

RECEIVED

(313) 656-6500

SEP 8 4 25 PM '92
420 WEST UNIVERSITY
ANN ARBOR, MICHIGAN 48307

INFORMAL COMPLAINTS
BRANCH
ENFORCEMENT DIVISION
COMMON CARRIER BUREAU

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SEP 18 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

September 2, 1992

Office of the Secretary
Federal Communications Commission
1919 M Street, N.W.
Washington, D.C. 20554

Dear Sirs:

RE: DOCKET NO. 92-90
TELEPHONE CONSUMER PROTECTION ACT OF 1991

As a REALTOR, I am requesting that the FCC does not put a ban on 'cold' calls. This is a very important part of our marketing program for Buyers and Sellers. I have been informed that there have been very few complaints on calls for person to person solicitations of residential homes.

Sincerely,

MAX BROOCK, INC.

Ruth Clevers, GRI, CRS, LTG
Vice President-Sales



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SEP 8 4 24 PM '92

INFORMAL COMPLAINTS
BRANCH
ENFORCEMENT DIVISION
COMMON CARRIER BUREAU

August 27, 1992

Office of the Secretary
Federal Communications Commission
Atten: Docket # 92-90
1919 M Street NW
Washington, D.C. 20554

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RE: Docket #92-90
Telephone Consumer Protection Act of 1991

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Dear FCC:

We strongly urge that you place **NO** restrictions on person-to-person solicitations of residential homes.

The telephone is a critical tool for our Real Estate Industry. Restrictions on our use of the telephone would cause undue hardships, loss of income and an increase in business expenses.

The Real Estate industry has already been hit hard by the recession, we do not need any more deterrants to business.

Sincerely,



Mary Durst
Professional Realty

MD/cb

**COLDWELL
BANKER**

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SEP 18 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

LIVE CALL COMPLAINTS
ENFORCEMENT
COMMUNICATIONS
DIVISION
FEDERAL BUREAU OF INVESTIGATION
U.S. DEPARTMENT OF JUSTICE

COLDWELL BANKER
RESIDENTIAL REAL ESTATE
849 WAUKEGAN ROAD
DEERFIELD, IL 60015-3205
(708) 945-3460 BUSINESS
(708) 945-8937 FAX

August 28, 1992

Office of the Secretary
Federal Communications Commission
1919 M St. N.W.
Washington, D.C. 20554

RE: Telephone Consumer Protection Act of 1991;
Docket No. 92-90; Adopted April 10, 1992

Dear Secretary:

This is to urge you not to restrict person-to-person telephone solicitations in the regulation you are now considering.

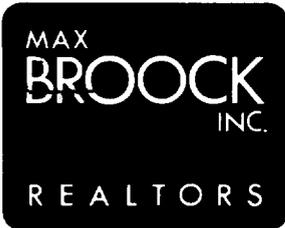
The implementing of this act could have a substantial impact on my business. Many Realtors utilize live cold calling to farm a particular local area for prospective real estate listings. As a Realtor I work hard to establish a recognized name in my particular market and, therefore, do not engage in the use of auto dialer calls.

It my understanding that the National Association of Realtors is not aware of any consumer complaints against real estate brokers arising from local telephone marketing.

Early in a live solicitation, a consumer can indicate whether there is any interest in my service and terminate the call, and also indicate the wish to be removed from my call list. Therefore it seems only reasonable to treat live solicitations differently from auto dial solicitations.

Sincerely,





(313) 656-6500

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SEP 8 4 25 PM '92
420 WEST UNIVERSITY

ROCHESTER, MICHIGAN 48307

FEDERAL COMMUNICATIONS
COMMISSION
ENFORCEMENT DIVISION
COMMUNICATIONS CARRIER BUREAU

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

September 2, 1992

Office of the Secretary
Federal Communications Commission
1919 M Street, N.W.
Washington, D.C. 20554

Dear Sirs:

RE: DOCKET NO. 92-90
TELEPHONE CONSUMER PROTECTION ACT OF 1991

As a REALTOR, I am requesting that the FCC does not put a ban on 'cold' calls. This is a very important part of our marketing program for Buyers and Sellers. I have been informed that there have been very few complaints on calls for person to person solicitations of residential homes.

Sincerely,

MAX BROOCK, INC.

