



1 participated in a survey. The surprise was that the defendants were selling the consumer  
2 magazine subscriptions. The full details of the transaction were spread out over three stages: the  
3 initial call with the sales representative, who then transferred the consumer to a shift supervisor,  
4 and a later verification call. The transaction was presented in a confusing and misleading manner  
5 by fast-talking sales representatives, resulting in a net impression that the consumer was receiving  
6 free magazines while having to pay only a nominal shipping and handling fee. In fact, the  
7 consumer was agreeing to pay hundreds of dollars in magazine subscription fees. At summary  
8 judgment, these practices were found as a matter of law to create a net impression likely to  
9 mislead the consumer in a material way.

10 In addition to the deceptive initial sales practices, the defendants also engaged in  
11 misleading and abusive collections practices when consumers refused to pay. The defendants  
12 would falsely tell consumers their accounts could not be canceled because the defendants had  
13 already paid the publishers for the full subscription when in fact the defendants had not done so.  
14 They also sent misleading collection letters from their “legal department” even though they had  
15 no legal department. Finally, the defendants made harassing and threatening phone calls.

16 Judge Pro entered summary judgment in favor of the FTC on liability and issued a  
17 permanent injunction. ECF Nos. 151, 152. The parties then presented evidence regarding  
18 monetary equitable relief during a multi-day evidentiary hearing. ECF Nos. 239-41, 252-53, 255.  
19 Judge Pro ruled that the FTC had not shown that complete disgorgement of profits was necessary  
20 to redress consumer injury. ECF No. 248 at 3. He considered full reimbursement to complaining  
21 customers but concluded it would be impossible or impracticable to locate and reimburse those  
22 customers. *Id.* at 3-4. He thus concluded disgorgement of net revenues the defendants received as  
23 a result of their violations was the proper remedy, and he adopted the analysis of the defendants’  
24 expert, Dr. Gregory Duncan, to impose monetary equitable relief in the amount of \$191,219.00.  
25 *Id.* at 4. Finally, Judge Pro ruled that there was insufficient evidence to hold defendants Persis  
26 Dantuma, Brenda Dantuma Schang, Dirk Dantuma, and Jeffrey Dantuma individually liable. *Id.*  
27 He therefore entered judgment in the amount of \$191,219.00 against defendants Publishers  
28

1 Business Services, Inc.; Ed Dantuma Enterprises, Inc.; Edward Dantuma; and Dries Dantuma. *Id.*  
2 at 4-5.

3 The FTC appealed the monetary award and the Ninth Circuit reversed and remanded. ECF  
4 No. 266. As to individual liability, the Ninth Circuit directed that individual liability be imposed  
5 on Dirk, Brenda, and Jeff, as well as Edward and Dries. *Id.* at 8. As to the amount of monetary  
6 relief, the Ninth Circuit ruled that Judge Pro “applied an incorrect legal standard when [he]  
7 focused on the defendants’ gain rather than the loss to the consumers.” *Id.* at 3. Judge Pro also  
8 erred by relying on the fact that it may be impossible to locate and reimburse individual  
9 customers. *Id.* at 4.

10 The Ninth Circuit found further error in the reliance on the defendants’ expert, Dr.  
11 Duncan, because his report was based on two flawed assumptions. *Id.* at 5. First, Duncan  
12 assumed most customers heard all the terms of the magazine subscriptions so they were not  
13 misled. *Id.* But the defendants’ “fraud . . . was not simply the failure to disclose all pertinent  
14 terms.” *Id.* Rather, they violated Section 5 “by the misrepresentations that launched the process,  
15 among other reasons.” *Id.* Second, Duncan assumed the magazine subscriptions were not  
16 valueless. *Id.* But the Ninth Circuit stated this “assumption is not relevant even if true” because  
17 restitution may be appropriate where the consumer injury “arises out of misrepresentations made  
18 in the sales process, which lead to a tainted purchasing decision.” *Id.* at 5-6 (quotation omitted).  
19 Thus, consumers are entitled to a full refund where, as here, the “fraud is in the selling, not in the  
20 value of the thing sold . . .” *Id.* (quotation omitted).

