

[REDACTED]
[REDACTED] MA [REDACTED]
5 February 2002

To Whom it May Concern,

A "Do Not Call" registry
is an excellent idea. I urge you
to include this change in the
Telemarketing Sales Rules.

A number, once placed in
the registry, should remain there
until the owner asks for it to
be removed. The Telemarketers
Association can write annually asking
if the subscriber wishes their
references to be changed. Placement

JAN. 31, 02



DEAR SIRs:

I AM IN FAVOR OF "SECRETARY NATIONAL" DO NOT CALL" REGISTRY.

MY WIFE AND I ARE IN OUR 70'S AND MY WIFE IS PHYSICALLY IMPAIRED. IT IS QUITE AN EFFORT TO GET TO THE PHONE TO ANSWER IT AND THEN IT IS A TELEMARKETER GIVING YOU THEIR SALES PITCH. THEY SEEM TO ALWAYS CALL AT DINNER TIME, DURING NAP TIME AND SOMETIMES AS LATE AS 9 PM AT NIGHT.

WE APPRECIATE THE FACT THAT THE PEOPLE MAKING THE CALLS ARE TRYING TO MAKE A LIVING, SO WE TRY TO BE POLITE TO THEM EVEN THOUGH IT IS HARD TO DO.

IT SEEMS TO ME THAT THROUGH EFFECTIVE ADVERTISING THESE PRODUCTS COULD BE SOLD WITHOUT BOTHERING PEOPLE.

THANKS.

James L. Anderson

[REDACTED]
[REDACTED] FL. [REDACTED]

[REDACTED], NJ [REDACTED]

January 28, 2001

FTC
Office of the Secretary
Room 159
600 Pennsylvania Ave., NW
Washington, D.C. 20580

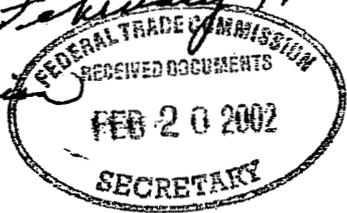


I agree with your proposal to establish a national telemarketing do-not-call list. Please follow thru with this.

Margaret M. Beavers

Telemarketing Rulemaking Comment
FTC File No. R41101

Federal Trade Commission
February 4, 2002



Dear Sir,

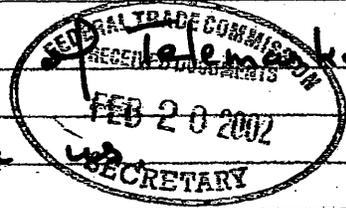
I am writing because of the telemarketing. We are very much against it. The phone rings - 6-8 times while have breakfast/dinner - as early as 7:30 Sunday A.M. and as late 8:45, P.M. We like peace. We are in our late 70-

My husband has a jewelry repair store. They call all day long. "yaknow" He can not leave his customers and answer the phone.

We have a 24 caller. When we can call all customers back. We want this stopped - Since must call from out west - Canada, Ronkyan.

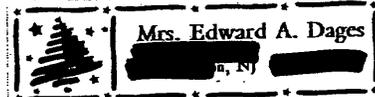
Margaret Cloutier
[Redacted]
[Redacted]

of the plague of telemarketing
Please deliver



P.S. Now, not only do you
get calls from vendors of
things, you get calls from

fanatics who want to
pray, read the Bible etc...
I am tired of being polite,
I sigh, loudly, put the
phone down, softly and let
them talk to themselves.



J. G. Dages

Louis M. Davids, CLU

[REDACTED], MD [REDACTED]

1-30-2002.

Office of the
Secretary

Room 159



Federal Trade Commission
600 Pennsylvania Ave N.W.
Washington, D.C. 20580

Dear Sir:

I would like to see a
Federal law passed that prohibits
the blocking of Caller ID's with
such phrases as "unavailable" or
"anonymous".

The state of Maryland has
one but has not received any
publicity. I have written to every
news paper in the area trying to
get a story published with out any
luck. I've written to Verizon
and have received
no reply.

