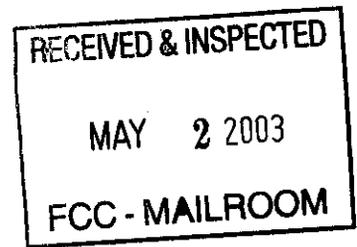


April 24, 2003



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 Greg Dudeczyk. I am employed by Teleperformance USA, a telemarketing firm located in Oakbrook Terrace, IL. My position is Manager-Planning and Scheduling.

I am writing this letter in opposition to CG Docket No. 02-078. The telemarketing industry directly employs several hundred thousand employees and the clients that it provides meaningful services to, employee millions. Supporting this docket will further exacerbate an already anemic economy, removing taxable dollars for usage in numerous governmental programs. It will add to the growing unemployment list and cause undue financial hardships for millions of families.

I oppose the National Do-Not-Call Registry and restrictions on Predictive Dialers. I urge the FCC to reaffirm its prior stance that company-specific-do-not-call lists can effectively protect consumers without unduly burdening the teleservices industry and killing the jobs it creates. I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Gregory Dudeczyk

A handwritten signature in black ink that reads "Gregory Dudeczyk". The signature is written in a cursive style.

10143 S. 53rd Avenue
Oak Lawn, IL 60453

.....

Teleperformance USA

RECEIVED & INSPECTED
MAY 2 2003
FCC - MAILROOM

April 24, 2003

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

Dear Sir or Madam:

My name is Rashida Kilgore, I have been working telemarketing industry for the past 6 years. I am a single mother of 5 children and without this job which is very important to me I would not be able to support my children. I am currently employeed as a supervisor of Teleperformance USA, which is an ethical company that respects their customers and who already has in place a "Do-Not-Solicit" policy that I fell is accomplishing the objective of protecting the consumers. I do not feel there is a nedd for a National Do-Not-Call registry that could and would hurt an already suffering economy.

I am in opposition to the Natonal DNC list an restrictions on Predictive Dialers. I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

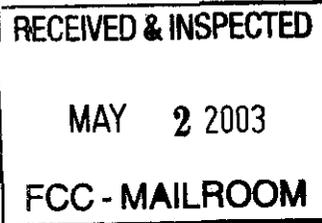
Sincerely,


Rashida Kilgore
Supervisor

.....



Teleperformance USA



Tuesday, April 22, 2003

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 Maribel Rocha and I work at Teleperformance USA in Oakbrook Terrace Illinois. I am the Administrative Assistant for Teleperformance USA. My job is very important to me. I need to pay my bills like every other hard working American.

The telemarketing industry would not be the only one effected. There are all different companies that will be effected too. Thousands of good hard working people with families would be put of work. Eliminating these jobs would only make the unemployment and welfare have higher rates. Please keep in mind all the lives that will be effected by the National DNC.

I am definitely opposing the National DO-Not -Call list and restrictions on the predictive dialers and I support Teleperformance USA and the American Telemarketing Association's proposed modification to the FTC rules.

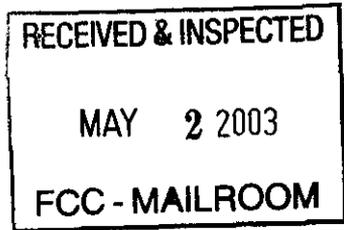
Thank you for your consideration on this topic.

Maribel Rocha

29 N Biermann Ave
Villa Park, IL 60181

Thursday, April 24, 2003

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

Dear Sir or Madam –

I'm writing this letter in the hopes that I may be able to put a face on the popular misconception of the unwanted, faceless "telemarketer".

I am a Quality Assurance Supervisor for a large inbound call center in Chicago, Illinois. The company I work for is called Teleperformance USA. We have a large number of call centers in the United States and abroad. I've been working with the company now for about five years. Before this, I was an art student and worked part-time telemarketing for various arts organizations. That led me to this company, where I've been able to acquire many skills and also to "move up the ladder" to a better paying position with more responsibility. My experience working here has not only afforded me valuable personal growth, but of course it's how I make my living. It puts dinner on my table and a roof over my head. I am a hard-working, tax-paying person like anybody else. I have cable, internet, my own place in the city and a car. What I do for a living is honest and I believe the products my company sells are valuable to people. We offer credit protection and credit monitoring services to our customers, as well as licensed insurance agents selling accidental death insurance.

I do understand that sometimes telemarketers call us at the wrong times. We could be in the middle of dinner, or changing the babies diapers, etc. But I still feel people who do not want to answer the phone when it rings should either A) not answer the phone or B) say no thanks and hang-up.

