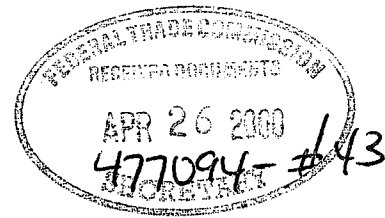


April 24, 2000



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

RE: "TELEMARKETING REVIEW – COMMENT. FTC FILE No. P994414

My family and I loathe telemarketing calls and will NEVER purchase anything as the result of a telemarketing cold call. We consider the nightly harangue of calls interrupting our dinner and family time to be an invasion of our privacy. Despite specifically asking to be placed on do not call lists, we continued to be called by some of the same telemarketers and telemarketing firms (even after going one step further and making "corporate" do not call requests). In 1998 when I became aware that it was legal in my state, I began tape recording and keeping a log of our telemarketing calls.

A review of those tapes and logs (copies enclosed) reveals that a majority (if not all) of the telemarketing calls we have received to date violate the TSR or the TCPA in one way or another. Permitting telemarketers to self-monitor has failed miserably. Clearly the DMA's voluntary list is not working either which is not surprising since the DMA has no enforcement authority over its members. Further, the DMA, as a leading advocate for telemarketers, openly boasts of its success in employing tactics aimed at frustrating state actions initiated in an attempt to protect the rights of consumers opposed to receiving unwanted telemarketing calls.

Following are some of the highlights of my log and tape recordings;

- No telemarketer soliciting me since January 1998 has voluntarily provided an address or phone number for the entity of whose behalf they called. In fact, many times when asked for the information, the telemarketer hangs up.
- The majority of my requests for a do not call policy are ignored. Of the few policies I received, most were grossly inadequate; a few consisted of one- or two-liners (I strongly suspect created for my benefit on the date of my request).
- A large number of telemarketers call again *after* a do not call request (for example First Card 6 X's after a dncr, MCI Worldcom 4 X's after a dncr, Providian 7 X's after a dncr, Sears 5 X's after a dncr, ICT Group 3 X's after a dncr, CNC Mortgage 3 X's after a dncr)
- Telemarketers claim it takes anywhere from 60 to 90 days to process a do not call request (in comparison to processing an acceptance of the product/service being offered which I suspect would take a considerably shorter period of time.
- Telemarketers claim they do not keep a separate database of the phone numbers of people that do not want to be recalled and instead delete a consumer's data from their records.
- A telemarketing supervisor for CNC Mortgage of Pittsburgh, PA denied responsibility for making a call in violation of my prior do not call request by claiming that it was the responsibility of the outside source from whom its leads were purchased to purge the list of persons who had made prior do not call requests of CNC.
- Telemarketers for MCI Worldcom, including an identified supervisor, claimed that unless a consumer was willing to provide a *name and an address* in addition to phone number, a do not call request could not be processed by MCI Worldcom.
- A telemarketer for Sears claimed that because they were only soliciting an appointment and not a sale, they were not subject to telemarketing laws).
- Providian telemarketers claim that because they subcontract their telemarketing and are not directly engaging in telemarketing, providing a do not call policy is merely a courtesy gesture.
- Telemarketers for Fleet and ICT Group for example, denied having made solicitations to my home in violation of my prior do not call requests – until, that is, I revealed that I had tape recordings of the solicitations.