Sincerely,

Louis M. Davids

Lynn Edwards

Georgia

Federal Trade Commission
Office of the Secretary
Room 159
600 Pennsylvania Avenue
Washington D.C. 20580



To Whom It May Concern:

It's my understanding that the Federal Trade Commission is planning **to** curb telemarketers' access to American citizens by implementing a national "Do Not Call" list. I urge you to do so with as much speed as you possibly can.

Even though we have placed ourselves on our state's "Do Not Call" list now for the past two years, telemarketers seem to pay little attention to this, and continue to plague us from early in the morning until well into the evening hours. Increasingly, many of these calls have no one on the line when we answer them. Such calls not only annoy us, they're frightening because we don't know if someone is using the phone to harass us, or if someone with criminal intentions is trying to determine if we're home or not.

Please institute a national "Don't Call" list just as quickly **as** you possibly can, and eliminate telemarketers' "rights" to destroy the peace and tranquility of our homes. Telemarketers should have no more right to intrude on us telephonically any more than they should be given the right to crawl in through our windows.

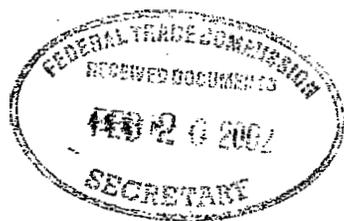
Thank **you** for listening!

Sincerely,

A handwritten signature in cursive script that reads "Lynn Edwards".

Lynn Edwards

Mr & Mrs Hixson
KS



3 February 2002

Dear FTC,

My local newspaper recently ran an article on your proposal to establish a national "Do Call" registry for telemarketers. I love it. I never buy anything over the phone yet have fielded hundreds (perhaps thousands?) of calls from various companies. I have two small children and it seems that the majority of calls come either during nap time or between 8 and 9 o'clock at night when we are often already in bed. When I am awakened or have to interrupt my daily activities for a telemarketing call or worse yet the silence that greets one when one is on hold for a telemarketer, I am left feeling annoyed and imposed upon. People should have the choice whether or not to receive these calls. Please pass this new proposal.

I hope to see in the future a proposal to limit junk mailings as well. Although not as annoying as calls, the quantity of paper and labor wasted on endless credit card offers is disturbing.

Sincerely,
Jennifer Hixson



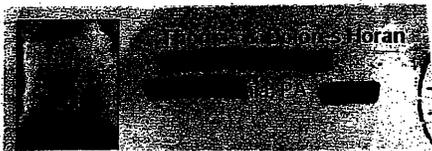
28 Jan 2002

Re Whom I + her Concern:

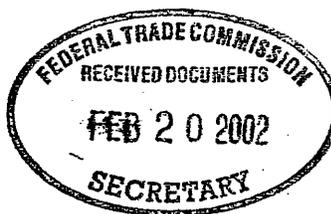
I am in favor of and
advocate a national telemarketing
do-not-call list. The sooner
the better!



Dolores T. Horan



January 30, 2002



Subject: Telemarketing Legislation

This household is definitely in favor of legislation covering this matter. Fortunately, we live in Indiana, which enacted a law, effective January 1, 2002. Prior to this, we were **subjected** to these calls **probably** an average of 8 per day. An answering machine doesn't help, we **have** one complete **with** Caller ID, These **calls** do not register a name or number, only out of area or some such name. If you receive a **call** from anyone using a phone card, it **also** will not show a name or # and we **do** have people that we want to hear from who need to use **them**. So, prior to Indiana's new law, it was necessary to wait for a message to **see** who it was then decide if you wanted to pick up. I don't have any idea how many **calls** from our Grandsons in the Military we may have missed since they call collect and can't leave a message. Since January 1, it has been blissful - only a couple of calls right at first and now only an occasional call allowed under the new rules.

