MT

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

RECEIVED & INSPECTED
MAY 0 2 2003
FCC-MAILROOM

CG Docket #02-278

4-30-03

To Whom It May Concern,

In The 17 Months I've Worked In Telemarketing, I've Found That If A Person Is Not Intertted In The Product We Are Offering, They Will Say So. If They Do Not Wish To Receive Our Calls, They Will Ask To Be Put On The "Do Not Call List". They Know They Can Do This And We Do.

On The Other Hand, Many People Are Very Interested In A Least Trying The Product To See If It Will Benefit Them.

I've Personnally Talked To People Who Already Know About The Product Being Offered Through Friends Or Relatives Who Already Have It And Have Been Anxious To Have It Offered To Them.

A Good Many People Do Not Bother To Read Inserts Sent Along With Their Statements, So By Being Able To Explain A Program To Them Over The Phone Let's Them Know What Is Available And Gives Them The Opportunity To Ask Questions About It To Help Them Decide Whether Or Not It May Be Something They Actually Do Want.

Legitimate Marketing Companies Should Not Be Put Out Of Business Because Of The Antics Of Scam Artists Or "Fly By Night" Operations.

Sincerely,

Steven E. Govig

Steven E. Govig

1205 S Mo[illegible]

4/30/03
Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

CG Docket NO. 02-278

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To who may Concern:

I think that outbound telemarketing should stay open because we have lots people or more working for us and I love my job working here out of Butte, mt. If it works for telemarketing that I would not have a job I enjoy doing.

Thank you for your time.

LaDonna West

LaDonna West
853 So. Frontage Rd.
Deer Lodge, mt.
59722

4/30/03
Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

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TO: Whom It May Concern: 4/30/03

It has come to my attention that outbound telemarketing is in the process of being band Nation Wide. I have been a TSR for almost 3 years now, and I believe it is one of the highest jobs employing people in America right now. I work at Teleperformance USA in Butte MT. we have atleast if not over 100 employee's employed just here. I imagine what will happen to so many people employed throughout America. Welfare will sky rocket. and so many lives will have to start all over again. We are all good at one yet in our lives and I'm good at Telemarketing 3 talking to people on a one on one level over the phone. Please don't destroy so many peoples lives, What would you do if they banned your occupation for one reason or another???

Robyn Fellows

4/30/03
Commission's Secretary
Office of the Secretary
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445 12th Street, SW
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To whom it may concern

I Kenneth Shelley a employee of Teleperformance USA. I am writing in regards to the issue of outbound telemarketing, it is important to me because I live in a real economically depressed area and this job I have is only one of real well paying jobs in the area! I feel it is really important that the government think twice before passing any laws about restricting outbound telemarketing phone calls, Because it can only hurt the economy more if more people become unemployed especially in the area I live in! And I would like to point out that many Companys, Banks & Government agencyies rely up on us to make people aware of important services that are provided to the public, So it would also be a great disfavor to the public & the government especially with the economy as it is,

I Thank you
Signed
Kenneth Shelley
205 Fairmont Rd, #8
Anaconda Mt. 59711

CG Docket NO. 02-278

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4-30-03

To Whom it May Concern:

My name is William Smith and I work at Teleperformance USA located in Butte, Montana. I am writing today in regards to the new FTC regulations placed on telemarketing, and the conjoined attempt of the FTC + FCC government officials to erradicate telemarketing as we know it. I am EXTREMELY displeased at those actions. Working at Teleperformance I have learned that telemarketing is NOT a shameful and irritating procedure throught the country, but it is a very American and worthwhile company that people DO appreciate and take advantage of. I am horrified that 70,000 people, which a good percentage are just miserable and stressed out, are allowed to speak for the majority of the United States. Not to mention, there are almost 100 jobs available for people in this struggling economy. To try to erradicate a practice such as ours would be almost as un-American as say not allowing "McDonalds" to advertise on television because it appeals to people in their own homes. Not to mention again, that there would be an influx of unemployment for some with no other training or experience. I would like to appeal to the FTC + FCC to take a little closer look at what effects such an action would be. In my opinion, Telemarketing is doing FAR LESS damage to the American public as "McDonalds" is, and THEY are still allowed to advertise their products in the homes of America. Why can't we?

PO Box 85
RAMSAY, MT 59748

Disgusted by yours,
William Smith

4/30/03
Commission's Secretary
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4/30/03

To whom it may concern:

I understand the concern about the telemarketing industry, but like prohibition, we have a select group trying to take and inflict their fears on the majority to make themselves feel better. Although it is their right, it is my right to stand up for my beliefs as well.

Now as statistics show 1,800,000,000 people actually benefitted from Outbound telemarketing. In todays cutthroat industry, it is a hard struggle to find work, what with all the downsizing, and the rising unemployment, a job is crucial to live. Now My livelyhood is in jeppardy because a few don't want to be inconvenienced by a phonecall.

