


March 27, 2002

Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, DC 20580

Subject Line: "Telemarketing Rulemaking – Comment. FTC File No. R411001"

1. As an employee of ICT Group, Inc. in Lock Haven, PA, I am writing in opposition to the FTC's proposed changes to the TSR for the following reasons.
2. I rely directly on the telemarketing industry to earn my living. Adoption of this new rule could threaten my job, and those of many of my colleagues. I am a hard-working American, and the income I earn is crucial to my family's survival.
3. ICT Group provides first-rate services and products on behalf of our clients. Our business continues to thrive because consumers see real value in what we offer. We make it easy and affordable for them to access these services and products.
4. The vast majority of people I speak to on the phone in the course of my daily work are pleasant, and are willing to hear about what we are offering. If they are not interested, they simply say so, and I politely end the call. If a person expresses a desire to be placed on our do-not-call list, we always honor the request. I feel strongly that the current company-specific law is reasonable and effective for everyone involved, and requires no change.
5. Establishing a National Registry in addition to a Federal Specific DNC list and the State DNC lists will only serve to confuse consumers and create administrative nightmares for companies like ours. Instead of creating more lists, I feel the FTC should focus on enforcing its current regulations.
6. I am proud of the work I do and the company I work for. Thank you for allowing me this opportunity to comment.

Sincerely,


Gavin O'Brien