April 24, 2003

RECEIVED & INSPECTED
MAY 5 2003
FCC - MAILROOM

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CC Docket No 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Hi, I work at Telephone USA in Streator, Illinois and I really enjoy my job. I like at Telephone USA.

I believe the products I sell to customers would be beneficial to them if they took it. But sometimes you'll convince the customer to transfer them to the licensed insurance agent and they will just change their mind or take it slow.

This job is helping by paying my car insurance and other monthly bills that I would pay if I didn't have this job I probably wouldn't have a car or anything else I need for my self. I would probably have to rely on my family members for money but I wouldn't want to do that.

I do oppose the National DNC list and restrictions on Predictive Dialers and I strongly support Teleperformance USA's and the American Telemarketing Association proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Justin Lowry
211 W. Carne St.
Streator, Fl 61304

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4-24-03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Ref: CC Docket No 20554
Rules & Regulations - Protection Act of 1991

To Whom it may concern:

I am employed by Teleperformance USA for the past 1 years. I am a license agent in over 35 States. I rely on my job to help support our families. A lot of my fellow employees are single mothers raising children on their own. If they didn't have this job they would be on food stamps, public aid and section 8. Also alot of them are young adults who work as they can go to college. It's bad when these same politicians want to cut out our jobs but when they want to get elected they hire us to call these same people. Campaign Telemarketing. There are not enough jobs now. What will happen when the telemarketers are out

to pay unemployment for all these people. Because they will not be paying taxes & unemployment. These people that complain about getting these calls can just say No and hang up. I have more people complain about the call for election of the politicians than when I call to offer them insurance.

Please think very carefully before you put us all out of work. We all vote and pay taxes.

Thank you,

Debra Kinnaman
503 Johnson
Cornell, Il.
61319

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4/23/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington D.C 20554

Ref CG Docket No. 02-278
Rules and Regulations Implementing the Consumer Protection Act of 1991

I work in Des Plaines Ill on the Call floor. My function is a TSR I have been with my company for about 4 yrs Excellent products have been sold and purchased by many satisfied customers here in Teleperformance USA by my behalf. I believe all have been legal products and have legal product My duties here in the telemarketing industry makes about Fifty percent of my household income. Withou the approval of the FCC to oppose the FTC rules and regulations my dreams will be shattered. Please support Teleperformance USA's and the American telemarketing Association's proposed modifications to the FTC rules.

Sincerely Ezequiel Ros

Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

RECEIVED & INSPECTED
MAY 5 2003
FCC - MAILROOM

Ref. CG Docket No. 02-278
Rules and Regulations Implementing the Telephon Consumer Protection Act of 1991

I work in Oakbrook Terrace for Teleperformance USA. My job title is TSR. How do I feel about my job? Without this job, how will I provide for my family? ~~Because~~ It does play a big part in my living situations. Therefore I do value my job. The Products that we offer consumers can be very helpful, because many People do ~~wanna~~ want to know how their credit file is doing by being alerted without calling in, or being worried about using credit cards over the phone or internet. So my my job is to make consumers aware that there is a service out there. Should I lose my job, it will affect me as well as my family. Which means I would be forced to search for another job, which may take longer than a month to 6 months. ~~By~~ Leaving us jobless will leave more people with no income to pay bills, feed themselves as well as their families. When we call a cardholder and State who we are the customer is Not obligated to listen. ~~By~~ Simply saying I'm not intrested and hanging up will not affect their lives. Example: a lot of people do not like infommercials and the first thing they do is flip the channel. So if you do not want to hear, just tell us. So Please leave us with our jobs. The same way you work for the FCC to provide for you & your family is the same thing I'm trying to do for my family.

No, Do Not Call Registry!