I strongly oppose the National DNC list and restrictions on Predictive Dialers. If this goes through, it could cost me my job, in fact it could very well cost thousands, if not millions of Americans their jobs. I know I don't have to mention that this is a very difficult time to have to find a job, but imagine if not only did you need a new job, but a new career all together! The telemarketing field is a legitimate industry, employing many, many people who are otherwise limited in their career opportunities – eg. working mothers, minorities, etc. If I, personally, were to lose this job, I would also be losing my medical/dental insurance. Not being a high-paid individual, I have no savings to dip into. So I can't imagine how I would pay my car insurance, bills or rent.

I understand that pushy telemarketers can be an annoyance. But I do not feel it's such an annoyance that it justifies legislating a measure that could effectively destroy thousands of lives. I ask that you hear our side of this issue, and please support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your consideration.

Jeff Zolkes
641 W. Patterson #3N
Chicago, IL 60613



April 24, 2003

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

To All This May Concern,

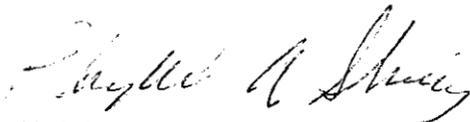
I am a single mother of two children and have worked for Teleperformance in Oak Lawn, IL for five years, two years as a telemarketer and three years as an insurance agent. Telemarketing has given me a chance to take my college education and skills and relate them to the real world. I came into Teleperformance, (at the time, known as Market USA), in 1998 knowing I could move up in the company. In 1999 I was given a chance to become an insurance agent for my company and sell a fabulous rider for a life insurance policy that anyone over age 18 could benefit from.

Ninety Five percent of the time my customers were quite polite. They listened to what I had to say about the benefits of the plan. I always listened with the most respect and answered their questions to the best of my knowledge. Even the few customers that weren't quite pleasant exposed their personal lives and feelings to me in a certain way that anyone would take to heart. Some of the customers just needed to talk to someone and some just would listen to me with their respect and turn me down. Either way the communication between a telemarketer and his/her customers sums up one thing, " We all need communication". Communication makes us feel important to the world. It educates our minds in ways we couldn't imagine.

For these past five years I have developed enough communication skills from being a telemarketer that I wish and hope my children as well as all others will be able to experience sometime in their future. If I loose my job now, me and my children will be living on public aid. We will be forced to find food pantries and living on unemployment. "DOES THE GOVERNMENT REALLY WANT TO SPEND MORE MONEY?" If we all loose our jobs, there will not be enough of government funds to go around.

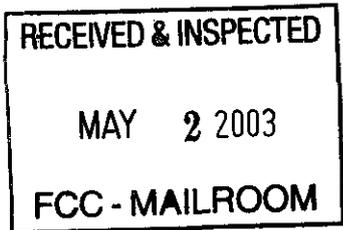
I am opposing the National DNC list and restrictions on Predictive Dialers. I support the Teleperformance USA's and the American Telemarketing Associate's proposed modification to the FTC rules. After all we are all registered voters of the United States and we will vote for the candidate that will keep people from loosing their jobs.

Thank you for your full consideration on this topic.



Phyllis Shirey
8800 S. Harlem Lot #1402
Bridgeview, IL 60455

4/23/03
Commissions Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington DC 20554



Ref: CG Docket No. 02-278

My name is Susan Simanis, and I am currently a shift supervisor with Teleperformance USA, located in Oak Lawn IL. I have been with this company for 9 years and I would like to take this opportunity to express my opposition to instituting the National Do Not Call Registry. If this policy were to go into effect, it would hurt an already struggling economy, the effects of which could possibly leave millions of Americans unemployed.

Having been in the telemarketing industry for 9 years, this has afforded me the opportunity to see the variety of people this industry employs. We have single mom's who are able to work do to the flexibility, senior citizens who cannot make it on Social Security alone, and the handicapped who are limited to the type of work they are able to do. There are families whose lives could be harshly impacted by this policy.

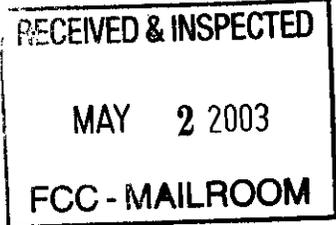
I have also come to learn that telemarketers provide a vital service to the public. We are able to bring them quality services and products that they other wise might not have had access to.

As an American and a registered voter I oppose the National DNC lists and restrictions on Predictive Dialers. I ask that you consider supporting Teleperformance USA's and American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.


Susan Simanis
19116 Darla Trail
Mokena IL 60448

April 24, 2003



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

Ref: CG Docket # 02-278

Rules & Regulations Implementing the Telephone Consumer Protection Act of
1991

To Whom It May Concern:

The company I work for is Teleperformance USA, in Oak Lawn Illinois. I am an auditor for the verification department. We handle calls for Sears and Citibank, and various other companies.