Anna Price
Realtor Associate





23852 MICHIGAN AVENUE
DEARBORN, MICHIGAN 48124-1865
TELEPHONE: (313) 274-8911

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INFORMAL COMPLAINTS
ENFORCEMENT DIVISION
COMMON CARRIER BUREAU

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SEP 18 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

August 28, 1992

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

Re: Docket No. 92-90
Telephone Consumer Protection Act of 1991.

To Whom It May Concern:

It has been brought to my attention that the Federal Communications Commission is considering restrictions on person to person solicitation of residential homes.

"Cold calling" is an integral part of my business and the residential real estate industry in general. A key part of the residential real estate business involves using the telephone for person to person solicitations.

Restricting these calls would cut deeply into my personal business and ultimately my earnings.

I strongly urge you not to legislate restrictions on the established practice of "Cold Calling."

Sincerely yours,

James H. Piegza



ERA

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SEP 18 1992

ERA® GENTRY REAL ESTATE, INC.

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

September 1, 1992

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

To Whom This May Concern;

As a real estate agent I strongly oppose the Docket #92-90 Telephone Consumer Protection Act of 1991.

Cold calling is an important part of our business. Person to person contact allows the public to ask questions regarding their real estate needs.

Sincerely Concerned,


Michael O'Brien

ERA Gentry Real Estate, Inc.

2550 HIGHLAND RD. • HIGHLAND, MI 48031 • 313-887-7500

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SEP 9 1 39 PM '92
INFORMATION SERVICES
ENTERTAINMENT WEEKLY
COMMUNICATIONS DIVISION

CHAPMAN & Associates

8037 Fair Oaks Boulevard, Suite 103 Carmichael, California 95608 (916) 944-8574

Office of the Secretary,
Federal Communications Commission,
ATTN: Docket No. 92-90, 1919 M St. N. W.,
Washington, D.C.

RE: Docket No. 92-90, Telephone
Consumer Protection Act of 1991

Dear Mr Secretary,

This letter is to emplore you not to restrict personal telephone calls of solicitation.

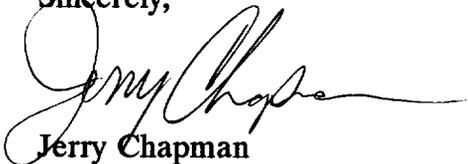
As I am sure is the case with many small businesses, my company relies in large part on telephone conversations with potential buyers and sellers to solicit business.

Our agents are trained to be very courteous, and upon receiving a " Thank you but we are not interested in selling" or similiar response from a telephone call recipient, the individual is thanked for his or her time and the call is terminated. Over the years there have been many instances where an individual who was not initially interested in buying or selling at the time of our call has contacted us at a later time as a direct result of that original call.

In over 15 years of personally conducting telephone solicitations I have come in contact with two individuals who were offended by a telephone call.

Please do not change the law in order to pacify a very, very miniscule percentage of the public.

Sincerely,



Jerry Chapman
Realtor
owner/broker

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SEP 8 1 35 PM '92
INFORMATION COMPLAINTS
ENFORCEMENT DIVISION
COMMUNICATIONS SECTION
FEDERAL COMMUNICATIONS COMMISSION

SEP 18 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY



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ERA® GENTRY REAL ESTATE, INC. FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

August 31, 1992

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

RECEIVED
SEP 01 1 35 PM '92
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: Docket #92-90, Telephone Consumer Protection act of 1991

To Whom This May Concern;

As a real estate agent I strongly oppose the above referenced act. Cold calling is an important part of our business. Many of the people I call have been contemplating a real estate move but have procrastinated for one reason or another. Person to person contact allows the public to ask questions regarding their real estate needs.

Sincerely Concerned,

Margaret Dearing

ERA Gentry Real Estate, Inc.





**Above
the
Crowd!®**

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SEP 01 39 PM '92
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

August 30, 1992

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SEP 18 1992

RE: Docket 92-90
Telephone Consumer Protection Act of 1991.

Dear Federal Communications Commission,

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

As a Realtor, we use the telephone extensively to prospect for potential buyers and sellers. It is a very important aspect of our business and to restrict its use would be devastating to our industry.

Complaints about person to person telephone solicitations are extremely low compared to other methods such as the use of artificial, computer-generated solicitations. In our industry, person to person telephone solicitations are a major part of our business, to hinder our use would be devastating to the real estate professionals business.