Sincerely
Erika Jackson
Ericka Jackson

ADDRESS: 340 S. LAVERGNE CHICAGO, IL 60644

Commission's Secretary
Office of the Secretary
Federal Communications Comission
445 12th St. S.W.
Washington D.C. 20554

RECEIVED & INSPECTED
MAY 5 2003
FCC - MAILROOM

Ref. CG Docket No. 02-278
Rules and Regulation Implementing the Telephone Protection Act of 1991

I work in Oak Brook Terrace, IL for Teleperformance USA. It's a calling center which employers take inbound calls as well as make outbound calls. My title is TSR which is customer representative. I enjoy my job but like every job it's very frustrating at times. These types of jobs have great impact for families w/ financial trouble and we need the jobs. In my case I'm a

College student and this job as many Telemarketing jobs are very flexible with hours, days etc. The pay is not bad for putting me through school. I'm able to pay bills and have time to go to school. Also these jobs help single parent homes for people who are trying to get back on their feet. They are great for full-time and part-time jobs. They help all kind of social status family not just single parent homes - minorities or college students. There are employers working that work for the extra money or because they are retired.

There are people who are upset

because of Telemarketers calling at
the time. However there are people who
have use and appreciate us. There's
people who are unable to leave their
homes either because of illness or other life
situations. They could make payments,
re enroll in programs, take up offers with
out leaving their homes.

I strongly oppose the National Dnc list
and restrictions on Predictive Dialers and
support Teleperformance USA's, American
Telemarketing Association's to the
FTC. Rules.

Thank you,

Lubia Sanchez

1738 N. 34TH AVENUE
MELROSE PARK, IL 60165

4/23/2003

RECEIVED & INSPECTED
MAY 5 2003
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COMMISSION'S SECRETARY,
OFFICE OF THE SECRETARY,
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET, S.W.
WASHINGTON D.C. 20354

REF: CG DOCKET # 02-278
RULES AND REGULATIONS IMPLEMENTING
THE TELEPHONE CONSUMER PROTECTION
ACT OF 1991

MY NAME IS MARIO SANTACATERINA
AN EMPLOYEE OF TELEPERFORMANCE U.S.A.
IN OAK BROOK TERRACE, ILLINOIS.
I WORK AS A TELEPHONE SERVICE/SALES
REPRESENTATIVE IN CLIENT SUPPORT.
I AM WRITING TO LET YOU KNOW I
OPPOSE THE NATIONAL DO NOT CALL LIST
AND RESTRICTIONS ON PREDICTIVE
DIALERS.

THE REASONS FOR MY OPPOSITION
FOLLOW: (NEXT PAGE)

- I AM A PART-TIME RADIO PERSONALITY, AND TELEMARKETING/TELEPHONE SALES IS A GREAT CAREER OPTION FOR ME. I COMMUNICATE WELL WITH INDIVIDUALS AND FEEL PRODUCTS AND SERVICES I SELL HELP THEM WHEN I AM ON THE LINE WITH CLIENTS.

- THE SERVICES I SELL REALLY DO HELP CONSUMERS IF I HAVE A CHANCE TO TALK WITH THEM AND MAKE THEM AWARE. IF A CLIENT DOES NOT WANT THE PRODUCT, THEY ARE ABLE TO REFUSE, AND DISCONNECT.

- IF A PERSON FEELS ANNOYED, THEY SHOULD JUST NOT ANSWER THE PHONE. FEDERAL LAWS ARE NOT NECESSARY TO STOP MY FORM OF EMPLOYMENT.

- ENFORCING CURRENT LAWS MORE THOUROUGHLY WOULD PREVENT MANY COMPLAINTS CONSUMERS HAVE. ENFORCE WITH ALL COMPANIES — 9AM — 9PM CALLING HOURS. FINE COMPANIES WHO DO NOT COMPLY.

(B) FINEING AND CLOSING COMPANIES THAT CONTINUOSLY DO NOT COMPLY

(C) WORKING WITH TELEMARKETING COMPANIES DIRECTLY TO FORM LAWS THEY FEEL ARE REASONABLE

- SEVERAL PEOPLE WHO REALLY NEED A GOOD STEADY SOURCE OF INCOME, AND ARE NOT ABLE TO BE PART OF A BETTER POSITION BECAUSE OF TRAINING, WILL HAVE TO FIND OTHER POSITIONS. THAT WOULD STRAIN MORE AN ALREADY WEAK ECONOMY.