- Sears telemarketers filed a counter legal action against me seeking punitive damages when I pursued telemarketing violations.
- Telemarketers for MCI Worldcom and Reese Brothers, for example, claim that the fact that they are able to produce do not call policies and procedures is sufficient defense against future solicitations they might make in violation of a prior do not call request. MCI Worldcom claimed that its policies and procedures don't even have to be "effective" in preventing recalls – that the policies merely exist is sufficient.
- Telemarketers soliciting for credit cards make up the bulk of my solicitations and appear to be the worst offenders.
- Providian and GTE telemarketers claimed they must have the name of every individual at a residence in order to effectuate a do not call request (i.e.; multiple solicitations to the same residence but to different individuals – despite a prior do not call request by another individual – is not in violation of do not call request).
- Telemarketers soliciting for potential credit card applicants claim that a solicitation is "just a courtesy call" or "I'm not trying to sell something".
- A telemarketer soliciting on behalf of Travelers Bank told me that she was required to read a statement to me outlining the future solicitations and prizes that I would be "missing out on" if I chose to proceed with my do not call request. When she finished reading the statement, she hung up on me.
- Many of the front end individuals making the solicitations have no knowledge of a do not call list or a do not call policy and state they receive no training other than for the specifics of the product or service for which they are currently placing calls.
- Telemarketers for First USA claim that they are not responsible for and have no means of maintaining a do not call list and refer consumers making such requests to the Direct Marketing Association.
- A telemarketing supervisor for Qwest claimed that for a small fee, the DMA could *guarantee* that a consumer would *never* again receive a telemarketing solicitation.
- A telemarketer calling on behalf of First USA Bank and First Card stated that she could not take a verbal do not call request and that I would have to make such a request in writing directly to First USA Bank and First Card.
- Telemarketers calling on behalf of First USA claim they could not provide a copy of First USA's do not call policy and that I would have to call First USA directly to obtain their policy.
- A telemarketer for Jericho Mortgage sent me a solicitation brochure in response to my request for a do not call policy.
- A telemarketer for Reese Brothers claimed Reese Brothers has no do not call policy.

I am imploring you to implement a national do not call database as the only means of dealing efficiently and effectively with this invasion of privacy. I further believe it would be helpful in identifying violators if it were mandated that telemarketers transmit caller ID data. Thank you for considering my comments.

Sincerely,

Diana Mey

Bill Ananno 304-351-4176

11/6/97
6:04 pm

1. Telemarketers log
 John Barnes Sears Home Central (1/5/98)
 1-800-439-3621 from 11:00 am to 4 pm
 Sears Home Central

2. Barbara Parks ^{selling disc books} 1-5-98
 1-800-716-4748 ^{Brookmore Assoc} 6:25 pm
 Excp 107 (paper) (no list kept of #'s no. to call)

^{offenick}
 3. ~~Mark~~ Sears Home Central 1-19-98
 1-800-439-3621 3:45

Sears Home send aluminum siding
 American Home Improvement Products ^{simple light grey vinyl}

put in computer that day

Arthur Pemberton super

maybe it ^{was} not coded properly in computer

Stephene Mayhew Morgantown, WV
 827 Fairmont Rd
 Morgan, WV Suite 203

American Home Pro
 Att: Gabrielle ²⁶⁵⁰⁵ manager
 Acct Vice Pres. Telemarketer

~~MCI~~

9. 2:00 4/14/98 Tracy Staten
MCI 1-800-578-6329
Remove my name from your list
> verifying I discontinued service -

10 6:30 4/15/98 Wayne Maxey
304-256-3003 Beckly WV
Telespectrum World Wide
256-0000 VISA platinum
1-800-313-7395 Providian



11. 6:57 4/15/98 ~~Joe Green Chertown~~
Georgia ^{refusing to} ~~give me~~ 304-723-7060

Shannon Roy supervisor

yes } you a do not honest
yes }
Temporary

Mark
Steve Emerson
dont know Color Ro Cove Rd
Nurton, Iowa

MD
Amp 304
723-7060

304-
723-1042
didnt know address!

4/11/78 Called 1-304-224-9123 8:06 am
American Home Pro (Sears)

Asked "Misty" for copy of their
"Do not call" policy. Told they
don't have one. Asked for supervisor
Germane Jordan said in 3 yrs
being there he's never seen one
and is not aware of them having
one. He'll have to call his
Corporate office to see.