21 The Ninth Circuit vacated the award and remanded for recalculation. *Id.* at 6. In doing so,  
22 the Ninth Circuit stated that the court “should base its calculation on the injury to the consumers,  
23 not on the net revenues received by defendants.” *Id.* But “[t]hat does not mean that the district  
24 court must accept the calculation proposed by the FTC”:

25 PBS has argued, for example, that a customer who renewed subscriptions  
26 necessarily knew the actual terms of the transaction at the time of renewal. A  
27 similar argument was made regarding customers who added on to a subscription  
28 order. The district court may consider these and other arguments in determining  
the appropriate amount of damages to be awarded.

1 *Id.*

2 Following remand, the parties attempted to settle, and when that failed they engaged in  
3 another round of expert discovery and briefing on the issue of monetary equitable relief. In  
4 relation to that briefing, the FTC moves to exclude the defendants' expert, Dr. Armando Levy.  
5 The defendants move to exclude the FTC's psychological expert, Dr. Alan D. Castel. The parties  
6 also filed competing analyses of how the monetary equitable relief ought to be calculated.

7 **II. ANALYSIS**

8 The FTC contends I should enter judgment in the amount of \$23,773,147.78 based on the  
9 presumption that all first-time orders were made in reliance on the deceptive practices. The FTC  
10 argues it is entitled to the presumption that every first-time customer relied on the deceptive sales  
11 practices because the summary judgment order established the defendants' deceptive practices  
12 were material and widely disseminated. The FTC excluded from its calculation payments by  
13 customers who renewed or added on to their subscriptions, consistent with the Ninth Circuit's  
14 remand order. However, the FTC did not exclude those same customers' initial subscriptions  
15 because it takes the position that all first-time orders were tainted by the misleading practices,  
16 even for those customers who later renewed or added on.

17 The defendants argue this court is not authorized to award monetary relief. The  
18 defendants also assert the FTC is not entitled to a presumption of consumer reliance because the  
19 FTC has not shown the defendants' revenues were the result of widespread deception. Rather, the  
20 defendants contend, they had many satisfied customers. Alternatively, the defendants argue their  
21 expert has provided three different formulas for determining relief that more accurately reflect  
22 consumer injury resulting from the violations.

23 **A. Authority to Grant Monetary Equitable Relief**

24 District courts have the authority under Section 13(b) of the FTC Act to "grant any  
25 ancillary relief necessary to accomplish complete justice, including restitution." *F.T.C. v.*  
26 *Commerce Planet, Inc.*, 815 F.3d 593, 598 (9th Cir. 2016) (quotation omitted), *cert. denied sub*  
27 *nom. Gugliuzza v. F.T.C.*, 2017 WL 69198 (U.S. Jan. 9, 2017); *see also F.T.C. v. Stefanchik*, 559  
28

1 F.3d 924, 931 (9th Cir. 2009). The defendants' argument that I lack authority to enter monetary  
2 equitable relief is foreclosed by controlling authority.

3 Moreover, the defendants waived this argument in this case. They did not appeal Judge  
4 Pro's prior order entering a monetary award against them. Nor did they raise the issue in their  
5 briefs opposing the FTC's appeal before the Ninth Circuit. *See F.T.C. v. Publishers Business*  
6 *Services, Inc., et al.*, No. 11-17270, ECF Nos. 22 (Answering Br.), 24 (Answering Br.), 57 (Pet.  
7 for R'hrq En Banc). Consequently, I have authority to enter monetary equitable relief in this  
8 case.

9 **B. Reliance**

10 The defendants argue that to order relief redressing consumer injury, there must be proof  
11 that customers were injured by the deceptive practices, meaning the customers relied on the  
12 deceptive practices in making their decision to purchase the magazines. The defendants  
13 acknowledge that under certain circumstances, the FTC is entitled to a presumption of consumer  
14 reliance. However, they contend the FTC has not met its burden of showing it is entitled to the  
15 presumption, and, even if the presumption arises, the defendants argue they have rebutted it.

16 The FTC responds that it is entitled to the presumption of consumer reliance because the  
17 summary judgment order established that the defendants' deceptive practices were material and  
18 widespread. Additionally, the FTC contends that the presumption was not rebutted, as the  
19 evidence showed consumers were confused about the transaction.

