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August 15, 2003

Federal Communications Commission
445 12th St. S W.
Washington, D.C 20554

Attn Consumer Information Bureau
Re Telecommunications Carriers' Use of Customer Proprietary Network Information and Other Customer Information

Reference Docket No. 96-115.

Dear Sir or Madam,

As an individual concerned with protecting the privacy of my own telephone records, I welcome the opportunity to address two of the issues for which the FCC has requested comments. My comments will focus on reasons why the government should protect privacy (issue #6 in the Federal Register notice) and the inadequacy of privacy notices to customers (issue #11 in the Federal Register notice)

1. Without government imposition of an opt-in rule, a carrier's use of CPNI will erode privacy There are many reasons to protect the privacy of information contained in phone records - reasons ignored by the Court in the Tenth Circuit decision, which discussed only embarrassment.

For example, phone scams continue to be a problem, especially for older Americans There have been many instances of marketers obtaining profile information that indicates a person may be a good lead because of age, gender, and/or income level. Without an opt-in rule in place, unscrupulous marketers can target an older person, or others, and attempt to sell them services that they neither need nor can necessarily afford

Additionally, information collected and used even in an aggregate form, can tell important and personal information about me that I may not want partners and/or affiliates in a "family" of corporations to have access to. The length of time I spend on the phone on health care, issues of sexuality, or other such personal information should not be available to marketers without my explicit approval.

The sharing and selling of this very personal information without prior affirmative approval by the individual can erode privacy and thus cause people difficulties and hardships

2. Current notification requirements are inadequate in ensuring that customers are clearly informed of their rights

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It's very easy to overlook the notifications in phone bills It seems like they are intentionally designed to look like advertising for other services that many people routinely ignore Something as important as a document that waives my right to privacy should at the very least have a bolded title highlighting the importance of such a document. Even better, this notice could be sent separately with notification on the envelope to alert me that it is not merely another advertisement.

The contents of the notification should be written in clear, easy to understand language Often notices are written either in legalese that only lawyers can understand, or they are written in vague, warm and fuzzy language that does not alert me to the fact that this is a document that affects such an important right

Companies have a legitimate First Amendment right to use this information, but none of our constitutional rights are absolute. Balancing free speech rights with the legitimate and important privacy rights of citizens will enable us to make better informed decisions about who we wish to share our personal information with, if with any at all! An opt-out rule acts as a waiver of any of my privacy rights that the corporation does not deem important, and does not give me the ability to issue any kind of meaningful approval.

Thank you again for giving me the opportunity to comment on these proposed rules Please contact me at 206 938 8190 or 206 948 4866 if I can provide any additional information

Sincerely,

Bruce Blair

Bruce Blair

[redacted]

[redacted]

PM

USA

RECEIVED & INSPECTED

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