

COPY

STATE OF WISCONSIN

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CIRCUIT COURT
BRANCH 1553

DANE COUNTY

STATE OF WISCONSIN,

DANE COUNTY
CIRCUIT COURT

Plaintiff,

Complaining Witness:
Camellia Howe

v.

JOSHUA BURLIN
DOB 7/7/84
22 East Dayton, Apt. 103,
Madison, WI 53703,

Case No. 2010-CF-1238

Defendant.

AMENDED CRIMINAL COMPLAINT

THE ABOVE-NAMED COMPLAINING WITNESS BEING⁹ DULY SWORN
SAYS THAT THE ABOVE-NAMED DEFENDANT:

FALSE SWEARING

COUNT ONE: False swearing (Deposition transcript, pp. 67-69): On or about December 16, 2009, in the City of Madison, Dane County, Wisconsin, made a false statement which he did not believe was true, under an oath which was authorized or required by law, to wit: falsely stating in a deposition that he had not posted false addresses on the internet in connection with business listings for his locksmith businesses. This violates Wis. Stat. § 946.32(1)(a), a Class H felony punishable by a fine not to exceed \$10,000, imprisonment not to exceed 6 years, or both.

IDENTITY THEFT

COUNT TWO: Identity theft: On or about March 8, 2009, in the City of Madison, Dane County, Wisconsin, did intentionally use the personal identifying information (to wit: the telephone number, 608-256-5625) of Capital Lock, Inc., without the authorization or consent of said entity and to harm the reputation or property of said entity, and represented that defendant was acting with its authorization. This violates Wis. Stat. § 943.203(2)(b), a Class H felony punishable by a fine not to exceed \$10,000, imprisonment not to exceed 6 years, or both.

FALSE SWEARING

COUNT THREE: False swearing (Deposition transcript, p. 73): On or about December 16, 2009, in the City of Madison, Dane County, Wisconsin, made a false statement which he did not believe was true, under an oath which was authorized or required by law, to wit: falsely stating in a deposition that he had never posted on the internet any consumer comments about any business entities. This violates Wis. Stat. § 946.32(1)(a), a Class H felony punishable by a fine not to exceed \$10,000, imprisonment not to exceed 6 years, or both.

COUNT FOUR: False swearing (Deposition transcript, p. 76): On or about December 16, 2009, in the City of Madison, Dane County, Wisconsin, made a false statement which he did not believe was true, under an oath which was authorized or required by law, to wit: falsely stating in a deposition that he had never posted on the internet, including through Google or Yahoo!, any consumer

comments about any business entities. This violates Wis. Stat. § 946.32(1)(a), a Class H felony punishable by a fine not to exceed \$10,000, imprisonment not to exceed 6 years, or both.

COUNT FIVE: False swearing (Deposition transcript, pp. 77-78): On or about December 16, 2009, in the City of Madison, Dane County, Wisconsin, made a false statement which he did not believe was true, under an oath which was authorized or required by law, to wit: falsely stating in a deposition that he had not posted any comments on the internet about his own businesses. This violates Wis. Stat. § 946.32(1)(a), a Class H felony punishable by a fine not to exceed \$10,000, imprisonment not to exceed 6 years, or both.

COUNT SIX: False swearing (Deposition transcript, p. 79): On or about December 16, 2009, in the City of Madison, Dane County, Wisconsin, made a false statement which he did not believe was true, under an oath which was authorized or required by law, to wit: falsely stating in a deposition that he had not posted any comments on the internet about his own business. This violates Wis. Stat. § 946.32(1)(a), a Class H felony punishable by a fine not to exceed \$10,000, imprisonment not to exceed 6 years, or both.

FACTUAL BASIS

The complainant is an investigator employed by the State of Wisconsin, Department of Agriculture, Trade and Consumer Protection.

The complainant bases this complaint on information and belief, on statements made by the defendant, by adult citizen witnesses David Koenig,

Nicole Meinholz, Bill Thousand, Jr., and by Jim Rabbitt, the former Director of the Bureau of Consumer Protection, at the Wisconsin Department of Agriculture, Trade and Consumer Protection; on reports prepared by Wisconsin Department of Justice Investigator Sherry Ingles Reevey; and on records provided by Google, Inc., Yahoo! Inc., Craigslist, Inc., Charter Communications, Supranet Communications, Inc., Restech Services, LLC, and the Wisconsin Department of Transportation.

As part of her duties, the complainant was asked to investigate the business activities of Joshua Burlin and his business, Madison Locksmith, LLC, located at 825 East Johnson Street, Madison, Wisconsin, with respect to possible violations of Wisconsin consumer protection laws. Complainant confirmed with the Wisconsin Department of Financial Institutions that Mr. Burlin created and registered Madison Locksmith, LLC in July 2008.