20 “[P]roof of individual reliance by each purchasing customer is not needed” under  
21 Section 13 of the FTC Act. *F.T.C. v. Figgie Int’l, Inc.*, 994 F.2d 595, 605 (9th Cir. 1993).  
22 Requiring a showing of individual reliance in FTC enforcement actions “would thwart effective  
23 prosecutions of large consumer redress actions and frustrate the statutory goals of the section.” *Id.*  
24 (quotation omitted). Thus, in such cases, the FTC is entitled to a “presumption of actual reliance”  
25 once it “has proved that the defendant made material misrepresentations, that they were widely  
26 disseminated, and that consumers purchased the defendant’s product.” *Id.* at 605-06. If the FTC  
27  
28

1 makes this showing, “the burden shifts to the defendant to prove the absence of reliance.” *Id.* at  
2 606.

3 *1. The FTC is Entitled to the Presumption*

4 There is no dispute that consumers purchased the defendants’ magazine subscriptions and  
5 that the misleading practices were material. The summary judgment order made a specific  
6 materiality finding. ECF No. 151 at 30. The defendants contend, however, that the FTC has not  
7 shown the misleading practices were widespread.

8 The summary judgment order, which the defendants did not appeal, describes the  
9 widespread nature of the misleading practices. The evidence showed the defendants made  
10 approximately 25 million calls during the relevant period. ECF No. 151 at 11. The defendants’  
11 sales representatives, shift supervisors, and verifiers were directed to follow scripts for these calls  
12 and those scripts comprised the misleading sales pitch. *Id.* at 3-5, 7-8, 27-30. Although some  
13 employees deviated from the scripts, the evidence showed those deviations made the sales pitches  
14 more misleading, not less so. *Id.*; *see also* ECF No. 94 at 25 (former employee stating that when  
15 representatives deviated from the script, they “said whatever they felt they needed to say in order  
16 to make a sale” and no employees were disciplined for deviating); *id.* at 31-32 (former employee  
17 stating some telemarketers went off script to increase sales, telemarketers were not disciplined for  
18 going off script, and even when off script, “the basic message of the script remained the same”);  
19 *id.* at 38-39 (former employee stating it was “an open secret” that “supervisors subtlety [sic]  
20 encouraged the experienced telemarketers to go off script in order to increase sales”). The  
21 defendants do not point to any evidence that the deviations cured the misleading statements in the  
22 scripts or that the deviations were the norm. Indeed, when it suited them, the defendants argued  
23 at summary judgment that the deviations were rare. ECF No. 131 at 8. The FTC thus is entitled  
24 to a presumption that all consumers who purchased magazine subscriptions did so in reliance on  
25 the misleading sales practices.

26 ////

27 ////

28



1 Even if the presumption bubble has burst, the FTC has met its burden of showing  
2 consumer reliance. The evidence underlying the presumption supports the conclusion that every  
3 initial order was tainted by the defendants' Section 5 violations. The defendants made millions of  
4 sales calls using scripts that were materially misleading as a matter of law. The FTC has  
5 presented evidence from consumers that they were misled into giving money to the defendants by  
6 the misleading sales pitch. *See* ECF Nos. 5 at 10-11, 35-40<sup>1</sup>; 5-2 at 1-3; 96 at 39-43, 69-70, 87-91;  
7 241 at 4, 7-16, 90. The defendants' witnesses who testified they were satisfied nevertheless  
8 appeared to be confused about, or unaware of, the terms of the transaction.<sup>2</sup> The FTC therefore  
9 has shown reliance on the Section 5 violations to support an award of monetary equitable relief.

