https://www.ag.state.mn.us/Office/Publications.asp
	Consumer alerts	T	http://www.ag.state.mn.us/Consumer/ConAlert/Default.asp
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.ag.state.mn.us/Brochures/pubCitizensGuidetoHomeBuilding.pdf
	Automotive sales	T	http://www.ag.state.mn.us/Consumer/Cars/CarHandbook/Default.asp
	Automotive repairs	T	http://www.ag.state.mn.us/Consumer/Cars/CarHandbook/Default.asp
	Credit repair/reports	T	http://www.ag.state.mn.us/Brochures/pubCreditReports.pdf
	Telecommunications providers	T	http://www.ag.state.mn.us/Brochures/pubWirelessPhones.pdf
	Debt collection/billing practices	T	http://www.ag.state.mn.us/Brochures/pubDebtCollectionFactSheet.pdf
	Identity theft	T	http://www.ag.state.mn.us/Brochures/pubGuardingYourPrivacy.pdf
	Internet commerce, ISPs, auctions	T	http://www.ag.state.mn.us/Consumer/ConAlert/OnlineShopping.asp
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.ag.state.mn.us/Consumer/Phone/ReducingCalls.asp
	Disaster relief	T	http://www.ag.state.mn.us/Brochures/pubDisasterInformation.pdf
	Foreign money offers	T	http://www.ag.state.mn.us/Consumer/ConAlert/CheckPmtScams.asp
	Prizes / sweepstakes	T	http://www.ag.state.mn.us/Brochures/pubSweepstakesInformation.pdf
Business opportunities / work-at-home	T	http://www.ag.state.mn.us/Brochures/pubWorkAtHomeScams.pdf	
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.ag.state.mn.us/
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	F	

	Search engines	T	
	Printer-friendly versions	T	most consumer info in pdfs.
	Alerts to external link	T	list of "other sites", identified by name
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	
Minnesota			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-657-3787
	Standardized in-take forms	T	http://www.ag.state.mn.us/ElectronicForms/complaintform.pdf
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.ag.state.mn.us/Consumer/Complaint.asp
	Mediation	T	http://www.ag.state.mn.us/Consumer/Complaint.asp
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	1	During FY 2006, the AGO recovered more than \$26 million for the state and consumers. See http://www.budget.state.mn.us/budget/profiles/attorney_general_profile.pdf
Complaint handling transparency subtotal (4)		1	
Points Awarded		4	
GRADE		F	
Mississippi			
State Enforcement		Points	Comments
Enforcement priority (2)		0	The FY 2008 Enacted Budget and Recommended Budget do not contain consumer protection goals, objectives, or performance measures. http://www.dfa.state.ms.us/Content/FY2008ApplInfo.htm , http://www.governorbarbour.com/documents/FY08EBRBinder_000.pdf .
Enforcement resources (2)		0	The FY 2008 Enacted Budget and the Recommended Budget do not contain separately identified consumer protection resources. http://www.dfa.state.ms.us/Content/FY2008ApplInfo.htm , http://www.governorbarbour.com/documents/FY08EBRBinder_000.pdf .
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	

	Guidant	T	
Multi-state enforcement subtotal (3)		2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://www.ago.state.ms.us/images/uploads/forms/2006_Annual_Report.pdf
Local enforcement (2)		0	http://www.consumeraction.gov/mississippi.shtml
Points Awarded		3	
GRADE		F	

Mississippi

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.ago.state.ms.us/ (the site is under construction)
General information	Description of state role	T	http://www.ago.state.ms.us/index.php/sections/consumer
	FAQs	T	http://www.ago.state.ms.us/index.php/sections/consumer
	Consumer alerts	T	http://www.ago.state.ms.us/index.php/sections/consumer
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	F	
	Automotive sales	T	http://www.ago.state.ms.us/index.php/pages/frequently_asked_questions_consumer
	Automotive repairs	F	
	Credit repair/reports	F	
	Telecommunications providers	F	
	Debt collection/billing practices	F	
	Identity theft	F	
	Internet commerce, ISPs, auctions	F	
	Major purchases, large appliances	T	http://www.ago.state.ms.us/index.php/sections/consumer/common_consumer_myths
	Telecommunications sales & Do Not Call	F	
	Disaster relief	F	
	Foreign money offers	F	
	Prizes / sweepstakes	F	
Business opportunities / work-at-home	F		
Information comprehensiveness subtotal (4)		0	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.ago.state.ms.us/divisions/consumer/
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	T	
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		4	
GRADE		F	

Mississippi

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-281-4418
	Standardized in-take forms	T	http://www.ago.state.ms.us/images/uploads/forms/MS%20AGO-Complaint%20Form.pdf
	Consumer strategies	T	http://www.ago.state.ms.us/index.php/sections/consumer/complaints
	Sample letter	T	http://www.ago.state.ms.us/images/uploads/forms/MS%20AGO-Complaint%20Form.pdf
Ease of complaint filing subtotal (3)		3	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.ago.state.ms.us/index.php/sections/consumer/complaints
	Mediation	T	http://www.ago.state.ms.us/index.php/sections/consumer/complaints
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	1	http://www.ago.state.ms.us/images/uploads/forms/2006_Annual_Report.pdf
	Restitution (1)	1	http://www.ago.state.ms.us/images/uploads/forms/2006_Annual_Report.pdf
Complaint handling transparency subtotal (4)		2	
Points Awarded		7	
GRADE		C	
Missouri			
State Enforcement		Points	Comments
Enforcement priority (2)		0	The Missouri Budget – Fiscal Year 2008 does not contain consumer protection goals, objectives, or performance measures. http://www.oa.mo.gov/bp/budg2008/ The Attorney General's site does not contain consumer protection goals, objectives, or performance measures.
Enforcement resources (2)		0	The Missouri Budget – Fiscal Year 2008 does not contain separately identified consumer protection resources. http://www.oa.mo.gov/bp/budg2008/ The Attorney General's site does not contain separately identified consumer protection resources.
Multi-state enforcement	DirectTV	F	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	F	
	PayPal	F	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)		1	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	2007 Restitution (judgments and settlements) - http://ago.mo.gov/newsreleases/2007/123107.htm
Local enforcement (2)		0	http://www.consumeraction.gov/missouri.shtml
Points Awarded		2	

GRADE		F	
Missouri			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://ago.mo.gov/Consumer-Protection.htm
General information	Description of state role	T	http://ago.mo.gov/consumercomplaint.htm
	FAQs	T	http://ago.mo.gov/publications/knowyourrights.pdf
	Consumer alerts	T	http://ago.mo.gov/Consumer-Protection.htm http://ago.mo.gov/ConsumerCorner/blog/current/
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://ago.mo.gov/publications/knowyourrights.pdf
	Automotive sales	T	http://ago.mo.gov/publications/auto.htm
	Automotive repairs	T	http://ago.mo.gov/publications/auto.htm
	Credit repair/reports	T	http://ago.mo.gov/publications/creditrepair.htm
	Telecommunications providers	T	http://ago.mo.gov/publications/slamcram.htm
	Debt collection/billing practices	F	
	Identity theft	T	http://ago.mo.gov/publications/idtheft.htm
	Internet commerce, ISPs, auctions	F	only inside blog
	Major purchases, large appliances	T	http://ago.mo.gov/publications/warranties.htm
	Telecommunications sales & Do Not Call	T	http://ago.mo.gov/publications/sweepstakes.htm
	Disaster relief	T	http://ago.mo.gov/ConsumerCorner/encyclopedia/storm-chaser.htm
	Foreign money offers	T	http://ago.mo.gov/ConsumerCorner/encyclopedia/foreign-lottery.htm
	Prizes / sweepstakes	T	http://ago.mo.gov/publications/sweepstakes.htm
Business opportunities / work-at-home	T	http://ago.mo.gov/publications/businessoffers.htm	
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://ago.mo.gov/Consumer-Protection.htm
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	T	
	Alerts to external link	T	
Navigational tools subtotal (4)		4	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		10	
GRADE		A	
Missouri			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-392-8222.
	Standardized in-take forms	T	https://www.consumer.ago.mo.gov/
	Consumer strategies	T	http://ago.mo.gov/publications/takeaction.pdf
	Sample letter	T	http://ago.mo.gov/publications/knowyourrights.pdf
Ease of complaint filing subtotal (3)		3	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.

Scope of complaint handling	Assist consumers	T	http://ago.mo.gov/consumercomplaint.htm
	Mediation	T	http://ago.mo.gov/consumercomplaint.htm
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	2	http://www.consumer.ago.mo.gov/Know_MO/
	Resolution rate (1)	0	
	Restitution (1)	1	2007 restitution, http://ago.mo.gov/newsreleases/2007/123107.htm
Complaint handling transparency subtotal (4)		3	
Points Awarded		8	
GRADE		B	

Montana

State Enforcement		Points	Comments
Enforcement priority (2)		2	http://www.doj.mt.gov/department/goalsobjectives.asp (AG consumer protection goals and objectives)
Enforcement resources (2)		2	Consumer protection budget = \$ 1,112,470 M on page 6 http://leg.mt.gov/content/publications/fiscal/ba_2009/lfd_d/justice.pdf
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	F	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		0	http://www.consumeraction.gov/montana.shtml
Points Awarded		7	
GRADE		C	

Montana

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.doj.mt.gov/consumer/consumer/default.asp
General information	Description of state role	T	http://www.doj.mt.gov/consumer/consumer/default.asp
	FAQs	T	http://www.doj.mt.gov/consumer/default.asp#commonproblems
	Consumer alerts	T	http://www.doj.mt.gov/consumer/consumeralerts.asp
General information subtotal (1)		1	If 3 Ts, then 1 point.
	Home improvement/repairs	T	http://www.doj.mt.gov/consumer/consumer/choosingcontractor.asp
	Automotive sales	T	http://www.doj.mt.gov/consumer/consumer/vehicles.asp
	Automotive repairs	T	http://www.doj.mt.gov/consumer/consumer/vehicles.asp
	Credit repair/reports	T	http://www.doj.mt.gov/consumer/consumer/identitytheft.asp

Information Comprehensiveness	Telecommunications providers	T	http://www.doj.mt.gov/consumer/consumer/consumercomplaint/top10.asp
	Debt collection/billing practices	T	http://www.doj.mt.gov/consumer/consumer/consumercomplaint/top10.asp
	Identity theft	T	http://www.doj.mt.gov/consumer/consumer/identitytheft.asp
	Internet commerce, ISPs, auctions	T	http://www.doj.mt.gov/consumer/consumer/consumercomplaint/top10.asp
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.doj.mt.gov/consumer/consumer/telemarketing.asp
	Disaster relief	F	
	Foreign money offers	T	http://www.doj.mt.gov/consumer/consumer/consumercomplaint/top10.asp
	Prizes / sweepstakes	T	http://www.doj.mt.gov/news/releases2006/05182006.asp
	Business opportunities / work-at-home	F	
Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.doj.mt.gov/consumer/consumer/default.asp
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	F	
Navigational tools subtotal (4)		1	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		6	
GRADE		D	
Montana			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-481-6896.
	Standardized in-take forms	T	http://www.doj.mt.gov/consumer/consumer/consumercomplaint/complaintform.pdf
	Consumer strategies	T	http://www.doj.mt.gov/consumer/consumer/consumercomplaint/default.asp
	Sample letter	F	
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.doj.mt.gov/consumer/consumer/consumercomplaint/default.asp
	Mediation	T	http://www.doj.mt.gov/consumer/consumer/consumercomplaint/default.asp#whatdo
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	1	http://www.doj.mt.gov/department/goalsobjectives.asp
	Restitution (1)	1	http://www.doj.mt.gov/department/goalsobjectives.asp
Complaint handling transparency subtotal (4)		2	
Points Awarded		6	
GRADE		D	