Our job is to inform the customer of the great offers, which are available to them, at low cost rates.

In my opinion, this is a great opportunity for many people that are unaware of these values. It gives the customer a chance to try them out and make their own decisions. They are being informed of the choices they have at their disposal.

In any telemarketing job, there will always be some that will disagree, but I think the majority will consider this a great service.

The companies we work for are well known and their reputations are greatly admired for good service. The loss of this job will deeply affect the welfare of millions of people, including myself. I am a single person and the loss of this job would be crucial to me financially. Healthcare would be deeply affected.

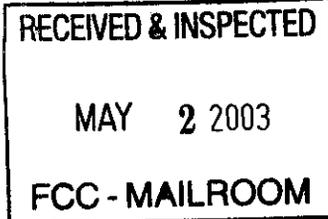
In the wake of a sagging economy, I believe the FCC should reconsider these restrictions on the telemarketing companies.

This decision will jeopardize the country and put people on unemployment and welfare. Taxes are sure to go up and the crime rate will increase. I hope the FCC will reexamine their decision for the good of all the people involved in the crisis.

Jeanne Steele
1720 w 80 th st
Chicago Illinois 60620

April 24, 2003

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
1991
Teleperformance USA Call Center Chicago, Illinois
Telemarketer Service Representative

To whom it may concern, I am addressing you to tell you how important my job is to my family and me. I am a law abiding, register voter, tax paying citizen whose job is on the line and whose voice wants to be heard. My job is not at times the best but who have a job that is stress free every working day. I work for an outside company Intersections Inc. Who sells a service that will protect cardholders against Identity theft and Credit Card fraud, in which I personally believe is an excellent service. The individuals to whom I'm calling all over the United States deserves to hear how and what they can do to prevent crimes from happening in their financial lives. If calling and informing or bugging is what I'm accused of doing then so be it. One out of one -hundred calls I make a day I do make a change in someone life, if it's not selling the product then it's communicating to an elderly person who probably haven't talked with someone in a long time. My job is the reason I have a roof over my head, food in my fridge and a sane mind. If I lose my job tomorrow I will have to compete with thousands of others in my same situation. I will also have to sacrifice other bills to keep a roof over my family's head. I truly oppose the National DNC list and restrictions on Predictive Dialers and that you support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

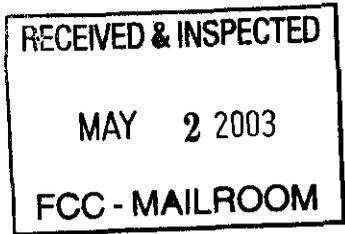
Thank you for your full consideration on this topic.

Sincerely,



Melanie L. Morrow
E-mail: mlashaunmorrow@prodigy.net
9520 S. Parnell Ave.
Chicago, Illinois 60628

Thomas Floyd Dinaro
14647 Lamon Ave. #1-S
Midlothian, IL 60445



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

Thursday, April 24th 2003

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

Dear Federal Communications Commission:

I work at an outbound calling center located in Oak Lawn, Illinois for TeleperformanceUSA as a Floor Supervisor. Beginning as a Telemarketing Sales Representative for TeleperformanceUSA on the phone in October of 1993, I've performed a myriad of functions throughout my nine plus years of tenure. The one firm theme running throughout the many jobs this industry provides is simply this: Customer Courtesy. Without the customer's satisfaction the industry would perish of its own accord. That's why our industry is so diligent and safeguards their customer's wishes — to accept, to decline, or to be removed from the calling list.

With the moneys earned through my employer, I've helped put my sister through school. She's now a Special Education School Teacher, her specialty is Behavioral Disorders. There is a direct link between this industry and her being a much needed asset to the community. With the moneys earned through my employer, I've contributed highly to the Muscular Dystrophy Association — both monetarily and bodily — participating in the Summer Camp program for six years. There's a direct link between this industry and children afflicted with Muscular Dystrophy enjoying a week at camp.

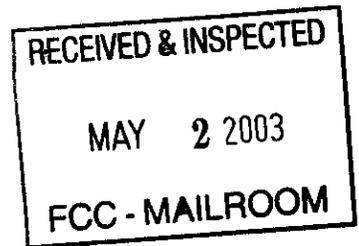
Put simply: I oppose the National DNC list and the restrictions on Predictive Dialers. Furthermore, I support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

A handwritten signature in cursive script that reads "Thomas F. Dinaro".

