

Dear Commissioners,

I am writing to urge you to adopt the toughest standards possible to prevent phone companies in Washington from using my private information without obtaining my permission. I think that I have a basic right to control how these companies use my calling records. Given Qwest's misguided and misleading attempts to notify its customers of its intent to use their private information, I certainly don't think that we can trust the phone companies to give their customers adequate notice or opportunity to opt out of schemes to share their private information.

I would like to commend you for your response to the Qwest fiasco by quickly proposing a set of rules that would give Washington citizens increased control of their private calling records, and I strongly urge you to adopt the rules as you have proposed them and resist any attempts by the phone companies to weaken the proposed rules.

Thank you for your efforts and leadership in helping Washington citizen's protect their privacy.

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Hi,

Under no condition phone companies should be allowed to share consumer information with each other. Unless by written permission of the customer.

Thank you.

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Since I will be unable to attend the session May 22, 2002, I am providing this input via e-mail.

Protection of customer information is a responsibility of the holder of that information! With that, any time the holder want to use that information for purposes other than that for which it was collected, the holder should be required to ASK FOR PERMISSION.

Put another way - I should not be required to tell the company not to use my information. I should have the chance to opt in, rather than being included unless I take the effort to specifically opt out.

If that is expensive for the company - tough! It is long past time that customers be treated as the ones who benefit the company - not the other way around. I pay for the service the companies provide. If they want to use my information, they should pay me.

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To: Washington Utilities and Transportation Commission

I am in favor of the restrictions in the proposed WAC requiring customers to "opt-in" prior to disclosure of call detail information. I favor restricting use of any information, including call detail, to the highest level possible. Please delete my e-mail address should you post my comments publicly.

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There is an enormous amount of information about individuals available if one only knows how. My phone records and any information the telephone company has about me should be kept private. I'm tired of having my information shared with whomever a business decides to share it with unless you tell them not to. Why can't we let the business know when we want them to share information rather than the other way around. I think that if an individual wants to the phone company to share any information, they should tell the phone company that. Don't give telephone companies a lot of latitude with information sharing. Keep private what little privacy we have left.

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Following are my comments on the proposed customer privacy rules.

RE: Unpublished numbers. All the of the uses of private information resulting from telecommunication services to an nonpublished number should have an **opt-in** option for customers or should **not be allowed** at all. By the very nature of an nonpublished number, it is clear that the user does not want anyone calling who has not been specifically given the number by the customer and does not want any private information shared. As a nonpublished listing user, I only give my telephone number to be called for a specific reason. Therefore, I do not want **any** telemarketers calling. Private information includes all information specific to the individual, i.e., name, address, phone number, call detail.

RE: All telephone users. All of the uses of private information resulting from using telecommunication services should be opt-in. There should be no use of the opt-out option.

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How many times will this Commission call for public comment and not act?

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