We feel that these companies have greatly abused the use of our phones for their own profit. I think we are all aware that these callers are paid little while **the** businesses using them make the big money. These are our phones, paid for by **us** and we **should** have the privilege of deciding who we want to speak with. It has gotten completely out of hand.

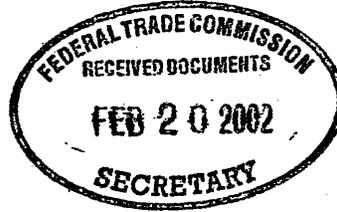
Although Indiana doesn't have that requirement, I feel that any **calls** made after new legislation comes through should be required to have the name of the business as well as their phone #. This would only benefit those with Caller ID but I'm sure there are many that have it and would appreciate that requirement. They shouldn't **be** able to hide behind blocked numbers.

I apologize for the rambling content of **this** letter, however, this a subject which I feel very strongly about so I **tried** to include all thoughts I had about it.

Sincerely,

Adelia R Jackson

[REDACTED]
[REDACTED] IN [REDACTED]
[REDACTED]



February 4, 2002

Office of the Secretary
Room 159
600 Pennsylvania Ave., NW
Washington, DC 20580

To Whom It May Concern:
Re: Telemarketing Rulemaking-Comment FTC File No. R41101

Telemarketing has become one of the most annoying scourges of the 21st Century. I would like to see this annoyance stopped forever.

I am currently employed by a company that requests us to telemarket and I am tired of having the phone banged in my ear and also the embarrassment of having to contribute to this scourge.

Please see that all telemarketing is stopped immediately.

Very truly yours,

Donald Konjovich

CHRISTINE MASSEY

[REDACTED], PA [REDACTED]

January 28, 2002

FTC
Office of the Secretary
Room 159
600 Pennsylvania Avenue, NW
Washington, D. C. 20580



RE: Telemarketing Rulemaking – Comment. FTC File No. R411001

Dear ~~Sir~~ or ~~Madam~~:

I am writing in reference to proposed restrictions on telemarketing. I strongly support such restrictions and urge the FTC to adopt stringent rules that will enable households to safeguard their privacy and to prevent unwanted and unsolicited intrusions into their homes. I maintain a telephone for my personal use, not as a tool for telemarketers, who have demonstrated repeatedly that they are unable or unwilling to regulate their own practices in a way that is acceptable to the American public. The telemarketing industry has become virtually synonymous with frustration and annoyance; it has also been the means for deception and fraud. Please adopt a set of rules that will return control to the American public over the purposes which our own telephones serve inside our own homes. Significant penalties should be enforced for each and every violation.

Sincerely,

A handwritten signature in cursive script that reads "Christine M. Massey".

Christine M. Massey

Peter Pelland

MA [REDACTED]

February 3, 2002

Federal Trade Commission
Office of the Secretary
Room 159
600 Pennsylvania Avenue, N.W.
Washington, DC 20580

As an individual who has been aggressively battling both telemarketers and broadcast fax companies over the last year, and voluntarily devoting a significant amount of my personal time toward educating other consumers regarding the issues involved, I would like to offer my comments regarding the Federal Trade Commission's proposal for a National "Do Not Call" Registry.

It should be increasingly clear to anyone who has studied the telemarketing industry that the existing rules of the U.S. Telephone Consumer Protection Act fall significantly short in even stemming the tide, let alone halting, the questionable practices of a multi-billion dollar industry which is essentially based upon an ever more refined system of consumer harassment and deception.

Current laws burden the individual consumer with the need to continue the endurance of repeated telemarketing intrusions while recurringly entering Do Not Call requests with individual callers and telemarketing companies. Without the establishment of a national, centralized Do Not Call database, the maintenance of Do Not Call lists is the almost incomprehensible responsibility - of the telemarketers themselves. This self-policing arrangement has proven to be a dismal failure akin to leaving the keys to prison cells in the hands of inmates rather than guards and a warden. Current practices make it all too easy for telemarketers to falsify their Do Not Call lists or to minimize the lists' contents.

