



January 3, 2005

Federal Trade Commission/Office of the Secretary
Room H-159 (Annex K)
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

Re: Prerecorded Message EBR, Telemarketing Project No. R411001

Dear Sirs:

Please place strict controls on the rules governing telemarketers. Their unsolicited calls are annoying and often hard to stop despite the Do Not Call Registry. A few who call hang up when we begin to ask them to remove our names, and they continue to call. The messages they leave take up valuable space on answering machines and deny us the opportunity to receive messages from family and friends.

The most distressing are the prerecorded calls. Very few of the calls that we receive give the option to punch a number and be removed from their list. If recorded calls are to be permitted, that option should be the first thing the recording states: "If you do not wish to receive calls from [company name], press [number]." However, I urge you to prohibit these calls altogether since they invade and disrupt our privacy and quiet lives. Having a telephone should be for our convenience, and that does not give telemarketers the right to disturb us.

If unsolicited FAX messages fall under the "prerecorded" category, please act to stop those as well as the telephone calls.

Thank you.

Yours truly,

A handwritten signature in cursive script that reads "Susan B. Groos".

Susan B. Groos