1	3 repeated calls	3,000
1	no name	1,500
1	no #	1,500
1	no list	1,500
1	no ^(employees) training	don't know 1,500

31,500
6
9,000

7:30

4/28/98 3:50

www.NATN.com

(16)

1. long distance - NATN is the company!
2. Patricia Thomas
3. 1-800-811-2490
4. North American Telephone Network
5. yes said I could get other calls & each time I need to ask to
6. ^{maelina} ~~Jeremy~~ supervisor ^{be removed!! I said you need to keep mask} _{let eyes}

7. 301 Superior St
Sandusky OH 44870
Corporate office

1461 2
Ashford-Dunwoody St.
Atlanta GA

1-800-811-2490
Sterling Stokes
Complaint dept.

on hold
for 1/2
hour

Jeremy - never came to phone

Katrina: 9:00

find out
who they
called me
for 1:20-00

1-20-00 Called 800-811-2490

NATN PO Box 93068
Atlanta 30359

John reg policy on
1-20-00

5/11 5:21

19

Concerned women of America
asked them to put me on do not
call list

20

5/19/98 11:05 Dave Rose
Morgantown, WV

been w/ company
3 months

F

1-800-439-3621

Sumo American Improvement Products

Brian Edmiston ?

Jermaine Jordan

VP Gabby Frye

Mr Rose received a fax @ 9:39 this morning from
Fax from

1-304-286-9126

Sears Home Central

customer net

= saying I
wanted an estimate
on vinyl siding!

#4

1-800-4 my home

5-19-98

7:39 am

words
written
on
5/19/98

4:38 pm

6/3

~~1. Christian Coalition
HRES Amendment Religious
787~~

April

6/8/98

4:57 pm Prep approved credit offer
Melanie Thompson calling for
"Partners First"

1-888-701-7362

Telemarketing Co. ~~the phone number~~

comes up on ~~my data base~~

superior → Rosa Parsons @ 100 Parkway Rd
Charleston, WV 25309

"takes weeks to process" asked for
written do-not-call policy

Salisbury, NC 28145-1006

118 South Main St

Director Human Resources

1-800-765-6040

1-704-647-6000 moving to
King of Prussia

24

superior

the suit
can't pay

corp. office

she will
put it
request to
have it sent
to me

Roger
Sakura

29.

6/15/98 9:40

1. * refinance " Home loan" ~~Max~~ Amaximif funding
2. Sue Schnitt#
3. 615-843-9822
4. "Wire Creative"
5. yes
6. yes
7. yes

REC 5/26 DMC
Mg

④ 7/3/98 2:40

1. yes
2. Charles Jones
3. 1-888- [redacted] -3029
4. [redacted] (services)
5. yes
6. will do

⑤ 7/7/98 5:22

1. NO
 2. Charles Franca Sand Star Family
 3. Entertainment
 4. 801-1-800-882-4056 free
 5. "Norm" - will code
- super ↓ refused by Pam Nelson
will put my name on

⑥ 7-17-98 9:38 am

Automated dealer hang up

7/20/98 4:17

from
Franche Sears

Aug 9, 1998 2:20
Sears - ~~calling for~~ Klabenberg Inc.

1. Miracle ear hearing -
2. Welda ~~from Sears~~ Sambuco sends ^{miracle} ear
3. just hearing do not call list just she personally

4. 3) 695-7302 - hearing center
330-758-2528

4) "Jack Billie" - supervisor of hearing center

3/13/98
5:20

for interest
1-412-561-3096

not same from city
City Hall Hall

1114 ~~Brookline Blvd~~
Brookline Blvd
Pitts PA 15226
Suite # 2

- 1.
2. Adrianna Millon
3. One Mortgage Corp. 1-800-660-7772
- 4.

9. Nancy ^{won't give her last name} ^{tried did spell} ^{Diagnoselli}
Supervisor
Diagnoselli

10. am
Casta answered on case back

10. "Siffany Wilson - 'I don't know if we have one' why are you asking me?"
will mail tomorrow 8/14/98

pm 5:08 8/24

1. Promotional Offer
2. Vivian Tectonides
3. 1-800-203-9040
4. National City Bank
5. yes 6. ok
7. ICT group - yes
8. yes

1. J&D Services 8:50 pm 8/26
 Canonsburg, PA

2. "No" refused to give out last name

5. "No" do not call list

6. Cathleen — Carol after 9 am, refused to give last name

7. 1-800-837-9379 nothing (DNCA) in writing

8. Recorded call

8/27/08 9:22 pm

"unavailable"
 Predictive dialer hang-up

Recorded
-12.0

9-10-98 "Julie Bowman" - Reese Brothers - hired on
3pm Children's Wish Foundation
86-15 Roswell Rd
Atlanta - 30350