Complainant was present for a deposition of defendant taken by Assistant Attorney General John Greene on December 16, 2009, at the office of the Wisconsin Department of Justice, 17 West Main Street, Madison, Wisconsin. The deposition was conducted as part of the state's investigation of possible consumer protection violations by defendant and his business. Complainant has also reviewed the transcript of that deposition.

At the beginning of the deposition, the reporter, Kristine K. McCarville, administered an oath to defendant, who swore that he would testify truthfully. Ms. McCarville attached to the deposition transcript an affidavit certifying that she

is a Wisconsin-commissioned notary public. Complainant is aware that a notary public is authorized to administer an oath to a witness testifying at a deposition in Wisconsin, pursuant to Wis. Stat. § 887.01(1).

At his deposition, the defendant testified that he had registered Madison Locksmith, LLC, in July 2008, and was the sole owner until January 2009, when he took on a business partner—Shachar Elharar. He also testified that except for two secretaries who worked for the company around February and March 2009, he and Mr. Elharar were the only employees during 2009.

Defendant further testified that he was the primary user of the computer in the business, including dealing with websites and Google, and that neither of the temporary secretaries had performed any marketing-related activities on the computer. Defendant testified that his partner, Mr. Elharar, seldom uses the computer in the business, and that he had never known him to do anything on the computer relating to consumer reviews.

Complainant also attended a deposition of Mr. Elharar conducted by the Department of Justice on January 6, 2010. At his deposition, Mr. Elharar testified that he had never posted any comments on Google, and stated that defendant was the primary user of the computer in the business and would often spend two or three hours a day on the computer.

The defendant also testified at his deposition that he had used a variety of locksmith business names as part of his marketing strategy, including the following:

Madison Locksmith
007 Locksmith
24/7 Locksmith
24 Hour Emergency Locksmith
24 Hour Fast Locksmith
A aa Madison Locksmith
A aaaaa Paramount Locksmith
AAA All Day All Night Locksmith
AAA Madison Locksmith
Affordable Twenty Four Hour Locksmith
Crazy Larry's Auto Unlocks
Crazy Larry's Locksmith Service
Express Locksmith Madison
Madison Locksmith Express—24/7 Service, and
Middleton Locksmith.

Count 1

As part of the investigation, complainant reviewed numerous internet listings for defendant's various locksmith business names which identified false addresses for those businesses. In many instances, the address does not exist.

Examples of the false addresses associated with defendant's various locksmith businesses are contained in Exhibit A, which is a copy of 18 consumer reviews posted on Google on February 10, 2009, by someone using the screen name "janlax," concerning 18 different Madison locksmith business entities or locations—all belonging to defendant. Other examples are contained in Exhibit B, which is a printout of all 20 of the Google comments by someone using the screen name "octoberrain," all of which were posted on February 12, 2009.

Based upon the defendant's testimony at his deposition on December 16, 2009, defendant has had only two business addresses since January 1, 2009 -- 6417 Normandy Lane and 825 East Johnson Street, both in

Madison, Wisconsin. All of the addresses associated with defendant's business names appearing in Exhibits A and B are false, in that defendant has never had any business facilities at any of those locations.

At his deposition on December 16, 2009, defendant admitted that he was aware that there were false addresses associated with his business listings on Google. When he was asked whether he had provided the false addresses he stated he had not; he also testified that he did not know how those false addresses came to be listed in connection with his businesses. The following exchange occurred at defendant's deposition:

(Deposition p. 69)

Q You are aware that there have been addresses associated with your businesses, correct?

A Yeah, on Google -- on Google only.

Q And they're false addresses, correct?

A They're addresses that are not part of my business.

Q Or some of them aren't even -- there is no address there, it's a fire hydrant or, you know, it doesn't exist on the street, correct?

A Right.

Q You're aware of that?

A Yeah.

Q Where did those come from?

A I don't know.

Q You never, ever listed an address like that in connection with any of your businesses?

A No.

Q That's your testimony?

A Yes.

During the deposition, defendant reiterated his denial of ever listing false addresses in connection with his businesses at least two other times:

(Deposition p. 67)

Q How did you come up with the addresses -- well, let me first ask you, how many different addresses approximately have you used with your businesses for purposes of internet advertising?

A With internet I haven't used any addresses . . .

(Deposition pp. 68-69)

Q So you never said Madison Locksmith or one of the dba's is in the second block of West Washington and it's on the Square and it's on Mifflin Street? You never did any of that?

A No.

Q Who did that?

A I don't know.

Complainant is aware that creating a business listing on Google requires someone to create an account with Google and provide various types of information, including the business' address. In other words, addresses do not appear in Google business listings without someone deliberately inputting the address into Google.