### 10 C. Calculation of the Restitution Amount

11 Following the remand in this case, the Ninth Circuit adopted a "two-step burden-shifting  
12 framework . . . for calculating restitution awards under § 13(b)." *Commerce Planet, Inc.*, 815 F.3d  
13 at 603. "Under the first step, the FTC bears the burden of proving that the amount it seeks in  
14 restitution reasonably approximates the defendant's unjust gains, since the purpose of such an  
15 award is 'to prevent the defendant's unjust enrichment by recapturing the gains the defendant  
16 secured in a transaction.'" *Id.* (quoting 1 Dobbs, *Law of Remedies* § 4.1(1), at 552). Unjust gains  
17 "are measured by the defendant's net revenues (typically the amount consumers paid for the  
18 product or service minus refunds and chargebacks), not by the defendant's net profits." *Id.*  
19 Unjust gains are not measured by "the consumers' total losses" because "that would amount to an

---

20  
21 <sup>1</sup> This customer made payments but received a refund. Her injury therefore would not be part of  
22 the monetary relief award, but her testimony supports the conclusion that consumers relied on the  
Section 5 violations to make payments.

23 <sup>2</sup> *See* ECF Nos. 241 at 147-54 (customer Benjamin Ryne testifying he understood the defendants  
24 were selling magazines, the magazines were not free, he was a satisfied customer, but he was unaware of  
25 the total price of the magazines); *id.* at 162-77 (customer Jodi Cairo testifying she understood she would  
26 have to pay for the magazines and she was a satisfied customer, but she did not know how many months or  
27 years she had agreed to pay); 253 at 116-25 and Evid. Hrg. Ex. 48 (customer Wendy Goken testifying she  
28 understood she would have to pay and she was satisfied but she did not know how much the payments  
were for, she did not know for how long the payments would need to be made, and she did not understand  
what the total cost was); Recording of Hrg. from June 8, 2011, testimony of Shannon Meehan (testifying  
she knew how much she was paying and thought she was getting a good deal but she did not comparison  
shop and could not identify on what basis she thought the defendants' magazines were a good deal; she  
just liked the convenience).



1 award of damages, a remedy . . . precluded under § 13(b).” *Id.* However, in many cases, like this  
2 one, “the defendant’s unjust gain will be equal to the consumer’s loss because the consumer buys  
3 goods or services directly from the defendant,” without a middleman. *Id.* (quotation omitted).

4 If the FTC meets its burden, “the burden then shifts to the defendant to show that the  
5 FTC’s figures overstate the amount of the defendant’s unjust gains.” *Id.* at 604. “Any risk of  
6 uncertainty at this second step fall[s] on the wrongdoer whose illegal conduct created the  
7 uncertainty.” *Id.* (quotation omitted).

#### 8 *1. The FTC Has Met Its Initial Burden*

9 The parties agree the defendants collected \$24,038,392.03 from first-time orders. ECF  
10 Nos. 312-5 at 12; 316-1 at 5-6, 16-17. The parties also agree that the defendants issued  
11 \$265,244.25 in chargebacks and refunds. ECF Nos. 132-2 at 19; 312 at 14-15. Under *Commerce*  
12 *Planet*, the defendants’ net revenues of \$23,773,147.78 reasonably approximate the defendants’  
13 unjust gains (\$24,038,392.03 paid by consumers minus refunds and chargebacks of \$265,244.25,  
14 equaling \$23,773,147.78).

15 In light of the Ninth Circuit’s remand order, the FTC has not requested any revenues from  
16 renewal or add-on orders. The defendants argue the initial order for any customer who later  
17 renewed or added on to their orders should also be removed from the restitution amount.  
18 However, the fact that a customer was satisfied with the product or service does not mean that  
19 customer’s initial purchasing decision was not induced by the defendants’ misleading practices.  
20 Indeed, the Ninth Circuit suggested that renewals or add-ons may be excluded from restitution if  
21 those customers “necessarily knew the actual terms of the transaction at the time of renewal.”  
22 ECF No. 266 at 6. The Ninth Circuit did not suggest that those customers necessarily knew the  
23 terms at the time of the original purchase, nor did it suggest that the defendants’ misleading  
24 tactics did not taint the initial purchase decision for these customers. To the contrary, the Ninth  
25 Circuit noted that the defendants violated Section 5 “by the misrepresentations that launched the  
26 process, among other reasons.” *Id.* at 5. The FTC’s calculation thus reasonably approximates the  
27 defendants’ unjust gains by including the first-time orders for all customers. As discussed above,  
28

1 the FTC has met its burden of showing that all first-time orders were tainted by the defendants’  
2 Section 5 violations.