Most consumers are unfamiliar with the current law, and most of those who are aware of the law find its implementation both cumbersome and confusing. Despite the claims of the telemarketing industry, there is no question that the vast majority of consumers do not want to receive telephone solicitations of any nature. The relatively small total number of documented Do Not Call requests, as a percentage of the total population, is an indication of the inadequacy of the current law's requirements. Consumers who plead that they not be called again or that simply hang up in frustration are not added to Do Not Call lists because they did not utilize the correct and very specific terminology which the law requires. My experience has shown that, even when complying with the letter of the law in the process of making a formal Do Not Call request, many telemarketers are far more interested in moving on to the next call than in properly processing my request or maintaining an adequate registry. I generally find that, after telling a caller that "this is a formal Do Not Call request", I must quickly add the words "Do not hang up" prior to asking to speak with a supervisor. In many instances, the telemarketer will nonetheless terminate the call, which has almost always managed to evade identity through current Caller ID

systems. In other instances, when asking a telemarketer to add all of my residential telephone numbers (**as** opposed to only the number which had just been called) to his company's Do Not Call list, **I** am told that this cannot be done, a contributing factor behind the reprehensible statistic that the majority of the telemarketing calls intruding upon my place of residence come in on one of my children's telephone numbers.

In the telemarketing industry, time is money, and Do Not Call list requirements are seen as nothing more than **a** bureaucratic burden, if not an outright joke. In courts of law, **I** have **had** telemarketers produce falsified Do Not Call lists which either fail to include documented Do Not Call requests or indicate such requests **as** actual affirmative requests for further information. **I** have also been accused of "seeding" call lists **or**, in the case of broadcast fax companies, "inviting" incoming faxes simply by nature of having included **my** fax number on my calling card **or** within a telephone directory listing. The bottom line is that telemarketers are in the lucrative business of selling products and services to unwitting consumers. They cannot be expected to be concurrently in the business of limiting their own marketing efforts.

The telemarketing industry would like to portray itself **as** a "victim" of regulations; however, it is important to understand that **we** are not talking about small "Mom & Pop" businesses which are utilizing the telephone to exercise their right of free enterprise in making legitimate calls to prospects. Telemarketing is to sales calls what agribusiness is to the family farm or what hydraulic mining is to the gold prospector. One need only look into the sophistication of the current generation of auto-dialers and so-called "predictive dialing" equipment to understand both the inner workings and the intentions of the industry. Predictive dialing is telemarketing at its worst. We have all received calls with "dead air"... where there appears to be nobody at the initiating end of the call. In fact, these are calls from predictive dialing equipment which calls several numbers simultaneously, based upon the statistical probability that only a given percentage of call recipients will actually be home or answer the call. The "dead air" which we encounter is usually the result of having another of the simultaneous call recipients "win the race" in answering the phone. Predictive dialing equipment manufacturers refer to "abandoned calls" as occurring "when a live person picks up the phone, but there are no available agents to take the call" or "when the person hangs up the phone before the dialer switches the call to an agent." (*From the Digisoft website - <http://www.digisoft.com/solutions/predictivehome.htm>*) In other instances, the "dead air" results when a predictive dialing system encounters an unconventional salutation (such **as** "Smith Residence"), when it is programmed to detect the live word "hello." Telemarketers do not want to waste their own valuable time but have no hesitancy whatsoever in wasting the time of their victims; however, we can rest assured that the predictive dialing equipment will call again.

