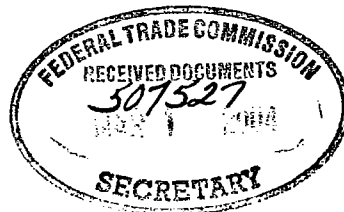


Capital Area Association of REALTORS®

3149 Robbins Road ■ Springfield, Illinois 62704 ■ 217.698.7000 ■ 217.698.7009

ORIGINAL

February 23, 2004



ORGANIZED 1921

President
RICHARD HANSELMAN,
CRS, GRI

President Elect
GAIL CHEVALIER-ZINI,
ABR, CRS, GRI

Secretary/Treasurer
CHERYL DAMBACHER,
ABR, CRS, GRI

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

Re: Project No. R411001 Monthly Registry Access, 69 Federal Register 30, 7329-7333 (February 13, 2004)

Dear Sir or Madam:

DIRECTORS

RUTH ANN AYERS, ABR, GRI

MARIE BARD, ABR, CRS, GRI

JAN BULTHAUS, ABR, CRS, GRI

DONALD CAVE

PHILIP CHILES, ABR

STEVE CONTRI, CRS, GRI

DERREL DAVIS, GRI

STEPHANIE DO, GRI

BARBARA KRUEGER, ABR, GRI

JEFF LOCHBAUM

CINDY NAGLE, ABRM, CRB

PETE STEWARD, ABR, CRS, GRI

The Capital Area Association of REALTORS® welcomes the opportunity to comment on the Federal Trade Commission's proposed amendments to the Telemarketing Sales Rule (TSR) Do-Not-Call Safe Harbor provision, 16 CFR 310.4(b)(3)(iv) to require more frequent updating of calling list against the National Registry. The Capital Area Association of REALTORS® represents nearly 700 real estate professionals that are engaged in all aspects of the real estate business in primarily four counties in Illinois consisting of Sangamon, Menard, Christian and Macoupin to fully comply with the DNC regulations.

In response to your request seeking input on whether to require thirty (30) day or monthly timeframe for call lists, the Capital Area Association of REALTORS® believes that the thirty (30) day approach for call lists is preferred. This would provide callers with clear and specific guidelines, while a "monthly" guideline would be subject to simply to much ambiguity. We feel that the FTC needs to clarify what documentation will allow sellers or telemarketers that they have complied with the requirements that sellers and telemarketers must maintain records documenting that the caller has obtained "a version of the do-not-call" registry.

The Capital Area Association of REALTORS® also believes that the effective date for these amendments should allow for sellers and telemarketers to have an extended period to make necessary modifications to their systems in order to comply with the requirement to "scrub" call lists every thirty (30) days. Small firms in particular will need sufficient time to train the necessary support staff or find outside vendors or software that can relieve concern of monthly update timeline. We recommend that any changes made by the FTC, requiring timely updates, become effective not less than one year from the time of publications in the *Federal Register*. We believe that this timeframe will allow sellers and telemarketers enough time to absorb the expenses already made to set up a DNC compliance process.

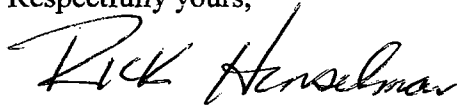


Memo/Federal Trade Commission
February 23, 2004
Page 2

In addition, the FTC should make sure that the process for accessing the Do-Not-Call Registry is problem free. Additional support for users who have problems with accessing the Registry should be provided with a tech hotline or customer support.

We thank you for your time and consideration of the above.

Respectfully yours,

A handwritten signature in cursive script that reads "Rick Hanselman". The signature is written in black ink and is positioned above the printed name and title.

Rick Hanselman, CRS GRI
President