Complainant also interviewed Jim Rabbitt, formerly the Director of the Bureau of Consumer Protection, at the Wisconsin Department of Agriculture, Trade and Consumer Protection. Mr. Rabbitt stated that in March 2009, he had specifically discussed with defendant in a telephone call the use of false, multiple addresses associated with defendant's various locksmith business names. Mr. Rabbitt stated that defendant did not deny using false addresses for his business; rather, he claimed that the addresses represented "points of service," meaning locations that defendant's mobile services could reach quickly.

Complainant has also reviewed a videotaped interview that aired on a Madison television station, WMTV Channel 15, on March 5, 2009. In the interview, defendant was explicitly asked why he was using false addresses for his business names. Defendant did not deny using such addresses, instead stating that the addresses listed for his business names are "points of service," and were intended to demonstrate to consumers how quickly his mobile service could reach their location.

Count 2

Complainant also investigated the source of two listings on Craigslist on March 8, 2009, posted three minutes apart. The first stated:

- **Locksmith shop for sale-\$50000 (Regent St)**
Reply to: sale-4rqzp-1066287452@craigslist.org
Date: 2009-03-08, 7:30PM CDT
Going out of business!!!!
Make an offer, looking to sell quick!!
608-256-5625
 - o Location: Regent St

- Its NOT ok to contact this poster with services or other commercial interests

POSTINGID 1066287452

The second ad stated:

- **HORNY NOW!!!!!! M4M**
Reply to: pers-btusy-1066291245@craigslist.org
Date: 2009-03-08, 7:33PM
I'm an 18 year old college student.
If this posting is still running-Call me.

No e-mails.

Six zero eight-two five six-five six two five

- Location: Madison
- Its NOT ok to contact this poster with services or other commercial interests

Original URL: <http://madison.craigslist.org/cas/1066291245.html>

The phone number listed in both ads—608-256-5625—is the number for Capital Lock, Inc., a locksmith business in Madison, Wisconsin. Complainant interviewed the owner of Capital Lock, Inc., David Koenig, who informed complainant that he neither placed nor authorized the listings, and that he was unaware of them until he received phone calls based upon the listings.

The state served a warrant for records on Craigslist, Inc. regarding these postings. In response, Craigslist provided records indicating that the reply email associated with both postings was joshpalamino@yahoo.com, and that both listings originated with the following internet protocol (IP) address: 66.170.6.160. Since each IP address is unique and is assigned to a specific internet service provider (ISP), it is possible to identify the ISP involved in an internet posting based upon the IP address. The IP address 66.170.6.160 is assigned to Supranet Communications, Inc.,

an internet service provider.

Complainant has reviewed a report prepared by Wisconsin Department of Justice investigator Sherry Ingles Reevey, in which she states that she called Bryan Chan, the president of Supranet, and asked for the subscriber information associated with IP address 66.170.6.160. Mr. Chan stated that the number was assigned to Clarity Technology.

Investigator Ingles Reevey reports that she subsequently had a telephone conversation with Bill Thousand, Jr., of Clarity Technology, which is located at 6417 Normandy Lane, Suite 100, Madison, Wisconsin. Mr. Thousand stated that the subscriber to that IP number was Select Publishing, the owner of the building, which also occupied Suite 300 of 6417 Normandy Lane. Mr. Thousand stated Select Publishing allows tenants to use its internet service. As stated above, at the time the craigslist posting was made (March 2009), defendant's business--Madison Locksmith, LLC--was also a tenant at 6417 Normandy Lane.

Further, Complainant has reviewed business records provided by Yahoo, which show the creation of a Yahoo! account on June 3, 2008, under the login name "joshpalamino." Those records also show that "joshpalamino" is associated with the email addresses joshpalamino@yahoo.com and joshburlin@yahoo.com, and that the person creating the login name listed a zip code of 53703, which is a Madison, Wisconsin zip code. According to the defendant's deposition testimony, at the time the joshpalamino account was created, he resided at 613 North Frances Street, the zip code for which is 53703.

In addition, the Yahoo records indicated that the telephone number 608-438-2056 was provided as a contact for the joshpalamino account. Complainant learned that this number was a cellular telephone number owned by U.S. Cellular, and subsequently received subscription records from U.S. Cellular confirming that this number had been assigned to Joshua Burlin, who provided a birthdate of July 7, 1984.

Yahoo also provided an activity log reflecting the dates and times that the joshpalamino account was logged into; the IP address of the computer used to log in was also identified. Yahoo reported logins to the joshpalamino account from a computer with the IP address of 66.188.114.235, on February 23 and February 29, 2009. Charter confirmed that this IP address was assigned to Joshua Burlin at 2021 Monroe Street, Madison, Wisconsin, between 8/22/08 and 3/23/09. At his deposition, Mr. Burlin testified that he resided at 2021 Monroe Street for approximately 7 months ending in March 2009.