As a professional, full-time realtor, I urge the FCC not to restrict our use of the telephone for person to person real estate solicitations. (RE: Docket No. 92-90, Telephone Consumer Protection Act of 1991)

Sincerely,

Jill Strange

Jill Strange



RE/MAX Foremost, Inc.
33966 Eight Mile Road, Suite 102
Farmington Hills, Michigan 48024
Phone: (313) 473-6200/422-7849
An Independent Member Broker



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SEP 18 1992

ERA® GENTRY REAL ESTATE, INC. FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

September 1, 1992

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

RE: Docket #92-90, Telephone Consumer Protection act of 1991

To Whom This May Concern;

As a real estate agent I strongly oppose the above referenced act. Cold calling is an important part of our business. Person to person contact allows the public to ask questions regarding their real estate needs.

Sincerely Concerned,

James Cathey
James Cathey

ERA Gentry Real Estate, Inc.





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ERA® GENTRY REAL ESTATE, INC.

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

September 1, 1992

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

To Whom This May Concern;

As a real estate agent I strongly oppose the Docket #92-90 Telephone Consumer Protection Act of 1991.

Cold calling is an important part of our business. Person to person contact allows the public to ask questions regarding their real estate needs.

Sincerely Concerned,

Bradd Williams

ERA Gentry Real Estate, Inc.





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ERA® GENTRY REAL ESTATE, INC. FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

September 1, 1992

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

RE: Docket #92-90, Telephone Consumer Protection act of 1991

To Whom This May Concern;

As a real estate agent I strongly oppose the above referenced act. Cold calling is an important part of our business. Person to person contact allows the public to ask questions regarding their real estate needs.

Sincerely Concerned,

Cherlyn L. Pickl

Cherlyn Pickl
License # 180854

ERA Gentry Real Estate, Inc.



ERA

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ERA® GENTRY REAL ESTATE, INC. FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

September 1, 1992

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

INFORMAL COMPLAINTS
BRANCH
ENFORCEMENT DIVISION
COMMON CARRIER BUREAU

SEP 8 1 39 PM '92

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RE: Docket #92-90, Telephone Consumer Protection act of 1991

To Whom This May Concern;

As a real estate agent I strongly oppose the above referenced act. Cold calling is an important part of our business. Person to person contact allows the public to ask questions regarding their real estate needs.

Sincerely Concerned,



Deana McBride

ERA Gentry Real Estate, Inc.





Great Lakes Realty

31000 Northwestern Highway, Suite 101
Farmington Hills, MI 48334-2585
(313) 626-9100

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SEP 18 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Office of the Secretary
Federal Communications Commission
Attn: Docket No 92-90
1919 M st. N.W.
Washington D.C. 20554

Dear Sirs:

In considering the implementation of the Telephone Consumer Protection Act of 1991. I urge you not to restrict any person-to-person telephone solicitations.

As a Real Estate agent person-to-person solicitation is very important to my business and the business of most agents. To prohibit, or further restrict this activity would be detrimental to my ability to produce income.

I do agree that the use of artificial computer generated solicitations is not only offensive to consumers, but contributes to increased unemployment and consumer complaints.

Again I urge you not to restrict person-to-person solicitations in your consideration of "Docket No. 92-90 Telephone Consumer Protection Act of 1991."

Sincerely;

The Prudential
Great Lakes Realty

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

ERA

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SEP 18 1992

ERA® GENTRY REAL ESTATE, INC. FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

September 1, 1992

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

INFORMAL COMPLAINTS
BRANCH
ENFORCEMENT DIVISION
COMMON CARRIER BUREAU

SEP 8 1 39 PM '92

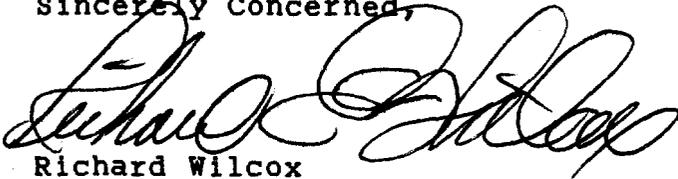
RECEIVED

RE: Docket #92-90, Telephone Consumer Protection act of 1991

To Whom This May Concern;

As a real estate agent I strongly oppose the above referrenced act. Cold calling is an important part of our business. Person to person contact allows the public to ask questions regarding their real estate needs.

Sincerely Concerned,



Richard Wilcox

ERA Gentry Real Estate, Inc.