Sadly, **as** technology advances, extremely sophisticated PC-based auto-dialers and predictive dialing systems are becoming less and less expensive, contributing to the explosive growth of the industry, the increase in the number of calls and the need for far greater industry regulation. A company called Dirt Cheap Dialers advertises "Complete Systems Starting At \$1,595" available to handle "2, 4, **8**, 12 & 24 Lines." (*From the Dirt Cheap Dialers website - <http://www.dirtcheapdialers.com>*) Another company, HT Computers, offers an auto-dialer which "can support **up-to** (sic) **48** lines of Inbound or Outbound dialing **while simultaneously Fax Broadcasting and Email Blasting** your message to millions of prospects each day." The company boasts that its "totally integrated suite of communications applications including an auto dialer and predictive dialer" have made "millions of calls over the past **10** years." It goes on to explain

how its systems call customers and prospects with “prerecorded interactive scripts” and “will make up to **1000** calls per day per line recording call activity and user response.” (*From the HT Computers website - <http://www.theansweronline.com/>*) These claims come from within the industry and clearly identify the scope of the problem and the need for enhanced, and far stricter, regulations.

As I have previously stated, some of the major weaknesses of the existing regulations are **the** difficulties which consumers encounter when attempting to be added to individual Do Not Call lists and the frequent lack of substantiation on the part of the telemarketing companies which have been granted the unique opportunity to maintain their **own** regulatory lists. **A** National Do Not Call Registry will go a long way toward correcting these shortcomings of the existing regulations. **I** also anticipate that the greater awareness that **the** new regulations would generate will lead to far greater numbers of complaints against violators. Under the current arrangements, the number **of** consumers **who** are willing to take enforcement matters into their own hands, by seeking damages from repeat violators, is *so* low **as** to be considered merely a minor expense **by** the telemarketing industry. Sadder still is the fact that the current lack of public awareness regarding telemarketing regulations extends into the legal profession and our court ‘systems. Several of my first cases against telemarketers and broadcast fax companies, entered as small claims in the District Court of the Commonwealth **of** Massachusetts, were dismissed by court magistrates who were grossly negligent **of** the law and **its** enforcement provisions. In fact, it became necessary for me to file formal complaints with the Chief Justice of the Administrative Office of the District Courts and the Committee On Professional Responsibility for Clerks of **Court** before **I** could obtain favorable judgments on what would otherwise appear to be “open and shut” violations. **I** now devote a significant amount of personal time toward educating other members of the public, primarily through organizational group seminars, regarding the current enforcement requirements **of** our telemarketing regulations. **As** the owner of a home-based business, and a homeowner with several incoming residential telephone numbers, **I** literally receive hundreds of unsolicited telemarketing calls per year, despite my vigilant attempts to prevent such calls from invading my personal privacy. Each intrusion represents **an** interruption of my workflow and essentially the theft **of** my valuable time.

I wholeheartedly endorse the FTC’s proposed amendments, including any added mandates which would further restrict the use **of** broadcast fax, close exemptions for non-profit organizations, and restrict calls which originate from outside of the United States.

Peter L. Pelland

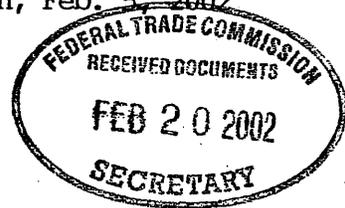
[REDACTED], Massachusetts

02/03/2002

Mrs. Michele C. Korkegi

[REDACTED]
[REDACTED], DC
[REDACTED]

Washington, Feb. 5, 2002



Office of the Secretary, Room 159
Federal Trade Commission
600 Pennsylvania Ave. N.W.
Washington, DC 20580

Dear Sirs or Mesdames,

I hate télém marketers with a passion. I hate *them* for disturbing my occupations, waking me up when I am napping, leaving lengthy messages on my answering machine, addressing me with my first name because they do not know how to pronounce the family name, and asking me "How you're doing" when I know they could not care less.

PLEASE, PLEASE, PLEASE go ahead with *your* proposed solution for a national, centralized Do Not Call registry.

With best wishes for success and m y thanks.

Sincerely,

Mrs M.C. Korkegi

[Redacted]
February 5, 2002

Dear Sirs!

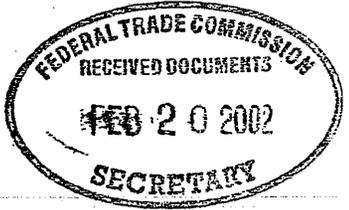
I am writing in response to the article in our paper about the telemarketing.

