# Lemons to Lemonade

By Bruce Solsten

---

# **Table of Contents**

- 1. Introduction
- 2. The Incident
- 3. Seeking Help
  - META
  - -Better Business Bureau
- Attorney General's Office
- 4. The Aftermath
  - Meta Communications
- Dealing with Anger
- 5. Turning Lemons into Lemonade
- Reaching Out for Support
- Special Thanks
- 6. Conclusion

\_\_\_

### Introduction

Friends, Romans, countrymen (and women), lend me your ears. I'm wearing a tie, so you know this is serious. It's 3 a.m. as I sit down to write this, having been woken up for the old man trip to the bathroom, only to find my mind wouldn't shut off.

#### The Incident

It all started with a close friend request on Meta, or so I thought. The name of the perpetrator was maryteresa1961 Ruth Nickerson. She attached herself to my Meta account and soon posted something that went against community standards. On April 28th, my Facebook account was permanently banished.

# Seeking Help

#### **META**

I reached out to META jumping through all the hoops in hopes of resolving the issue and restoring the account. In hindsight, I do remember receiving warnings about the account but couldn't imagine what it was about. The messages came from cryptic websites and email addresses that had nothing to do with Facebook or Instagram that I could see or discern. I ignored most of them thinking it was spam or phishing.

#### Better Business Bureau

I reached out to the Better Business Bureau (BBB), submitting my complaint on May 6th, 2024, against Meta Technology Company. They tried twice to contact Meta regarding my complaint, but to no avail. The case was closed as an unanswered complaint in their file. The BBB suggested I contact the Attorney General or a similar agency for further resolution.

### Attorney General's Office

Next, I turned to the Attorney General's office. Their response was that my detailed complaint might help identify possible unfair and deceptive business practices, potentially leading to a formal investigation or enforcement action. However, they advised consulting with a private attorney for any legal options and remedies.

### The Aftermath

#### Meta Communications

In the meantime, I reached out to Meta multiple times, but the responses came from cryptic URLs, which I mistook for spam or phishing attempts and thus ignored. Frustration and anger started to build up, threatening to turn inward and lead to depression. Losing my account meant I couldn't follow friends' lives or share my own experiences and travels.

# **Dealing with Anger**

Anger, when turned inward, can lead to depression. But instead of letting this situation bring me down, I decided to turn these lemons into lemonade. I might not have my original account, but I can still connect, share, and build a new network with your help.

# Turning Lemons into Lemonade

# Reaching Out for Support

Feeling the need to take action, I created a YouTube video and a free e-book to share my story. I asked for help from my friends and community:

- 1. If you receive a friend request from me, please accept it.
- 2. Share this story with your community.
- 3. Follow Able Radio Lab Facebook page.
- 4. Recommend me to your friends.
- 5. Provide recommendations on who I should follow on the ABLE Radio Lab pages.
- 6. Recommend friends you know I should be following.

# **Special Thanks**

Special thanks to Mai Ling Chan for the encouragement during this challenging time. Your support has been invaluable.

# Conclusion

If you've read this far, thank you for your patience and support. Together, we can overcome these challenges and turn this situation into something positive. Let's spread the word, rebuild connections, and continue to support each other.

Thank you for standing by me.

---