PLEASE CONSIDER MY COMMENTS IN YOUR DECISION, AND AGAIN OPPOSE A NATIONAL LIST.

THANK YOU FOR YOUR CONSIDERATION ON THIS ON THIS TOPIC.

MR. SANTACATERINA
6325 S. Elm Street
Burr Ridge, IL 60529

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington DC 20554

CG Docket #02-278

LATOYA Bradford

RECEIVED & INSPECTED
MAY 5 2003
FCC - MAILROOM

April 24, 2004

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th street, SW
Washington, D.C. 20554

Ref: CG Docket no 02-278
Rules and Regulations implementing
the telephone consumer protection
act of 1991

My name is LaTaya Bradford
and I am a employee at
Teleperformance USA located
on 4710 W 95th street in
Oaktown, Ill. I am a
Telephone Sales Representative
I have been with this
company for only two month's
and I enjoy doing my work
I love this job because it's
a great learning and fun
experience. The products we
PROVIDE ~~sell~~ (to me) basically sell
themselves because what we
sell people here about them every

LATOYA Bradford

day. If I lost my job it would be very hard for me to survive. I wouldn't be able to take care of my son or me I wouldn't be able to pay my bills or find another job. Now in this society it has been very hard for people to keep there jobs let along trying to find one. I truly do appose the National DNC list and restrictions. [redacted] and I support Teleperformance USA and the American Telemarketing Associations. If we stop Telemarkerts from calling the these services providers would just find other ways to sell their products [redacted] either by mail which wouldn't work or by door to door selling and I know I would rather hear the door [redacted] Telephone ringing then my door bell wouldn't you?

Please consider other people lives when you make this life threatening decision
Thank you for your consideration

Saitya Bradford

LATIFA KURDY

4/24/2003

RECEIVED & INSPECTED
MAY 5 2003
FCC - MAILROOM

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I am Latifa Kurdy an employed insurance agent for Teleperformance USA. Teleperformance USA is located in Oakbrook, Illinois. My job supports my four children, house mortgage, bills as well as my self. As a liscenced agent I value my job and I enjoy the work that I am doing. I deal with consumer and customer sales. If the FCC takes my job away my four children and I would have to resort to welfare, unemployment, and goverment programs. I don't know how I would make ends meet the way that this economy is drastically changing. Loosing my job would result in more tribulations that lowering my income, I could possibly loose my home, and it would be even more difficult to support my family. I Latifa Kurdy oppose

the National DNC list and restrictions on Predictive Dialers. I support TelePerformance USA and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank You for your full consideration on this topic.
Latifa Kurdy

SUAD GHOULEH

4/24/2003

RECEIVED & INSPECTED
MAY 5 2003
FCC - MAILROOM

Commissions Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Re: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

My name is Suad Ghouleh and I am an employee of Teleperformance USA located in Oaklawn, Illinois. I am an insurance agent and I deal with client services and sales. Teleperformance provides the only source of income in my home which consist of me and my three daughters. My job is very important to me and my three children because without it I would have to resort to unemployment and possibly welfare. I have been employed as an agent for 5 years and a taxpayer for more. I know that my vote will count in the next elections and in regards I hope that my voice counts now. With the economy experiencing this hardship I am doing everything in my power to keep my job because

inding a job is difficult and loosing one is even
ore difficult. These are just a few reasons why
I, Suad Ghaleh oppose the National DNC
ist and restrictions on Predictive Dialers.
I support Teleperformance USA and the
American Telemarketing Associations proposed
nodifications to the FTC rules.

