06/10/2017

Comment regarding FCC Proceeding 02-278 Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Dear FCC, Please consider the consequences to consumers, of allowing advertizers and other entities to leave ringless voicemails, which might be immune to the Do Not Call List or other nuisance call regulations, as some alternative to phone calls or “ringed voicemails”.

Allow me to explain my concern about these ringless voicemails. My cell provider, Verizon Wireless, only allows a smalll number of voicemail “slots”, and when these slots are full, callers cannot leave a voicemail. Verizon has reduced the number of slots available to me at some point, and one day I found myself deleting dozens of stored voicemails and still not being able to receive a new one.

If I want more slots, then I must pay more to Verizon. They will get filled up by phone spam. I buy more slots, they get filled up by spam again. Legitimate messages are blocked.

Now, while I can continue to delete old voicemails now, find a way to record to computer or something to archive them outside of Verizon’s system, but consider some other posisbilities.

“Legitimate” Telemarketers will jump on any Do Not Call List loophole they can, to live technically within the rules. Malicious voicemailers will now have a weapon to prevent others from leaving messages. Combined, they will monopolize however many voicemail slots that we consumers choose to pay for, blocking out messages from family, friends, coworkers, customers, or legitimate suppliers, and whomever else we might actually want to hear from.

My concern boils down to this situation leading to more money going to the voicemail service providers, an onslaught to consumers, and malicious entities voiding out voicemail service to their “enemies” or competitors. If Citibank floods my voicemail, then I never hear from the mortgage rep I am talking to at my local regional bank. If a D politician floods my voicemail, then I don’t hear any message from an R politician. If some scammer from Nigeria floods my voicemail, then I cannot receive messages from my customers or my suppliers. If my supplier’s competitor floods my voicemail, then I cannot receive messages from my supplier. It’s DoS for Voicemail.

Please do not allow such disruptions to my family messaging, to my business, or to any other legitimate communications that I or anyone else, including yourselves, does wish to participate in.

Thank you for your time and concern.

William W. Toner II