Thomas Floyd Dinaro

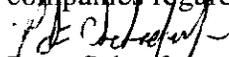
April 24, 2003



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

Ref: CG Docket # 02-278
Rules & Regulations Implementing the Telephone Consumer Protection Act of
1991

I work for Teleperformance USA in OakLawn, Illinois. I am a TSR that mainly calls Sears card customers for Accidental Death Insurance coverage, something that people need but may not know how to acquire, especially young married couples. To be perfectly honest, telemarketing was not my first choice of employment. I've been in the business though for over 20 years and it is something that I am quite good at. It gives me a sense of accomplishment and the government and public does not have to support me with unemployment insurance or food stamps. I am 42 years old and it would be almost impossible to start a new career at this stage of my life. I am very sympathetic to people who do not like or want telemarketing calls but feel a "National Do Not Call List" is not the answer to the problem. The general public automatically assumes that when their phone rings and they answer it and hear a solicitor on the other end, that it is a scam artist trying to rip them off. The media goes to great lengths to give the public this impression by showing the bad side of the telemarketing industry and never shows how it helps the economy or the public. I also feel legitimate telemarketing businesses, like TeleperformanceUSA can police this problem in house without the FCC and The government stepping in with this outrageous NATIONAL DO NOT CALL LIST. I do realize that you are trying to put an end to the scam artist out there but you will put millions of hard working Americans, like myself out of work in the process. In fact the general public can be blamed in part for getting the calls they receive. If a credit card customer does not want to be solicited, then they should read their credit card applications more carefully and request that the Card Company not call them unless there is an emergency with their card. If they do not want calls on their cell phones or at work, them they should not supply those numbers to the credit card companies. It does not take a rocket scientist to figure out where the real problem lies, it is with the general public! There are also quite a few people out there that do not mind being contacted by legitimate companies regarding offers or products.


Peter Schaefer

11429 S. Lamon
Alsip Illinois 60803

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MAY 2 2003

FCC - MAILROOM



Teleperformance USA
GLOBAL TELEMARKETING & TELESERVICES SOLUTIONS

April 25, 2003

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

Ref: CG Docket #02/278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Dear Sir or Madam:

I am an Administrative Supervisor for Teleperformance USA, Oak Lawn, Illinois. I handle facility payroll, clerical, quality assurance and various administrative duties at this location. I am writing to appeal to you not to follow the FTC in authorizing a National-Do-Not-Call Registry.

There are approximately 160 employees at our facility alone, not to mention the thousands of other like us across the country. Many of these employees are like myself, single mothers trying to raise families and run homes. Many are minorities. Others are young students supplementing their income while attending school full time. Still others are seniors who find they were not able to make ends meet on a fixed income. All of us are dependent upon the telemarketing industry for our livelihood.

Teleperformance USA is a reputable business promoting useful goods and services. We hold high standards to ensure customer satisfaction and quality. The company already has in place a proven company/client-specific do-not-call list that is strictly followed.

A National Do-Not-Call Registry can only further damage an already ailing economy, by decreasing the overall workforce, loss of tax dollars to the government and increased welfare and unemployment costs.

It is with all of this in mind that I implore you to not authorize the National Do-Not-Call Registry.

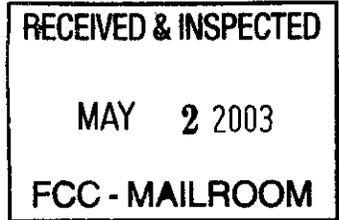
Sincerely,

A handwritten signature in black ink, appearing to read 'Mary Jo Toscano', written in a cursive style.

Mary Jo Toscano
Administrative Supervisor

April 24, 2003

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



Ref: CG Docket # 02-278

Rules & Regulations Implementing the Telephone Consumer Protection Act of 1991

To Whom It May Concern:

I work in Oak Lawn, Illinois for a large telemarketing firm called Teleperformance USA. I started as a telephone sales representative several years ago, and was then promoted to an Insurance Agent after taking the class and test required by the state of Illinois to become a licensed agent. The class and the fee for the test were paid for by Teleperformance USA. I am now the assistant to the Administrative Supervisor.

I enjoy my job and feel we do a service for the customers of all of our clients. We offer affordable and very important products to individuals who might not have this opportunity to hear about the offer if it wasn't for us.

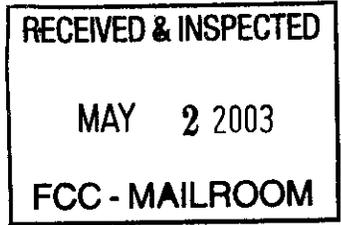
Teleperformance employs over two hundred people in this location alone. Many are single moms, who need this job to feed their family, college students who need this job to pay for their tuition, high school students, senior citizens, who need to supplement their income, or people like me that use this job as a supplement to the household primary income.