2550 HIGHLAND RD. • HIGHLAND, MI 48031 • 313-887-7500



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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

ERA® GENTRY REAL ESTATE, INC.

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SEP 8 1 39 PM '92
INFORMAL COMPLAINTS
ENFORCEMENT DIVISION
COMMON CARRIER BUREAU

To Whom It May Concern;

Regarding Docket # 92-90 Telephone Consumer Protection Act of 1991. I'm opposing this act emmensily!!!!!! Cold Calling is a very BIG PART of real estate sales. Many of the people I call have been contemplating selling their home, but procrastinated for one reason or the other and ended up grateful I called.

Sincerely Concerned,

Ruth Chynoweth





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ERA® GENTRY REAL ESTATE, INC.

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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SEP 8 1 39 PM '92
INFORMAL COMPLAINTS
BRANCH
ENFORCEMENT DIVISION
COMMON CARRIER BUREAU

August 31, 1992

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

RE: Docket #92-90, Telephone Consumer Protection act of 1991

To Whom This May Concern;

As a real estate agent I strongly oppose the above referrenced act. Cold calling is an important part of our business. Many of the people I call have been contemplating a real estate move but have procrastinated for one reason or another. Person to person contact allows the public to ask questions regarding their real estate needs.

Sinscerely Concerned,

Randy Howe

ERA Gentry Real Estate, Inc.



ERA

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ERA® GENTRY REAL ESTATE, INC. FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

September 1, 1992

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

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SEP 8 1 39 PM '92
INFORMAL COMPLAINTS
BRANCH
ENFORCEMENT DIVISION
COMMON CARRIER BUREAU

RE: Docket #92-90, Telephone Consumer Protection act of 1991

To Whom This May Concern;

As a real estate agent I strongly oppose the above referrenced act. Cold calling is an important part of our business. Person to person contact allows the public to ask questions regarding their real estate needs.

Sincerely Concerned,



Hussein Hegazy

ERA Gentry Real Estate, Inc.





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SEP 18 1992

ERA® GENTRY REAL ESTATE, INC. FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

August 31, 1992

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

SEP 8 1 39 PM '92
INFORMAL COMPLAINTS
STAFF
ENFORCEMENT DIVISION
COMMON CARRIER BUREAU

RECEIVED

RE: Docket #92-90, Telephone Consumer Protection act of 1991

To Whom This May Concern;

As a real estate agent I strongly oppose the above referenced act. Cold calling is an important part of our business. Many of the people I call have been contemplating a real estate move but have procrastinated for one reason or another. Person to person contact allows the public to ask questions regarding their real estate needs.

Sincerely Concerned,



Doyle Ross

ERA Gentry Real Estate, Inc.



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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

1045 NOVI ROAD
NORTHVILLE, MICHIGAN 48167-1156
TELEPHONE: (313) 348-6430

Office of the Secretary
Federal Communication Commission
Attn: Docket #92-90
1919 M St. N.W.
Washington, D.C. 20554

SEP 8 1 37 PM '92
INFORMAL COMPLAINTS
ENFORCEMENT DIVISION
COMMON CARRIER BUREAU

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Attention: Docket 92-90

As a licensed Realtor in the state of Michigan I urge you not to restrict our ability to use person to person telephone solicitations.

Cold calling is extremely important to our business and the residential real estate industry in general.

I thank you for your consideration of this matter.

Sincerely,

Carole M. Bailey



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ERA® GENTRY REAL ESTATE, INC. FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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SEP 8 1 37 PM '92

INFORMAL COMPLAINTS
BRANCH
ENFORCEMENT DIVISION
COMMON CARRIER BUREAU

September 1, 1992

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

To Whom This May Concern;

As a real estate broker I strongly oppose the Docket #92-90 Telephone Consumer Protection Act of 1991.

Cold calling is an important part of our business. Person to person contact allows the public to ask questions regarding their real estate needs.

Sincerely Concerned,

James T. Gentry

ERA Gentry Real Estate, Inc.



