

March 2, 2002

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

Dear Sirs,

I am very happy to hear
of your proposal for a national
telemarketing do-not-call-
list! This is sorely needed!
Thank you so much!

Helen Getzfred

[REDACTED]
[REDACTED]
Pa [REDACTED]

"Telemarketing Rulemaking
Comment. FTC File no.
R411001."

2/21/02

To Whom it May Concern - FTC:

Please insure that my name is placed on
the "DO NOT CALL" List for telemarketing.

Thomas + Karen Giacomucci

[REDACTED] PA [REDACTED]

[REDACTED]

and Thank You!

Karen Giacomucci

Mrs. Eric S. Greenfield

Greenfield

I am in favor of a national "do not call" list. We never purchase anything from a telemarketer. We hate to hurt their feelings for they are only doing their job but they are wasting their time and stealing our time. Free speech stops at the walls of our home, our private refuge. We feel invaded. If my husband is napping or ill it is an unwanted disturbance. On Caller I.D they should identify themselves. They also take up space & time on our phone mate.

Thanks,
Charlotte Greenfield

**MIKE
HINGE**

Mike Hinge

PA

TELEPHONE PREFERENCE SERVICE
DIRECT MARKETING ASSOCIATION
P.O. BOX 9014 FARMINGTON
N.Y. 11735-9014

THU 28 FEB 02.

PLEASE PUT MY PHONE NUMBER [REDACTED]
ON THE "DO NOT CALL" LIST "THIS IS IMPERATIVE
THE AMOUNT OF COMPUTER AUTOMATIC DIALER
& UNSOLICITED CALLS HAS REACHED ENDEMIC
PROPORTIONS BREACHING THE PRIVACY OF
PERSONAL COMMUNICATIONS IM PAYING THE
PHONE CO., FOR.

- EXAMPLES FROM - 8:15AM TO 10:00PM SUNDAY. INC -

PLEASE HOLD THE NEXT OPERATOR WILL BE
WITH YOU MOMENTARILY!

MICHAEL... MIKE... IS THIS MICHAEL?
WHO'S CALLING... FEMALE OR MALE FIRST NAME
(UNKNOWN) WHAT IS THIS ABOUT... WHAT COMPANY
IS THIS... WHO'S CALLING... WHO ARE YOU?
SORRY THIS IS PERSONAL IS THIS [REDACTED]
... IS THIS MICHAEL!

COMPLAINT SENT TO:- F.T.C. FILE #R41101
F.T.C. OFFICE OF THE SECRETARY
ROOM 159, 600 PENNSYLVANIA AVE.,
N.W. WASHINGTON DC. 20580
(NATIONAL "DO NOT CALL" REGISTRY

THANK YOU.

MIKE HINGE

1341

Office of Secretary

En 159

Fed Trade Commission

600 Pennsylvania Ave. N.W.

Washington, D.C. 20580

Dear Sir:

I'm interested very much
in any way I can take my
no. from being contacted by Tele-
Marketers. I have an unlisted no.,
and can't figure out how they
get my no. Thank you for any
help you can give me on this
matter.

Sincerely

Margaret Horton

[REDACTED]

[REDACTED] OX. [REDACTED]

