



Better Business Bureau of Western Michigan

40 Pearl N.W.
354 Trust Bldg.
Grand Rapids, MI 49503
Grand Rapids area 616-774-8236
Outstate area 1-800-6 THE BBB
FAX 616-774-2014
<http://www.grandrapids.bbb.org>

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BBB Reliability Report

The Better Business Bureau® Serving Western Michigan

40 Pearl St NW Suite 354
Grand Rapids, MI 49503
(616) 774-8236 (800) 684-3222
www.westernmichigan.bbb.org

BroadBand Telephony Systems Inc.

2660 Horizon Dr SE # B
Grand Rapids, MI 49546-7527
Telephone: (616) 828-5454
Fax: (616) 588-6308

*The BBB reports on members and non-members. If a company is a member of the BBB, it is stated in this **report**.*

Principal: Mr. Art Hale, President/CEO

File Open Date: September 2005

TOB Classification: Telephone Companies, Telephone Equipment & Systems Dealers

BBB Membership: This company is not a member.

Additional DBA Names

BBtelsys

Customer Experience

Based on BBB files, this company has an **unsatisfactory record** with the Bureau due to failure to respond to two or more complaints. However the business has **resolved** most complaints presented by the bureau.

Our file contains a **pattern** of complaints concerning double billing on accounts set up with automatic payments from the consumer's checking account.

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

The Bureau processed a total of 30 complaints about this company in the last

36 months, our standard reporting period. Of the total of 30 complaints closed in 36 months, 22 were closed in the last year.

Billing or Collection Issues

Resolved

- 4 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.
- 3 - Company resolved the complaint issues, but not within the Bureau's timeframe.

No Response

- 1 - Company failed to respond to the BBB to resolve or address the complaint issues.

Delivery Issues

Resolved

- 4 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

Service Issues

Resolved

- 4 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.
- 1 - Company offered a partial (less than 100%) settlement which the consumer failed to acknowledge acceptance to the BBB.

Unresolved

- 1 - Company failed to resolve the complaint issues through the BBB voluntary and self-regulatory process.

No Response

- 1 - Company failed to respond to the BBB to resolve or address the complaint issues.

Refund or Exchange Issues

Resolved

- 1 - Company resolved the complaint issues. The consumer acknowledged acceptance to the BBB.
- 7 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.
- 2 - Company resolved the complaint issues, but not within the Bureau's timeframe. The Complainant did not acknowledge acceptance to the BBB.
- 1 - Company resolved the complaint issues, but not within the Bureau's timeframe.

Additional File Information

The Bureau has requested basic information from this company. The Bureau has not received a response. Without this information, the Bureau may not have current information concerning such things as the company's management or its nature of business.

Additional Addresses, and Telephone Numbers

Additional Addresses

333 Bridge St NW Ste 230
Grand Rapids, MI 49504-5320

Additional Phone Numbers

Tel: (616) 828-5454
Tel: (888) 524-8647

Industry Tips

[Choosing the Right Communications System for Your Business](#)

Report as of March 26, 2007

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If you choose to do business with this company, please let the company know that you contacted the Better Business Bureau for a report.

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