Nebraska

State Enforcement		Points	Comments
Enforcement priority (2)		0	No mention of consumer protection goals, objectives, or performance measures in FY 2007-09 budget request, http://www.budget.state.ne.us/das_budget/budget07/ag11.pdf
Enforcement resources (2)		0	No breakout of consumer protection resources in FY 2007-09 budget request, http://www.budget.state.ne.us/das_budget/budget07/ag11.pdf
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	T	
	Bayer	F	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
Guidant	F		
Multi-state enforcement subtotal (3)		2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		0	http://www.consumeraction.gov/nebraska.shtml
Points Awarded		2	
GRADE		F	

Nebraska

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.ago.state.ne.us/consumer/whatisthecp.htm
General information	Description of state role	T	http://www.ago.state.ne.us/consumer/whatisthecp.htm
	FAQs	T	http://www.ago.state.ne.us/consumer/whatisthecp.htm
	Consumer alerts	T	http://www.ago.state.ne.us/consumer/newsreleases.htm
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.ago.state.ne.us/media/Consumer_Prot_Guide_2007.pdf
	Automotive sales	T	http://www.ago.ne.gov/consumer/purchases.htm
	Automotive repairs	F	
	Credit repair/reports	T	http://www.ago.state.ne.us/media/Consumer_Prot_Guide_2007.pdf
	Telecommunications providers	F	
	Debt collection/billing practices	F	
	Identity theft	T	http://www.ago.ne.gov/consumer/idtheftinfo.htm
	Internet commerce, ISPs, auctions	T	http://www.ago.ne.gov/media/Consumer_Prot_Guide_2007.pdf
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.ago.ne.gov/consumer/registry.htm
	Disaster relief	F	
	Foreign money offers	T	http://www.ago.state.ne.us/media/Consumer_Prot_Guide_2007.pdf
	Prizes / sweepstakes	T	http://www.ago.state.ne.us/media/Consumer_Prot_Guide_2007.pdf

	Business opportunities / work-at-home	T	http://www.ago.state.ne.us/media/Consumer_Prot_Guide_2007.pdf
Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.ago.state.ne.us/content/consumer.html
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	T	All consumer brochures are pdfs.
	Alerts to external link	F	
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		7	
GRADE		C	

Nebraska

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-727-6432
	Standardized in-take forms	T	http://www.ago.state.ne.us/local/consumer_protection/complaint_form.html
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.ago.state.ne.us/content/consumer_mediation.html
	Mediation	T	http://www.ago.state.ne.us/consumer/whatisthecp.htm
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	1	http://www.ago.ne.gov/informed/toptenconsumercomplaints.htm
	Restitution (1)	1	http://www.ago.ne.gov/informed/toptenconsumercomplaints.htm
Complaint handling transparency subtotal (4)		2	
Points Awarded		5	
GRADE		F	

Nevada

State Enforcement		Points	Comments
Enforcement priority (2)		2	FY 2007-2009 Executive Budget has specific consumer protection goals and objectives. http://budget.state.nv.us/budget_2007_09/budget_book/2007-2009%20Executive%20Budget.pdf (page Elected-69)
Enforcement resources (2)		2	FY 2007-2009 Executive Budget has separately identified consumer protection resources. http://budget.state.nv.us/budget_2007_09/budget_book/2007-2009%20Executive%20Budget.pdf (page Elected-69)
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	T	
	PayPal	T	
	Bayer	T	

	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	FY 2007-2009 Executive Budget has separately identified consumer protection resources. http://budget.state.nv.us/budget_2007_09/budget_book/2007-2009%20Executive%20Budget.pdf (page Elected-69)
Local enforcement (2)		0	http://www.consumeraction.gov/nevada.shtml
Points Awarded		8	
GRADE		B	
Nevada			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		0	3 websites -- http://ag.state.nv.us/org/bcp/bcp.htm and http://www.fyiconsumer.org/ and http://fightfraud.nv.gov/
General information	Description of state role	T	http://ag.state.nv.us/org/bcp/bcp.htm
	FAQs	T	http://ag.state.nv.us/org/bcp/education.htm
	Consumer alerts	T	http://ag.state.nv.us/org/bcp/announcements.htm#Consumer_Advocate_Warns_Of_Costly_Work-At-Home_Schemes
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	F	
	Automotive sales	T	http://ag.state.nv.us/org/bcp/lemonlaw.htm
	Automotive repairs	T	http://ag.state.nv.us/org/bcp/auto.htm
	Credit repair/reports	F	
	Telecommunications providers	F	
	Debt collection/billing practices	F	
	Identity theft	T	http://www.ftc.gov/bcp/edu/microsites/idtheft/
	Internet commerce, ISPs, auctions	T	http://www.ftc.gov/bcp/conline/edcams/spam/index.html
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://ag.state.nv.us/org/bcp/nocall.htm
	Disaster relief	F	
	Foreign money offers	F	
	Prizes / sweepstakes	F	inside alert of 2006 under "announcements". http://ag.state.nv.us/org/bcp/announcements.htm#Sweepstakes:_Not_A_Chance_Worth_Taking_
	Business opportunities / work-at-home	F	inside alert of 2006 under "announcements". http://ag.state.nv.us/org/bcp/announcements.htm#Consumer_Advocate_Warns_Of_Costly_Work-At-Home_Schemes
Information comprehensiveness subtotal (4)		1	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://ag.state.nv.us/org/bcp/bcp.htm
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	F	

	Alerts to external link	T	external links are properly labeled
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		4	
GRADE		F	
Nevada			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-266-8688 (AG)
	Standardized in-take forms	T	http://ag.state.nv.us/org/bcp/complaint_form_bcplv.pdf (AG)
	Consumer strategies	T	http://ag.state.nv.us/org/bcp/complain.htm (AG)
	Sample letter	T	http://ag.state.nv.us/org/bcp/sample%20complaint.pdf (AG)
Ease of complaint filing subtotal (3)		3	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.fyiconsumer.org/new-faq.htm#What_will_happen_when_I_file_a_complaint (CAD).
	Mediation	T	http://www.fyiconsumer.org/new-faq.htm#What_will_happen_when_I_file_a_complaint (CAD)
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	1	http://budget.state.nv.us/budget_2007_09/budget_book/2007-2009%20Executive%20Budget.pdf
Complaint handling transparency subtotal (4)		1	
Points Awarded		6	
GRADE		D	
New Hampshire			
State Enforcement		Points	Comments
Enforcement priority (2)		0	Consumer protection goals and objectives not included on the DOJ website or in FY2007 budget documents, http://admin.state.nh.us/budget/
Enforcement resources (2)		2	Consumer protection resources for FY2007 are separately identified, http://admin.state.nh.us/budget/budget05_01.pdf#EO (page 246)
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	F	
	PayPal	F	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	F	
	AOL	T	
Guidant	F		
Multi-state enforcement subtotal (3)		0	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		0	http://www.consumeraction.gov/newhampshire.shtml
Points Awarded		2	
GRADE		F	

New Hampshire

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://doj.nh.gov/consumer/index.html
General information	Description of state role	T	http://doj.nh.gov/consumer/process.html
	FAQs	T	http://doj.nh.gov/consumer/sourcebook/sourcebook.pdf
	Consumer alerts	T	http://doj.nh.gov/consumer/alerts.html
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	Online scams: http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf
	Automotive sales	T	Warranties: http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf
	Automotive repairs	T	http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf
	Credit repair/reports	T	
	Telecommunications providers	T	
	Debt collection/billing practices	T	http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf
	Identity theft	T	http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf
	Internet commerce, ISPs, auctions	T	http://www.attorneygeneral.gov/consumers.aspx
	Major purchases, large appliances	T	
	Telecommunications sales & Do Not Call	T	
	Disaster relief	F	
	Foreign money offers	F	
	Prizes / sweepstakes	T	
	Business opportunities / work-at-home	T	
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://doj.nh.gov/consumer/index.html
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	T	Sourcebook is a pdf file.
	Alerts to external link	F	
Navigational tools subtotal (4)		3	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		9	
GRADE		A	

New Hampshire

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-888-468-4454
	Standardized in-take forms	T	http://www.egov.nh.gov/consumercomplaint/step1.asp
	Consumer strategies	T	http://doj.nh.gov/consumer/sourcebook/remedies_writ.html and http://doj.nh.gov/consumer/efn.html
	Sample letter	T	http://doj.nh.gov/consumer/sourcebook/sourcebook.pdf

Ease of complaint filing subtotal (3)		3	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.egov.nh.gov/consumercomplaint/
	Mediation	T	http://www.egov.nh.gov/consumercomplaint/
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	1	http://www.doj.nh.gov/publications/biennial20042005/consumer_protection.pdf
	Restitution (1)	1	http://www.doj.nh.gov/publications/biennial20042005/consumer_protection.pdf
Complaint handling transparency subtotal (4)		2	
Points Awarded		7	
GRADE		C	

New Jersey

State Enforcement		Points	Comments
Enforcement priority (2)		0	No consumer protection goals, objectives, or performance measures in the NJ State Budget FY 2007 – 2008: http://www.state.nj.us/treasury/omb/publications/08budget/pdf/66.pdf (Page D-281)
Enforcement resources (2)		2	NJ State Budget FY 2007 – 2008: http://www.state.nj.us/treasury/omb/publications/08budget/pdf/66.pdf (Page D-279)
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	T	
	PayPal	T	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		2	http://www.consumeraction.gov/newjersey.shtml
Points Awarded		7	
GRADE		C	

New Jersey

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.njconsumeraffairs.gov/index.htm
General information	Description of state role	T	http://www.njconsumeraffairs.gov/ocp.htm
	FAQs	T	http://nj.gov/lps/faq.htm
	Consumer alerts	T	http://www.njconsumeraffairs.gov/alerts.htm
General information subtotal (1)		1	If 3 Ts, then 1 point.
	Home improvement/repairs	T	http://www.njconsumeraffairs.gov/contractors/consumercont.htm
	Automotive sales	T	http://www.njconsumeraffairs.gov/ocp/newlemon.htm
	Automotive repairs	T	http://www.njconsumeraffairs.gov/fstone/index.html
	Credit repair/reports	T	http://www.njconsumeraffairs.gov/brief/credpair.pdf

Information Comprehensiveness	Telecommunications providers	T	slamming: http://www.njconsumeraffairs.gov/brief/TeleSlam.pdf
	Debt collection/billing practices	F	
	Identity theft	T	http://www.njconsumeraffairs.gov/brief/idtheft.pdf
	Internet commerce, ISPs, auctions	T	http://www.njconsumeraffairs.gov/ocp/ecommerce.htm
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.nj.gov/donotcall/
	Disaster relief	T	http://www.njconsumeraffairs.gov/brief/flood.pdf
	Foreign money offers	F	
	Prizes / sweepstakes	T	http://www.state.nj.us/lps/ca/brief/winner.pdf
	Business opportunities / work-at-home	F	
Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.njconsumeraffairs.gov/index.htm
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	T	
	Alerts to external link	T	
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		7	
GRADE		C	
New Jersey			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-242-5846
	Standardized in-take forms	T	http://www.njconsumeraffairs.gov/comp.htm
	Consumer strategies	T	http://www.njconsumeraffairs.gov/comp.htm (very little information on the landing page).
	Sample letter	F	
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.nj.gov/lps/ca/ocp/ocpform.htm
	Mediation	F	Does not indicate if mediation is offered.
	Referral to FTC Consumer Sentinel	T	http://www.consumer.gov/sentinel/contribs.htm
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		4	
GRADE		F	
New Mexico			
State Enforcement		Points	Comments