California

24 February 2002

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

Re: Proposed Telemarketing Sales Rule

- 1) Thank you for the opportunity to comment upon this proposed rulemaking. The sooner it's implemented, the better!
- 2) I am delighted at the prospect of being able to place my name on a "do not call" list. I already have a general policy of not responding to telephone solicitors and tell them right away. If I listen politely and say, to someone representing his/her self as soliciting on behalf of an organization that I might be willing to support, to send me some written material, that usually terminates the conversation with no request for my address. (I understand that, with these sorts of calls, the bulk of any donation generally goes to support the solicitation costs, not the charitable enterprise anyway.)
- 3) More usually, I merely say, as soon as the nature of the call becomes apparent, "not interested" and 'hangup so as not to have any more of my time wasted.
- 4) However, I fairly frequently get calls when it seems that no one is "there". Recently I read of "abandoned calls" wherein calls are being automatically dialed and, if answered and no "real" person is then available, that end of the connection is silent. This is even more annoying than when there is a caller.
- 5) Either way, as a result I have taken, when getting settled in to do some desk work, to having a cordless phone within reach so that I at least don't have to get up to go to a ringing phone.
- 6) I'd prefer to be without *any* telemarketers of any kind, even organizations with which I might have a "pre-existing relationship". I cannot imagine ever authorizing an exception to being on a do-not-call list, and I would prefer that such lists be good in perpetuity or until one asks to be removed from it. Neither can I imagine that I would ever make a request to be removed.
- 7) I recall a story about a farmer in Vermont who, when asked if he weren't going to answer a ringing phone, replied that the phone was put in for *his* convenience. I'm never yet received a telemarketing call that wasn't an *inconvenience* for me to answer or that attempted to sell me anything of interest to me.
- 8) I support the proposed rulemaking and look forward to having a toll-free number to call to have my name added to a do-not-call list.

Very truly yours,

Alice Q. Howard

Alice Q. Howard

Feb 14, 2002

[REDACTED]

[REDACTED] CA [REDACTED]

RE: "Do Not Call" Registry

I just completed reading an article re: "FTC's proposal to create a national "do not call" registry." While I agree that the most aggravating phone calls from telemarketers need to be stopped, I also think this will create a huge responsibility for a governmental agency that will require thousands of employees to maintain accurately year after year. What about my rights as a citizen to not have people using my phone for business purposes? What about a national "I want to be called" registry. I feel this registry would be much smaller as I know that none of my friends want telemarketer phone calls.

It is really frustrating for me when I return from a trip to find my answering machine full of unwanted messages so that the people I want to hear from cannot leave a message. I think the automatic calling machines should be

[REDACTED]
[REDACTED] Ohio [REDACTED]
March 1, 2002

F. I. C. Office of the Secretary.

This is to urge your support of a National "do not call" registry to protect consumers from unwanted phone solicitations (solicitations). This includes professional telemarketers who call on behalf of charitable organizations not currently covered by law.

I would like to see my name remain on such a registry until I make a formal request to have my name removed.

In case of persons (elderly, or otherwise incapable of protecting themselves) guardians or those with Power of Attorney could request inclusion on registry.

Personally, I would like to exclude ALL telemarketers from my phone number. I make it a practice NOT to do business by phone or door to door. (DOOR TO DOOR solicitations). Unfortunately, I do not know how to solve the problem of security. Perhaps you could use Social Security numbers.

The problem is critical and needs a solution SOON! Thank you

Loraine M. Gaston

Federal Trade Commission

Feb. 28, 2002

600 Pennsylvania Ave. NW
Washington, DC 20580

Dear Sirs:

I am writing regarding your telemarketing regulations, specifically a national "no call" registry.

I would like to sign up as soon as possible. Charities and long distance companies should also be included. There should be no exceptions as to time or days of the week and companies I have had past dealings with should also be prohibited. These organizations can use the Postal Service for their sales pitches.

In my case the number should remain on the list as long as I am assigned it.

Thank you for your time

I

and interest in the public's
views.

Sincerely,

John P. Leuchan

[Redacted]
[Redacted] Oh. [Redacted]

[REDACTED]
[REDACTED] NY [REDACTED]

1-30-02

Office of Secretary, Room 159
Federal Trade Commissions
600 Pennsylvania Ave. NW
Washington, DC. 20850
Gentlemen:

I am writing to let you know
I approve of the national
"DO NOT CALL" registry. I am
tired of getting these annoying
calls. I hope the proposal is
passed and goes into effect
soon. Thank you.