The joshpalamino login records provided by Yahoo also identify a number of those logins occurring from the IP address associated with 6417 Normandy Lane (66.170.6.160), with the earliest occurring on March 16, 2009 and the last occurring on May 24, 2009. The records also reflect a number of reported logins originating from the IP address associated with 825 East Johnson Street (24.177.124.183), all of which occurred after June 1, 2009.

Counts 3-6

As part of her investigation, complainant reviewed numerous comments posted on the internet during 2009. The comments are meant to appear as if they were made by actual consumers. The posted comments all pertain to defendant's locksmith business, under a variety of business names used by defendant, or to other Madison-area locksmith businesses. Google and other internet search engines, such as Yahoo, allow any internet user to post a comment on a business appearing in the business search results generated by that search engine. As an example, attached as Exhibit C is a true and correct copy of the approximately 35 reviews that had been posted about A aa Madison Locksmith (one of defendant's fictitious business names) on Google, as of November 30, 2009.

Complainant has reviewed hundreds of consumer reviews posted on the internet relating to several of the defendant's locksmith business names. She has also observed a number of negative reviews posted regarding other Madison area locksmiths, some of which are copied verbatim from negative reviews posted about defendant's businesses.

At his deposition on December 16, 2009, the defendant was asked at least four separate times whether he had posted any internet reviews of his own businesses or of his competitors' businesses. He stated each time he had not. The specific exchanges in the deposition, which correspond to Counts 3 through 6 of this complaint, are as follows:

First Exchange (Deposition p. 73)

Q Let me show you Exhibit 14. Before I do that, let me ask you, you're familiar that on Google and other websites like Yahoo, consumers can post reviews or comments about a business, correct?

A Yes.

Q You're familiar with that, right?

A Yes.

Q You've done that yourself, correct?

A No.

Q Never done that? Let me show you Exhibit --

THE REPORTER: I'm sorry, I didn't hear an answer.
Never done that?

A No.

Second Exchange (Deposition, p. 76)

Q Now, you at times have posted comments about your own businesses, isn't that true?

A No.

Q You never have?

A No.

Q Have you ever posted a comment about any business on either Google or Yahoo?

A No.

Q You are under oath, Mr. Burlin.

A I know.

Q So if there were records from Google or Yahoo that show that your computer was used to post comments, those would be mistaken?

A Yes.

Third Exchange (Deposition, p. 78)

Q And what you see from the last three pages is that for some reason on February 10th, 2009 there were 17 positive consumer comments posted about various of your businesses, do you see that?

A Yes.

Q Does that strike you as odd?

A A little bit.

Q Well, what did you make of that? You didn't post any of those, that's your testimony?

A Yes.

Q And you didn't have anyone else post any comments for you?

A No.

Q And you're not aware of anyone posting any comments?

A No.

Fourth Exchange (Deposition, p. 79)

Q Mr. Burlin, I'm going to give you another chance to tell the truth here. Did you or did you not post reviews on your own business?

A No, I did not.

Q Better to talk truthfully now.

A I did not post any of these reviews.

Information subsequently obtained in the course of the investigation established that defendant had in fact posted consumer reviews of businesses on the internet. The state subpoenaed a number of business entities, including Google, Inc. and Yahoo! Inc. for information identifying the IP addresses of the computers used to post a sampling of the many consumer reviews of Madison-area locksmith businesses, including the defendant's. In response, Google and Yahoo identified the IP addresses of the computers used to post specific consumer reviews.

The state subsequently sent subpoenas to the ISP's to whom the IP addresses in question were assigned; those ISP's to whom subpoenas were sent included Charter Communications, Supranet Communications, Inc., and Restech Services, LLC. At his deposition, the defendant stated that Charter was the internet service provider for his business computers, and that Restech was the internet service provider for his personal computers. The responses to those subpoenas identified the subscriber or location of the computers used to post the reviews in question.

The state subpoenaed Charter for information identifying the subscriber assigned to the Charter IP addresses identified by Google and Yahoo!, including the number that appears in connection with a large number of Madison-area locksmith reviews: 24.177.124.183. As stated above, Charter identified the billing address for this IP address as 825 East Johnson Street, Madison—the

address of defendant's business, Madison Locksmith, LLC—and the account holder as Mr. Elharar, defendant's business partner.

Another IP address that is the source of a number of other internet consumer reviews of defendant's locksmith business names is 66.170.6.160. As stated above, that IP address belongs to Select Publishing, which allows the tenants of its building at 6417 Normandy Lane to use its internet service. According to defendant's deposition testimony, between January 2009, and June 1, 2009, when the consumer locksmith reviews originating from that IP address were posted, defendant's business was a tenant of Select Publishing, at 6417 Normandy Lane.

