



Better Business Bureau of Central Illinois, Inc.  
112 Harrison  
Peoria, IL 61602  
Tel: (309) 688-5124 Fax: (309) 681-7290

RECEIVED  
6/17/14

June 5, 2014

Ms. Jennifer Stone, Customer Service Manager  
Suburban Express  
PO Box 4048  
Lisle, IL 60532

RE: Case # 19036814: Mr. Bharat Ponnaluri

The Better Business Bureau offers you the opportunity to preserve consumer goodwill by addressing the issues presented in the complaint on the reverse side.

The BBB takes no position as to the validity of the complaint. Our goal is to help you and the consumer resolve this issue in a mutually satisfactory manner.

In the interest of time and good customer relations, please provide the BBB with written verification of your position in this matter by **June 19, 2014**. The response and documentation you submit will be sent to the customer for review. Your prompt response greatly enhances the chances for a successful resolution.

We encourage you to use our ONLINE COMPLAINT system to respond to this complaint. The following URL (website address) below will take you directly to this complaint and you will be able to enter your response directly on our website:

**<https://www.bbb.org/central-illinois/complaintreply/b>**

**Please use the following to log in:**

**Case ID:**

**Password:**

If you are unable to respond using the internet, then please respond in writing to the address above.

We look forward to your prompt attention to this matter.

Sincerely,

BBB Complaint Department

**Better Business Bureau of Central Illinois, Inc.**

COMPLAINT ACTIVITY REPORT Case # 19036814

**Consumer Info:** Ponnaluri, Mr. Bharat  
 918 West Illinois Street  
 Urbana, IL 61801  
 703 505-4087 703 505-4087

**Business Info:** Suburban Express  
 714 S 6th St  
 Champaign, IL 61820-5708  
 217 344-5500

**Consumer's Original Complaint :**

After criticizing Suburban Express online, the owner has posted a page to harass me. Other people have also been targeted.

After criticizing Suburban Express online, the owner has repeatedly harassed me, especially with a website that is the first thing that shows up when someone does a Google search for my name. Other critics of Suburban Express have also been harassed by the owner.

**Consumer's Desired Resolution:**

I request that Suburban Express takes down the pages it has about me and the other critics and stops posting things online that target critics. The pages targeting critics can be seen here: <http://www.suburbanexpress.com/haters/>

**BBB Processing**

06/02/2014	web BBB	Case Received by BBB
06/03/2014	JK BBB	Case Reviewed by BBB
06/03/2014	Otto EMAIL	Send Acknowledgement to Consumer
06/03/2014	Otto BBB	Notify Business of Dispute

**Please understand that the complaint content and your response will be publicly posted on the BBB web site (BBB reserves the right to not post in accordance with BBB policy). Please do not include any information that personally identifies your customer. By submitting your response, you are representing that it is a truthful account of your experience with this consumer. BBB may edit the complaint or your response to protect privacy rights and to remove inappropriate language.**