Sincerely,
Sylvia Logan

John Kielkopf

From: "John Kielkopf" [REDACTED]
To: <tsr@ftc.gov>
Sent: Monday, March 04, 2002 3:30 AM
Subject: TSR changes

To whom it may concern,

I am in favor of a national 'Do Not Call' list. This is long overdue. My telephone number should remain on the list until I take it off. As far as I am concerned, anyone should be able to put a number on the list, but only the primary account holder should be able to take the number off of the list. I believe little security is needed to place a number on the list. However, requiring written permission and oral confirmation to take a number off the list is necessary. Getting on the list and verifying that your number is on the list should be an automated process. Privacy 800 numbers are already in place today that prove it can be done. I would choose to NEVER be called if given the choice. Calls should only be allowed for existing business relationships, not for new sales.

Thank you for your attention,
John Kielkopf



JOHN & LORI KIELKOPF
[REDACTED] IA [REDACTED]

3/4/2002

1349

Dear Sirs:

I support the ban on
Telemarketing Sales Rule.

Sincerely,

Welma Lorge

[REDACTED]
[REDACTED] Mi [REDACTED]
[REDACTED]

Albert T. Kapusinski Ph.D.

[REDACTED] MD [REDACTED]

Office of The Secretary
Federal Trade Commission

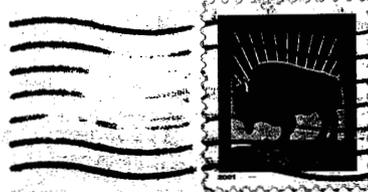
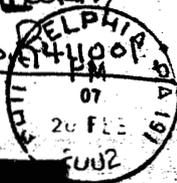
2-28-02

Gutierrez

I am very much in favor of
your plans to limit telemarketers
Please keep me up to date
and put me (and my phone
[REDACTED]) on your first
do not call list.

Thank you
Albert T. Kapusinski

Telemarketing Rulemaking
Comments, FTC File No. 84-1009



Do not call:

[Redacted]

Mackins

[Redacted] PA

POSTCARD

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

CAPE HATTERAS NATIONAL SEASHORE
OCRACOE VILLAGE

Picturesque Ocracoke Village surrounds Silver Lake which harbors pleasure boats, fishing vessels, and the state-operated ferry. This quaint village has attracted those seeking the quiet isolation of a simpler life-style for many years.

WB-CD3 Photo by Russ Finley
© Eastern National Park & Monument Association

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Philadelphia, PA 19131

Below are listed some of my thoughts on Telemarketing Sales Rule that need modification:

- 1) Every one should have the right to be removed from all telemarketing list. This should be none at no charge.
- 2) Once we are off of the list our names should stay off, unless we call and ask to be put back on the list.
- 3) Only the person that pays the phone bill should have the right to decide if the name stays on or comes off.
- 4) I don't know how many job will be lost. If these companies want to do business, they can mail us information, open a web site or rent a store front. I think more job will be available if they have to do business like the rest of us. I think their claims of \$668 billion a year in sales is over inflated.
- 5) My business is damaged by these calls because my phones are tied up with telemarket calls. I pay for my phone service for my companies use not for their company.
- 6) I have been caught up in two scams with telemarket people. One cost me \$230.00 and the other one took me a year to get off of my phone bill. I never agreed to either one of these deals. If a telemarketer calls me now, I don't say a word I just hang up.
- 7) Lastly, if I want to buy a product I will call the company that offers that service or product. **I DO NOT NEED OR WANT THESE PEOPLE CALLING ME.**
- 8) I thank you for asking my opinion, and I will greatly appreciate it if I can have one full meal without my phone ringing.

Peggy Mahony

[REDACTED]
[REDACTED] Ohio [REDACTED]



Abington Memorial Hospital

Department of Nursing

"Telemarketing Rulemaking - Comment
FTC File # RA11001" 2/1/02

I find telemarketers
an invasion of privacy.
Working different shifts,
telemarketers interfere with
sleeping from 8 AM - 9 PM.

We need to be able to
elect to not be called.

Please solve this
problem.