The complainant has reviewed a report prepared by Wisconsin Department of Justice Investigator Sherry Ingles Reevey of her interview with Bill Thousand, Jr., the owner of Clarity Technology Group. According to the report, Mr. Thousand stated that the actual internet subscriber to whom that IP address is assigned is Select Publishing, which owns the building (6417 Normandy Lane) and which is also located in the same building -- 6417 Normandy Lane. Mr. Thousand stated that Select Publishing allows tenants to use its internet service.

Another IP address used to post consumer reviews of Madison-area locksmiths is 204.15.25.73, which is controlled by Restech Services. In response to a subpoena, Restech stated that this IP address (204.15.25.73) could have been used in any of six buildings, including 613 N. Frances Street and 244 W. Gilman

Street, Madison, Wisconsin. Complainant reviewed records of the Wisconsin Department of Transportation, which reflect that Nicole M. Meinholz resided in Madison at 613 N. Frances Street between March 14, 2008, and July 17, 2009, and resided at 244 West Gilman Street until September 23, 2009. Complainant was present during an interview of Nicole M. Meinholz, who confirmed that she lived at those two addresses. At his deposition, defendant stated that he and Ms. Meinholz dated off and on during 2009.

The following table summarizes some of the information obtained through the subpoenas to Google, Yahoo! and to the internet service providers that control the IP addresses provided by Google and Yahoo!:

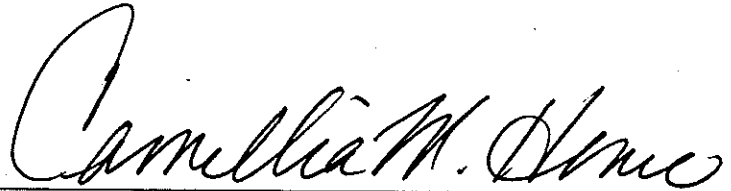
Screen Name Used for Comment	Posting/ Access Date(s)	IP Address	Internet Service Provider	Subscriber Address
octoberrain	2/12/09	66.170.6.160	Supranet	6417 Normandy Lane Madison, WI
hottoddysallyearlong	2/13/09	66.170.6.160	Supranet	6417 Normandy Lane Madison, WI
Davidkoenig1236666	10/22/09	24.177.124.183	Charter	825 E. Johnson St. Madison, WI
Davidmanning	10/22/09	24.177.124.183	Charter	825 E. Johnson St. Madison, WI

Juliestiles	4/26/09 1/5/10	204.15.25.73 and 24.177.124.183	Restech and Charter	613 N. Frances St. (one of multiple locations) and 825 E. Johnson St. Madison, WI
philschwartz	1/5/10	24.177.124.183	Charter	825 E. Johnson St. Madison, WI
bilhadar	1/5/10	24.177.124.183	Charter	825 E. Johnson St. Madison, WI

All of the addresses identified in the table as sources of the consumer reviews in question are linked to defendant, since they were either his business address at the time the comments were posted, or included the building in which his girlfriend lived at the time.

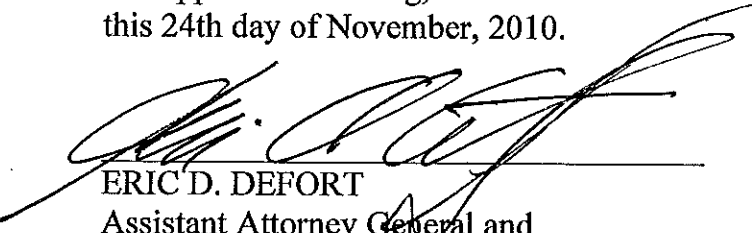
At his deposition defendant testified that he purchased and first began using computers in his business around February 2009. This coincides with the sudden appearance of a large volume of consumer reviews being posted about Madison locksmith businesses, in mid-February 2009. For example, as reflected in Exhibit A, on February 10, 2009, the person using the screen name “janlax” posted 18 positive reviews on Google of 18 different Madison locksmith business entities or locations—all belonging to defendant. Exhibit B similarly reflects the posting of 20 locksmith reviews on the same day by “octoberrain.” There are numerous examples of such multiple postings using the same fictitious screen name.

There are also numerous internet reviews posted by a person using the name "Josh Palamino." As stated above, information provided by Yahoo shows that "joshpalamino" is associated with the email addresses joshpalamino@yahoo.com and joshburlin@yahoo.com.



Camellia M. Howe
Investigator, Wisconsin Department of
Agriculture, Trade and Consumer Protection

Subscribed and sworn to before me
and approved for filing,
this 24th day of November, 2010.



ERIC D. DEFORT
Assistant Attorney General and
Special Prosecutor for Dane County
State Bar # 1041760
My commission is permanent.