Enforcement priority (2)	2	FY 08 Recommended Budget contains consumer protection goals and objectives. http://budget.nmdfa.state.nm.us/cms/kunde/rts/budgetnmdfastatenmus/docs/749107621-01-10-2007-13-18-49.pdf (pgs 46-49)
Enforcement resources (2)	0	FY 08 Recommended Budget does not contain separately identified consumer protection resources. http://budget.nmdfa.state.nm.us/cms/kunde/rts/budgetnmdfastatenmus/docs/749107621-01-10-2007-13-18-49.pdf (pgs 46-49)
Multi-state enforcement	DirecTV	T
	Ameriquest	T
	Time Inc.	T
	Yellow Pages	T
	PayPal	F
	Bayer	F
	Purdue Pharma	T
	Choicepoint	T
	AOL	T
Guidant	T	
Multi-state enforcement subtotal (3)	3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)	0	
Local enforcement (2)	0	http://www.consumeraction.gov/newmexico.shtml
Points Awarded	5	
GRADE	F	

New Mexico

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.nmag.gov/office/Divisions/CP/Default.aspx
General information	Description of state role	T	http://www.nmag.gov/office/ConsumerInfo/default.aspx
	FAQs	T	http://www.nmag.gov/office/Divisions/CP/faqgeneral.aspx
	Consumer alerts	T	http://www.nmag.gov/Articles/scamalerts.aspx
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.nmag.gov/pdf/don't_get_burned_scams_guide.pdf
	Automotive sales	T	http://www.nmag.gov/office/Divisions/CP/faqauto.aspx
	Automotive repairs	T	http://www.nmag.gov/pdf/car%20repair%20guide.pdf
	Credit repair/reports	T	http://www.nmag.gov/pdf/credit%20repair%20scams.pdf
	Telecommunications providers	F	
	Debt collection/billing practices	T	http://www.nmag.gov/pdf/fair%20debt%20collection.pdf
	Identity theft	T	http://www.nmag.gov/Articles/YSKArticle.aspx?ArticleID=20
	Internet commerce, ISPs, auctions	T	http://www.nmag.gov/Articles/YSKArticle.aspx?ArticleID=22
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.nmag.gov/pdf/don't_get_burned_scams_guide.pdf
	Disaster relief	F	
	Foreign money offers	T	http://www.nmag.gov/Articles/YSKArticle.aspx?ArticleID=19
	Prizes / sweepstakes	T	http://www.nmag.gov/Articles/YSKArticle.aspx?ArticleID=19
	Business opportunities / work-at-home	F	
Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.

Navigational tools	Website examined	N/A	http://www.nmag.gov/office/Divisions/CP/Default.aspx
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	T	
Navigational tools subtotal (4)		3	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	

New Mexico

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-678-1508
	Standardized in-take forms	T	http://www.nmag.gov/office/Divisions/CP/faqgeneral.aspx
	Consumer strategies	T	http://www.nmag.gov/office/Divisions/CP/tips.aspx
	Sample letter	F	
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.nmag.gov/office/Divisions/CP/more.aspx
	Mediation	T	http://www.nmag.gov/office/Divisions/CP/more.aspx
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	"Please call 1-800-678-1508 to check on a business' complaint history." http://www.nmag.gov/office/Divisions/CP/faqgeneral.aspx
	Resolution rate (1)	0	"Please call 1-800-678-1508 to check on a business' complaint history." http://www.nmag.gov/office/Divisions/CP/faqgeneral.aspx
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		4	
GRADE		F	

New York

State Enforcement		Points	Comments
Enforcement priority (2)		1	The 2007-08 Executive Budget: Agency Presentations volume for the Department of Law does not contain separately identified consumer protection goals and objectives. http://publications.budget.state.ny.us/fy0708app1/ppgg.pdf (see page 437). New York State maintains a Consumer Protection Board. (Half credit)
Enforcement resources (2)		1	The 2007-08 Executive Budget: Agency Presentations volume for the Department of Law does not contain separately identified consumer protection resources. http://publications.budget.state.ny.us/fy0708app1/ppgg.pdf (see page 439). New York maintains a Consumer Protection Board, and its budget is available (Half credit) http://publications.budget.state.ny.us/fy0708app2/fy0708appd2.pdf
	DirecTV	T	
	Ameriquest	T	
	Time Inc.	T	

Multi-state enforcement	Yellow Pages	F	
	PayPal	T	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		2	http://www.consumeraction.gov/newyork.shtml
Points Awarded		6	
GRADE		D	
New York			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		0	2 websites: http://www.consumer.state.ny.us/default.htm and http://www.oag.state.ny.us/
General information	Description of state role	F	
	FAQs	T	http://www.consumer.state.ny.us/mission.htm
	Consumer alerts	T	http://www.consumer.state.ny.us/frequently_asked_questions_to_the_cp_b.htm
General information subtotal (1)		0	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.consumer.state.ny.us/pdf/home_improvment_brochure.pdf
	Automotive sales	T	http://www.oag.state.ny.us/consumer/consumer_issues.html
	Automotive repairs	T	http://www.oag.state.ny.us/consumer/consumer_issues.html
	Credit repair/reports	T	http://www.consumer.state.ny.us/consumer_credit_information.htm
	Telecommunications providers	T	http://www.consumer.state.ny.us/pdf/consumer_guide_to_telephone_services.pdf
	Debt collection/billing practices	T	http://www.consumer.state.ny.us/pdf/debt_collection_brochure.pdf
	Identity theft	T	http://www.consumer.state.ny.us/internet_security.htm
	Internet commerce, ISPs, auctions	T	http://www.consumer.state.ny.us/pdf/e-brochure.pdf and http://www.consumer.state.ny.us/pdf/broadband_brochure.pdf
	Major purchases, large appliances	T	http://www.oag.state.ny.us/consumer/tips/furniture-major_appliance_delivery.html
	Telecommunications sales & Do Not Call	T	http://www.consumer.state.ny.us/dnc_index.htm
	Disaster relief	F	
	Foreign money offers	F	
	Prizes / sweepstakes	F	
Business opportunities / work-at-home	F		
Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.consumer.state.ny.us/default.htm
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	F	
	Printer-friendly versions	F	
	Alerts to external link	T	External sites properly indicated

Navigational tools subtotal (4)	1	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded	4	
GRADE	F	

New York

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-697-1220
	Standardized in-take forms	T	https://www1.consumer.state.ny.us/cpb/CauComplaintForm.html
	Consumer strategies	F	Perhaps in consumer Law Help Manual: under construction: http://www.consumer.state.ny.us/clhm.htm
	Sample letter	F	Perhaps in consumer Law Help Manual: under construction: http://www.consumer.state.ny.us/clhm.htm
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	https://www1.consumer.state.ny.us/cpb/CauComplaintForm.html
	Mediation	T	https://www1.consumer.state.ny.us/cpb/CauComplaintForm.html
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		3	
GRADE		F	

North Carolina

State Enforcement		Points	Comments
Enforcement priority (2)		2	The Recommended Operating Budget 2007-2009 specifically identifies consumer protection goals. http://www.osbm.state.nc.us/files/pdf_files/bgt0709v4r.pdf . (page 23)
Enforcement resources (2)		0	The Recommended Operating Budget 2007-2009 does not specifically identify consumer protection resources. http://www.osbm.state.nc.us/files/pdf_files/bgt0709v4r.pdf . (page 23)
Multi-state enforcement	DirecTV	T	
	Ameriquet	T	
	Time Inc.	F	
	Yellow Pages	F	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		0	http://www.consumeraction.gov/northcarolina.shtml
Points Awarded		5	
GRADE		F	

North Carolina

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.ncdoj.com/consumerprotection/cp_about.jsp
General information	Description of state role	T	http://www.ncdoj.com/consumerprotection/cp_complaints.jsp
	FAQs	T	http://www.ncdoj.com/consumerprotection/cp_tips.jsp
	Consumer alerts	T	http://www.ncdoj.com/consumerprotection/cp_alerts.jsp?sectionid=cp&subsectionid=cptipalert
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.ncdoj.com/DocumentStreamerClient?directory=CPTipAlert/&file=Disaster Repair Tips for Homeowners.pdf
	Automotive sales	T	http://www.ncdoj.com/DocumentStreamerClient?directory=CPTipAlert/&file=Buying a New Car.pdf
	Automotive repairs	T	http://www.ncdoj.com/DocumentStreamerClient?directory=CPTipAlert/&file=Auto repair.pdf
	Credit repair/reports	T	http://www.ncdoj.com/DocumentStreamerClient?directory=CPTipAlert/&file=Credit Repair.pdf
	Telecommunications providers	T	http://www.ncdoj.com/DocumentStreamerClient?directory=CPTipAlert/&file=Cramming
	Debt collection/billing practices	F	Although the topic exists in the search engine, there are no tips found.
	Identity theft	T	a special website about identity theft: http://noscamnc.gov/
	Internet commerce, ISPs, auctions	T	http://www.ncdoj.com/DocumentStreamerClient?directory=CPTipAlert/&file=Online Shopping.pdf
	Major purchases, large appliances	T	http://www.ncdoj.com/DocumentStreamerClient?directory=CPTipAlert/&file=Service Contracts.pdf
	Telecommunications sales & Do Not Call	T	http://www.nocallsnc.com/
	Disaster relief	T	http://www.ncdoj.com/DocumentStreamerClient?directory=CPTipAlert/&file=Disaster Repair Tips for Homeowners.pdf
	Foreign money offers	F	Although the topic "Nigerian Scam" exists in the search engine, there are no tips found
	Prizes / sweepstakes	T	http://www.ncdoj.com/DocumentStreamerClient?directory=CPTipAlert/&file=sweepstakes and lotteries.pdf
	Business opportunities / work-at-home	T	http://www.ncdoj.com/DocumentStreamerClient?directory=CPTipAlert/&file=Business Opportunities.pdf
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.ncdoj.com/consumerprotection/cp_about.jsp
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	T	The entire site is a collection of pdfs.
	Alerts to external link	T	External sites properly labeled
Navigational tools subtotal (4)		3	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		9	
GRADE		A	

North Carolina

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-877-566-7226
	Standardized in-take forms	T	http://www.ncdoj.com/DocumentStreamerClient?directory=Forms/&file=stancon.pdf
	Consumer strategies	F	

	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.ncdoj.com/DocumentStreamerClient?directory=Forms/&file=stancom.pdf
	Mediation	F	http://www.ncdoj.com/consumerprotection/cp_complaints.jsp
	Referral to FTC Consumer Sentinel	T	http://www.consumer.gov/sentinel/contribs.htm
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		3	
GRADE		F	

North Dakota

State Enforcement		Points	Comments
Enforcement priority (2)		0	No consumer protection goals, objectives, or performance measures for the attorney general. http://www.nd.gov/fiscal/BudgetAnalysis2007-09/performanceasures2007/tableofcontents.pdf
Enforcement resources (2)		2	http://www.nd.gov/fiscal/BudgetRecommend2007-09/execbudgetsummary2007-09.pdf (pg 172)
Multi-state enforcement	DirecTV	F	
	Ameriquet	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	F	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		1	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://www.ag.state.nd.us/Reports/BiennialReports/BIENNIALREPORT0305.pdf
Local enforcement (2)		0	http://www.consumeraction.gov/northdakota.shtml
Points Awarded		4	
GRADE		F	

North Dakota

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.ag.state.nd.us/CPAT/CPAT.htm
General information	Description of state role	T	http://www.ag.state.nd.us/CPAT/ScamsShamsFlimFlams.pdf
	FAQs	T	http://www.ag.state.nd.us/FAQ.htm#CPAT and http://www.ag.state.nd.us/CPAT/ScamsShamsFlimFlams.pdf
	Consumer alerts	T	http://www.ag.state.nd.us/TGTBT/TGTBT2007.htm
General information subtotal (1)		1	If 3 Ts, then 1 point.
	Home improvement/repairs	T	http://www.ag.state.nd.us/CPAT/PDFFiles/CONTRACTOR.PDF
	Automotive sales	T	http://www.ag.state.nd.us/Brochures/lemonlaw.PDF
	Automotive repairs	T	http://www.ag.state.nd.us/CPAT/PDFFiles/repairripoff.PDF