Janet M. McClain
RN, MSN

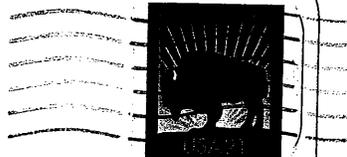
[Redacted]
PA

Accredited with Commendation by the Joint Commission
on Accreditation of Healthcare Organizations



Ms Margaret Megee

FL



RE: Telemarketing Rule-making Comment
File No. R411001

Congratulations on proposing a national "Do Not Call" registry to stop unsolicited telemarketing calls. My husband and I both wholeheartedly support the proposed rule and thank you for protecting citizens from unwanted and intrusive telephone solicitations!

Margaret Megee



8 421454 001474

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

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1/31/02

Dear Sir or Madame,

Please added my
name to the list of
Telemarketing do not call
lists

Thanking you
Rose Monostrea

[Redacted]
[Redacted] Pa [Redacted]

Phone # [Redacted]

3-2-02

Angelo J. Monteleone

Please place me
in the "Do not call
list"

thanks

Angelo J. ~~Montele~~
Monteleone

U.S.

March 2, 2002

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



Re: Proposed "Do Not Call" Registry

First, I applaud your initiative. It's important that we rein in the more egregious forms of advertising and promotion, including "junkphone calls," "junkmail" and the various forms of intrusion of the Internet that threaten to destroy it (like commercial TV has remained a "vast wasteland").

Specifically, you asked several questions, to which I'd like to offer recommendations:

1. **How long should a telephone number remain on the national "do not call" registry? "Till Forbid or Terminated."** Allow citizens to enter themselves in the database, to check their own entry, and to remove it. That should be retained unless and until the citizen asks for removal. You'll also have to work with telephone companies, so when numbers are removed from service or reallocated, you're notified to remove the phone number from the list, so the new user of that number makes the choice for themselves.

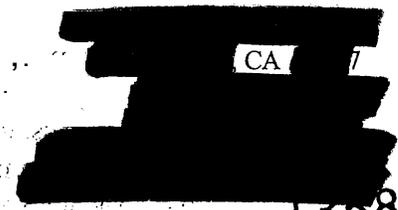
2. Who should be permitted to request that a telephone number be placed on the "do not call" registry? **Anyone with authorized access to the telephone(s) at that number.** By using "Caller ID," you can confirm the number entered, which must be the same as the *calling from* number. Citizens without "Caller ID" must be provided a separate confirming process (e.g., a voice mail system that calls back the number entered after 24 hours, and asks the party answering to confirm or reject the entry.

Should requests from the line subscriber's spouse or adult child, be permitted? **You'll never know.** Unless you require biometric identification, you can never know who is making the entry. That's why a confirmation system must be deployed.

Should third parties (outside the FTC) be permitted to collect and forward requests to be put on the "do not call" registry? **Not if you've implemented a well-designed system that can cope with the traffic loads.** Modern computer and communications technology can make this a highly automated service. For mainstream users, technology can do the job, and that should make staffing for the exceptions easier to do. With all that, there's no reason to authorize third parties to collect numbers, and introduce even more errors into a process.

3. What security measures are appropriate and necessary to ensure that only those people who want to place their telephone numbers on the "do not call" registry can do so? **Absolutely required.** Start with the notion of using "Caller ID" (above) with automatic call-back verification of the desire to be on the list.

Should consumers be able to verify that their numbers have been placed on the registry? If so, how? **Absolutely.** Use "Caller ID" (and some exception procedure for those



without that feature), and report whether the number is in the list or not.

4. Should the "do not call" registry be an "all or nothing" option or should it instead allow consumers to specify the days or time of day that they are willing to accept telemarketing calls? **Keep it simple.** The more complicated you make it, the more the telemarketing industry will try to confuse the issue. If a number is "blocked," it's blocked for all time and all users.