I propose a regulation of Procedure not An abolution of an industry. Education of people can bring far more benefits to Everyone and at the same time maintain the economic livelyhood of those depending on the industry (OutBound callers).

Ofte to suppress an Idea, person, business, or Industry, is not the American way. Working together towards a common goal, is what this our country's main principles are. People don't win by crushing the livelyhood of those whom they don't Know. Education not Suppression!

2561 PARRAT
BUTTE, MT 59701

4/30/03
Commission's Secretary
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Washington D.C. 20554

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To whom it may concern,

My name is Richard Sanders and I've been employed here at Teleperformance USA now for 3 years. I am writing this letter in regards to the recent telemarketing issues and just wanted to point out a few facts about the center that employs me. Teleperformance USA's center here in Butte Montana is currently the 3rd largest employer for Butte and its wages are far better than other ~~employers~~ employers in this area. Along with that it is also a contributer to the community we have raised money for local charitys and also have blood drives for the blood bank. I feel as a whole that this center does more to help the community than it does to harm it.

Sincerly,
Richard C Sanders

RICHARD C SANDERS
101 W CENTER
BUTTE, MT 59701

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445 12th Street, SW
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To whom it may concern:

My name is Heather Hanley and I am employed at Teleperformance U.S.A in Butte montana. Teleperformance employs well over 100 people, and if outgoing telemarketing was discontinued alot of people would be getting thier income from state and government places.

I believe that that would be hard on the economy of montana. I also believe that Teleperformance is and always will be good for Butte.

200 S Phillips Ave
Butte MT 59701

Sincerely

Heather Hanley

4/30/03

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445 12th Street, SW
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To whom it may concern,

My name is William Hains, and I am a proud employee of Teleperformance USA an outbound telemarketing company. Teleperformance USA, employees well over a hundred people at our center alone, I am writing due to the concern of possibly losing my job. Living in a small community such as I do, replacing a job such as this is nearly impossible. If my fellow co-workers and I were to be come unemployed, it would have devasting consquences on our small town. Jobs and homes would be lost, more famlies would become homeless due to the unfortunate misrepresentation of out bound telemarketers. My fellow co-workers and I are extremelyprofessional, the company that we are dedicated and devoted to, requires all of us to be. Teleperformance USA has high standards for it's professional image, and we work extremly hard to maintain that professionlism. Due to a few bad apples in the barrel, we are now faced with the possibility of becoming unemployed and possibly homeless causing a bigger drain on society and the economy. I hope and pray that you will have a change of heart, and reconsider your choice of destroying many lives and famlies. On behalf of Telemarketers everywhere, I encourage you to not pass any laws on banning Telemarketing. Not just for my job alone, but for everyone everywhere.

Sincerely

William Hains
Po. Box 3354
[illegible]

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To who it may concern,

My name is Amanda Eierman Im writting on behalf of Teleperformance USA. This is a very useful buisness it benifits everyone. We offer services to our customers that aren't avaible ~~as~~ normal buisnesses. Teleperformance ~~offers~~ opportunity to Butte and cities that are at a low economy. Teleperformance Employes dozens of people that are dedacated to their jobs and ~~with work for what~~ they will work hard for what they believe in. Teleperformance offers incredible services that some people realy do need That arent able to. such as elders who are in retirment homes that arent able to get out to see what there is. Teleperformance employes most of Butte citizens because one reason this is ~~one of the~~ FEW respectible jobs. Which gives us something to be proud of. Now Teleperformance can reach people in their own homes to make them feel more secure. ~~and~~ Losing this business will dramaticly effect dozens of lives.

Thank you, Sincerly,
Amanda Eierman
Butte MT 59701

4/30/03
Commission's Secretary
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Federal Communications Commission
445 12th Street, SW
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To whom It may Concern:

4/30/03

I Beleave that telemarkiting Benfits many people far as employes and custimers, they help people save money and make money, the way they help people save money, makes it easyer on those who do not have alot of money, for the things people normaly couldn't have If It was for discount and programs like we market out, The way they help people make money is giving Jobs to over 100's of people, If It wasn't for this place I would be out of work and so would alot more people, with familys to suport.

Think of It this way people wouldn't bye the program, If they didn't think it would benfit them and there familys In some ways, I myself as a telemarketer, would pick-up on these programs, In a matter of seconds.

So why put people out of work & why put less fortunate people out of money saving programs. It don't make any sense to me or anybody, and why would you want to put over 100's of people out of work, Just to make people that don't have a understanding about what we do happy!

Thank you
Martina Luen

Po. Box 77
Whitehall Mt.

