



**FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554**

December 10, 2002

Newgen Results Coporation
10243 Genetic Center Drive
San Diego, CA 92121
Attn: Leslie Silver, President/CEO
Alan Thiessen, Director Teleservices

Newgen Results Corporation
12680 High Bluff Drive, Suite 300
San Diego, CA 92121
Attn: Leslie Silver, President/CEO
Alan Thiessen, Director Teleservices

Newgen Results Corporation
1247 Highfield Drive
Lawrenceville, GA 30043-4679
Attn: Leslie Silver, President/CEO
Alan Thiessen, Director Teleservices
Ernest Gibson, Manager

TeleTech Holdings, Inc.¹
9197 South Peoria Street
Englewood, CO 80112
Attn: Kenneth Tuchman, Chairman/CEO
Sharon O'Leary, Senior Vice President
& General Counsel

RE: EB-02-TC-259

Dear Correspondents:

This is an official **CITATION**, issued pursuant to section 503(b)(5) of the Communications Act of 1934, as amended (the Act), for violations of the Federal Communications Commission's rules that govern telephone solicitation.²

It has come to our attention that your company, or an entity acting on behalf of your company, delivered a telephone solicitation to a residential telephone line despite a previous do-not-call request by a member of the household. Section 64.1200(e) of the Commission's rules requires entities that make telephone solicitations to residential telephone subscribers to follow certain procedures to ensure that the subscribers are able to stop such solicitation calls. Specifically, entities that advertise through telephone solicitation must (1) develop written policies for maintaining a do-not-call list and make such written policies available upon demand; (2) inform and train their personnel engaged in any aspect of telephone solicitation about the existence and use of the do-not-call list; (3) place consumers who request not to receive telephone solicitations on the do-not-call list; and (4) honor each do-not-call request for ten years from the time the request is made.³ In addition, the Commission has found that it is unlawful to

¹ The Telecommunications Consumers Division has obtained information which indicates that Newgen Results Corporation is a wholly owned subsidiary of TeleTech Holdings, Inc.

² 47 U.S.C. § 227; 47 C.F.R. § 64.1200.

³ 47 C.F.R. § 64.1200(e).

call a residential telephone line to deliver a telephone solicitation if any member of the household has made a do-not-call request.⁴

Under the Act and the Commission's rules, a telephone solicitation is "the initiation of a telephone call or message for the purpose of encouraging the purchase or rental of, or investment in, property, goods, or services, which is transmitted to any person;" calls that are made either by tax-exempt nonprofit organizations or to any person who has provided prior express invitation or permission to call or has an established business relationship with the caller are not considered telephone solicitations.⁵

The attached information provided to the Commission indicates that your company failed to honor a do-not-call request that was made by or on behalf of a residential telephone subscriber who does not have an established business relationship with your company and did not expressly invite or authorize the call. That action violates section 64.1200(e)(2)(vi) of the Commission's rules.

Subsequent violations of the Commission's rules and orders of the type described herein may result in the imposition of monetary forfeitures not to exceed \$11,000 for each such violation or each day of a continuing violation.⁶

Pursuant to section 503(b)(5) of the Communications Act, you may request a personal interview with a Commission agent located nearest to your place of business. You should be prepared to discuss when your company recorded the do-not-call request(s) referenced in the attached consumer correspondence and why your company failed to honor such request(s). You also will be expected to discuss your procedures for training your company's telephone solicitors as to do-not-call responsibilities, and to specify what steps your company has taken to ensure future compliance with the Commission's do-not-call rules. Finally, you must supply a copy of your company's written do-not-call policy as required by section 64.1200(e)(2)(i) of the Commission's rules. You may contact an agent in San Diego, California; Denver, Colorado; or Atlanta, Georgia at (858) 496-5111, (303) 231-5212, or (770) 935-3370, respectively to arrange for an interview. You must schedule the interview to take place within 21 days of the date of this citation. Alternatively, you may submit a written statement addressing the specified topics, and attaching your company's written do-not-call policy, to the following address within 21 days of the date of this citation:

Kurt A. Schroeder
Deputy Chief
Telecommunications Consumers Division
Enforcement Bureau
Federal Communications Commission
445 - 12th Street, S.W.
Washington, D.C. 20554

⁴ *Consumer.Net v. AT&T, Order*, 15 FCC Rcd 281, 298 (1999).

⁵ 47 U.S.C. § 227(a)(3); 47 C.F.R. § 64.1200(f)(3).

⁶ *See* 47 C.F.R. § 1.80(b)(3).

You should reference EB-02-TC-259 when corresponding with the Commission.

As required by the Privacy Act of 1974, 5 U.S.C. § 552(a)(e)(3), you are hereby notified that the Commission's staff will use all relevant material information to determine what, if any, enforcement action is required to ensure your compliance with the Commission's rules. This will include any information that you disclose in your interview or written statement. If you choose not to respond to this citation and a Notice of Forfeiture is issued, your unresponsiveness will be considered in our assessment of a forfeiture amount.

Finally, you should be aware that the knowing and willful making of any false statement or the concealment of any material fact in reply to this citation is punishable by fine or imprisonment under 18 U.S.C. § 1001.

Thank you in advance for your anticipated cooperation.

Sincerely,

Kurt A. Schroeder
Deputy Chief
Telecommunications Consumers Division
Enforcement Bureau
Federal Communications Commission

Enclosures