Rledge drive
1-800-323-9474

3-4 weeks to get off list
may get other calls
Reese doesn't keep master list
Could call for other for profit organization
who
"Elizabeth Pegg" - super 11/2 years
could not provide DNC - makes
calls for commercial campaigns (see 8.6)
don't keep master list * 10.6
can't keep master * 10.8
don't have DNC 11.00 - don

12.0 - 15.6 Discover card call made to check
acct status.

~~15.6 Rob's call 10.6 - ~~deleted~~ deleted~~
~~22.8 -> 15.6 - 22.8 - (11.7 - 17.4)~~

Incredible Exteriors - Jesse Leonard
5:11 pm 1-888-570-2121 ext 135
9/15/98 Suite 190 - Huber Village Rd
St. Ohio

my call to incred ext began ~~22.8~~ 17.4 - 26.2 - ended
Chris Howell - super ~~22.8~~ ~~26.6~~ 26.2
Howell promised to fax DNC to me on 9/16/98 - did not call -
caller ID shows no

3:13pm 26.2 - 30.6 - 25.8

9-17-98 Amanda - no last name
"Regency Communications" for Dr. D. James Kennedy - only to nonprofit clients
Will put name on list

9-26-98 Calvin Durham ^{Card} Protection Pl.
1-800-833-7740 ← for [redacted] Master Case
to 23.0 ^{Amelia's} [redacted] → 1203-324-9261
Aria Bass → [redacted]

Will send me written policy
if received

5.4 to **14.6** 10/2/98 Daniel - San Diego, CA

9:52 am SOME Software Co.
Carlesbad, CA 92008
1935 Camino Vida rodle

1-800-311-7301
NO DNC Policy

10/6/98 5:38
Alex... (Parent) T.I.I.
TCT Group
800-333-... center
Parishorn Pt
1-800-... she hangs up on me
to 10.4 (see letter 4 9/26/98)
for [redacted]
1-800-323-4507
ready to hang up NO ID given
Darren Elliott - TSR
Reg. TCT's policy
Violation 2nd call

830-337-2102
DIP'S

7:39

-salem, ohio - strictly non-profit clients
no last name I asked!

10/15/98 AmeriDeal 337-9179

"Sammy" March of Dimes WV. State Chapter

7:31 St. Albans Walnut + McCorkle

PM 304-733-4255. Susane contact person
Will put on dnc. ^{numar}

10/19/98

9:10 am.

requested policy screening
match!

Louann Handicapp Disadvantage Employin

1-800-640-4109

2609 N. 24th St.

Phoenix, Arizona 85009

not a charity

Chris Grieger Grieger?? supervisor

"delete & can't retrieve anymore"

John Tompkins - "just delete em"

must have had PMS 1/10/2

acc
work
w/col

request
public
never
recd

10/27/98 telemarketing hang-up 6:14 pm

10/28/98 Charlotta Ewins super

9:10 a.m.

"Rachel" M.S. Society - send letters

972-

KAPFU MBUTI

MMG - marketing co. over FTI

FTI - Future market under Telemarke

1-800-FIGHT-MS

Asked her to put my # on DNC list



1-800-4-2200 + 221 or

usually do credit cards

2 weeks

10/31/98 ~~_____~~ Rhonda The WV
 Interest response - ~~_____~~ Joseph Lup for Special Dym
 Weston, WV ~~_____~~ brought out
 1-800-255-5454 (site) " by
 (Willa Davis) - supervisor
 no Reese bro's #