5. The proposed rule would permit consumers or donors who place their name and telephone number on the "do not call" registry to provide express verifiable authorization to specific sellers or organizations to make calls to them. **Make the telemarketers responsible for this detail, and keep your "Deny" list simple.** Specifically, make the "specific sellers or organizations" responsible for getting those who want to "provide express verifiable authorization" send out a form, *with language specified by the FTC*, that customers or donors can sign and provide identifying information. And, let the sellers or organizations then compile an "Accept" list. When they wish to check a phone number, they first consults the FTC's "Deny" list, and *then* their own list of individually authorized "Accept" entries. Calls made to numbers on the "Deny" list, without proof of a signed authorization to override that entry should incur a significant fine and compensation of the victim.

How will this requirement affect those entities with which a consumer or donor has a pre-existing relationship? **If they make no entry in the FTC's "Deny" list, there's no change.** While I'd prefer an "opt-in" system, in which people who *want* these calls have to register, the FTC's proposed "Deny" system should be unaffected by history or other irrelevant influences: Once the consumer or donor has entered a number in the system, it should be honored, unless and until the specific seller or organization obtains an individually-authorized waiver.

I hope you'll be able to implement a system like the one you propose quickly. New technologies (like cellular phones and wireless gadgets) are now being priced so the recipient of the call bears some direct cost. Telemarketers are willfully refusing to consider that cost, because it's not borne by them. That's why there need to be tough penalties for violation, and some of the fine should be shared with the victimized citizen making the complaint.

Cordially,



Carol Anne Ogdin

Carol A. Olsen

OH

Office of the Secretary
Room 159 Federal Trade Commission
600 Pennsylvania Avenue NW
Washington D.C. 20580
1 March 2002

To Whom It May Concern,

I **am** strongly in favor of a national "do not call" registry to help control the blight of telephone solicitations my husband and I receive. We get up to 10 calls a day, 7 days a week, including many holidays.

I would want our number to remain on the registry indefinitely, until such a time (when a very hot place freezes over) we decided it should be removed. Anybody should be allowed to put a number on the registry. I think it would be a challenge to try to find someone who **wants** to receive these annoying calls. The system to register could be entirely automated, similar to the system used by credit card companies ~~used to~~ enable their customers to check their balances. An individual follows prompts and then types in their number when told and an automated voice repeats it back. One of the choices on **an** automated menu could be verification of its being on the list.

I **am** telling everyone I know to send you their comments. Telemarketing is not an exercise of the First Amendment, it is a violation of privacy. I've had many negative experiences with the strange people calling on the other end of the line just by saying "no thank you". I will feel **our** tax dollars were at least being spent on one little thing that could make a big difference, instead of **only** forwarding a GOP agenda.

Thank You for your time,



Carol Olsen

[REDACTED]

This letter is in response to the national do not call list being considered by the FTC.

Our response to your considerations is as follows:

A) Once a phone number is registered it should remain on the list permanently.

B) If a handicapped relative needs assistance, only a blood related relative should be able to assist.

C) Some form of security should be established so that only the involved person should have access if they want to verify.

D) The registry should definitely be set in concrete with no variations possible.

E) There should be no setup which allows a company to "skirt" the rule if a pre-existing relationship exists with a company.

We certainly hope that a DO NOT CALL LIST is established and SOON because the callers do not abide to the "please do not call again" request we make.

Thank you

Richard Onofrey
Richard Onofrey

Anna Marie Onofrey
Anna Marie Onofrey

3/1/02

To Whom It May Concern

TELEMARKETERS ARE BEING TRULY
A BANE ON EVERY WE COUNTED TEN
CALLS THE AVERAGE IS FIVE TO SIX
ALMOST EVERY DAY DURING DINNER
HOURS WE CAN EXPECT ONE OR
MORE FROM UNIDENTIFIED SOURCE
THESE PEOPLE DO NOT UNDER-
STAND THAT NO IS A COMPLETE
SENTENCE AND PERSONS PRIVACY
MEANS NOTHING TO THEM.

DO SOMETHING

PLEASE DO SOMETHING

U N I V E R

[REDACTED]

MICHIGAN

[REDACTED]