4/30/03

CG Docket NO. 02-278

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Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

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To whom it may concern,

My name is Cathy Tregidga and I am a telemarketer employed by Teleperformance USA. Teleperformance USA is an outbound telemarketing company that provides valuable services only to those customers that want to take advantage of the opportunity. Nothing is sent out without the permission of the customer. Teleperformance USA employs well over 100 people. I live in a town with no economy and am very grateful to have my job as well as my co-workers. By outlawing outbound telemarketing many peoples lives will have to start all over again, putting most people on assistance. I enjoy the work that I do, giving me a chance to talk to people from all over the country as well as put food on my table, clothes on my back and shoes on my feet. Everyone wants a job that they know is stable and secure. I am sure you feel the same way. Why can't we?

Cathy Tregidga

Cathy Tregidga
727 Maryland
Butte MT 59701

4/30/03
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Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

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To whom it may concern,

My name is Tom Burns I have worked at Teleperfrance USA for almost 3 yrs.

With out this job I would have to move from Butte Mt or go on public assistance to live. This job as been a God send to me because I have diabetics and can no longer work as a Carpenter

TPUSA has over 100 people working and is one of the best paying jobs in Butte We offer different programs to the customers we call and if they do not the program there is no pressure on them to buy.

I think this is a very important business in Butte and for all the people imported Alaska

Tom Burns
24 10 1/2 Pine
Butte Mt.

Nelson Cuyle
504 S.B. Homes
Butte MT 59701

4/30/03
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445 12th Street, SW
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To Whom it May Concern

Due to the increase in Downsizing in Corporate America and the record # of jobs being Lost in America, With These proposed New restrictions on Outbound Telemarketing Calls you will Not only be jepordizing my Job but Those of millions of other employees across America. I'm not Sure about you but can our government really afford to Lose these Tax dollars that we as a Telemarketing Group Pay each year Not only to the Federal Gov't but to State Gov't As Well. Not Only Will we not be paying Taxes but ~~will~~ We will also become a huge burden on other Taxpayers as well. DO YOU REALLY WANT TO BE THE PEOPLE RESPONSIBLE FOR THE LARGEST LAYOFF IN THE HISTORY of THE UNITED STATES AND CREATING THE LARGEST BURDEN ON SOCIETY EVER DONE IN THE UNITED STATES NOT TO MENTION THE BURDEN ON THERE FAMILYS AND YOURS ALSO !!!

4/30/03
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Office of the Secretary
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4-30-03

To whom it may concern;

My name is Josh and I am a telemarketer. This is what I do for a living. And I like what I do and the many different people I have the pleasure of working with, and people who I talk to about various valuable products and services in which can save them alot of time, money and also stress.

The nature of my letter today has alot to with this. To date the FTC, FCC and our government officals have heard various complaints from approximately 70,000 people who do not wish to be called, and when we do call these people we act with professionalism and respectfully tell them they will be added to our do not call list, and honor their request. However, unfortunate as it is those that have registered actual complaints of an estimated 70,000 people over 4 million jobs have been put at risk. As I see it, in my opinion this would not only be the largest layoff in US history would drastically impact our economy, as our industry helps people across the country providing them with valuable services, products, and keeps them well informed on alot that goes on in the world and what's out there available to help in making their lives a little easier.

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445 12th St. S.W.
Washington D.C. 20554

CG Docket #02-278

To whom it may concern,

It is with great disappointment [illegible] of the [illegible] telemarketing [illegible]

[illegible]

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MAY 0 2 2003

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the [illegible] to [illegible] support
Telephone [illegible] U.S.A.'s and
American Tel. marketing Associations
proposed modifications to the
U.S.C. rules.
Thank you for your full consideration
on this topic.

Sincerely,
Betty Streeter
3[illegible] Canyon Dr
Billings, Montana
59[illegible]

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1-28-03

COMMISIONS SECRETARY
OFFICE OF the SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12th ST. SW
WASHINGTON, DC. 20554

CG Docket #02-278

TO WHOM IT MAY CONCERN:

MY NAME IS SANDY FRANK. I WORK FOR TELEPERFORMANCE U.SA IN BILLINGS, MT. I am A TSR that OFFERS SERVICES AVAILABLE to VARIOUS CREDIT CARD MEMBERS ON A (30-DAY) TRIAL.

I WATCH THESE 30 DAY TRIALS ON THE TELEVISION EVERYDAY. I FEEL WHAT WE OFFER IS better than these TV PROMOTIONALS. ON TELEVISION they WANT their MONEY immediately. What WE OFFER IS 30 days for ~~them~~ "the Consumer" the opportunity to REVIEW our programs for just $1. Most times the dollar is refunded if they CANCEL the SERVICE. Plus WE OFFER the CHANCE FOR them to CLAIM A BONUS. (ie., $50 US SAVINGS BONDS, $50 Gift CARDS to SUCH RETAILERS AS K-MART, TARGET WALMART.) THIS ALSO HELPS the ECONOMY, & don't forget the shopping discounts @ LEADING RETAILERS THROUGH THESE PROGRAMS!