11-9-98 3:10 pm Dan Barnett (GE Capital Medical/Dental,
 1-800-797-3617 "Reese Brothers"
 (see 9-10-98) ^{supervisor} Kathleen Pastor - DOESN'T KNOW about
 (24 hours) to get ~~_____~~ removed from system
 Will fax me the co's DNEP NOW

recorded

Never received

11-98 News Register - Jeff Doyle - JJ Miller (boss) re DNEP Tennessee

12-3-98 Dale Whitfield TN

My call to record

Kathy Yancey
 Telemarketing Super
 Marvin Gray

~~_____~~ 17
~~_____~~ 1719

- I knew nothing about a dne list - said call he only deletes - he had no supervisor available

12-9-98 Frank V. Vencek
Salina Foster MBNA
1-800-816-8665
ext. 5064 1-330-761-5000

Rude Knows Nothing about DNC list just a telemarketer says MBNA signs he pay checks

requested DNC policy

12-11-98 Didi Williams
GTE Credit card/calling card
through Associates National
Teleservice Direct: Career
9:15 am
Aaron Moore 1-800-736-6072
6050 Corporate Way ext.
Indianapolis Indiana 46278

Rather rude said needed all names of people at home

Information Services Dept. Alreina @ West Lib

Said would send me confirmation letter!

No... I want DNCP
said needed names of all students to remove from list

2:20 pm 12/15/98

Betsy Green Teleservices Direct
317-216-2244 - wants fax #
for dncp - left mess. on ans. machine

12-17-98 Jesse Elizondo - supervisor
2-3 wks to get
1-800- [redacted] DNCR

Gilbert Bellus TSR for Advanta Fleet credit card
Corpus Cristi, TX INS

Will mail me dncp

Recorded

7:19 pm
12-21-98

I asked to record

[Redacted]

Mary Green + Nancy Rutledge ^{super}

[Redacted]

I asked to be mailed policy

See 12-3-98

6:20 pm First USA bank for Bank 12

12-22-98 Direct Response ~~Response~~ Andre Alvers (super)

Omega ~~Response~~ Response

1-416-733-9911 requested dncp be mailed

12-30-98

11:45 Annie Scott -

First Card Visa
First Nat'l Bank

[Redacted]

B Taband Jabeen - ~~to~~ super

1-800 [Redacted]

Act manager = Robt

Kathy Brooks super

[Redacted]

my call to:

12-30-98 MBNA Frank re 12-9-98

call by Salina Foster - called me back & will send dncp & act on my dncp

1-4-99 My call to Fleet/Advanta to request address. 1-800-492-2500

1-6-99 My call to Citibank to request info 1-800-950-5114

1-14-99 Telemarket call for mark. meyer ^{recorded}
2:50 pm While I was setting up - ^{quietly}
~~they~~ ^{she} said "thank you for your time - have a nice day" & hung up

1-19-99 11:20 am. ICT (doesn't stand for anything) ^{see 10/16/98 for ICT}
First Card 847-888-6000 Helene ^{reg. DNCP to be on dnc}
super → Lajuana Logan (preapproved for a Platin^a Visa Card)
~~Share wall climb~~ Send KT Policy

Raisa - Asst. director of Executive Consumer Affairs, [redacted] 3569 ^{supervisor of DMA}
ethics director

3 evaluations
FEC National Bank First
JSP Raggins
Marsha Goldberger - DMA

(Raisa's super): Ann Stankowitz, Asst. Director of Executive Consumer Affairs

LS: "Can't control solicitations & how they handle dncr classification. LS: @ least 5 times "no written policy"

Consumer Affairs

TSR

Mary Wyke

7:39 pm

1-20-99

Business Advantage

[Redacted] (59.00 after apr) 1-800 [Redacted]

Cash card supervisor 1 yr.
Shonda HARTIS

1-800-

disposition code

~~ATMS~~

ATMS

4 telephone

unmated

James Hapney

told her all future clients call are covered too

on tape

2-24-99

[Redacted]

(based akron)

Huntington, WV - 529-6800 (330-668-7410, 1-800-701-6604)

Jeanette Walls - Leukemia Society

make for profit calls

to

Michael Shonk - super-wire mail dne policy

Recorded: 3:47 pm 3/4/99 Melinda Pas (California)

Signature Group for [Redacted]

Confirm call for card including a solicitation for something (credit card insurance)

Signature's DBC Policy

leg copy of

Said it takes 30-60 days for my to be processed.