3 *2. The Defendants Have Not Shown the Amount is Overstated*

4 The burden thus shifts to the defendants to show that the FTC’s requested amount  
5 overstates the amount of their unjust gains. The defendants rely on their expert, Dr. Levy. In  
6 response, the FTC seeks to exclude Dr. Levy under *Daubert* because his opinions contradict the  
7 Ninth Circuit’s remand order and unjustifiably exclude large numbers of consumers from the  
8 restitution calculation.

9 Dr. Levy gives three alternative amounts by which to measure monetary equitable relief.  
10 First, he proposes that the amount of economic harm suffered by misled consumers is  
11 approximately \$465,000. ECF No. 316-1 at 16-17, 24-25. I reject this proposed calculation  
12 because it conflicts with the Ninth Circuit’s remand order in this case. This calculation involves  
13 an assumption that consumers valued the magazines they received and discounts consumer injury  
14 by approximately ninety-five percent based on the magazines’ value. *See* ECF No. 316-1 at 9, 21-  
15 24. The Ninth Circuit’s remand order specifically rejected the prior expert’s opinion because he  
16 assumed the magazine subscriptions had value. ECF No. 266 at 5. The Ninth Circuit stated this  
17 “assumption is not relevant even if true” because restitution may be appropriate where the  
18 consumer injury “arises out of misrepresentations made in the sales process, which lead to a  
19 tainted purchasing decision.” *Id.* at 5-6 (quotation omitted). Thus, consumers are entitled to a full  
20 refund, with no discount for the value of the magazines, where, as here, the “fraud is in the  
21 selling, not in the value of the thing sold . . . .” *Id.* (quoting *Figgie Int’l, Inc.*, 994 F.2d at 606).

22 Dr. Levy also does not adequately support his assumption that 67.5 percent of customers  
23 who were unhappy called the defendants to cancel or complained to a third party. *See* ECF No.  
24 316-1 at 24. Although Dr. Levy extrapolated from studies on complaint rates, those studies had  
25 rather unhelpful complaint-rate ranges from 10 to 84 percent. *Id.* at 14-15. Dr. Levy explained  
26 that he leaned toward the high end because the defendants offered a service component and  
27 because the deception involved the price to be paid, which was the core of the bargain between  
28

1 the parties. *Id.* at 15. But he does not explain why this leads to the assumption of 67.5 percent as  
2 opposed to some other number. Dr. Levy also confined his group of complaining customers to  
3 those who complained to a third party or called the defendants to cancel. ECF No. 316-1 at 16.  
4 He does not explain why he did not attempt to capture complaints unaccompanied by a request to  
5 cancel. *See* ECF No. 102 at 138-66 (first payment coupons from customers showing complaints  
6 that consumers preferred not to be called at work, sales representatives talked too fast, consumers  
7 were rushed into the decision, were “forced into buying,” and did not understand or received a  
8 poor explanation of the transaction’s terms). Nor does he explore whether the defendants’  
9 deceptive sales practices themselves contributed to a lower cancellation rate from unhappy  
10 customers where customers were told they could not cancel. ECF No. 151 at 17, 30-31 (part of  
11 deceptive practices was telling customers they could not cancel).

12 Moreover, Dr. Levy assumes a certain percentage of the defendants’ customers were  
13 “satisfied” and thus suffered no or *de minimis* injury. ECF No. 316-1 at 17. But the mere fact that  
14 some customers renewed or added on does not show that the initial purchasing decision for these  
15 customers was not induced by the Section 5 violations. The defendants bear the risk of  
16 uncertainty as to whether there were some customers who were not deceived and did not have  
17 their original purchasing decision tainted by the defendants’ misleading practices. They have not  
18 provided me a reliable method of determining how many customers fall into this category. I  
19 therefore make no deduction from first-time orders based on so-called “satisfied” customers.<sup>3</sup>

20 Dr. Levy’s second proposal suggests the amount of relief be bounded by the defendants’  
21 profits of \$698,446 based on Dr. Duncan’s prior analysis. ECF No. 316-1 at 12-13. I reject this  
22 analysis because the Ninth Circuit’s remand order makes clear that relying on Dr. Duncan’s  
23 profits analysis is error. ECF No. 266 at 3.