Information Comprehensiveness	Credit repair/reports	T	http://www.ag.state.nd.us/Brochures/FactSheet/FairCreditRptAct.pdf
	Telecommunications providers	T	http://www.ag.state.nd.us/CPAT/PDFFiles/slam.PDF
	Debt collection/billing practices	T	http://www.ag.state.nd.us/Brochures/FactSheet/Fair.pdf
	Identity theft	T	http://www.ag.state.nd.us/CPAT/PDFFiles/IdentityTheft1.PDF
	Internet commerce, ISPs, auctions	T	http://www.ag.state.nd.us/CPAT/PDFFiles/OnlineAuction.PDF
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.ag.state.nd.us/CPAT/PDFFiles/sales.PDF
	Disaster relief	F	
	Foreign money offers	T	http://www.ag.state.nd.us/CPAT/PDFFiles/NIGERIAN.PDF
	Prizes / sweepstakes	T	http://www.ag.state.nd.us/CPAT/PDFFiles/SWEEPSTAKES.PDF
	Business opportunities / work-at-home	T	http://www.ag.state.nd.us/CPAT/PDFFiles/workhome.PDF
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.ag.state.nd.us/CPAT/CPAT.htm
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	T	All info is in pdfs.
	Alerts to external link	T	Quick links
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	
North Dakota			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-472-2600
	Standardized in-take forms	T	http://www.ag.state.nd.us/CPAT/PDFFiles/SFN7418.pdf
	Consumer strategies	T	http://www.ag.state.nd.us/CPAT/PDFFiles/doc02.PDF
	Sample letter	T	http://www.ag.state.nd.us/CPAT/ScamsShamsFlimFlams.pdf
Ease of complaint filing subtotal (3)		3	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.ag.state.nd.us/CPAT/ScamsShamsFlimFlams.pdf
	Mediation	T	http://www.ag.state.nd.us/CPAT/CPAT.htm
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	1	http://www.ag.state.nd.us/Reports/BiennialReports/BIENNIALREPORT0305.pdf
	Restitution (1)	1	http://www.ag.state.nd.us/Reports/BiennialReports/BIENNIALREPORT0305.pdf
Complaint handling transparency subtotal (4)		2	
Points Awarded		7	
GRADE		C	

Ohio

State Enforcement		Points	Comments
Enforcement priority (2)		2	The Executive Budget for FYs 2008 and 2009 lists the AG's goals/objectives for consumer protection division. http://obm.ohio.gov/budget/operating/executive/0809/bb0809_e.pdf .
Enforcement resources (2)		2	The Executive Budget for FYs 2008 and 2009 lists the resources devoted to the AG's consumer protection, http://obm.ohio.gov/budget/operating/executive/0809/bb0809_e.pdf .
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	F	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://www.ag.state.oh.us/citizen/pubs/consumer_annual_rpt_2006.pdf
Local enforcement (2)		2	http://www.consumeraction.gov/ohio.shtml
Points Awarded		10	
GRADE		A	

Ohio

Online Consumer Resources		Points	Comments
One-stop shopping (1)		0	http://www.ag.state.oh.us/citizen/consumer/index.asp is the main AG website. It has a consumer complaint system. https://agcares.ag.state.oh.us/public/landing.aspx has very similar info (consumer tips, brochures, and an online complaint system). The two websites do not appear to be linked. "AGCares is an on-line complaint entry system that makes it easier for consumers to file consumer related complaints with the Attorney General's office."
General information	Description of state role	T	http://www.ag.state.oh.us/citizen/consumer/index.asp
	FAQs	T	http://www.ag.state.oh.us/citizen/consumer/laws.asp
	Consumer alerts	T	http://www.ag.state.oh.us/press/index.asp
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.ag.state.oh.us/citizen/pubs/homeimprovementWEB.pdf
	Automotive sales	T	http://www.ag.state.oh.us/citizen/pubs/consumer/NewCar_Purchasing_Lending_Tips.pdf
	Automotive repairs	T	http://www.ag4ohio.gov/AGCARES.asp?ptid=228
	Credit repair/reports	T	http://www.ag.state.oh.us/citizen/pubs/consumer/Credit_Repair.pdf
	Telecommunications providers	F	
	Debt collection/billing practices	T	http://www.ag.state.oh.us/citizen/pubs/consumer/Debt_Debt_Collectors.pdf
	Identity theft	T	http://www.ag.state.oh.us/victim/idtheft/index.asp
	Internet commerce, ISPs, auctions	T	http://www.ag.state.oh.us/citizen/pubs/safe_shopping.pdf

	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.ag.state.oh.us/citizen/consumer/telemarket_fraud.asp
	Disaster relief	F	
	Foreign money offers	F	Only in a press release: http://www.ag.state.oh.us/press/07/10/pr071004.pdf
	Prizes / sweepstakes	F	
	Business opportunities / work-at-home	T	http://www.ag.state.oh.us/citizen/pubs/consumer/Biz_Opt_Tips.pdf
Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.ag.state.oh.us/citizen/consumer/index.asp
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	T	
	Alerts to external link	T	external links are grouped together as "related links" http://www.ag.state.oh.us/about/links/consumer.asp
Navigational tools subtotal (4)		4	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	
Ohio			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-877-244 - 6446 or 1-800-282-0515
	Standardized in-take forms	T	http://www.ag.state.oh.us/citizen/forms/consumer_comp_frm2003.pdf
	Consumer strategies	F	
	Sample letter	T	http://www.ag.state.oh.us/citizen/pubs/consumer/sample_complaint.pdf
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.ag.state.oh.us/citizen/pubs/consumer_info.pdf
	Mediation	T	http://www.ag.state.oh.us/citizen/pubs/consumer_info.pdf
	Referral to FTC Consumer Sentinel	T	http://www.consumer.gov/sentinel/contribs.htm
Scope of complaint handling subtotal (3)		3	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	2	https://agcares.ag.state.oh.us/public/search.aspx and http://www.opif.ag.state.oh.us/secured/landing.aspx
	Resolution rate (1)	0	The OSCAR system does not appear to be online (see 2006 Annual Report).
	Restitution (1)	0	The OSCAR system does not appear to be online (see 2006 Annual Report).
Complaint handling transparency subtotal (4)		2	
Points Awarded		7	
GRADE		C	
Oklahoma			
State Enforcement		Points	Comments
Enforcement priority (2)		0	The FY 2008 Executive Budget does not separately identify consumer protection goals, objectives, or performance measures. http://www.osf.state.ok.us/bud08.pdf

Enforcement resources (2)		0	The FY 2008 Executive Budget does not separately identify consumer protection resources. http://www.osf.state.ok.us/bud08.pdf
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	F	
	PayPal	T	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
	Guidant	F	
Multi-state enforcement subtotal (3)		1	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		0	http://www.consumeraction.gov/oklahoma.shtml
Points Awarded		1	
GRADE		F	
Oklahoma			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.oag.state.ok.us/oagweb.nsf/Consumer!OpenPage
General information	Description of state role	T	http://www.oag.ok.gov/oagweb.nsf/ccomp.html
	FAQs	F	
	Consumer alerts	T	http://www.oag.state.ok.us/oagweb.nsf/Press+Releases!OpenView
General information subtotal (1)		0	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.oag.state.ok.us/oagweb.nsf/0/353cc9514688da3f862572b400738e45/\$FILE/homefrd.pdf
	Automotive sales	F	
	Automotive repairs	F	
	Credit repair/reports	F	
	Telecommunications providers	F	
	Debt collection/billing practices	F	
	Identity theft	T	http://www.oag.state.ok.us/oagweb.nsf/0/080a892c801a7b80862572b400738e57/\$FILE/Disaster.pdf
	Internet commerce, ISPs, auctions	F	
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.oag.state.ok.us/oagweb.nsf/DoNotCall!OpenPage
	Disaster relief	T	http://www.oag.state.ok.us/oagweb.nsf/0/080a892c801a7b80862572b400738e57/\$FILE/Disaster.pdf
	Foreign money offers	F	
	Prizes / sweepstakes	F	
Business opportunities / work-at-home	F		
Information comprehensiveness subtotal (4)		1	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
	Website examined	N/A	http://www.oag.state.ok.us/oagweb.nsf/Consumer!OpenPage
	Site map	F	
	Navigational menus	T	

Navigational tools	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	F	
Navigational tools subtotal (4)		1	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		3	
GRADE		F	
Oklahoma			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	F	
	Standardized in-take forms	T	http://www.oag.state.ok.us/consumer/complt.nsf/complaint.html
	Consumer strategies	T	http://www.oag.state.ok.us/oagweb.nsf/ccomp.html
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.oag.state.ok.us/oagweb.nsf/ccomp.html
	Mediation	T	http://www.oag.state.ok.us/oagweb.nsf/ccomp.html
	Referral to FTC Consumer Sentinel	T	http://www.consumer.gov/sentinel/contribs.htm
Scope of complaint handling subtotal (3)		3	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		4	
GRADE		F	
Oregon			
State Enforcement		Points	Comments
Enforcement priority (2)		0	http://www.oregon.gov/DAS/BAM/docs/Publications/GRB0709/D_Public_Safety.pdf (2007-09 Governor's Recommended Budget, no mention of consumer protection goals or objectives). http://www.doj.state.or.us/about/pdf/2007_annual_performance_measure_rpt.pdf (2006-07 Performance Report - no separate consumer protection goals and objectives).
Enforcement resources (2)		0	http://www.oregon.gov/DAS/BAM/docs/Publications/GRB0709/D_Public_Safety.pdf (2007-09 Governor's Recommended Budget, no breakout for consumer protection expenditures). http://www.doj.state.or.us/about/pdf/2007_annual_performance_measure_rpt.pdf (2006-07 Performance Report - no breakout for consumer protection expenditures).
Multi-state enforcement	DirecTV	T	
	Ameriquet	T	
	Time Inc.	T	
	Yellow Pages	T	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
Guidant	T		

Multi-state enforcement subtotal (3)	3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)	1	http://www.doj.state.or.us/releases/index_2006.shtml and http://www.doj.state.or.us/finfraud/avc.shtml
Local enforcement (2)	0	http://www.consumeraction.gov/oregon.shtml
Points Awarded	4	
GRADE	F	

Oregon

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.doj.state.or.us/finfraud/index.shtml
General information	Description of state role	T	http://www.doj.state.or.us/finfraud/index.shtml
	FAQs	T	http://www.doj.state.or.us/finfraud/avc.shtml
	Consumer alerts	T	http://www.doj.state.or.us/sc_cc/pdf/cedp4972.pdf
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.doj.state.or.us/finfraud/contractors.shtml
	Automotive sales	T	http://www.doj.state.or.us/finfraud/cars.shtml
	Automotive repairs	F	
	Credit repair/reports	T	http://www.doj.state.or.us/finfraud/idtheft.shtml
	Telecommunications providers	T	http://www.doj.state.or.us/finfraud/telecom.shtml
	Debt collection/billing practices	T	http://www.doj.state.or.us/finfraud/debtcollection.shtml
	Identity theft	T	http://www.doj.state.or.us/finfraud/idtheft.shtml
	Internet commerce, ISPs, auctions	T	http://www.doj.state.or.us/finfraud/internet.shtml
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.doj.state.or.us/finfraud/donotcall.shtml
	Disaster relief	T	http://www.doj.state.or.us/finfraud/gouging.shtml
	Foreign money offers	T	http://www.doj.state.or.us/finfraud/nigerian.shtml
	Prizes / sweepstakes	T	http://www.doj.state.or.us/finfraud/contests.shtml
	Business opportunities / work-at-home	F	
Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.doj.state.or.us/finfraud/index.shtml
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	T	Reference to "other useful websites"
Navigational tools subtotal (4)		3	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded	8		
GRADE	B		