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Reviews

Sort by date - [Sort by rating](#)

007 Locksmith 5663 Odana Rd, Madison, WI 53719
awesome! - Feb 10, 2009

really awesome - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 1 people found this review

helpful. Was this review helpful? [Yes](#) - [No](#)

[\[Flag as inappropriate\]](#)

Crazy Larry's Locksmith 4612 E Washington Ave, Madison, WI 53704
awesome! - Feb 10, 2009

really awesome - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 5 people found this review

helpful. Was this review helpful? [Yes](#) - [No](#)

[\[Flag as inappropriate\]](#)

Crazy Larry's Locksmith 701 s gammon, Madison, WI 53717
awesome! - Feb 10, 2009

really awesome - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 8 people found this review

helpful. Was this review helpful? [Yes](#) - [No](#)

[\[Flag as inappropriate\]](#)

Express Locksmith 8507 Old Sauk Rd, Middleton, WI 53562
awesome - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 1 people found this review

helpful. Was this review helpful? [Yes](#) - [No](#)

[\[Flag as inappropriate\]](#)

Crazy Larry's Locksmith 1 s henry st, Madison, WI 53703
awesome - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

1 out of 13 people found this review

helpful. Was this review helpful? [Yes](#) - [No](#)

[\[Flag as inappropriate\]](#)

A Affordable Twenty Four Hour Locksmith 121 E Gilman St, Madison, WI 53703
awesome - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

1 out of 5 people found this review

helpful. Was this review helpful? [Yes](#) - [No](#)

[\[Flag as inappropriate\]](#)

Express Locksmith 465 N Park st, Madison, WI 53706



awesome - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) [\[Flag as inappropriate\]](#)

Middleton Locksmith 6010 Century Ave, Middleton, WI 53562

awesome - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) [\[Flag as inappropriate\]](#)

Madison Locksmith 450 w main st, Waukegan, WI 53597

awesome - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) [\[Flag as inappropriate\]](#)

Madison Locksmith 6000 lacy rd, Fitchburg, WI 53711

awesome - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) [\[Flag as inappropriate\]](#)

Madison Locksmith 6500 Century Ave, Middleton, WI 53562

awesome - Feb 10, 2009

really awesome; the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) [\[Flag as inappropriate\]](#)

Madison Locksmith 6500 mineral point rd, Madison, WI 53705

awesome - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) [\[Flag as inappropriate\]](#)

24 Hour Fast Locksmith 525 State St, Madison, WI 53703

awesome - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 7 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) [\[Flag as inappropriate\]](#)

Madison Locksmith 622 W Johnson, Madison, WI 53703
awesome - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) [\[Flag as inappropriate\]](#)

AAA Madison Locksmith 121 E Gilman St, Madison, WI 53703
awesome - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 7 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) [\[Flag as inappropriate\]](#)

Madison Locksmith 1 N Fairchild, Madison, WI 53703
awesome - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) [\[Flag as inappropriate\]](#)

Madison Locksmith 1360 Regent St, Madison, WI 53713
awesome - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 3 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) [\[Flag as inappropriate\]](#)

Madison Locksmith 1200 Regent St, Madison, WI 53703
awesome - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

0 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) [\[Flag as inappropriate\]](#)

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Reviews (20)

Reviews

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Crazy Larry's Locksmith 701 s gammon, Madison, WI 53717
secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? [Yes](#) - [No](#)

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Express Locksmith 8507 Old Sauk Rd, Middleton, WI 53562
very secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? [Yes](#) - [No](#)

[\(Flag as inappropriate\)](#)

Crazy Larry's Locksmith 1 s henry st, Madison, WI 53703
so secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? [Yes](#) - [No](#)

[\(Flag as inappropriate\)](#)

Express Locksmith 3257 International Ln, Madison, WI 53704
secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? [Yes](#) - [No](#)

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Express Locksmith 500 W Johnson St, Madison, WI 53703
secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? [Yes](#) - [No](#)

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Express Locksmith 465 N Park st, Madison, WI 53706
so secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? [Yes](#) - [No](#)

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Madison Locksmith 1 S Madison St, Waunakee, WI 53597
secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? [Yes](#) - [No](#)

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Madison Locksmith: Central Madison, WI 53703
so secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been



so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? Yes - No

[Flag as inappropriate]

Middleton Locksmith 6010 Century Ave, Middleton, WI 53562
so secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? Yes - No

[Flag as inappropriate]

Madison Locksmith 450 w main st, Wauaukee, WI 53597
so secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? Yes - No

[Flag as inappropriate]

Madison Locksmith 6000 lacy rd, Fitchburg, WI 53711
so secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? Yes - No

[Flag as inappropriate]

Madison Locksmith 6500 Century Ave, middleton, WI 53562
secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? Yes - No

[Flag as inappropriate]