Thank you for your full consideration on this topic.
Suad Ghouleh

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington DC 20554

CG Docket #02-278

RECEIVED & INSPECTED
MAY 5 2003
FCC - MAILROOM

4-24-03
Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington D.C. 20554

My name is Michelle Taylor, and I am a TSR at Market USA in Chicago, Ill. I feel that telemarketing should not be put on the National Do not call Registry because this job helps me to support myself, and my children, while I get myself a college education. I also feel that Accidental Death Insurance is a good thing to have because people die accidentally everyday, and when something unfortunate like that happens, their families can be taken care of. In conclusion, I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposal modifications to the FTC rules.

Michelle Taylor
17 S. 17th Ave
MAYWOOD, IL 60153

04-25-03

To; Commission's Secretary
Office of the Secretary
Federal Communication Commission
445 12th ST SW
Washington DC. 20554

RECEIVED & INSPECTED
MAY 5 2003
FCC - MAILROOM

CG DOCKET 02-278

Dear Sirs:

I work as an insurance agent for Teleperformance USA in Oak Lawn, IL. This is a telemarketing company. I also am a part time musician and photographer. This job MAINLY pays my rent, my bills, & also has health insurance and a 401 K plan. Telemarketing is a legitimate job.

I support such companies as JBL, Guild guitars, Tascam, Canon Cameras, HP, Compaq, Chevrolet Cars. Without this job I wouldn't have the means or the freedom to pursue my other interests. I am not stupid. In fact I have a college degree. Please, try to understand the consequences of every telemarketer losing their jobs. Not only will they lose their job, unemployment will skyrocket. In todays economy I hope you will take into consideration the devasting effect it will have on not only telemarketing, but the economy in general. What happened to the right of Free Speech in America?

Yours truly,
Sharon Gilley

RECEIVED & INSPECTED
MAY 5 2003
FCC - MAILROOM

My name is Michael Blake and I have been employed by teleperformance USA formely Market USA for a period of five years. during this time I have held various positions with the company starting by calling customers to supivisor. I have offered customers a number of services and products offered by reputable corporations including MBNA, Sears, citi Bank we also have called many States for political issues of great importance. By my own account these services were welcomed by customers who otherwise would not have known about services being offered. During this time at teleperformance I have learned a variety of skills which help me with my life both at and off work. this company and others like it provide flexable hours, and stability for some who other wise would not be employed, I also know of handicaped workers who would not be working at all if not for the telemarketing Companies Bottom line for me is I really love my job and those I work with and contact. On a personal note I am a middle aged male who recently had a heart attack and with out employmet I would have a very hard time finding a provider to insure me, not to mention high cost of medication I do need to survive Please let us do our job

Sincerely
Michael Blake

9231 Roberts Road
Apt. 2E Hickory Hills IL
60457

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington DC 20554

CG Docket #02-278

Martineous Miller

RECEIVED & INSPECTED
MAY 5 2003
FCC - MAILROOM

April 25, 2003

Commisson's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Dear FCC

My name is Martineous Miller I am an employee at Teleperformance USA in Oak Lawn Illinois. I am currently a TSR, but I have worked in the QA Department as well. I feel that this company can use some improvements, but what company dosen't. This job has supported me for the past year and a half, and with that I can't do much complaining. The products and services that we offer are valuable for preventive reasons, so it goes to the need of the consumer. In an economy which all ready makes it difficult

Martineous Miller

to find a job, let alone a ~~carrier~~ carrer, Telemarketing is a field where people have a way to compensate for their needs. I agree it's not the greatest job, but it is a way for people to bring home food to put on their tables. Each person has a diffrent need, and lifestyle, sometimes this feild fits the needs to a tee. This job is great for students, mothers, fathers, less educated people with great ~~commuco~~ communication skills, people inbetween jobs, people who need an extra income to suppo their lifestyles, and even those whom may have had a run-in with the law. This list goes on and on. The goverment already isn't creating more jobs, and unemployment is high, by cutting back more jobs what do you expect the outcome to be. I think this decesion should be review very carefuly, and made in the best intent for the consumer as well as the hardworking people whom keep this bussiness prospering. We as adults are responseab