

Case 10: Burglerbungler

Tom has had enough! Burglerbungler, a home security service, mistakenly listed Tom's home phone number on information they gave to customers. Instead of reaching the company to report a burglary, customers reach Tom, at all hours of the day and night. Tom called the company numerous times, requesting they provide the correct number to customers. The calls continued. Tom wrote the company numerous times, requesting they provide the correct number to customers. The calls continued. In desperation, and if it doesn't appear that the caller is in imminent danger, Tom now handles these unwanted calls his own way. "Oh, I'm not in the mood right now. Could you call back later?" "I'm sorry, but we're all just leaving for lunch. We'll be back in a couple of hours." Tom gives customers his name, provides the correct number for Burglerbungler, and suggests that they call customer service to complain about their treatment.