Madison Locksmith 1221 Post Rd, Madison, WI 53713
secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? Yes - No

[Flag as inappropriate]

Madison Locksmith 6500 mineral point rd, Madison, WI 53705
so secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? Yes - No

[Flag as inappropriate]

A Affordable Twenty Four Hour Locksmith 121 E Gilman St, Madison, WI 53703
so secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? Yes - No

[Flag as inappropriate]

24 Hour Fast Locksmith 525 State St, Madison, WI 53703
so very secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? Yes - No

[Flag as inappropriate]

Madison Locksmith 622 W Johnson, Madison, WI 53703
so secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

[Flag as inappropriate]

Was this review helpful? Yes - No

Madison Locksmith 1 N Fairchild, Madison, WI 53703
very secure - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.

Was this review helpful? Yes - No

(Flag as inappropriate)

Madison Locksmith 1360 Regent St, Madison, WI 53713
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Was this review helpful? Yes - No

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Was this review helpful? Yes - No

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Madison Locksmith is like family

By [Harry R.](#) - [insiderpages.com](#) - Oct 23, 2009

Madison Locksmith did a great job on my new house. And spoiled me with new locks. I am very pleased with the great service. It felt like I was dealing with family. Very warm people. ...
1 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#)

Thanks Madison Locksmith

By [jasonbaton](#) - Oct 23, 2009

Thanks guys! You really helped me out when I was in a pickle earlier this morning. Just thought I'd spread the word.

1 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

thank you thank you thank you

By [asafamdursky](#) - Oct 22, 2009

Me and my buddies had a party on Monroe st, and somebody (you know who you are) locked one of our bedroom doors. Madison Locksmith came and got the door open, it took like 10 seconds (apparently we could've used a credit card to get it open). The guy said he felt bad, so he didn't even charge us!!!! SWEET!!!!

1 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

Fast service

By [fredarmisen](#) - Oct 22, 2009

Madison Locksmith was at my place in like 15 minutes. The guy got me into my car very fast. I'm happy!

1 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

Great Job!!!!

By [shalomhanooh](#) - Oct 22, 2009

Thanks a lot Madison! It was a pleasure to have you at my house today when you changed my locks. And I enjoyed our conversation!

1 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

thanks

By [shellabuttons](#) - Oct 22, 2009

I wanna thank Madison Locksmith for helping me out today! I was in an emergency, and they took care of me. Thanks!

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

HMMM...

By [bvherbst](#) - Aug 18, 2009

It's interesting that ALL of the rave reviews happened on (or about) Feb 10, 2009. These guys must've had a good week!

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

EXPENSIVE!

By [Christopher](#) - Jul 27, 2009

They arrived very quickly, but I was charged \$85 for the literally three minutes it took to unlock my car door. That was even after a 10% student discount. I learned a valuable lesson, ask for prices first. I greatly appreciated their help, but that much money for such a simple task is unacceptable.

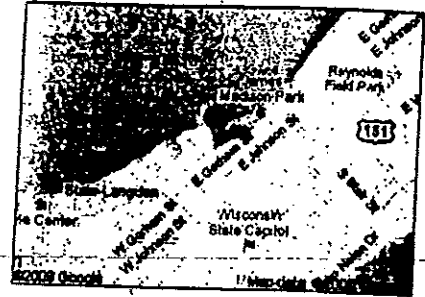
Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

Called me a f****

By [The Lexxter](#) - May 3, 2009

When I balked at the price, the guy called me a homosexual slur and left. Unprofessional.

1 out of 2 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) -



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Very Friendly and Fair Priced locksmith

By [Juliestiles](#) - Apr 26, 2009

Madison Locksmith came out to my house on Friday and rekeyed the locks and resolved some door issues. I had called around and they were the best deal in town, stayed true to the quote and made me feel very comfortable. Can't recommend them more. The Locksmith everyone needs!

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

great experence!

By [sonnyanderson35](#) - Feb 19, 2009

I was stranded, locked out of my house, the knob on the door got locked by one of my kids, and when I went to take out the garbage, in the freezing cold morning, I got locked out. Thankfully, my neighbor hadn't left for work yet, so I was able to use her phone real quick, and these guys arrived very soon after we hung up. Thanks a bunch!

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

Now I Understand!

By [tonyasvbaris94848](#) - Feb 16, 2009

After reading all the great reviews for Madison Locksmith I now understand what everyone is talking about. Last Sunday I had a problem with my door knob in Verona. I called somebody was out in about 20 minutes. I didn't even know I could get service on a Sunday. He was so professional, and did a great job.

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

THANKS MADISON LOCKSMITH!!

By [sammybaker456276](#) - Feb 16, 2009

I was locked out of my car . I called Madison Locksmith and they helped me out. Thanks Madison Locksmith! I WILL RECOMMEND YOU TO EVERYONE!!!