I for one am in favor of it being banned. I'm fed up answering the phone and nobody is on the line you have someone that can't pronounce your name. You can bet everytime you set down for a meal the phone rings - yes another salesperson. When they call after you go to bed is when I really get mad.

I would never buy anything over the telephone. If this should pass I'd gladly add my phone numbers to the "Do not call" registry.

Thank you -
J. Alfred Piskony

[Redacted]
[Redacted], Mo. [Redacted]

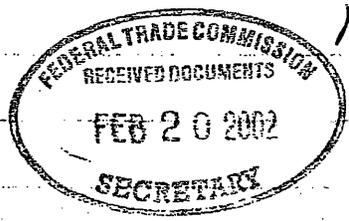


[REDACTED]
[REDACTED] 04. [REDACTED]

January 24, 2002

To Whomever it Concerns;
I would like to express my desire for
National effort to delete my telephone
number from telemarketers lists. If a
petition is circulated I will gladly add
my name.

Thank you,
Mrs. Kathryn N. Range





REBOUL

[REDACTED] KANSAS [REDACTED]

2-4-02

FTC :

I want to ^{add} our comments/
Complaints on telemarketers.
My wife and I get a "lot"
of interruptions which we
do not want. We have never
purchased anything from someone
who calls to sell us, "whatever".
When they can't pronounce our
name we immediately tell them
"we don't want any" and hang up!

Please get them off our backs.
We don't want them calling us.
Put us on the DO NOT CALL
list.

Respectfully,
Jack + Jean Reboul

Dr. Ruth Alice Rosen

[Redacted], MI [Redacted]

REC'D

[Redacted]

PETITION

To: Timothy J. Muris, Chairman Federal Trade Commission

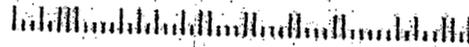
As a citizen who is concerned by invasions of my privacy, I am outraged that corporations are selling my personal information without my permission and using deceptive practices to discourage consumers from opting out of this data-selling scheme.

Therefore, I urge you to act immediately to strengthen privacy protections by requiring corporations to use a standard opt-out form that is clear and simple.

Respectfully, Name _____ Ci _____ State MI

Name Ruth Alice Rosen Ci [Redacted] State MI

20320/0002



February 5, 2001

Office of the Secretary
Federal Trade Commission
Washington, D.C. 20580

- ① My state has recently enacted telemarketing restrictions. But there are several large loopholes in Indiana's state law. Therefore, I would like to see strict telemarketing sales rules that do not exempt a large array of businesses emerge from the Federal Trade Commission.
- ② I think requiring consumers to place their names on a "do not call" list is a fair way to ensure that businesses can still contact those willing to receive such calls.
- ③ Prohibiting telemarketers from obtaining credit card numbers or other IDs from anyone but the owner must be a strict and clear rule.
- ④ Thank you for inviting the public to comment. I hope our voices will not be drowned in the sea of telemarketing industry lobbies.

Sincerely,


MIRIAM ROSENZWEIG

5. Why do you require six copies of this letter? 188

IDA G. RUBEN
20th Legislative District
Montgomery County

PRESIDENT PRO TEM

Chair

Montgomery County Senate Delegation

Budget and Taxation Committee
Capital Budget Subcommittee
Legislative Policy Committee
Joint Committee on Spending Affordability
Executive Nominations Committee
Joint Committee on Protocol



THE SENATE OF MARYLAND
ANNAPOLIS, MARYLAND 21401-1991

Office Address
100 James Senate Office Building
Annapolis, Maryland 21401-1991
301-858-3634 · 410-841-3634
Fax 301-858-3166
1-800-492-7122 Ext. 3634

Home Address

Maryland

June 29, 2001

Mr. Louis M. Davids

Maryland 20904-1809

Dear Mr. Davids:

I recently received your letter to me regarding your request for legislation to ban telemarketers from blocking their identity on caller ID boxes. I am pleased to report to you that during this past General Assembly Legislative Session, the Maryland Legislature did, in fact, pass a measure that prohibits a person engaged in "telephone solicitation" from blocking or otherwise preventing or controlling the transmission of information that identifies the solicitor to the recipient of the call.