tho

1-

my call to: Requesting copy of DNC Policy
3-5-99 First Card 1-847-888-6000

transferred me to - Customer Service practices They don't solicit new accts

Cindy Brzezinski

2:35 pm

→ gave ^{her} my phone # + add. to have it mailed

market- ing
Gloria Hood

won't give it to me unless I provide acct #


Then said they do ^{tele-}solicit new accts!!
but me on hold to check & never came back.

wanted name of ^{my} Company!! - doesn't know if they mail that out - took name, #, ac

→ Pamela Haley - telemarketing dept
~~##~~ # 847-488-8166 - direct # ↑


Gloria will check w/ Pamela (whose line was busy) + will get back to me.

admits does have a policy - doesn't know if it can be mailed out w/o acct #.


no last name offered
Debbie on behalf of
3/30/99 MCI ~~Worldcom~~ Worldcom wireless.
No address or phone # offered.

Pitched cellular service. I ended call by responding to her request to send me a phone with "I'm not interested right now". She said okay & hung up. No # or address offered. See 4-18-98 - Requested dnc

4/1/99 Jessica for MCI Worldcom wireless
No address or phone # offered. Selected to receive free cellular phone + pho
I asked if this MCI was same as MCI
Long distance - her mgr said affiliated

calling for mark
4-5-99 First Card credit card Greg Pope
"just a promotion". Will call back
Still no dncp (see 3-5-99) 

4-12-99 First Card Courtesy call (Mark, not recorded)

4-13-99 First Card ^{Mr. Price} Courtesy call (Mark)
Coupon for 40.00 of free gas!

This call occurred + is recorded - crossed out in error

I ref. First Cards Policy too
"remove names from list"

3 weeks w/ (company) (can't understand)
Gabriella ?
4-15-99

Gabriella ? from
Fishers sponsors
First Card's program,

Field + Stream
1-888-747-7050

Direct Marketing Service Ryan Joff
1-800 - Call DMS

Phoenix
Arizona

show thru
1st card

1 mth

2 1/2 mths as
super

memo

~~scribbles~~

4-15-99
Can't remove from 1st cards list. -
said I'd have to call them. I
told him I wanted removed from
1st Cards calling list + I wanted
1st Cards dnep, mailed - said he
couldn't provide 1st cards dnep!
I'd have to call them but he
would send me the DMS's policy (dia
& remove me from DMS's list (kno
1st, they
had to

Tracy Ellis - ~~Owner~~

checked w/
super

Made a DNCR - gave # 304-232-0689

Note:
Rec'd "letter" from DMS +
on 5/29 apologizing +
telling me about the DMA -
no policy received - nothing reg to
about forwarding my reg to
First Card

4-15-99 our call to First Card

2:30 Don't have No

Mr. Phelps Do not call list
customer service

Jennifer Barker
Asst. Dir.: Exec Consumer Affairs

Tracy Ellis - lawyer in First Cards legal dept. ~~but~~ - ~~no~~ policy not given out - only to card members

4-22-99 11:40 am

Eric from Software USA San Diego, Ca didn't give me a chance to ask for phone # or add. - when I began to say I don't buy your ~~service~~ he hung up.

Didn't give me an opp. to ask to be placed on DNCL.

only nonprofit

4-3-99 Steve Bland WR Hopper Lodge Professional Speaking
5/6/99 SPINACURE Resorts 1-800-577-4558 CO

supervisor - Kate Redlich

mailed copy of Do Not Call Policy -

I asked to be put on do not call

list. - Kate was knowledgeable of TCPA Rec But Not Her Employee.

super: Not knowledgeable
Deborah Co about DNCP

5:47 pm

Bob Nelson - 131 Continental Ave

5/10/99

CFI Newark Delaware

Consolidated
Financial Investments 19713

1-800-647-3732

Made DNCR & req for DNCP
Said didn't know if sending policy was
possible

I called back 10 m later - spoke w/ Deborah &
asked her to mail me the DNCP

7:08

PM

5/11/99 [redacted] for Pat Buchanan for
Pres. Failed on full disc. made dncc
& req. for dnep. Ext req to
all aff. & all clients - said ok -
could be done (see 2-24-99 - never
rec'd policy) "can't guarantee"

