

## Chinese ambassador blasts Soviets

The Chinese ambassador to the United States said Friday the downing of a passenger airliner by a Soviet warplane was "entirely unwarranted" and that the Soviet-

Union should assume full responsibility for the incident.

Zhang Wenjin said the Chinese government was shocked, and deplored by the Soviet attack that kill-

ed 269 passengers aboard the aircraft.

Zhang was in Lincoln on a study tour of UNL at the invitation of NU President Ronald Roskens.

The 69-year-old ambassador told about 200 students and faculty members the Soviets have demonstrated a "domineering attitude" in the world. He cited Soviet intrusions in Afghanistan and Cambodia as examples.

He said Soviet expansionist policy concerns China and suggested that the Russians reduce by one-third the number of troops deployed along the Chinese-Russian border. He said about one million Soviet troops are stationed there now.

He also called for the withdrawal of Soviet troops from Afghanistan and an end to the support the Soviets have given to Vietnamese forces in Cambodia.

## Citizen awareness is aim of Better Business Bureau

By Kelli Kellogg

Before possibly falling prey to dishonest advertising or unethical business claims, Lincoln buyers can protect themselves by checking with the Lincoln Better Business Bureau first.

"We urge consumers to call us before they get involved with a company they know nothing about," Lois Tefft, Lincoln's BBB president said.

In 1982, the Lincoln bureau saw 40,560 cases. Tefft said that number should increase this year.

The services for which the BBB is best known — complaints handling and arbitration — comprise only about 3 percent of all calls received, she said. Other areas of assistance include advertising reviews and company report requests.

One possible explanation for the publicity received by the bureau's handling of consumer complaints may be its 78 percent success rate. Also, the office does not charge for its services. Infact, Tefft said, money can even be saved if consumers consult BBB before becoming involved with unfamiliar businesses.

Mail-order complaints, 22.5 percent of the caseload, are most common nationally and locally, Tefft said.

"Ads are placed for a company that gets your money, and you get nothing," she said.

"Home-work schemes" like letter stuffing are also notorious for their deception, she said.

"It's definitely not legitimate," Tefft said. "You end up spending more money than you take in."

Signs of such dishonest businesses aren't very specific, she said. But if a consumer finds an advertisement to be false, he or she should report it to the bureau, Tefft said.

Not every type of complaint will be handled, however. Labor grievances and tenant-landlord problems are not handled by BBB, Tefft said.

Pricing matters — when a consumer buys an item and then finds it for a cheaper price somewhere else — are also off-limits, she said.

"We tell them (consumers) they should do their shopping first," Tefft said.

Conflicts in prices are common to Lincoln businesses. But unscrupulous advertising is not.

Donald Hamann of Sartor Hamann Jewelry is one of 33 members of the BBB's board of directors. He said most Lincoln businesses practice ethics codes for advertising.

"Sometimes we have to reprimand members (businesses that sponsor the bureau)," he said. "But we have no real power to do anything to anybody. We can only recommend."

However, neither Tefft nor Hamann believe tougher laws are the answer.

"Nobody wants more laws," Hamann said. "You make laws, and you make a bigger mess."

"Consumers making themselves aware is the real solution," Tefft added.

Belief in such a solution is why a group of businessmen formed the BBB in 1938, she said. Today, people from the business community still fund the bureau, but most help comes from volunteers, Tefft said.

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