Oregon

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-877-877-9392
	Standardized in-take forms	T	http://www.doj.state.or.us/finfraud/engexplanation.shtml
	Consumer strategies	F	

	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.doj.state.or.us/finfraud/index.shtml
	Mediation	T	http://www.doj.state.or.us/finfraud/index.shtml
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		3	
GRADE		F	

Pennsylvania

State Enforcement		Points	Comments
Enforcement priority (2)		2	2007-2008 Executive Budget (as proposed) http://www.budget.state.pa.us/budget/lib/budget/budget_presentation/2007_08_budget_document.2.pdf (page E4.6).
Enforcement resources (2)		0	2007-2008 Executive Budget (as proposed) does not separately identify consumer-protection resources. http://www.budget.state.pa.us/budget/lib/budget/budget_presentation/2007_08_budget_document.2.pdf page E4.1
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	T	
	PayPal	F	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		2	http://www.consumeraction.gov/pennsylvania.shtml
Points Awarded		7	
GRADE		C	

Pennsylvania

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.attorneygeneral.gov/consumers.aspx
General information	Description of state role	T	http://www.attorneygeneral.gov/consumers.aspx?id=255
	FAQs	T	newsletters: http://www.attorneygeneral.gov/press.aspx?id=1033
	Consumer alerts	T	http://www.attorneygeneral.gov/consumers.aspx?id=418
General information subtotal (1)		1	If 3 Ts, then 1 point.
	Home improvement/repairs	T	http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf
	Automotive sales	T	http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf

Information Comprehensiveness	Automotive repairs	T	http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf
	Credit repair/reports	T	http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf
	Telecommunications providers	T	http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf
	Debt collection/billing practices	T	http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf
	Identity theft	T	http://www.attorneygeneral.gov/uploadedFiles/Consumers/identity_theft.pdf
	Internet commerce, ISPs, auctions	T	Online scams: http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf
	Major purchases, large appliances	T	Warranties: http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf
	Telecommunications sales & Do Not Call	T	http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf
	Disaster relief	F	
	Foreign money offers	F	
	Prizes / sweepstakes	T	http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf
Business opportunities / work-at-home	T	http://www.attorneygeneral.gov/uploadedFiles/Consumers/bcp_book.pdf	
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.attorneygeneral.gov/consumers.aspx
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	T	
Alerts to external link	T		
Navigational tools subtotal (4)		3	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		9	
GRADE		A	

Pennsylvania

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-441-2555
	Standardized in-take forms	T	http://www.attorneygeneral.gov/complaintforms/bcp_form.aspx
	Consumer strategies	T	http://www.attorneygeneral.gov/consumers.aspx?id=451
	Sample letter	F	but it specifies what the letter should contain. http://www.attorneygeneral.gov/consumers.aspx?id=451
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.attorneygeneral.gov/consumers.aspx?id=451
	Mediation	T	http://www.attorneygeneral.gov/consumers.aspx?id=451
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling	Company complaint details (2)	0	
	Resolution rate (1)	0	

transparency	Restitution (1)	1	2007-2008 Executive Budget (as proposed) http://www.budget.state.pa.us/budget/lib/budget/budget_presentation/2007_08_budget_document.2.pdf (page E4.6).
Complaint handling transparency subtotal (4)		1	
Points Awarded		5	
GRADE		F	
Rhode Island			
State Enforcement		Points	Comments
Enforcement priority (2)		0	Not included on the AG website or in FY2007 budget documents, http://www.budget.ri.gov/Documents/Prior%20Year%20Budgets/Operating%20Budget%202007/ProgramSupplement/35_DEPARTMENT%20OF%20ATTORNEY%20GENERAL.pdf
Enforcement resources (2)		0	Consumer Protection enforcement resources are not separately identified in the FY2007 budget documents, http://www.budget.ri.gov/Documents/Prior%20Year%20Budgets/Operating%20Budget%202007/ProgramSupplement/35_DEPARTMENT%20OF%20ATTORNEY%20GENERAL.pdf
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	F	
	PayPal	F	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	F	
	AOL	T	
Guidant	F		
Multi-state enforcement subtotal (3)		0	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		0	http://www.consumeraction.gov/rhodeisland.shtml
Points Awarded		0	
GRADE		F	
Rhode Island			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.riag.state.ri.us/
General information	Description of state role	T	http://www.riag.state.ri.us/civilcriminal/consumerprotection.php
	FAQs	T	http://www.riag.state.ri.us/civilcriminal/consumerfaq.php
	Consumer alerts	F	
General information subtotal (1)		0	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.riag.state.ri.us/civilcriminal/consumerfaq.php
	Automotive sales	T	http://www.riag.state.ri.us/civilcriminal/consumerfraud.php
	Automotive repairs	T	http://www.riag.state.ri.us/civilcriminal/consumerfraud.php
	Credit repair/reports	T	http://www.riag.state.ri.us/civilcriminal/creditbureau.php
	Telecommunications providers	T	http://www.riag.state.ri.us/civilcriminal/consumerfraud.php
	Debt collection/billing practices	T	http://www.riag.state.ri.us/civilcriminal/consumerfaq.php
	Identity theft	T	http://www.riag.state.ri.us/civilcriminal/consumerfaq.php
	Internet commerce, ISPs, auctions	F	

	Major purchases, large appliances	T	http://www.riag.state.ri.us/civilcriminal/consumerfaq.php
	Telecommunications sales & Do Not Call	T	http://www.riag.state.ri.us/civilcriminal/nocall.php
	Disaster relief	F	
	Foreign money offers	F	
	Prizes / sweepstakes	T	http://www.riag.state.ri.us/civilcriminal/consumerfraud.php
	Business opportunities / work-at-home	T	http://www.riag.state.ri.us/civilcriminal/consumerfraud.php
Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.riag.state.ri.us/
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	F	
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		6	
GRADE		D	

Rhode Island

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-852-7776 (toll-free) (hidden in the consumerfraud link)
	Standardized in-take forms	T	http://www.riag.state.ri.us/documents/consumerprotection/consumer_complaint.pdf
	Consumer strategies	T	http://www.riag.state.ri.us/civilcriminal/consumerfraud.php
	Sample letter	F	
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.riag.state.ri.us/civilcriminal/consumerprotection.php
	Mediation	T	http://www.riag.state.ri.us/civilcriminal/consumerprotection.php
	Referral to FTC Consumer Sentinel	T	http://www.consumer.gov/sentinel/contribs.htm
Scope of complaint handling subtotal (3)		3	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		5	
GRADE		F	

South Carolina

State Enforcement		Points	Comments
Enforcement priority (2)		2	The Fiscal Year 2008-2009 Budget identifies specific consumer protection goals and objectives. http://www.budget.sc.gov/webfiles/oo/budget%20plans/R28.pdf
Enforcement resources (2)		2	The Fiscal Year 2008-2009 Budget identifies separately consumer protection resources. http://www.budget.sc.gov/webfiles/oo/budget%20plans/R28.pdf
	DirecTV	F	
	Ameriquest	T	
	Time Inc.	F	

Multi-state enforcement	Yellow Pages	F	
	PayPal	F	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	F	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		1	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://www.budget.sc.gov/webfiles/oo/budget%20plans/R28.pdf (settlements and complaints)
Local enforcement (2)		0	http://www.consumeraction.gov/southcarolina.shtml
Points Awarded		6	
GRADE		D	
South Carolina			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.sccoconsumer.gov
General information	Description of state role	T	http://www.sccoconsumer.gov/about_dca.htm
	FAQs	T	http://www.sccoconsumer.gov/faqs.htm
	Consumer alerts	T	http://www.sccoconsumer.gov/publications/consumer_alert/consumer_alert.htm
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	www.sccoconsumer.gov/publications/consumer_alert/2007_april.pdf
	Automotive sales	T	http://www.sccoconsumer.gov/publications/lemon_law.htm
	Automotive repairs	T	www.sccoconsumer.gov/publications/consumer_alert/tax_refund_products.pdf contains also car repair info
	Credit repair/reports	T	http://www.sccoconsumer.gov/publications/free_credit_report.htm
	Telecommunications providers	T	http://www.sccoconsumer.gov/publications/understanding_phone_bill.pdf
	Debt collection/billing practices	T	http://www.sccoconsumer.gov/faqs/fair_debt_collection_practices_act.htm
	Identity theft	T	http://www.sccoconsumer.gov/publications/flyers/id_theft.pdf
	Internet commerce, ISPs, auctions	T	www.sccoconsumer.gov/publications/fraud_alert/fraud_alert1.pdf
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.sccoconsumer.gov/publications/taming.telemarketers.pdf
	Disaster relief	F	
	Foreign money offers	T	http://www.sccoconsumer.gov/publications/fast_facts/nigerian_scam.pdf
	Prizes / sweepstakes	T	www.sccoconsumer.gov/publications/fraud_alert/fraud_alert5.pdf
Business opportunities / work-at-home	T	http://www.sccoconsumer.gov/publications/fraud.htm	
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.sccoconsumer.gov
	Site map	F	Not working (1/6/2008)
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	

	Printer-friendly versions	F	
	Alerts to external link	T	External links are properly labeled
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	
South Carolina			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-922-1594
	Standardized in-take forms	T	http://www.sccconsumer.gov/dcacf/
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.sccconsumer.gov/complaint_services.htm
	Mediation	T	http://www.sccconsumer.gov/complaint_services.htm
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	2	http://www.sccconsumer.gov/buyer_beware_list.pdf
	Resolution rate (1)	1	http://www.sccconsumer.gov/publications/06_accountability_report.pdf data for FY05 (see budget documents also)
	Restitution (1)	1	for FY06: http://www.budget.sc.gov/webfiles/oo/AAI-Database/R28.pdf (see budget documents also)
Complaint handling transparency subtotal (4)		4	
Points Awarded		7	
GRADE		C	
South Dakota			
State Enforcement		Points	Comments
Enforcement priority (2)		2	http://www.state.sd.us/bfm/budget/rec07/ATTORNEY%20GENERAL.pdf Budget with estimated performance indicators for FY2007
Enforcement resources (2)		0	http://www.state.sd.us/bfm/budget/rec07/ATTORNEY%20GENERAL.pdf Recommended budget FY2007, including "legal services", under which CP falls. CP not broken out
Multi-state enforcement	DirecTV	F	
	Ameriquist	T	
	Time Inc.	F	
	Yellow Pages	F	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
	Guidant	F	
Multi-state enforcement subtotal (3)		1	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://www.state.sd.us/bfm/budget/rec07/ATTORNEY%20GENERAL.pdf (Value of complaints resolved for FY04 and FY05).
Local enforcement (2)		0	http://www.consumeraction.gov/southdakota.shtml
Points Awarded		4	