I'm opposed to the DNC list and the restrictions it imposes on Telemarketing companies. I feel the DNC list will have a very negative impact on the telemarketing industry and will leave millions without jobs, therefore placing even more people on unemployment and welfare. This action will do more damage to an already weak economy. As a voter and taxpayer I urge you **NOT pass** this regulation.



Marilyn Cantore
9109 s Clifton Park
Evergreen Park IL 60805

April 24, 2003



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

Ref: CG Docket # 02-278
Rules and Regulations Implementing the TCPA of 1991

I work in Oak Lawn, Illinois, for Teleperformance USA in their calling center. I am the Human Resource Generalist, and this office employs two hundred people. I have been employed here for five years.

I enjoy my job because I like dealing with people. I also feel that my function in this community is very important. It gives opportunity for employment to people who might not otherwise have this chance. We employ many single moms who are the sole support of their family, college students, who need this job to get them through school, retired people who use this job to supplement their meager income and high school students on work programs.

As you can see, this job is important to many; losing it would be very devastating to them, myself included. My daughter is starting college in the fall and I am depending on this job to pay for her college tuition.

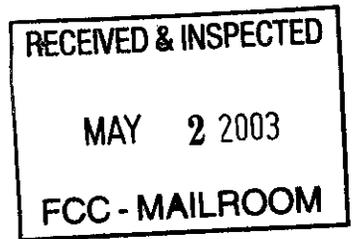
I am very opposed to the National DNC list and the restrictions being imposed by the proposed modifications to the FTC rules. Millions of jobs are at risk. Passing National DNC list will put many more people on unemployment and welfare and hurt our already fragile economy.

A handwritten signature in cursive script that reads "Jeanne Hayner".

Jeanne Hayner
9122 s Harding Ave.
Evergreen Park IL 60805

April 24, 2003

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



Ref: CG Docket # 02-278
Rules & Regulations Implementing the Telephone Consumer Protection Act of 1991

To Whom It May Concern:

I have worked in the telemarketing business in Oak Lawn Illinois, at Teleperformance USA, for eleven plus years. I worked my way from being a caller to lead supervisor of the evening shift. I have seen people work here who were attending high school and college, people who were struggling to support their family, people who had disabilities and could not work other jobs. These are people, yes real live people who without this telemarketing job will end up on welfare, unemployment or out on the street, along with their families.

Having a nationwide DO NOT CALL list will put a huge dent in the telemarketing business and millions will be jobless. And who is going to be paying for their unemployment? The same people who insisted on the DNC list. Do they realize that?

Telemarketing offers various services and products that are valuable to many individuals; all you have to do is listen to the call. Yes, there are "bad" companies out there, but few. And like any situation, the media usually reports only about the negative, not the positive. There should be news items about the good that telemarketing does. I am seriously concerned about the affect this nationwide DNC list will have. I do not believe enough information has been gathered and actually reported to the public. Let each company have their own DNC list, but don't harm the lives of so many millions of people that would be affected.

A handwritten signature in cursive script that reads "Mary Galarowicz".

Mary Galarowicz
9461 Waterfall Glen Blvd.
Darien, IL 60561

**Karen Culps
Chicago, IL**

RECEIVED & INSPECTED
MAY 2 2003
FCC - MAILROOM

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

Thursday, April 24, 2003

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

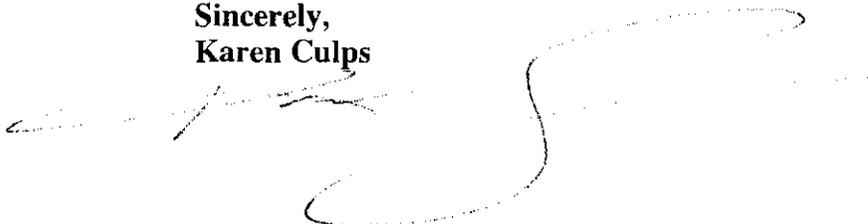
Dear Federal Communications Commission:

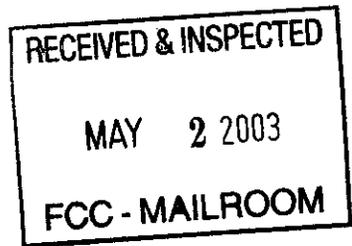
Working for Teleperformance USA in the outbound calling center located in OakLawn, Illinois as a shift supervisor, my family and I have come to depend on this industry more than we ever thought we would, or could. Beginning as a sales representative on the phones more than four years ago, I can certainly relate to the role of both the telemarketer and a customer, pros and cons. It is more than a cliché that the Customer Is Always Right, because in this business it's treated as Divine Law...and that's not an exaggeration.

Being an African American woman, a single mother, and a college graduate, I am proud to be an upstanding asset to my community because I am gainfully employed. I also support and offer a product which helps individuals protect themselves from identity theft and offer insurance to benefit family needs. The workplace for me provides food for my family, a home, and tax revenue paid appropriately...all gained through a professional and reputable source.