Please keep in mind the number of jobs that will be lost if this National Do-Not-Call List is put into effect. There will an increase in welfare & unemployment costs. I'm referring to:

CG Docket No. 02-278

Rules & Regulations Implementing the Telephone Consumer Protection Act of 1991.

I want you to know that I oppose this National DNC List. I do support Teleperformance USA's & the American Telemarketing Assn's proposed modifications to the FTC Rules. There are other less destructive ways to protect consumers such as Company DNC Lists, Devices & Services to screen calls, or simply saying No Thank you & hanging up.

Thank you for your full consideration on this topic!

Sandra Frank
332 Phyllis Circle E.
Billings, Mt. 59102

Date: April, 28 2003

TOO WhomIt: Commission's secretary
may Concern. Office of the secretary.
Federal Communications Commision
445 12th Street, SW
Washington D.C. 20554

RECEIVED & INSPECTED
MAY 02 2003
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Reference Too: CG Docket No. 02-278
Rules and Regulations Implementing the telephone Consumer protection act of 1991.

Hello my name is Kelly Johane, I work at Tele-Performance USA, Billings Mt 59101. (Call center), I'm presently working as a TSR Representative. I feel my job is real importan because we call at least a 1000 people a day and save them money on medical needs, shopping discounts legal needs that might not be offered otherwise at a discount too alot of people. We are always suppose to be friendly, confident and supportive too people needs and we are strictly monitored as we are performing are job's to the best of our ability and we are written on our job performance in hopes that we convey a very personable friendly phone call. if found that we are rude in anyway we are let go of our position? I feel that if any client we call does not want what we have too offer can hang up immediately, be put on a do not call list, by a device too protect themselves from telemarketers, but I do not think it's fair they put my job at risk by enforcing an act to get rid of all telemarketing

I am right now at a middle income bracket first time in my life u can say I'm accomplishing something, instead of the welfare roll's. and instead of people supporting me I'm supporting someone else who use's my tax dollars. I'm a single mother at the present time trying to make ends meet and I have a slight handicap I can only do certain job's so this really concern's me that my job is at a big risk to be lost to a certain act, I don't want to go backwards, I'd appreciate the chance to go forward's. [Definitely oppose the National DNC list & restrictions on Predictive Dialers and I support Teleperformances USA's and the American telemarketing associations proposed modifications to the FTC rules

[Thank you for your full consideration on this topic

Kelley Jo Lane
316 Jefferson St
Billings, MT
59101

4/28/03

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

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

To whom it may concern:
My name is Lynn Bradley and I work as a telephone service representative for Teleperformance USA in Billings Montana. I am writing today to let you know the impact I will be facing if you adopt the national do not call list. After working for 5 years, I found myself on unemployment. I was on unemployment for over 5 months before I found this job. I have a 16 year old son that I support with the help of this job. If you adopt the national do not call registry I have no doubt that you will be eliminating my job. If that occurs, I'll find myself back on unemployment when it runs out - I'll be forced to go on welfare. I am 49 years and have never had to go on

WELFARE BEFORE. BUT I FEEL I WILL HAVE NO CHOICE AS THE JOB MARKET IN BILLINGS MONTANA AT THIS TIME IS PRETTY BLEEK. ESPICALLY IF YOU HAVE A CHILD TO SUPPORT. AS A SINGLE PARENT, I URGE YOU NOT TO ADOPT A NATIONAL DO NOT CALL REGISTRY. THERE ARE ALREADY MEASURES IN PLACE THAT ARE LESS DESTRUCTIVE AND WON'T COST THOUSANDS OF JOBS.

THANK YOU FOR YOUR TIME,

LYNN BRADLEY
74 GOLDSTRIKE DRIVE
BILLINGS, MT 59102

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APRIL 28, 2003

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

Ref: CG Docket No. 02-278

I am a TSR for Teleperformance USA, in Billings, MT. I have only been with the company since moving to Billings 4 mos. ago. Billings is very hard to find decent paying employment and without my job my family, of 4, would probably have to go on government assistance. I feel we offer customers a good service and I believe in what I do. Its an honest living.

This new law is unfair because it would put alot of us out of work. They need to consider the people they would hurt by passing this new law. Alot of us live in areas where jobs are very limited. If our callers ask us not to "call back" we do record that and no longer call them.

There are many ways so that they don't even receive the calls now, and I feel those are effective enough. Taking our jobs away is not a solution, but it is creating a whole new series of problems that our economy really can't handle.

Please reconsider you decision and look at the BIG PICTURE - There has to be a better way.

Thankyou for your full consideration on this topic

Dorothy Benjamin
2224 Hwy. 87 E #214
Billings, MT. 59101