GRADE		F	
South Dakota			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.state.sd.us/attorney/office/divisions/consumer/default.asp
General information	Description of state role	T	http://www.state.sd.us/attorney/office/divisions/consumer/default.asp
	FAQs	T	http://www.state.sd.us/attorney/office/publications/pdf/consmhb.pdf
	Consumer alerts	T	http://www.state.sd.us/attorney/applications/consumer_alerts/default.asp
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.state.sd.us/attorney/office/publications/pdf/consmhb.pdf
	Automotive sales	T	http://www.state.sd.us/attorney/office/publications/pdf/consmhb.pdf
	Automotive repairs	T	http://www.state.sd.us/attorney/office/publications/pdf/consmhb.pdf
	Credit repair/reports	T	http://www.state.sd.us/attorney/office/publications/pdf/consmhb.pdf
	Telecommunications providers	T	http://www.state.sd.us/attorney/office/publications/pdf/consmhb.pdf
	Debt collection/billing practices	T	http://www.state.sd.us/attorney/office/publications/pdf/consmhb.pdf
	Identity theft	T	http://www.state.sd.us/attorney/office/divisions/consumer/idtheft/Default.asp
	Internet commerce, ISPs, auctions	T	http://www.state.sd.us/attorney/office/publications/pdf/consmhb.pdf
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.state.sd.us/attorney/office/publications/pdf/consmhb.pdf
	Disaster relief	F	
	Foreign money offers	T	http://www.state.sd.us/attorney/office/publications/pdf/consmhb.pdf
	Prizes / sweepstakes	T	http://www.state.sd.us/attorney/office/publications/pdf/consmhb.pdf
Business opportunities / work-at-home	T	http://www.state.sd.us/attorney/office/publications/pdf/consmhb.pdf	
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.state.sd.us/attorney/office/divisions/consumer/default.asp
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	T	The consumer handbook is a pdf .
	Alerts to external link	F	Online shopping tips on homepage belong to FTC, without alert.
Navigational tools subtotal (4)		3	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		9	
GRADE		A	
South Dakota			

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-300-1986
	Standardized in-take forms	T	http://www.state.sd.us/attorney/office/publications/pdf/compform.pdf
	Consumer strategies	T	http://www.state.sd.us/attorney/office/divisions/consumer/complaints/Default.asp
	Sample letter	F	
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.state.sd.us/attorney/office/divisions/consumer/complaints/help.asp
	Mediation	T	http://www.state.sd.us/attorney/office/divisions/consumer/complaints/help.asp
	Referral to FTC Consumer Sentinel	T	http://www.consumer.gov/sentinel/contribs.htm
Scope of complaint handling subtotal (3)		3	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	1	http://www.state.sd.us/bfm/budget/rec07/ATTORNEY%20GENERAL.pdf
	Restitution (1)	1	http://www.state.sd.us/bfm/budget/rec07/ATTORNEY%20GENERAL.pdf
Complaint handling transparency subtotal (4)		2	
Points Awarded		7	
GRADE		C	

Tennessee

State Enforcement		Points	Comments
Enforcement priority (2)		2	Agency Strategic Plans: http://www.state.tn.us/finance/bud/planning/2007SPVol2.pdf (page 410)
Enforcement resources (2)		2	The 2007-2008 State Budget includes separately identified consumer protection resources. http://www.tennesseeanytime.org/govfiles/0708StateBudget.pdf (see page B-322)
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	T	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://www.tennessee.gov/consumer/documents/2006AnnualReport.pdf page 6
Local enforcement (2)		0	http://www.consumeraction.gov/tennessee.shtml
Points Awarded		8	
GRADE		B	

Tennessee

Online Consumer Resources		Points	Comments
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One-stop shopping (1)		1	http://www.state.tn.us/consumer/ is an alias for http://www.tennessee.gov/consumer/
General information	Description of state role	T	http://www.tennessee.gov/consumer/ccp.html
	FAQs	T	http://www.tennessee.gov/consumer/consInfo.html
	Consumer alerts	T	http://www.tennessee.gov/consumer/ConsumerAlerts.html
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.ftc.gov/bcp/menus/consumer/shop/home.shtm
	Automotive sales	T	http://www.tennessee.gov/consumer/lemon.html
	Automotive repairs	T	http://www.ftc.gov/bcp/edu/pubs/consumer/autos/aut13.pdf
	Credit repair/reports	T	http://www.ftc.gov/bcp/online/pubs/credit/repair.shtm
	Telecommunications providers	T	http://www.ftc.gov/bcp/menus/consumer/phone.shtm
	Debt collection/billing practices	T	http://www.state.tn.us/commerce/boards/collect/index.html
	Identity theft	T	http://www.ftc.gov/bcp/edu/microsites/idtheft/ http://www.tennessee.gov/consumer/documents/IDTheftFlyer_001.pdf
	Internet commerce, ISPs, auctions	T	http://www.ftc.gov/bcp/online/pubs/online/auctions.shtm
	Major purchases, large appliances	T	http://www.consumeraction.gov/pdfs/2007revisedCAH.pdf
	Telecommunications sales & Do Not Call	T	http://www2.state.tn.us/tra/nocall.htm
	Disaster relief	T	
	Foreign money offers	T	http://www.consumeraction.gov/pdfs/2007revisedCAH.pdf
	Prizes / sweepstakes	T	http://www.ftc.gov/bcp/edu/pubs/consumer/telemarketing/tel17.pdf
	Business opportunities / work-at-home	T	http://www.ftc.gov/bcp/menus/consumer/invest/business.shtm
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.tennessee.gov/consumer
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	F	Links to FTC that don't indicate leaving the state site.
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	
Tennessee			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-342-8385
	Standardized in-take forms	T	http://www.tennessee.gov/consumer/documents/pdf/consComplaint.pdf
	Consumer strategies	T	http://www.tennessee.gov/consumer/ccp.html
	Sample letter	F	
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.tennessee.gov/consumer/ccp.html
	Mediation	T	http://www.tennessee.gov/consumer/ccp.html
	Referral to FTC Consumer Sentinel	F	

Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	2	http://www.tennessee.gov/consumer/documents/ProblemContractorsList_018.pdf http://www.tennessee.gov/consumer/documents/BuyerBeware_000.pdf
	Resolution rate (1)	0	
	Restitution (1)	1	http://www.tennessee.gov/consumer/documents/2006AnnualReport.pdf
Complaint handling transparency subtotal (4)		3	
Points Awarded		7	
GRADE		C	

Texas

State Enforcement		Points	Comments
Enforcement priority (2)		0	The Governor's Budget 2008-2009 does not contain consumer protection goals, objectives, or performance measures. http://www.governor.state.tx.us/divisions/bpp/budget/files/budget08-09.pdf (pg I-1 - I-9)
Enforcement resources (2)		0	The Governor's Budget 2008-2009 Budget does not contain separately identified consumer protection resources. http://www.governor.state.tx.us/divisions/bpp/budget/files/budget08-09.pdf (pg I-1 - I-9)
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	T	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://www.oag.state.tx.us/consumer/lawsuits.php
Local enforcement (2)		2	http://www.consumeraction.gov/texas.shtml
Points Awarded		6	
GRADE		D	

Texas

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.oag.state.tx.us/consumer/consumer.shtml
General information	Description of state role	T	http://www.oag.state.tx.us/consumer/consumer.shtml
	FAQs	T	http://www.oag.state.tx.us/consumer/consumer.shtml
	Consumer alerts	T	http://www.oag.state.tx.us/alerts/alerts_view.php?type=1
General information subtotal (1)		1	If 3 Ts, then 1 point.
	Home improvement/repairs	T	http://www.oag.state.tx.us/AG_Publications/txts/home.shtml
	Automotive sales	T	http://www.oag.state.tx.us/AG_Publications/txts/usedcar.shtml
	Automotive repairs	T	http://www.oag.state.tx.us/AG_Publications/txts/carepair.shtml
	Credit repair/reports	F	
	Telecommunications providers	T	http://www.oag.state.tx.us/consumer/telephonefraud.shtml
	Debt collection/billing practices	T	http://www.oag.state.tx.us/AG_Publications/txts/debt.shtml

Information Comprehensiveness	Identity theft	T	http://www.oag.state.tx.us/consumer/idtheft.shtml
	Internet commerce, ISPs, auctions	T	http://www.oag.state.tx.us/internet/consumertips.shtml#online
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.oag.state.tx.us/consumer/telephonefraud.shtml
	Disaster relief	T	http://www.oag.state.tx.us/AG_Publications/txts/disaster_strikes.shtml
	Foreign money offers	T	http://www.oag.state.tx.us/consumer/spam.shtml
	Prizes / sweepstakes	T	http://www.oag.state.tx.us/consumer/telephonefraud.shtml
	Business opportunities / work-at-home	T	http://www.oag.state.tx.us/AG_Publications/txts/busop.shtml
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.oag.state.tx.us/consumer/consumer.shtml
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	T	Brochures/Alerts have printer-friendly versions
	Alerts to external link	T	External links are properly labeled
Navigational tools subtotal (4)		4	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		10	
GRADE		A	
Texas			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-621-0508
	Standardized in-take forms	T	https://www.oag.state.tx.us/forms/cpd/cpd_getinfo.php
	Consumer strategies	T	http://www.oag.state.tx.us/consumer/consumer.shtml
	Sample letter	F	
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	F	http://www.oag.state.tx.us/consumer/consumer.shtml#ifyou
	Mediation	F	http://www.oag.state.tx.us/consumer/consumer.shtml#ifyou
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		0	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		2	
GRADE		F	
Utah			
State Enforcement		Points	Comments
Enforcement priority (2)		0	FY 2008 Recommended Budget does not contain consumer protection goals and objectives (Dept of Commerce). http://governor.utah.gov/gopb/2008RecommendationsBook.pdf (page 41).

Enforcement resources (2)		0	FY 2008 Recommended Budget does not separately identify consumer protection resources (Dept of Commerce). http://governor.utah.gov/gopb/2008RecommendationsBook.pdf (page 41).
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	F	
	PayPal	F	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	F	
	AOL	T	
Guidant	F		
Multi-state enforcement subtotal (3)		0	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://www.commerce.utah.gov/report06.pdf
Local enforcement (2)		0	http://www.consumeraction.gov/utah.shtml
Points Awarded		1	
GRADE		F	
Utah			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.dcp.utah.gov/index.html
General information	Description of state role	T	http://www.dcp.utah.gov/about/whatdoesdivisiondo.html
	FAQs	T	http://www.dcp.utah.gov/faq/index.html
	Consumer alerts	T	http://www.dcp.utah.gov/education/pressreleaseindex.html
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.dcp.utah.gov/downloads/pressrelease/07-01-11_top-ten-scams.pdf
	Automotive sales	T	http://www.dcp.utah.gov/education/lemonlaw.html
	Automotive repairs	T	http://www.dcp.utah.gov/education/autorepairwarranty.html
	Credit repair/reports	T	http://www.dcp.utah.gov/education/creditrepair.html
	Telecommunications providers	T	http://www.dcp.utah.gov/education/slamming.html
	Debt collection/billing practices	T	http://www.dcp.utah.gov/education/newcredittips.html
	Identity theft	T	http://www.dcp.utah.gov/education/id-theft1.html
	Internet commerce, ISPs, auctions	T	http://www.dcp.utah.gov/downloads/pressrelease/07-01-11_top-ten-scams.pdf
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.dcp.utah.gov/donotcall/index.html
	Disaster relief	F	
	Foreign money offers	T	http://www.dcp.utah.gov/downloads/pressrelease/07-01-11_top-ten-scams.pdf
	Prizes / sweepstakes	T	http://www.dcp.utah.gov/education/lottery.html
Business opportunities / work-at-home	T	http://www.dcp.utah.gov/education/workathome.html	
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
	Website examined	N/A	http://www.dcp.utah.gov/index.html
	Site map	T	

Navigational tools	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	T	
	Printer-friendly versions	F	(Few documents are in pdf format)
	Alerts to external link	T	http://www.dcp.utah.gov/about/links.html (properly labeled).
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	

Utah

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-721-7233
	Standardized in-take forms	T	http://www.dcp.utah.gov/downloads/complaintform.pdf
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://consumerprotection.utah.gov/enforcement/complaint.html
	Mediation	F	http://consumerprotection.utah.gov/enforcement/complaint.html
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		1	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	1	http://www.dcp.utah.gov/enforcement/BuyerBeware.pdf
	Restitution (1)	1	http://www.commerce.utah.gov/report06.pdf
Complaint handling transparency subtotal (4)		2	
Points Awarded		4	
GRADE		F	