5/27/99

Predictive dealer "unavailable"
hang-up

5/28/99 Predictive dealer 10:57 am

"unavailable"
hang up

"I work for Essentials" - That's the no

5/28/99

Angie Young

2:30 pm

Doesn't

takes 8 wks to remove from list

Program Essentials for First USA mastercard
Benefit > discount program
1-800-809-3795

First USA
offices
all 12

Janet Larson supervisor

"absolutely cannot provide policy" - have to call 800 #

"name will never come up from our facility again"

Tom

Mr. Lathrop 6318

takes 6-8 wks to remove from our list

"We can't provide a policy" - you have to call First USA

Wont provide the name of the telemarketing Co.

" " " " name" state calling -

Said I have a contract when I accept a credit card to accept that I agree to get solicited

He said the TCPA says consumers must make direct notice in writing

" " " " takes 60 days to "wash" from its a state regulated law

Talked about state regulation that says they have a right to keep pushing the product after consumer says not interested.

6/3/99 1:47 pm - on caller ID
called while I was out

Steubenville Co 740-284-7429

see 5/8/98

6/17/99 [redacted] I phoned Civic & Development Group & made a do-not-call request & he & I both.

6/18/99 6:53 "unavailable" Telmet for [redacted] Eric "Wolkin" ? - did not know about do not call policy - could not send gave # 1-800-586-6911 said doesn't have one!

super: Adam Wette - asked him to ~~include~~ extend my dncr to all affiliates & all clients. Asked for [redacted] & Telmet's dnc policy not confirmation letter

Said "6-9 wks" to remove from calling list

6/21/99 (6:23 pm) "Anonymous" on ID [redacted] traced to 1-415-995-1877 - MCI Worldcom - Matt took call

1 retails call 5/26/99 + 7-3-99 (private 2554)

Parmanah?

N "Melody" ?
calling from
Cambridge, Ohio

6/30/99 "Ameridial" - Local Chpt. Leukemia ^{Society}
W.V. soliciting postage for 12 letters
\$3.96

11:14 am ↗ No address or phone #

7-7-99 Predictive dialer hangup? "unavailable"
9:06 am

7-7-99 I called Consolidated Capital Funding, Inc
1-888-681-7170 today & asked to
mail me a copy of their do not call policy
Said would mail today - rec'd July -

7-12-99 2pm called ATT US Alert & requested
dncall policy. Will mail - I think she
was conf. - A tried to clear it up & told her
not confirmation letter but the dncp.

7-12-99 7:40pm On caller ID [redacted]
304-243-9517 Jericho mta [redacted]

7-15-99 1:35pm On caller ID [redacted]
304-243-9517 Jericho mta - white out
in yard - [redacted]

75-732
5299

7-19-99 2:45 pm Jericho Mtg

304-243-9509 on caller [redacted]

7-19-99
3:13
7:45

7-20-99 1:54 pm Jericho Mtg

304-243-9509 Shirley - made dncr

New - never done this before.

Requested dncp - doesn't know how
long maintains list - no address
or phone # given

TAPE 10 A

Sat 7/31/99 David Janis ^{not familiar w/ dncp} (sp) deletes w/ dncp
9:59 am Sterner & Kline Klein - Telem names

Rockville, ~~MD~~ MD - NO AD or phone #
called for Mudposts - made ^{1st} all affiliates &

clients. Made dncr & req for
dncp of mudposts & Sterner & Klein

8-5-99 12:38 pm "unavailable"

"Jobs for the Disadvantaged" Lois

Denver 1-800-688-1484

no list/delete #'s

8-5-99 Tracy - Am. Fam. Association

Mail me info -

8-24-99 12:36 pm Electrolux - Matt told them parent home call

8-24-99 1:37 pm 304-242-2073 Electrolux ^{me}

made do not call request & request for policy
no phone # given or address * accidentally
recorded over Sterner & Klein on side A
for guideposts.

