

From: Connie Costello <connie.costello@ucr.edu>
To: FTC.SERIOUS("tsr@ftc.gov")
Date: 4/15/02 4:22PM
Subject: "Telemarketing Rulemaking - Comment. FTC File No. R411001"

Re: Telemarketing Rulemaking - Comment. FTC File No. R411001

1. The California Consumer Affairs Association (CCAA) appreciates the opportunity to comment on amendments to the Telemarketing Sales Rule and the proposed national "Do Not Call" registry. CCAA members encompass law enforcement, education, mediation, regulatory, legislative, and licensing offices whose primary focus is consumer issues. CCAA, a vital link in the framework of government consumer protection agencies in California, is in favor of the actions of the FTC in protecting the privacy of consumers.
2. CCAA is in favor of the proposed national "Do Not Call" registry. We believe that consumers should have the right to limit the number of telemarketing calls they receive. Excessive telemarketing calls interrupt family life and impinge on the privacy of the home.
3. We believe that five years is an appropriate length of time for a telephone number to remain on the national "do not call" registry.
4. The individual telephone subscriber should be the person responsible for requesting that a telephone number be placed on the "do not call" registry.
5. The ability to verify whether one's phone number has been placed on the registry would be welcomed. An on-line system which allowed consumers to enter their phone number and be informed as to whether their number was listed on the registry would be sufficient.
6. For the sake of ease in implementation, CCAA believes that the "do not call" registry should be an "all or nothing" option. Allowing calls on specified days or at specific times would make the registry overwhelming complex.
7. Allowing consumers or donors who place their names on the "do not call" registry to provide authorization for specific sellers or organizations to make calls to them, would create an administrative nightmare. We feel that the registry should also be an "all or nothing" option.
8. Thank you for the opportunity to comment on this important safeguard for consumers.

Sincerely,
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