Vermont

State Enforcement		Points	Comments
Enforcement priority (2)		0	Consumer protection goals, objectives, or performance measures not included on the AG website or in FY2007 budget documents, http://finance.state.vt.us/Fin%20Budget%20Documents/2007%20ebr.pdf
Enforcement resources (2)		0	Separate consumer protection resources not identified on the AG website or in FY2007 budget documents, http://finance.state.vt.us/Fin%20Budget%20Documents/2007%20ebr.pdf
Multi-state enforcement	DirecTV	T	
	Ameriquist	T	
	Time Inc.	F	
	Yellow Pages	F	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	

Local enforcement (2)		0	http://www.consumeraction.gov/vermont.shtml
Points Awarded		3	
GRADE		F	
Vermont			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.atg.state.vt.us/display.php?smod=8
General information	Description of state role	T	http://www.atg.state.vt.us/upload/1150807872_Consumer_Assistance_Program.pdf
	FAQs	T	http://www.atg.state.vt.us/display.php?pubsec=0&smod=8
	Consumer alerts	T	sign-up for e-mails http://www.dii.state.vt.us/ccf/index.php
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.atg.state.vt.us/upload/1168522622_Home_Improvement.pdf
	Automotive sales	T	http://www.atg.state.vt.us/upload/1168522689_The_Vermont_Lemon_Law.pdf
	Automotive repairs	F	
	Credit repair/reports	T	http://www.atg.state.vt.us/upload/1168522331_Your_Rights_Under_Credit_Reporting_Laws.pdf
	Telecommunications providers	F	
	Debt collection/billing practices	T	http://www.atg.state.vt.us/upload/1168522602_Debt_Collection.pdf
	Identity theft	T	http://www.atg.state.vt.us/upload/1165854413_2007_Vermont_Attorney_General_Calendar.pdf
	Internet commerce, ISPs, auctions	T	http://www.atg.state.vt.us/upload/1165854413_2007_Vermont_Attorney_General_Calendar.pdf
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.atg.state.vt.us/upload/1180534778_Telemarketing_Fraud.pdf
	Disaster relief	F	
	Foreign money offers	T	http://www.atg.state.vt.us/upload/1165854413_2007_Vermont_Attorney_General_Calendar.pdf
	Prizes / sweepstakes	T	http://www.atg.state.vt.us/upload/1180534778_Telemarketing_Fraud.pdf
	Business opportunities / work-at-home	T	http://www.atg.state.vt.us/upload/1168522376_Work-at-Home_Schemes.pdf
Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.atg.state.vt.us/display.php?smod=8
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	F	
	Printer-friendly versions	F	
	Alerts to external link	T	http://www.atg.state.vt.us/display.php?pubsec=4&curdoc=269 links are identified as external sites
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		7	
GRADE		C	
Vermont			
Complaint Handling		Points	Comments

Ease of complaint filing	1-800 number	T	1-800-649-2424
	Standardized in-take forms	T	http://www.dii.state.vt.us/ccf/index.php
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.atg.state.vt.us/upload/1150807872_Consumer_Assistance_Program.pdf
	Mediation	T	http://www.atg.state.vt.us/upload/1150807872_Consumer_Assistance_Program.pdf
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		3	
GRADE		F	

Virginia

State Enforcement	Points	Comments	
Enforcement priority (2)	0	The 2008 Executive Budget Document does not contain consumer protection goals, objectives, or performance measures. http://dpb.virginia.gov/budget/buddoc08/pdf/partb/executiveoffices.pdf (page B-23).	
Enforcement resources (2)	2	The 2008 Executive Budget Document does not contain separately identified consumer protection resources. http://dpb.virginia.gov/budget/buddoc08/pdf/partb/executiveoffices.pdf (page B-23), but the Department of Law's budget breakdown separately identifies consumer protection resources. http://dpb.virginia.gov/budget/buddoc08/pdf/parte.pdf (page E-16).	
Multi-state enforcement	DirecTV	F	
	Ameriquest	F	does not do business in VA
	Time Inc.	T	
	Yellow Pages	F	
	PayPal	F	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		2	http://www.consumeraction.gov/virginia.shtml
Points Awarded		6	
GRADE		D	

Virginia

Online Consumer Resources	Points	Comments
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One-stop shopping (1)		0	2 websites: http://www.vdacs.virginia.gov/consumers/index.shtml (Department of Agriculture) http://www.vaag.virginia.gov/CONSUMER/index.html (Department of Law).
General information	Description of state role	T	http://www.vaag.virginia.gov/CONSUMER/index.html
	FAQs	T	where to complain: http://www.vdacs.virginia.gov/consumers/cgi-bin/complaints.cgi
	Consumer alerts	T	http://www.vaag.com/PRESS_RELEASES/Subscribe_Updates.html ; http://www.vaag.com/CONSUMER/Alert.html
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.vaag.com/CONSUMER/Top_10.html#Home
	Automotive sales	T	http://www.vaag.virginia.gov/FAQs/FAQ_Purchases.html#CAR_LEMON
	Automotive repairs	T	http://www.vaag.com/CONSUMER/TRIAD/07resourcemanual.pdf
	Credit repair/reports	T	http://www.vaag.virginia.gov/FAQs/FAQ_Banking_and_Credit.html
	Telecommunications providers	T	http://www.vaag.virginia.gov/FAQs/FAQ_Uilities.html
	Debt collection/billing practices	T	http://www.vaag.virginia.gov/FAQs/FAQ_Banking_and_Credit.html
	Identity theft	T	http://www.vaag.virginia.gov/FAQs/FAQ_IDTheft.html
	Internet commerce, ISPs, auctions	T	http://www.vaag.virginia.gov/FAQs/FAQ_Telemarket.html
	Major purchases, large appliances	T	http://www.vaag.com/CONSUMER/CONSUMER_FRAUD/ConsumerGuide2007.pdf
	Telecommunications sales & Do Not Call	T	http://www.vaag.virginia.gov/FAQs/FAQ_Telemarket.html
	Disaster relief	T	http://www.vaag.virginia.gov/CONSUMER/CONSUMER_FRAUD/Consumer_Disaster.html#OFFICIALS
	Foreign money offers	T	http://www.vaag.virginia.gov/FAQs/FAQ_Telemarket.html
	Prizes / sweepstakes	T	http://www.vaag.virginia.gov/FAQs/FAQ_Charities.html
	Business opportunities / work-at-home	F	Some info in this manual for seniors, http://www.vaag.com/CONSUMER/TRIAD/07resourcemanual.pdf
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.vaag.virginia.gov
	Site map	T	
	Navigational menus	F	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	T	The consumers guides are in pdf format.
	Alerts to external link	T	external sites are properly labeled
Navigational tools subtotal (4)		3	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	
Virginia			
Complaint Handling		Points	Comments
1-800 number		T	1-800-552-9963
Standardized in-take forms		T	http://www.vdacs.virginia.gov/forms-pdf/cp/oca/complaint/oca1complaint.pdf

Ease of complaint filing	Consumer strategies	T	http://www.vaag.com/CONSUMER/CONSUMER_FRAUD/ConsumerGuide2007.pdf (would be better if the guide were on the complaint website).
	Sample letter	T	http://www.vaag.com/CONSUMER/CONSUMER_FRAUD/ConsumerGuide2007.pdf
Ease of complaint filing subtotal (3)		3	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.vdacs.virginia.gov/consumers/about.shtml
	Mediation	T	http://www.vdacs.virginia.gov/consumers/about.shtml
	Referral to FTC Consumer Sentinel	T	http://www.consumer.gov/sentinel/contribs.htm
Scope of complaint handling subtotal (3)		3	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	2	http://www.vdacs.virginia.gov/consumers/cgi-bin/comp_search.cgi
	Resolution rate (1)	1	for each individual business
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		3	
Points Awarded		9	
GRADE		A	

Washington

State Enforcement		Points	Comments
Enforcement priority (2)		2	http://www.ofm.wa.gov/budget07/activity/100ai.pdf (2007-09, Attorney General)
Enforcement resources (2)		2	http://www.ofm.wa.gov/budget07/activity/100ai.pdf (2007-09, Attorney General)
Multi-state enforcement	DirecTV	F	
	Ameritrust	T	
	Time Inc.	F	
	Yellow Pages	T	
	PayPal	T	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
Guidant	T		
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://www.atg.wa.gov/uploadedFiles/Another/About_the_Office/Annual_Reports/2006_annual_report_final.pdf (pg 2)
Local enforcement (2)		0	http://www.consumeraction.gov/washington.shtml
Points Awarded		8	
GRADE		B	

Washington

Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.atg.wa.gov/SafeguardingConsumers.aspx
General information	Description of state role	T	http://www.atg.wa.gov/SafeguardingConsumers.aspx
	FAQs	T	http://www.atg.wa.gov/page.aspx?id=1792
	Consumer alerts	T	http://www.atg.wa.gov/ConsumerAlerts/default.aspx
General information subtotal (1)		1	If 3 Ts, then 1 point.
	Home improvement/repairs	T	http://www.atg.wa.gov/ConsumerIssues/Contractors/default.aspx
	Automotive sales	T	http://www.atg.wa.gov/LemonLaw/default.aspx http://www.atg.wa.gov/ConsumerIssues/Cars/Shopping.aspx

Information Comprehensiveness	Automotive repairs	T	http://www.atg.wa.gov/ConsumerIssues/Cars/AutoRepair.aspx
	Credit repair/reports	T	http://www.atg.wa.gov/ConsumerIssues/Credit/CreditReports.aspx
	Telecommunications providers	T	http://www.atg.wa.gov/ConsumerIssues/CellularPhones.aspx
	Debt collection/billing practices	T	http://www.atg.wa.gov/ConsumerIssues/Credit/CollectionAgencies.aspx
	Identity theft	T	http://www.atg.wa.gov/ConsumerIssues/ID-Privacy.aspx
	Internet commerce, ISPs, auctions	T	http://www.atg.wa.gov/InternetSafety/default.aspx
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.atg.wa.gov/ConsumerIssues/Telemarketing.aspx
	Disaster relief	F	
	Foreign money offers	T	http://www.atg.wa.gov/askcolumn.aspx?id=11962
	Prizes / sweepstakes	T	http://www.atg.wa.gov/ConsumerIssues/Sweepstakes.aspx
	Business opportunities / work-at-home	T	http://www.atg.wa.gov/askcolumn.aspx?id=11962
Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.atg.wa.gov/SafeguardingConsumers.aspx
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	T	
Alerts to external link		F	
Navigational tools subtotal (4)		3	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		9	
GRADE		A	
Washington			
Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-551-4636
	Standardized in-take forms	T	http://www.atg.wa.gov/uploadedFiles/Another/Safeguarding_Consumers/File_a_Complaint/ComplaintForm07.pdf
	Consumer strategies	T	http://ago.bisc.com/ConsumerIssues/Disputes/default.aspx#ResolvingYourComplaint#Resolving_20Your_20Complaint
	Sample letter	F	
Ease of complaint filing subtotal (3)		2	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.atg.wa.gov/SafeguardingConsumers.aspx
	Mediation	T	http://www.atg.wa.gov/SafeguardingConsumers.aspx
	Referral to FTC Consumer Sentinel	T	http://www.consumer.gov/sentinel/contribs.htm
Scope of complaint handling subtotal (3)		3	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	1	http://www.atg.wa.gov/SafeguardingConsumers.aspx
	Restitution (1)	1	http://www.atg.wa.gov/uploadedFiles/Another/About_the_Office/Annual_Reports/2006_annual_report_final.pdf (pg 2)
Complaint handling transparency subtotal (4)		2	
Points Awarded		7	