End of Tape #10

Begin side A of tape #11

8-9-99 3:24 pm "unavailable"

pd hang-up

9-9-99 3:39 pm "unavailable"

paradigm market research

9-14-99 1:49 pm "unavailable" predictive dealer

hang-up

9-~~14~~-99 Sat ^{Stephanie?} ~~1:49~~ pm "unavailable" NO # or address

~~1:49~~ - solicitation for

credit card - made dncr & request
for policy - she didn't know about
policy or whether they even had one to mail out.
hung up on me
Read a long statement... & hung up

8:23 pm 9/21/99 "unavailable"
predictive dialer hang-up.

11-4-99 3:29 pm "unavailable" on
Caller ID Langhorn, PA 100 Town center Dr
19041-1748

TAPE
I
19 Cass
counter

ICT for [redacted] card Requested policies &:
Read front of book "all affiliates, etc. From Lancaster
See previous calls of Patrick Black - 1 unit
Debbie Zaeger - super since 3/9
Suek Waters - super

135 - 402
previous calls 10-6-98 } hang up on me
8-24-98 1-19-99

tape 2
525-613 } msg
11-8-99

never recd ICT'S policy
made all aff. reg @ both calls

Vince D'Adamo @ legal ICT - 1800-799-6880

11-5-99 I left msg for MR.

D'Adamo to call me.

recorded 108 on recorder? Tape 2 side A to 522

6:22 11/04/99 724-746-5019

J. D Waterproofing

hung-up when Matt brought
phone to me. Asked for "Mr. ME".
Hung up as I got to the phone.

u

7:23 11/8 to "unavailable"

News Register - wanting me to start paying by mail in bulk.

11-9-99 My call to News Reg Andy Bauer (wasn't in). I inquired about policy to receptionist - don't have one!

11-19-99 American 9:44 am Jeressa ^{not know about list, PC} Bacon ^{NO ac}
NO sub contracting telem. → Family Coin

June - super

889 Waverly Ave
Holtsville NY

~~tested~~ ↑ Ready to hang up when # 11742 asked for addy. She said Jeressa was new + unfamiliar w/ DNER. Will mail me policy today or tomorrow! I prev. ordered coins (2+ yrs ago) for Matt. Made a dner @ this call.

1-17-00 12:29 am ^{Danny?} Anonymous - harassing/annoying for Robert Mey? sang hotel California - traced succ

12.95
4.00

WPD ^{incident} # 0003410

2/10/00 1-740-282-0885

Russ Brothers/MCI



3-1-00 6:30 pm "unavailable"

Johnston

Tony w/ IMA (International Marketing Association) calling on behalf of four major credit card (redacted) UNCR & REB by DNCL 5 days

Ready to hang up & I stopped time to get phone # 804-499-9373

Virginia Beach

(6B)

7383

5:17

3-2-00 11:35 am "unavailable"

Kristi w/ IMA - hung up on

me as I was asking her for

An address!

tape 6B

3-3-00 12:41 pm "unavailable"

Ref said referred by someone to me & I couldn't understand the name and when I asked to repeat, he hung up. Something about childrens videos.

3/25/00 "unavailable"
Saturday Morning! 9:16 am!
Advance Water Systems Solutions
Danielle Jackson - no addy or #
Recorded on tape # 8 (side B)
star 69 = out of area

10:34 am 3/29/00 recorded tape 9A (Wednesday)
Quest by Telemarketing Concepts
NO - addy / #
NO - training
? about dncp

Super says guarantee for #5 get off All
telem lists

912-918-0729

warrior robbins HA

~~6:29 pm~~
~~6:29/00~~ 3/31/00
412-363-2411
Bellini, Mediter

hangup -> Reverse look up sup
Barry S Solomon?

6:40 pm 4/05/00
CNC Mortgage Corp.

- see 8-13-98
412-561-3494

8:09 pm 4-11/00
CNC MORTG CORP

412-561-3494

7:24 pm 4-13-00
CNC MORTG CORP

412-561-3297

no last name
no training
no address / #

no dncp to fix? recorded
10A