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

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great experience!

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yes!

By [hottoddsallyearlong](#) - Feb 13, 2009

great service, great price, great response time. yes, these guys are good! they really saved my tail, I was in a bind, needed all new locks, fast.
Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

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very secure

By [octoberrain](#) - Feb 12, 2009

The technician installed intensely strong locks on all of our doors. My business has never been so secure until now. Thanks guys! Keep on fighting the good fight.
Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

very professional

By [theflash1234](#) - Feb 11, 2009

Technician arrived in a well marked van, was prompt and polite. The price seemed fair to me, I am overall, quite pleased with their service.
Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

very professional

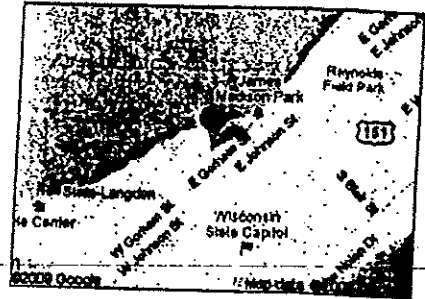
By [mistermister200009](#) - Feb 11, 2009

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Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

thanks!

By [stevemoss](#) - Feb 10, 2009

I was looking for lock that actually provided security in my house. I had the "LocDoc" out a year ago and he installed schlage locks and said they were good cause they only cost 30\$... A week



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I recommend only Madison Locksmith!

By [linfeldstein](#) - Feb 10, 2009

I was so pleased with Madison Locksmith that I just had to write a few words. I just retired a few months ago and moved to Madison. I bought a new condo on the east side, and upon moving in decided it would be a great idea to change some locks. Madison Locksmith sent out there technician in their beautiful van (I've never seen anything like that - I love Bucky!). He did such a great job that young man I had to leave him a tip. Thanks again Madison!
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A aa Madison Locksmith: Reviews

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Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

MADISON!! MADISON!!!

By [philschwartz](#) - Feb 10, 2009

I was driving on E. Washington behind one of their vans and saw they were the Authorized dealer for MUL-T-LOCK so I called to see what it was all about. They sent a tech out to my house to show me. And it is so cool! I switched all of my locks to MUL-T-LOCK and I finally feel safe. Don't buy locks at home depot!

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

awesome

By [Janfax](#) - Feb 10, 2009

really awesome, the phone rang only once before I was connected to someone, then the locksmith came very quickly and worked fast too - I had no idea you could get into a car so quick - this guy was stealth - great job you guys, really great!

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

I Am so pleased!!!

By [billhadar](#) - Feb 10, 2009

I was locked out of my house yesterday at 2:00 am and NO OTHER LOCKSMITHS ANSWERED!!! I called the Locdoc and got voicemail I called The Locksmiths and no one answered. Finally I called Madison Locksmith and they came out in about 25 minutes and got me in. Thank you!!! I will keep your card in my wallet and only call you!

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

awesome

By [Janfax](#) - Feb 10, 2009

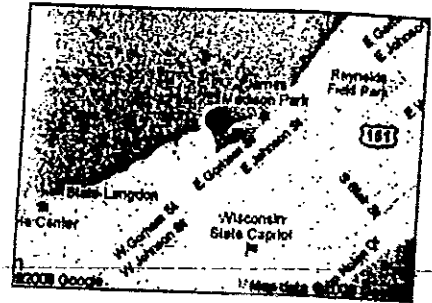
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Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

thanks from Dave

By [davefromthelocksmiths](#) - Feb 10, 2009

Hi my name is Dave and I'm from Verona. I just want to say that Madison Locksmith is superb and that they do a great job! They offer a faster response than any other company in Madison. Thanks!
Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

I am so pleased!!!

By [billhedar](#) - Feb 10, 2009

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Recommendation

By [todddugan](#) - Feb 10, 2009

Hi my name is Todd Dugan and I would like to recommend Madison Locksmith. I was busy with work the other day so I called Madison Locksmith to open my wife's car in Waunakee. They came fast and got it open, thanks Madison!
Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

very good

By [12jerryr](#) - Feb 10, 2009

fast, affordable, friendly, all around good service, was in a bind, stranded on the north side, technician showed up, got me in right away, thanks!
Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

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I was locked out of my car and my car was running! It was freezing outside and the technician came super fast so I wasn't even late for work!

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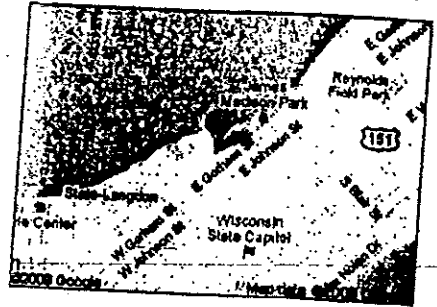
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