GRADE		C	
West Virginia			
State Enforcement		Points	Comments
Enforcement priority (2)		2	State of West Virginia FY 2008 Executive Budget contains specific consumer protection goals and objectives. http://www.wvbudget.gov/opdet/WVOpDetFY2008.pdf (page 55).
Enforcement resources (2)		0	State of West Virginia FY 2008 Executive Budget does not contain separately identified consumer protection resources. http://www.wvbudget.gov/opdet/WVOpDetFY2008.pdf (page 55). Links to the AG's Annual Report (which could contain this information) is broken (Checked: Jan.6).
Multi-state enforcement	DirecTV	T	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	F	
	PayPal	T	
	Bayer	F	
	Purdue Pharma	F	
	Choicepoint	T	
	AOL	T	
	Guidant	F	
Multi-state enforcement subtotal (3)		2	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		0	http://www.consumeraction.gov/westvirginia.shtml
Points Awarded		4	
GRADE		F	
West Virginia			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://www.wvago.gov/consumers.cfm
General information	Description of state role	T	http://www.wvago.gov/takeaction.cfm
	FAQs	T	http://www.wvago.gov/faqs.cfm
	Consumer alerts	T	feed of press releases: http://www.wvago.gov/rss/press.xml
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://www.wvago.gov/faqs.cfm?fx=cat&id=13
	Automotive sales	T	http://www.wvago.gov/faqs.cfm?fx=cat&id=3
	Automotive repairs	T	Crash parts: http://www.wvago.gov/faqs.cfm?fx=cat&id=3#42
	Credit repair/reports	T	http://www.wvago.gov/faqs.cfm?fx=cat&id=2
	Telecommunications providers	T	http://www.wvago.gov/faqs.cfm?fx=view&id=51
	Debt collection/billing practices	T	http://www.wvago.gov/faqs.cfm?fx=view&id=235
	Identity theft	T	http://www.wvago.gov/identitytheft.cfm
	Internet commerce, ISPs, auctions	T	http://www.wvago.gov/faqs.cfm?fx=cat&id=4
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.wvago.gov/faqs.cfm?fx=view&id=56
	Disaster relief	F	
	Foreign money offers	F	
	Prizes / sweepstakes	T	http://www.wvago.gov/faqs.cfm?fx=view&id=135

	Business opportunities / work-at-home	T	http://www.wvago.gov/faqs.cfm?fx=cat&id=1#10
Information comprehensiveness subtotal (4)		3	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.wvago.gov/consumers.cfm
	Site map	F	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	F	Is present, but it does not work (Checked: Oct 29 and Jan 6)
	Printer-friendly versions	T	
	Alerts to external link	T	External links properly labeled
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		7	
GRADE		C	

West Virginia

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-368-8808
	Standardized in-take forms	T	http://www.wvago.gov/pdf/general-consumer-complaint-form.pdf
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		1	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://www.wvago.gov/pdf/complaint-form-instructions.pdf
	Mediation	T	http://www.wvago.gov/pdf/complaint-form-instructions.pdf
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		3	
GRADE		F	

Wisconsin

State Enforcement		Points	Comments
Enforcement priority (2)		2	http://www.doa.state.wi.us/debf/doc_view2.asp?budid=3 (Department of agriculture, trade and consumer protection: Governor's FY07-09 budget recommendations); No mention of consumer protection goals in Department of Justice FY07-09 budget, http://www.doa.state.wi.us/debf/doc_view2.asp?budid=32
Enforcement resources (2)		0	http://www.doa.state.wi.us/debf/doc_view2.asp?budid=3 (Department of agriculture, trade and consumer protection: Governor's budget recommendations FY07-09; CP is folded in with food safety: \$26.454 M; No mention of consumer protection budget in Department of Justice FY07-09 budget, http://www.doa.state.wi.us/debf/doc_view2.asp?budid=32
	DirecTV	F	
	Ameriquest	T	
	Time Inc.	T	
	Yellow Pages	T	

Multi-state enforcement	PayPal	F	
	Bayer	T	
	Purdue Pharma	T	
	Choicepoint	T	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		3	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		1	http://www.doa.state.wi.us/docview.asp?docid=6507&locid=0 (2005-07 biennial report)
Local enforcement (2)		2	http://www.consumeraction.gov/wisconsin.shtml
Points Awarded		8	
GRADE		B	

Wisconsin

Online Consumer Resources		Points	Comments
One-stop shopping (1)		0	2 websites: http://www.datcp.state.wi.us/core/consumerprotection/consumerprotection.jsp = Dept. of Agriculture, Trade & Consumer Protection; http://www.doj.state.wi.us/dls/ConsProt/newcp.asp = Dept. of Justice, has some settlements and some scam info, and refers to DATCP for complaints; but both have eg different identity theft info.
General information	Description of state role	T	http://www.datcp.state.wi.us/cp/consumerinfo/cp/factsheets/pdf/HowToFileComplaint127.pdf
	FAQs	T	http://www.datcp.state.wi.us/cp/consumerinfo/cp/factsheets/index.jsp
	Consumer alerts	T	http://www.datcp.state.wi.us/cp/consumerinfo/alerts-recalls/senior_alerts.jsp
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	T	http://datcp.state.wi.us/cp/consumerinfo/cp/top-complaints/home_improvement.jsp
	Automotive sales	T	http://www.datcp.state.wi.us/cp/consumerinfo/cp/factsheets/buying_private_car.jsp
	Automotive repairs	T	http://datcp.state.wi.us/cp/consumerinfo/cp/top-complaints/auto_repair.jsp
	Credit repair/reports	T	http://www.doj.state.wi.us/columns/loans.asp
	Telecommunications providers	T	http://datcp.state.wi.us/cp/consumerinfo/cp/top-complaints/telecommunications.jsp
	Debt collection/billing practices	T	http://www.datcp.state.wi.us/cp/consumerinfo/cp/factsheets/pdf/DebtCollection.pdf
	Identity theft	T	http://www.datcp.state.wi.us/cp/consumerinfo/cp/factsheets/stolen_identity.jsp http://www.doj.state.wi.us/dls/ConsProt/cp_identitytheft.asp
	Internet commerce, ISPs, auctions	T	http://www.datcp.state.wi.us/cp/consumerinfo/cp/factsheets/cybershopping.jsp
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://www.datcp.state.wi.us/cp/consumerinfo/cp/factsheets/N-call/index.jsp
	Disaster relief	T	http://www.datcp.state.wi.us/flood2007/index.jsp
	Foreign money offers	T	http://www.datcp.state.wi.us/cp/consumerinfo/cp/factsheets/nigerian_scams.jsp
	Prizes / sweepstakes	T	http://datcp.state.wi.us/cp/consumerinfo/cp/top-complaints/guide_contests.jsp
Business opportunities / work-at-home	T	http://datcp.state.wi.us/cp/consumerinfo/cp/top-complaints/business_opportunities.jsp	

Information comprehensiveness subtotal (4)		4	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://www.datcp.state.wi.us/core/consumerprotection/consumerprotection.jsp
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	T	
	Search engines	T	
	Printer-friendly versions	F	
	Alerts to external link	T	Sites are labeled with their full name (e.g. "federal" ...)
Navigational tools subtotal (4)		3	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		8	
GRADE		B	

Wisconsin

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-422-7128
	Standardized in-take forms	T	http://datcp.state.wi.us/cp/consumerinfo/cp/complaint-form/cp_complaint_form.jsp
	Consumer strategies	T	http://datcp.state.wi.us/cp/consumerinfo/cp/complaint-form/file_complaint.jsp
	Sample letter	T	http://www.datcp.state.wi.us/cp/consumerinfo/cp/factsheets/pdf/HowToFileComplaint127.pdf
Ease of complaint filing subtotal (3)		3	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	T	http://datcp.state.wi.us/cp/consumerinfo/cp/complaint-form/file_complaint.jsp
	Mediation	T	http://datcp.state.wi.us/cp/consumerinfo/cp/complaint-form/file_complaint.jsp
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		2	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	1	http://www.doa.state.wi.us/debf/doc_view2.asp?budid=3
Complaint handling transparency subtotal (4)		1	
Points Awarded		6	
GRADE		D	

Wyoming

State Enforcement		Points	Comments
Enforcement priority (2)		0	No consumer protection goals, objectives, or performance measures identified. http://ai.state.wy.us/budget/pdf/0708BudgetRequest/015.pdf (2007-08 budget request)
Enforcement resources (2)		0	http://ai.state.wy.us/budget/pdf/0708BudgetRequest/015.pdf (2007-08 budget request)
Multi-state enforcement	DirecTV	F	
	Ameriquest	T	
	Time Inc.	F	
	Yellow Pages	F	
	PayPal	F	
	Bayer	F	

	Purdue Pharma	F	
	Choicepoint	F	
	AOL	T	
	Guidant	T	
Multi-state enforcement subtotal (3)		0	If 8 or more T, then 3 points; If between 6 and 7 Ts, then 2 points; If between 4 and 5 Ts, then 1 point.
Consumer redress (1)		0	
Local enforcement (2)		0	http://www.consumeraction.gov/wyoming.shtml
Points Awarded		0	
GRADE		F	
Wyoming			
Online Consumer Resources		Points	Comments
One-stop shopping (1)		1	http://attorneygeneral.state.wy.us/consumer.htm
General information	Description of state role	T	http://attorneygeneral.state.wy.us/consumer.htm
	FAQs	T	http://attorneygeneral.state.wy.us/consumer.htm
	Consumer alerts	T	inside Press releases: http://attorneygeneral.state.wy.us/press.htm
General information subtotal (1)		1	If 3 Ts, then 1 point.
Information Comprehensiveness	Home improvement/repairs	F	
	Automotive sales	F	
	Automotive repairs	F	
	Credit repair/reports	F	
	Telecommunications providers	T	http://psc.state.wy.us/htdocs/consumer.html
	Debt collection/billing practices	F	
	Identity theft	F	
	Internet commerce, ISPs, auctions	T	http://attorneygeneral.state.wy.us/consumer.htm
	Major purchases, large appliances	F	
	Telecommunications sales & Do Not Call	T	http://attorneygeneral.state.wy.us/nocall.htm
	Disaster relief	F	
	Foreign money offers	F	
	Prizes / sweepstakes	T	http://attorneygeneral.state.wy.us/consumer.htm
	Business opportunities / work-at-home	F	
Information comprehensiveness subtotal (4)		1	If 12 or more Ts, then 4 points; If between 9 and 11 Ts, then 3 points; If between 6 and 8, then 2 points; If between 3 and 5, then 1 point.
Navigational tools	Website examined	N/A	http://attorneygeneral.state.wy.us/consumer.htm
	Site map	T	
	Navigational menus	T	
	Breadcrumbs	F	
	Search engines	F	Not available on CP pages; sits hidden eg under "citizens" menu: http://wyoming.gov/links/citlinks.asp
	Printer-friendly versions	F	
	Alerts to external link	T	
Navigational tools subtotal (4)		2	If 6 Ts, then 4 points; If 5 Ts, then 3 points; If 3 or 4 Ts, then 2 points; If 2, then 1 point.
Points Awarded		5	
GRADE		F	

Wyoming

Complaint Handling		Points	Comments
Ease of complaint filing	1-800 number	T	1-800-438-5799
	Standardized in-take forms	F	
	Consumer strategies	F	
	Sample letter	F	
Ease of complaint filing subtotal (3)		0	If 4 Ts, then 3 points; If 3 Ts, then 2 points; If 2 Ts, then 1 point.
Scope of complaint handling	Assist consumers	F	http://attorneygeneral.state.wy.us/
	Mediation	F	http://attorneygeneral.state.wy.us/
	Referral to FTC Consumer Sentinel	F	
Scope of complaint handling subtotal (3)		0	If 3 Ts, then 3 points; If 2 Ts, then 2 points; If 1 T, then 1 point.
Complaint handling transparency	Company complaint details (2)	0	
	Resolution rate (1)	0	
	Restitution (1)	0	
Complaint handling transparency subtotal (4)		0	
Points Awarded		0	
GRADE		F	