I am writing this letter in opposition of the National DNC list and the restrictions on predictive dialers. However, I do support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

**Sincerely,
Karen Culps**





24 April 2003
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**

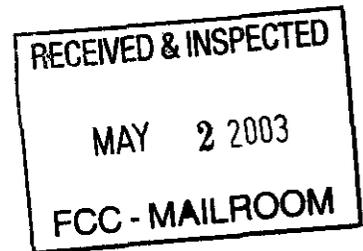
My name is Maricella Arteaga and I'm currently employed at Teleperformance USA's Oak Lawn location in Illinois. I am a licensed insurance agent who works on behalf of Sears Life Insurance company, offering Sears credit cardholders a chance to review an Accidental Death Insurance Policy. I have been employed at this location for four years, and am confident and comfortable in my working environment. I feel that as a telemarketer, we are given a negative image, when in actuality, what I do benefits people. We are offering a service that people not only want, they also need. There are countless accidents every year, and we are providing people with affordable protection in case of these tragedies. As a working mother of three, I appreciate that I am able to do a job that I believe really contributes something to people when they need it the most. If I were to lose this job, my family would suffer greatly, being as my husband and I both work to support our children. I believe that there is a need for the work that I am doing, and I strongly oppose the National Do Not Call List and restrictions on Predictive Dialers, and support telemarketers everywhere who are just trying to do their jobs. Without these jobs, not only would myself and the millions of other telemarketers suffer, but the already shaky economy would be even worse than it is right now. Thank you for taking the time to read this letter.

Sincerely,

A handwritten signature in cursive script that reads "Maricella Arteaga".

Maricella Arteaga
4121 So. Rockwell
Chicago, IL 60632

24 April 2003
Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554
Ref: CG Docket No. 02-278

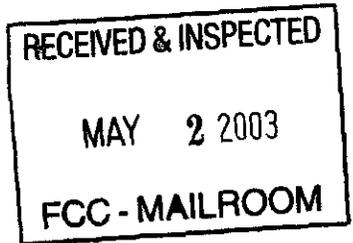


**Rules and Regulations Implementing the Telephone Consumer
Protection Act of 1991**

My name is Ashley Canzona, and I'm currently employed at Teleperformance USA's Oak Lawn location in Illinois. I have been working here for a year and a half, and have called both Sears and Citibank card members as a telemarketing sales representative. I know that people make negative assumptions about telemarketers in general, that they are just a minor annoyance and harassment, but I strongly disagree. After working at Teleperformance USA, I can see that telemarketers are just people trying to do a job, just like everyone else. At my job, I'm not randomly calling people asking them for money or anything like that. We call people that we already have an established relationship with, through their credit card company, and offer a service that they could benefit from. I do not consider that harassment in any form. As a full time college student, this job is both convenient to and complements my hectic schedule in a way that most jobs do not. I oppose the National Do Not Call list and restrictions on Predictive Dialers, and am in favor of Teleperformance USA's and the American Telemarketing Association's proposed modifications to the Federal Trade Commission's rules. Thank you.

Sincerely,

Ashley Canzona
7125 So. Albany Ave
Chicago, IL 60629



April 24, 2003

Commission's Secretary
Office of the Communications Commission
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 Amanda Augustine. I work in the QA department at Teleperformance USA in Streator, Illinois.

My job is very important to me. The products we sell to our customers are of great value. The life insurance we sell is very reasonably priced for great coverage. A lot of our customers see the value and accept to take the policies to help protect their family's futures. All of us at Teleperformance USA enjoy bringing that piece of mind to our customers. It is a great feeling knowing that you are helping many people protect the futures of their families.

I have a three-year old son, and have recently been married. We have just taken out a home loan in July and bought a house in a nice neighborhood. My job makes it possible to live in my own house and pay all of my bills. If Teleperformance USA were to close due changes in telecommunications laws I would lose my house and not be able to afford to pay rent to live somewhere else.

I oppose the National Do Not Call List and the restrictions on Predictive Dialers, which would cost a lot of people who are just trying to make a living their livelihood. I support the Teleperformance USA and the American Telemarketing Association's proposed modifications to the FTC Rules, which could save a lot of people's livelihoods.

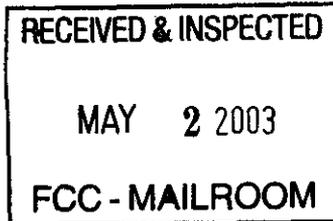
Thank You for your full consideration on this topic.

A handwritten signature in cursive script that reads "Amanda Augustine".