RITTER REALTY

Rt. 2, Box 241 Smithsburg, Maryland 21783

RECEIVED
301-791-0955
SEP 8 1 37 PM '92 REALTOR®

September 8 1992
INFORMAL COMPLAINTS
BRANCH
ENFORCEMENT DIVISION
COMMON CARRIER BUREAU

Office of the Secretary
Federal Communications Commission
Atten.: Docket No. 92-90
1919 M. Street N.W.
Washington D.C. 20554

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SEP 18 1992

Dear Secretary of Communications:

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

I am a realtor and in the most recent issue of our trade publication, "Realtor News", there was an article exhorting realtors to become active in writing your office in favor of allowing cold call solicitations. Though this is the official stance of our national association, I would like it to be known that this is not my preference. It is my opinion that there are entirely too many nuisance calls that I receive at my home phone, and I would like to see legislation put a stop to it. If this restricts realtors' cold calling, then so be it. There are other, less intrusive, ways of attempting to sell to the public.

Respectfully yours,



Kenneth E. Ritter

KER:jpt



KENNETH E. RITTER—SENIOR MEMBER
AMERICAN SOCIETY OF APPRAISERS

SEP 18 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

August 27, 1992

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

RE: Docket No. 92-90, Telephone Consumer Protection Act of 1991

Dear Sir/Madam:

As an American Businesswoman, Licensed Mortgage Broker and concerned citizen, I am writing this letter on behalf of not only myself, but thousands of other small business people.

I urge you **not** to restrict person-to-person telephone solicitations of residential homes.

I strongly believe that implementing this restriction will ultimately:

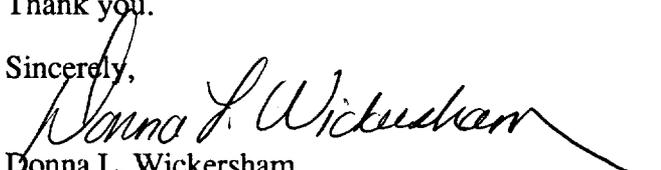
1. Raise the cost of bringing valuable services to the consumer.
2. Raise my cost of doing business, as well as all other businesses.
3. Not only put me out of business, but many honest small business owners.
4. Upset the capitalistic system we've all come to honor and respect.

The use of cold calling to provide valuable products and services is virtually the heart of any cost effective distribution and advertising system. It is my understanding that complaints about this marketing method are extremely low in comparison to other methods such as the use of artificial, computer-generated solicitations.

Please, I urge you, do not implement the restriction.

Thank you.

Sincerely,


Donna L. Wickersham

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SEP 18 1992
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY



**REALTY EXECUTIVES
METRO, INC.**

18927 Farmington Road
Livonia, Michigan 48152
Bus: (313) 473-1200
Fax: (313) 473-1204

RECEIVED

SEP 18 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

September 1, 1992

Office of the Secretary
Federal Communication Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

Please do not restrict the ability to use person-to-person solicitations. In many cases the people we contact do not wish to sell their homes but refer us to a friend or relative that does. This referral process is very important to the real estate business.

Consider the number of agencies that may end up having to go to door-to-door solicitating. This is an inconvenience to the homeowner, and they can't just hang up the phone.

Please consider other options.

Sincerely,

A handwritten signature in cursive script, appearing to read "Albert Dubay".

Albert Dubay
Owner/Broker
jn

INTERNAL COMPLAINTS
ENFORCEMENT DIVISION
COMMERCIAL CARRIER BUREAU

SEP 8 1 38 PM '92

RECEIVED



Sturgis, Inc.
 2115 Plainfield Ave. NE
 Grand Rapids, Michigan 49505
 Business (616) 363-7783
 Business (800) 678-5512
 Fax (616) 363-7109

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SEP 18 1992

FEDERAL COMMUNICATIONS COMMISSION
 OFFICE OF THE SECRETARY

SEP 8 1 31 PM '92
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 COMMUNICATIONS SECTION

August 26, 1992

Office of the Secretary
 Federal Communications Commission
 Attn: Docket No. 92-90
 1919 M Street, N.W.
 Washington, D.C. 20554

Cold calling is of great importance to those of us who work in real estate sales and who deal directly with the public. Also included in this category are stock brokers, insurance agents, charity solicitors, etc.

I cannot begin to tell you how devastating the restriction you are considering in Docket 92-90 would be, in that we no longer could call potential customers in our search for new business.

I have been on the receiving end of many unsolicited home telephone calls, office calls, home door knocking calls, and, frankly find it refreshing that people have the initiative to make a living by doing this.

Please, please do not impose this unnecessary restriction upon us. We already have too many restrictions mandated us by government and society.

Sincerely,

Vivian L. Fletcher



Each Office Is Independently Owned And Operated