June 27, 2018

Ms. Marlene Dortch, Secretary

Federal Communications Commission

445 12th Street SW

Washington DC 20554

RE: CG Docket No. 02-278

Dear Ms. Dortch:  
  
Thank you for the opportunity to share my opinion that the Telephone Consumer Protection Act ("TCPA") should be interpreted and enforced in a way that protects consumers who are harassed every day by robocallers.

I have been pushing back against harassing robocalls since 1998 when I first learned of the existence of the TCPA. At that time I was just a stay-at-home mom trying to enjoy dinner in peace with my husband and three young sons. If anyone would have said the problem would get worse over the years instead of better, I would not have believed it. Yet YouMail - a robocall blocking service - reported last month that 4.1 billion robocalls were dialed in the prior month. And I'm not all that surprised given that, despite my rather extensive publicity related to TCPA advocacy, I'm still get harassed by robocalls on a daily basis.

For example, in just the past few weeks (despite my number being on the Do Not Call Registry for years) I've received calls on behalf of well known insurance carriers, cable/phone/internet providers and home alarm system providers. I've received daily cardmember-services type calls - now with British accents - some of which I've successfully connected to US law firms. I've also received calls from Florida travel agencies pitching well-recognized hotel chains and cruise lines. And I've received obviously off-shore calls from "Medicare" pitching various pain creams and body braces, as well as calls from the "US Treasury", the "IRS" and "Microsoft Tech Support".

Because my family and friends are aware of my advocacy, they often share their frustration with robocalls. Recently a friend told me that because of unwanted robocalls he switched to an auto-attendant at his office that requires callers to press 2 just to speak with someone. Others have shared their frustration at attempting to block so-called "neighborhood spoofing" using paid-for call-blocking programs - only to have the same marketer get through by switching up the caller ID each time they call. In fact, within days of my mom's passing in 2014, I was taken aback when I received a "neighborhood spoofed" call using her CID.

If the Commission neuters the TCPA in the way industry commentors are asking, that 4.1 billion robocalls-in-a-month figure quoted by YouMail may just start to look good. I urge the Commission to interpret the TCPA in a way that will be effective in protecting consumers privacy.

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