Amanda Augustine
605 West Stanton Street
Streator, IL 61364

4-24-03

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 Telephone Consumer Protection Act of 1991

My name is Deeanna Jacot and I work at Teleperformance USA in Beloit, Wisconsin. I have work for this company for 13 ½ years. I am currently the Facility Manager. When I started with the company I was working two other jobs to help pay for medical bills I had incurred due to an injury. I started in the clerical department and through the years have been promoted to various positions in the company.

I enjoy my job and feel we provide valuable services to our customers. We sell a variety of products including insurance and membership services. I will never forget a customer we had sold and Accidental Death Insurance policy to. About four months after she had purchased the Insurance she called to thank us for calling her to sell her the Insurance. Her husband had been killed in an accident and she said she wouldn't have been able to support her family if she wouldn't have had the insurance. Some people find us annoying, but there are consumers who find our products and services to be of great value to them.

My job is very important to my family and me. I live in a community of about 38,000 people. There are not very many employment opportunities in our area. Since April 1st, 2003 I have watch my workload dwindle because of the new rules and regulations that have been implemented. I've had to down size my work force and it's heart wrenching to see these people with out jobs. Many of them single mothers, with little or no experience to obtain other employment. It would be devastating to our community if we were to loose our jobs. The unemployment and welfare rates would rise significantly.

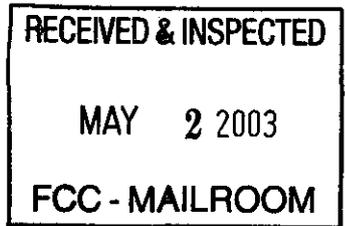
I oppose the National DNC list and restrictions on Predictive Dialers. I full support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Deeanna Jacot

Deeanna Jacot
929 Third St
Beloit, WI 53511

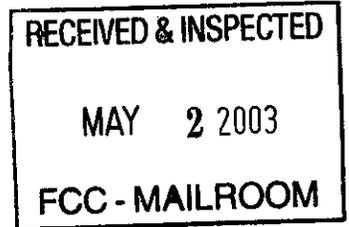
*Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St, SW
Washington DC 20554*



CG DOCKET 02-278

My name is Thomas Croft, I am a supervisor for Teleperformance USA formerly Market USA. I started work for this company in 1989. Telemarketing has helped me support my family for 14 years. I am proud to have been a part of the product we sell and the people we sell them to. We have implemented the rules of TCPA and sent copies to customers who wanted them. I oppose the National DNC list and restrictions on predictive dialers, and I support Teleperformance USA and the American Telemarketing Association's proposed modifications to the FTC rules.

*Thomas Croft
902 Gerald Ave
Beloit, WI 53511*



4-24-03

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

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

I work at TeleformanceUSA which is located in Beloit, Wi. I am the Quality Assurance Group Leader at this facility. Ive been working here for almost 5 years. I really enjoy working here. I also like my job, my employer and also my fellow employees.

I believe in the products that we sell and that they benefit the people that it is offered to. The products do help people in everyday life to save money on various things.

My job here is to make sure the sales that are made everyday are to their best quality before anything is sent out to the customer.

If I was ever to lose my job, my daughter and I would suffer through it severely. I am a single mother with a 3 year old little girl. I do not get any child support from her father so the income I make here is the only income I have to raise her and provide for her.

I oppose the National DNC list and restrictions on Predictive Dialers and I strongly support TeleformanceUSA and the American Telemarketing Associations proposed modifications to the FTC rules.

Tina Maavich
1956 Colony Ct. Apt. 2
Beloit, Wi 53511

RECEIVED & INSPECTED
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April 24, 2003

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 Act of 1991

I work at a call center at Teleperformance USA located in Beloit, WI. I am the Administrative Coordinator/ Payroll Clerk. I handle all hourly payroll for our facility. Over the years of working at this company I realize already what an impact it is on employees because of new rules and regulations in different states. There are more layoffs, cutbacks and condensing. A year or so ago, we had a facility that had 48 stations. We filled those stations with employees for 2 shifts and we had plenty of work for everyone. Currently, we are struggling to get inventory in for a handful of people that we have working. Employees are calling the facility everyday wondering if we will have work for them soon. I know that many of them are like me, a single mother, just trying to make a living.

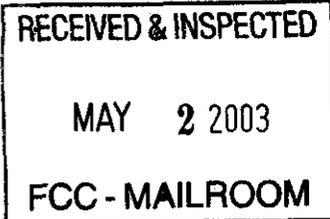
I understand that there are people out there making a bad name for telemarketing companies. They are scam artists looking for ways to trick consumers over the phone; however, not all companies are like that. We are just regular working employees presenting a product and hoping consumers will buy them. We abide by the rules and regulations and take them very serious.