Senate Bill 79 - Telephone Solicitation - Caller Identification Blocker, sponsored by Senator Leo Green, was signed by Governor Parris N. Glendening on May 18, 2001. This law will become effective on October 1, 2001. Violators are subject to a fine of \$1,000 for a first offense and \$5,000 for each subsequent offense. Attached is a copy of the bill.

Thank you for taking the time to contact me. I appreciated hearing from you. If you ever have any questions, comments, or if there is any way that I can be of assistance to you, please feel free to contact me.

Sincerely,

Ida G. Ruben
Senator

IGR:cd

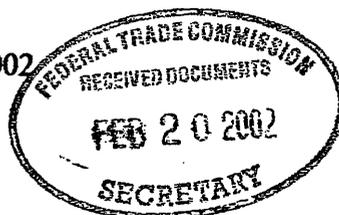
Attachment

TELEMARKETING RULEMAKING - COMMENT
FTC FILE NO. R411001

CAROL A. SIPE

[REDACTED ADDRESS]

February 4, 2002



FTC
Office of the Secretary, Room 159
600 Pennsylvania Avenue, NW
Washington, DC 20580

Dear Sirs/Mesdames:

I am writing to comment on the proposal for a national telemarketing "do-not-call" list. Please create such a list! And please do so with enforceable penalties for businesses which do not observe it, and with some thought as to how to utilize it with respect to companies who then move their operations overseas but are calling within the United States.

Telemarketing is an intolerable intrusion into the privacy of the home, with deleterious effects on home life, on communication patterns with family and friends, and on peace of mind. Using a list means that those who do not mind such interruptions may continue to receive them, and businesses may continue to access those people; but those of us who are made miserable by them will be spared.

I receive several such calls every day, despite the fact that I always ask to be taken off the call list of each marketer. They take up my time and make me feel that my privacy has been invaded. In addition, I use my telephone in my home-based independent business, so that these calls can interfere with my work and livelihood.

I understand the need of businesses to seek business. But there are many ways available to do this which do not disturb the home or invade privacy. And in fact, businesses are wasting their money in calling people like me, who refuse to encourage telemarketing by ever buying anything at all which is thus offered. The federal government is the only possible source of protection from this nationwide problem, and protecting consumers in this way is an entirely appropriate federal government function. Please take it up!

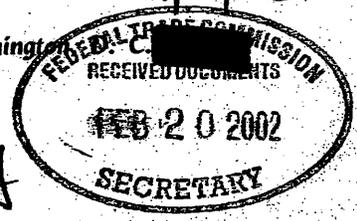
Sincerely,

A handwritten signature in cursive script that reads "Carol A. Sipe".

Carol A. Sipe

2/5/02

Washington

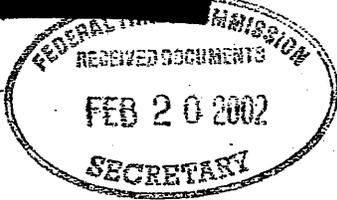


Office of the Secretary
Rm. 159
Federal Trade Commission

We are very much in favor of your proposed solution to telemarketing calls -- to establish a national "Do not Call" registry. We find them extremely disruptive and annoying, and uniformly unwanted. We look forward to signing up as soon as possible --

Sally + Dick SMYSER

[REDACTED]
[REDACTED] Rey [REDACTED]
February 5, 2002



FTC Room 159
600 Pennsylvania Ave NW
Washington, DC

Dear Sir:

I do not know if telemarketers
have violated the law but I
do know I feel they invade
my home with their calls.
Please do all that is possible
to stop this.

Yours truly,

Kathleen Tucker