---

24  
25 <sup>3</sup> The Ninth Circuit has suggested there is no authority to reduce an equitable restitution award for  
26 “satisfied” customers. *See Consumer Fin. Prot. Bureau v. Gordon*, 819 F.3d 1179, 1195-96 (9th Cir. 2016)  
27 (“Gordon argues that the district court should not have included fees paid by ‘satisfied’ consumers. There  
28 is no precedent for this proposition.”). Even if I interpret “satisfied” to mean the customer was neither  
misled nor had their purchasing decision tainted, the defendants have not presented a reliable method for  
determining how many customers fall into this category.

1 Finally, Dr. Levy estimates the defendants' revenues from the Section 5 violations  
2 amounts to \$1.15 million. I reject this analysis because Dr. Levy assumes misled customers  
3 would seek to cancel before making any payment and he thus excludes from this number revenue  
4 from customers who never contacted the defendants to cancel and never complained to a third  
5 party. ECF Nos. 316-1 at 17-18, 20; 297-3 at 25-26. Dr. Levy does not provide an adequate basis  
6 for this assumption and it contradicts his own statement elsewhere in his report that he "expect[s]  
7 that there are customers who were unhappy but nevertheless failed to complain." ECF No. 316-1  
8 at 15; *see also* ECF No. 297-3 at 32 (Dr. Levy's deposition testimony in which he cites no studies  
9 or literature to support his assumption that dissatisfied customers would cancel before their first  
10 payment). Moreover, it contradicts the evidence in this case, which shows some consumers  
11 complained but still paid the defendants without canceling or complained after they made  
12 payments. *See* ECF Nos. 5 at 10-11, 35-40; 5-2 at 1-3; 96 at 39-43, 69-70, 87-91; 102 at 138-66.

13 Thus, even if I consider Dr. Levy's report, the defendants have not met their burden of  
14 showing the FTC's calculation overstates their unjust gains. Accordingly, I will award the FTC  
15 \$23,773,147.78 in monetary equitable relief against defendants Publishers Business Services,  
16 Inc.; Ed Dantuma Enterprises, Inc.; Edward Dantuma; Brenda Dantuma Schang; Dries Dantuma;  
17 Dirk Dantuma; and Jeffrey Dantuma. Because I reach this conclusion while considering Dr.  
18 Levy's report and without considering Dr. Castel's report, I deny the parties' respective motions  
19 to exclude as moot.

### 20 **III. CONCLUSION**

21 IT IS THEREFORE ORDERED that plaintiff Federal Trade Commission's motion for  
22 judgment (**ECF No. 312**) is **GRANTED**. Plaintiff Federal Trade Commission is awarded the  
23 sum of \$23,773,147.78 as monetary equitable relief against defendants Publishers Business  
24 Services, Inc.; Ed Dantuma Enterprises, Inc.; Edward Dantuma; Dries Dantuma; Brenda Dantuma  
25 Schang; Dirk Dantuma; and Jeffrey Dantuma, joint and several. The Clerk of Court shall enter  
26 judgment accordingly.

1 IT IS FURTHER ORDERED that plaintiff Federal Trade Commission's motion to  
2 exclude the testimony of Dr. Armando Levy (**ECF No. 297**) is **DENIED as moot**.

3 IT IS FURTHER ORDERED that the defendants' motion to exclude putative expert Alan  
4 Castel (**ECF No. 315**) is **DENIED as moot**.

5 IT IS FURTHER ORDERED that unless a motion to seal is filed by any party within 21  
6 days of the date of this order, plaintiff Federal Trade Commission's motion to exclude testimony  
7 of Dr. Armando Levy (ECF No. 297) shall be unsealed. If any party determines that any portion  
8 of the filing should remain sealed, that party must file a renewed motion to seal along with a  
9 proposed redacted version of the filing. Any motion to seal must set forth compelling reasons to  
10 support sealing those portions.

11 DATED this 1st day of February, 2017.

12   
13 \_\_\_\_\_  
14 ANDREW P. GORDON  
15 UNITED STATES DISTRICT JUDGE  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28