The consumers are not alone, we as telemarketers also receive phone solicitations. We also wonder if what they are selling are legit. If I have doubts, I simply say "No thank you" and hang up instead of authorizing a National Do-Not-Call Registry, which would put even more of our employees on Unemployment and Welfare.

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

Thank you for your full cooperation on this topic.

Carrie DeVoe
Carrie DeVoe
1956 Colony Ct. Apt#8
Beloit, WI 53511



April 25th, 2003

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

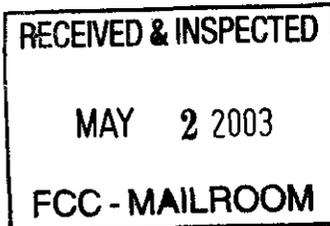
I am the Human Resources Generalist for Teleperformance USA in Beloit, Wisconsin. We are a reputable telemarketing company that has shown consistent quality. We have not sold a service at the expense of a customer's well being. We have been in business for 14 years in the Beloit area. The impact of these new laws has been devastating to our employees. On March 25th, our Loves Park office had to temporarily close causing 150 employees to become unemployed. It was a terrible thing to witness. We predominantly employ single mothers and people who do not have many other employment options. So every time we have to lay someone off, it not only affects their life but their children and families. Our Beloit office has not been at full capacity since March 31st, 2003. We are now starting to bring those who have been laid off back to work since we amended the scripts to accommodate the changes in the law. I think the government needs to concentrate on each telemarketing company, not judge them as a whole. We are not ignorant to the fact that some companies fail to abide by the TCPA and other laws out there to govern telemarketing. We feel you should penalize the companies that are violating these laws, but do not generalize and punish all companies. We are real people with real families and it is necessary for us to continue to offer these entry-level positions to people who just do not have other opportunities.

I am also a single mother myself and I do not know what I would do if I was unable to continue working here. They offer me the ability to earn the necessary money I need and the flexibility to care for my children. I have been here for over six years and I am a person. I am someone who can relate to the nuisance of telemarketing calls and have privacy guard on my home phone. However, I am not someone who believes that thousands of people should become unemployed to make my life more convenient.

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

Thank you for your full consideration on this topic.

Angela Fisk
Angela Fisk
1212 Eighth Street
Beloit, WI 53511



04/24/03

Commissions Secretary
Office of the Secretary
Federal Communications Commission
445 twelfth st.sw
Washington D.C. 20554
CG Docket no. 02-278

Rules and regulations implementing the Telephone Consumer Protection Act of 1991

I work at Teleperformance Usa located in Beloit Wisconsin. I am the Quality Assurance supervisor. I have been employed almost 9 years with this business. I enjoy my job, employer and fellow employees

I believe that we sell our products and services to help people out with stresses of their everyday lives.

My job is to make sure our sales are of good quality before they are sold to customers. If i were to lose

my job my family would suffer a great deal due to the fact that i am a single parent with 2 children. I oppose

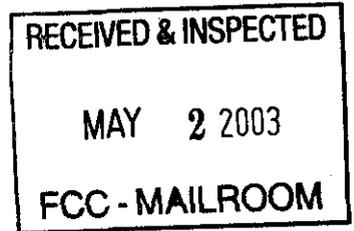
The National DNC List and restrictions on predictive dialers in the state of Wisconsin. I support Teleperformance USA and The American Telemarketing Associations Proposed Modifications to the FTC Rules.

A handwritten signature in black ink, appearing to read "Joyce Knutson".

Joyce Knutson
6219 U.S. Hwy 51 s lot 180 Janesville, wisconsin
53546.

April 24, 2003

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 & Regulations Implementing the Telephone Consumer Protection Act of 1991

I have been employed by Teleperformance USA, Beloit, Wisconsin for 12 years. I started as a Telemarketing Sales Representative and made my way through the ranks by becoming a licensed Insurance agent with the financial assistance of Teleperformance USA. I was then promoted to trainer and from there to my current position as a supervisor.

The products we offer to the clients of various companies are products I feel the customers may not have had exposure to if not for our calls. Not only are the customers made aware of different insurance and financial services but also are given the opportunity to use and review these plans at an affordable start up cost.

Due to having two back surgeries the opportunity to be gainfully employed by Teleperformance USA has proven to be invaluable to my financial health, as I would be unable to work in a more physically demanding position. Not only has this position been very helpful to me but to the many single mothers and minorities that are also employed at Teleperformance USA.

I therefore stringently oppose a National Do Not Call list and restrictions on Productive Dialers. I strongly support TeleperformanceUSA and the American Telemarketing Association proposed modifications to the FCC rules.

Thank you for your full consideration on this topic.

A handwritten signature in cursive script that reads "Mari Marzahl".

Mari Marzahl
219 Parkview Drive
Milton, WI 53563